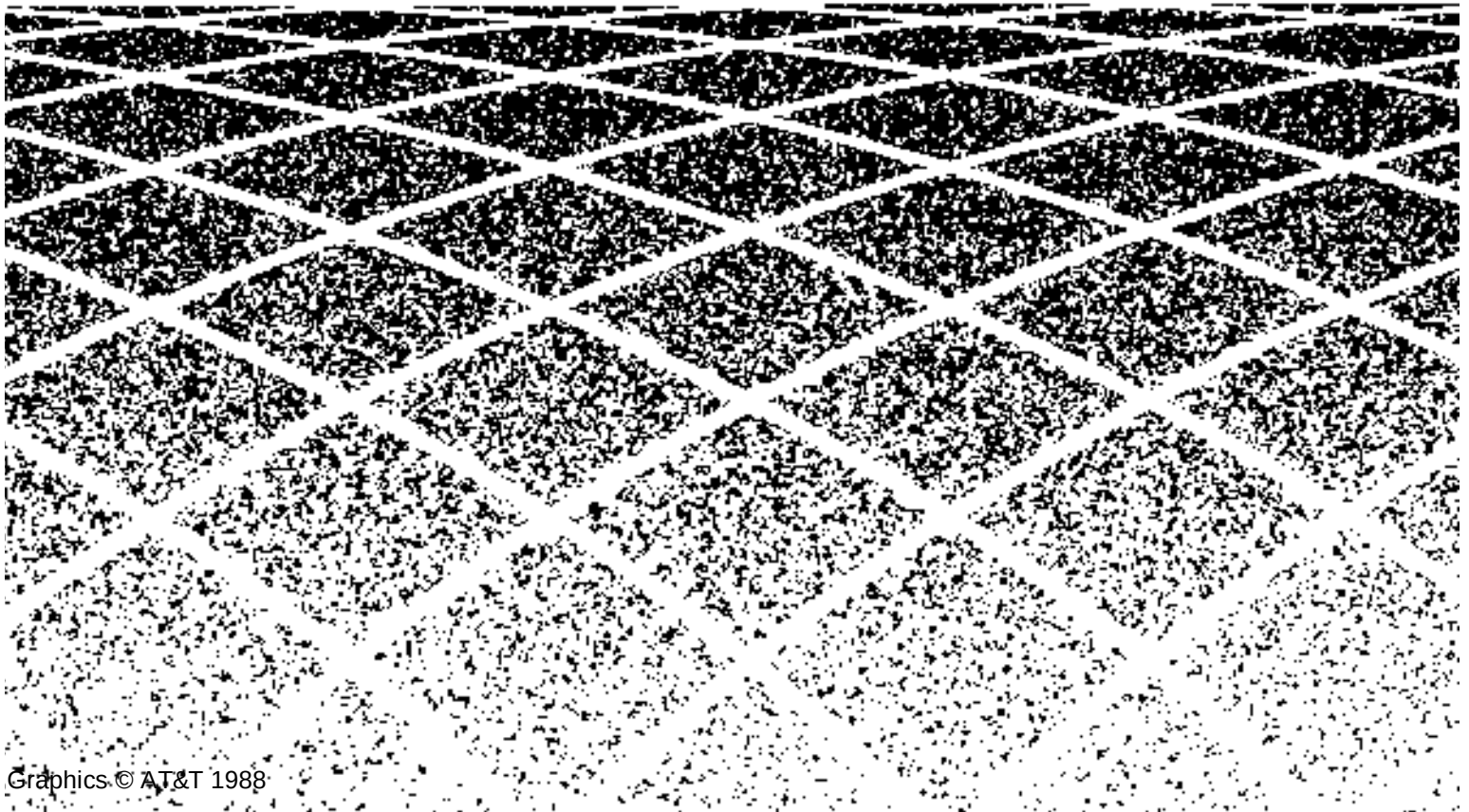




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***CentreVu*TM**
Call Management System
Release 3 Version 4
Reports



CentreVu™ Call Management System

Reports

Table of Contents

	Page
General Information	P-1
Audience	P-1
Introduction	P-1
Organization and Use of This Document	P-2
Organization of Document	P-2
Custom Reports	P-2
Forecast	P-2
Conventions Used in This Document	P-3
Terminology	P-4
Related Documents.	P-6
 Chapter 1 Introduction.	 1-1
General Information	1-1
Audience	1-1
Introduction	1-1
About CentreVu CMS	1-1
Agent and Trunk States	1-3
Agent States	1-3
Trunk States.	1-6
 Chapter 2 Real-Time Reports.	 2-1
General Information	2-1
Audience	2-1
Introduction	2-1
Items That Can Affect Real-Time Report Data	2-3
Switch Clock	2-3
Agents in Multiple Splits/Skills	2-3
Service Level Increments for Call Profile Reports	2-4
Split/Skill Reports	2-5
Split Status Report	2-6
Things to Know About This Report	2-6
Skill Status Report	2-11
Things to Know About This Report	2-11
Report	2-16
Things to Know About This Report	2-16
Call Profile Report	2-20
Things to Know About This Report	2-20
Agent Report	2-23
Things to Know About This Report	2-23
Agent Group Report	2-26
Things to Know About This Report	2-26
Queue/Agent Status Report	2-29

Things to Know About This Report	2-29
Queue/Agent Summary Report	2-33
Things to Know About This Report	2-33
Trunk Group Report	2-35
Things to Know About This Report	2-35
Event Count Summary	2-37
Things to Know About This Report	2-37
Multi-ACD Report	2-39
Things to Know About This Report	2-39
Graph Reports.	2-44
Introduction to Graph Reports	2-45
How the Bars are Displayed.	2-45
Graph Terminology	2-46
Split/Skill Graph Report.	2-47
Things to Know About This Report	2-47
Queue Graph Report.	2-50
Things to Know About This Report	2-50
Split/Skill Call Profile Graph Report.	2-52
Things to Know About This Report	2-52
VDN Call Profile Graph Report.	2-54
Things to Know About This Report	2-54
Vector Report	2-56
Things to Know About This Report	2-56
VDN Reports	2-58
Report	2-59
Things to Know About This Report	2-59
Call Profile Report	2-62
Things to Know About This Report	2-62
VDN Skill Preference Report	2-65
Things to Know About This Report	2-65
Real-Time Cross Reference	2-67

Chapter 3	Historical Reports.	3-1
	General Information	3-1
	Audience	3-1
	Introduction	3-1
	Agent Reports.	3-4
	Summary Report	3-5
	Things to Know About This Report	3-5
	Agent Split/Skill Report	3-9
	Things to Know About This Report	3-9
	Attendance Report.	3-13
	Things to Know About This Report	3-13
	Group Attendance Report.	3-17
	Things to Know About This Report	3-17
	Login/ Logout (Split) Report	3-21
	Things to Know About This Report	3-21
	Login/Logout (Skill) Report	3-23
	Things to Know About This Report	3-23
	Agent Trace Report	3-25
	Things to Know About This Report	3-25
	Event Count Report	3-27
	Things to Know About This Report	3-27
	Group Summary Report	3-30

Things to Know About This Report	3-30
Inbound/OutboundCall Report	3-34
Things to Know About This Report	3-34
Split/Skill Reports	3-38
Status Report	3-39
Things to Know About This Report	3-39
Split/Skill Report	3-41
Things to Know About This Report	3-41
Summary Report.	3-46
Things to Know About This Report	3-46
Call Profile Report	3-52
Things to Know About This Report	3-52
Outbound Split/Skill Report	3-55
Things to Know About This Report	3-55
Forecast Summary Report.	3-58
Things to Know About This Report	3-58
System Reports	3-63
System Report.	3-64
Things to Know About This Report	3-64
Multi-ACD System Report	3-70
Things to Know About This Report	3-70
Multi-ACD System Report by Split/Skill	3-74
Things to Know About This Report	3-74
Trunk/Trunk Group Reports	3-80
Trunk Report	3-81
Things to Know About This Report	3-81
Trunk Group Report	3-84
Things to Know About This Report	3-84
Trunk Group Summary Report	3-87
Things to Know About This Report	3-87
Busy Hour by Trunk Group Report	3-91
Things to Know About This Report	3-91
Graph Reports	3-93
Introduction to Graph Reports	3-94
How the Bars are Displayed	3-94
Graph Terminology.	3-95
Split/Skill Call Profile Graph	3-96
Things to Know About This Report	3-96
Split/Skill Service Level Graph	3-98
Things to Know About This Report	3-98
Split/Skill Avg Speed Answer Graph	3-100
Things to Know About This Report	3-100
VDN Call Profile Graph	3-103
Things to Know About This Report	3-103
VDN Service Level Graph	3-106
Things to Know About This Report	3-106
Call Work Code	3-108
Things to Know About This Report	3-108
VDN Reports	3-110
VDN Status Report.	3-111
Things to Know About This Report	3-111
VDN Report	3-113
Things to Know About This Report	3-113
VDN Call Profile Report.	3-118

Things to Know About This Report	3-118
VDN Skill Preference Report (EAS only)	3-122
Things to Know About This Report	3-122
Busy Hour by VDN Report	3-126
Things to Know About This Report	3-126
Multi-ACD Call Flow by VDN Report	3-128
Things to Know About This Report	3-128
Vector Report	3-132
Things to Know About This Report	3-132
Call Record	3-136
Things to Know About This Report	3-136
Historical Reports Cross Reference	3-140
 Chapter 4 Exceptions Reports	 4-1
General Information	4-1
Audience	4-1
Introduction	4-1
Things to Know Before You Start.	4-2
Agent Exceptions Report	4-3
Things to Know About This Report	4-3
Split/Skill Exceptions Report.	4-5
Things to Know About This Report	4-5
Trunk Group Exceptions Report	4-7
Things to Know About This Report	4-7
VDN Exceptions Report.	4-9
Things to Know About This Report	4-9
Vector Exceptions Report	4-11
Things to Know About This Report	4-11
Malicious Call Trace Report	4-13
Things to Know About This Report	4-13
Data Collection Report	4-15
Things to Know About This Report	4-15
 Chapter 5 Maintenance Error Log Report	 5-1
General Information	5-1
Audience	5-1
Introduction	5-1
Error Log Report.	5-2
Things to Know About This Report	5-2
Error Log Messages	5-4
Error Codes.	5-4
No Reply From SPI for ACD.	5-32
Attempt to Stop and Restart X.25	5-32
Successful Backup Using a New Volume	5-32
Lack of Unmeasured Trunk Facilities	5-33
CMS is Down When a Data Summarizing Timetable is Scheduled	5-33
Results of Daily, Weekly, and Monthly Data Summaries	5-33
 Appendix A Database Items and Calculations	 A-1
General Information	A-1
Audience	A-1
Introduction	A-1
How Database Items and Calculations Are Presented.	A-2
Database Items	A-2

Database Item Tables	A-2
Switch Reference Tables	A-4
Calculations	A-4
Terminology	A-5
Database Table Names	A-10
Interactions with Switch Features and Database Rules	A-13
Adjunct-Placed and Adjunct-Routed Calls	A-13
Look-Ahead Interflow Calls	A-13
Personal Call Tracking	A-13
Abandoned Calls.	A-15
Phantom Abandon Calls	A-15
Transferred and Conferenced Calls.	A-16
Audio Difficulty.	A-16
Direct Agent Calling (G3)	A-16
Multiple Call Handling (G2, System 85, G3V4)	A-17
Hold Tracking (G3, G2, System 85)	A-17
Ringling (G3, G2, System 85)	A-17
Transfer Tracking	A-17
Conference Tracking (G2.2 and G3)	A-18
Call Pickup	A-18
Agents in Multiple Splits/Skills	A-18
Multiple-Split/ Skill Queuing (G3)	A-19
Agent State Tracking at Login	A-20
Converse Vector Command (G3V2 and later)	A-20
Go To Vector	A-20
Outbound Call Management (OCM).	A-20
Redirection on No Answer (G3V2 and later)	A-21
Tracking of Times/Duration	A-21
Trunk No Answer Timeout (G3V2 and later)	A-21
Vector Disconnect Timer (G3V2 and later)	A-21
Wait Answer Supervision Timer (WAST).	A-22
Split/Skill Database Items	A-23
Switch Cross Reference.	A-40
Agent Database Items	A-45
Switch Cross Reference.	A-59
Trunk Group Database Items	A-63
Switch Cross Reference.	A-70
Trunk Database Items	A-73
Switch Cross Reference.	A-79
Vector Database Items	A-81
Switch Cross Reference.	A-87
VDN Database Items	A-89
Switch Cross Reference.	A-98
Call Work Codes Database Items.	A-101
Switch Cross Reference.	A-103
Agent Login/Logout Database Items	A-104
Switch Cross Reference.	A-105
Agent Trace Database Items.	A-106
Switch Cross Reference.	A-108
Current Day Configuration Forecast Database Items	A-109
Switch Cross Reference.	A-110
Current Day Forecast Report Database Items	A-111
Switch Cross Reference.	A-112
Call Record Database Items	A-113

Switch Cross Reference	A-118
Exceptions Historical Database Items.	A-120
Agent Exceptions Database Items	A-121
Split/Skill Exceptions Database Items.	A-123
Trunk Group Exceptions Database Items	A-124
VDN Exceptions Database Items.	A-125
Vector Exceptions Database Items	A-126
Malicious Call Trace Exceptions Database Items	A-127
Data Collection Exceptions Database Items	A-128
Agent State and Row Search Values	
Cross-Reference	A-129
Call Disposition and Row Search Values Cross-Reference.	A-131
Standard Dictionary Calculations.	A-132

Glossary	GL-1

Index	IN-1

General Information

Audience

The *CentreVu™ Call Management System Release 3 Version 4 Reports* (AT&T 585-215-801) document is written for *CentreVu* Call Management System Release 3 Version 4 (*CentreVu* CMS) users who analyze the available reports and use them to efficiently run their call centers.

At the beginning of each chapter is an Audience section, defining for whom that chapter is written.

Introduction

DEFINITY® Call Center reports are generated through the *CentreVu* CMS software. This book includes:

- A description of each *CentreVu* CMS report
- An example of each *CentreVu* CMS report
- Definitions of all report fields
- Tips for customizing specific *CentreVu* CMS reports.

Organization and Use of This Document

Organization of Document

This book is organized based on the categories of *CentreVu* CMS reports. The following list describes the contents of each chapter and appendix in this document:

- Chapter 1* **Introduction**
- Chapter 2* **Real-Time Reports**—show snapshots of Call Center activity throughout the day.
- Chapter 3* **Historical Reports**—compile Call Center information in 15, 30, or 60 minute intervals. The interval information is then converted into daily, weekly, and monthly summary data.
- Chapter 4* **Exceptions Reports**—determine when certain activities in a Call Center fall outside the acceptable limits.
- Chapter 5* **Maintenance Error Log Report**—shows the last 100 errors that have occurred in *CentreVu* CMS.
- Appendix A* **Database Items and Calculations**
- Glossary* Defines *CentreVu* CMS terms.

Custom Reports

Custom reports are reports that you create and design, or contract the AT&T Technical Support Center to create to meet your specific call center needs. The Custom Reports feature is a standard option. Most historical, real-time, exception, and forecasting reports can be customized. For a description of the *CentreVu* CMS Custom Reports subsystem, see the *CentreVu™ CMS R3V4 Custom Reports* (AT&T 585-215-802) document.

Forecast

If you have the **Forecast** feature of *CentreVu* CMS, refer to the *CentreVu™ CMS R3V4 Forecast* (AT&T 585-215-812) document to learn how to use the system and read the reports.

Conventions Used in This Document

The following conventions are used consistently throughout this document:

<i>Related document callouts</i>	Include the document number (if an AT&T publication) and the book title, in italic. For example, ... See the <i>CentreVu™ CMS R3V4 Custom Reports</i> (AT&T 585-215-802) document for more information.
Courier font	Designates a word or phrase quoted directly from the <i>CentreVu</i> CMS system. For example, the Report destination: field. Also designates an <i>INFORMIX</i> * table name. For example, the csplit table.
Courier bold font	Designates something you type into the system. For example, type an x next to Printer, Terminal, or File.
“Chapter Names”	Are always in quotes.
<i>italic</i>	Highlights references to file names and directories. For example, /cms. Also indicates trademarked and registered trademarked words.
Subsystem References	Are always initial capitalized. For example, ... set access permissions for <i>CentreVu</i> CMS users from the User Permissions subsystem.
Window Titles	Are always capitalized.

*INFORMIX is a registered trademark of Informix Software, Inc.

Terminology

The following terms are used throughout this book. For additional *CentreVu* CMS definitions, please refer to the *Glossary*.

Current Interval	Represents the current intrahour interval which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.
Custom Reports	Real-time or historical reports that have been customized from standard reports or created from scratch. See the <i>CentreVu™ CMS R3V4 Custom Reports</i> (AT&T 585-215-802) document for more information.
Daily Data	Interval data that has been converted to a 1-day summary.
Exception Reports	Display occurrences of unusual call-handling events.
Historical Database	Contains intrahour records for up to 62 days in the past, daily records for up to 5 years in the past, and weekly/monthly records for up to 10 years for each <i>CentreVu</i> CMS-measured agent, split/skill, trunk, trunk group, vector, and Vector Directory Number (VDN).
Historical Reports	Display past Automatic Call Distribution (ACD) data for various agent, split/skill, trunk, trunk group, vector, or VDN activities.
Monthly Data	Daily data that has been converted to a monthly summary.
Multiuser Mode	Any administered <i>CentreVu</i> CMS user can log into <i>CentreVu</i> CMS. Data continues to be collected if data collection is “on.”
Previous Interval	One intrahour interval. At the end of each intrahour interval, the contents of the current intrahour interval are copied to the previous intrahour interval portion of the real-time database.

Real-Time Database	Current and previous intrahour data on each <i>CentreVu</i> CMS-measured agent, split, trunk, trunk group, vector, and VDN.
Real-Time Reports	Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs.
Single-User Mode	Only one person can log into <i>CentreVu</i> CMS. Data continues to be collected if data collection is “on.” This mode is required to change some <i>CentreVu</i> CMS administration.
Subsystem	Each <i>CentreVu</i> CMS Main Menu selection. For example, Reports, Dictionary, System Setup, Exceptions, along with Timetable and Shortcut, is referred to as a subsystem.
Weekly Data	Daily data that has been converted to a weekly summary.

Related Documents

There are many documents that can help you use the *CentreVu* CMS software to its maximum capability. Those most closely related to this document are the Administration and Custom Reports documents.

- AT&T 585-215-800 — *CentreVu™ CMS R3V4 Administration*
- AT&T 585-215-801 — *CentreVu™ CMS R3V4 Reports*
- AT&T 585-215-802 — *CentreVu™ CMS R3V4 Custom Reports*
- AT&T 585-215-803 — *CentreVu™ CMS R3V4 Change Description*
- AT&T 585-215-804 — *CentreVu™ CMS External Call History Interface*
- AT&T 585-215-806 — *CentreVu™ CMS R3V4 Upgrades and Migrations*
- AT&T 585-215-807 — *CentreVu™ CMS R3V4 Sun* SPARCserver† Computers Installation and Maintenance*
- AT&T 585-215-808 — *CentreVu™ CMS R3V4 Sun Connectivity Diagram*
- AT&T 585-215-809 — *CentreVu™ Supervisor User's Manual*
- AT&T 585-215-810 — *CentreVu™ Supervisor Installation and Getting Started*
- AT&T 585-215-811 — *CentreVu™ Supervisor Report Designer*
- AT&T 585-215-812 — *CentreVu™ CMS Forecast*
- AT&T 585-215-010 — *Call Center Planning, Configuration, and Implementation*
- AT&T 585-215-114 — *Call Management System Release 3 Megaplex 96 Board Installation.*

*Sun is a registered trademark of Sun Microsystems, Inc.

†SPARCserver is a registered trademark of Sun Microsystems, Inc.

General Information

Audience

This chapter is written for any *CentreVu*™ Call Management System Release 3 Version 4 (*CentreVu* CMS) user who accesses the reports subsystems. It outlines how CMS reporting works and the reports available.

Introduction

DEFINITY® Call Center reports are generated through the *CentreVu* CMS software.

About *CentreVu* CMS

The *CentreVu* CMS software monitors the operations of and collects data from the switch. The data are then organized into reports that help you manage Call Center facilities and personnel. These reports may be displayed on a terminal in real-time, printed immediately, stored in a *UNIX** file, or scheduled for printing at a later time.

The data tracked includes caller identification, service parameters, internal call transfers, outgoing calls, and agent sales. Real-time reports can be updated as often as every three seconds and summarized as often as every 15 minutes. Historical reports are available in intervals of 15, 30, or 60 minutes; daily; weekly; and monthly summaries.

One *CentreVu* CMS can manage up to 5200 agent/skill combinations in up to four switches (ACDs) at different locations. This permits you to add agents in new locations while maintaining centralized supervision to control costs.

Use *CentreVu* CMS reports to:

- Determine how many agents are needed
- Manage call volume fluctuations
- Configure the software to make changes automatically and to meet unexpected demands
- Change, add, or delete such measured entities as trunks, VDNs, vectors, agents, and splits without downtime in the *CentreVu* CMS/switch link
- Initiate agent audit trails.

*UNIX is a registered trademark of Novell, Inc.

Table 1-1 lists the *CentreVu* CMS reports that are available. The remaining chapters of this document give you an overview and an example of each report.

Table 1-1: CMS Reports

Report Name	Type of Report Available				
	Real-Time	Historical	Graph	Exception	Forecast
Agent Attendance	0				
Agent Event Count	0				
Agent Exception				0	
Agent Group Attendance	0				
Agent Group Summary	0				
Agent Group Report	0				
Agent Inbound/Outbound	0				
Agent Login/Logout	0				
Agent Positions Required					0
Agent Split/Skill	0				
Agent Summary	0				
Agent Report	0				
Agent Trace	0				
Average Speed Answer			0		
Busy Hour by Trunk Group	0				
Busy Hour by VDN	0				
Call Record	0				
Call Work Code	0				
Current Day					0
Data Collection				0	
Financial					0
Intraday					0
Malicious Call Trace				0	
Multi-ACD	0	0			
Multi-ACD by Split/Skill	0				
Multi-ACD Call Flow by VDN	0				
Outbound Split/Skill	0				

Report Name	Type of Report Available				
	Real-Time	Historical	Graph	Exception	Forecast
Queue/Agent Status	0				
Queue/Agent Summary	0				
Skill Status	0				
Special Day					0
Split Status	0				
Split/Skill	0	0	0		
Split/Skill Call Profile	0	0	0		
Split/Skill Exceptions				0	
Split/Skill Forecast Summary					0
Split/Skill Queue	0		0		
Split/Skill Service Level		0	0		
Split/Skill Status		0			
Split/Skill Summary	0		0		
System		0			
Trunk		0			
Trunk Group	0	0			
Trunk Group Exceptions				0	
Trunk Group Summary		0			
Trunk Performance					0
Trunks Required					0
VDN	0	0			
VDN Status		0			
VDN Call Profile	0	0	0		
VDN Exceptions				0	
VDN Service Level			0		
VDN Skill Preference	0	0			
Vector	0	0			
Vector Exceptions				0	

Agent and Trunk States

Status changes sent from the switch are the source of all ACD data (for splits/skills, trunk groups, agents, and trunks). As a result, the states of agent extensions and trunks are what all other data are based on.

Agent States

Table 1-2 lists the *CentreVu* CMS agent states. These states appear on real-time reports as *CentreVu* CMS records the current status of the ACD.

Table 1-2: Agent States

ACD	The agent logged into this extension is on a split/skill or direct agent call. For Generic 2.1, System 85 R2V4, and Generic 1 switches, the agent state is also ACD when a call is waiting on hold.
Available (AVAIL)	The extension is able to accept an ACD call. An extension is AVAIL in AUTO-IN or MANUAL-IN work modes any time a station does not have a call active or on hold.
After Call Work (ACW)	The agent is engaged in bookkeeping, data entry, or other work related to the previous call, and is not available to receive another call. The extension enters ACW after an ACD call in MANUAL-IN completes. On Generic 1 and Generic 2 switches, the agent can select the state with the ACW key in order to have the ACW time associated with the call mode. An agent's time in ACW includes time an agent is on incoming or outgoing calls while in ACW, as well as time in ACW when the agent is not connected to any calls.

Table 1-2: Agent States (Contd)

Auxiliary Work (AUX)	The agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. The agent presses the AUX WORK key, when the agent wants <i>CentreVu</i> CMS to recognize the extension as staffed, but does not want the ACD to distribute calls to the voice terminal. An agent's time in AUX includes time an agent is on incoming or outgoing calls while in AUX, as well as time in ACW when the agent is not connected to any calls.
Direct Agent ACD (DACD)	The agent is on a direct agent ACD call.
Direct Agent ACW (DACW)	The agent is in the after call work state for a direct agent ACD call.
OTHER	The agent is doing other work. For a Generic 3 switch in AUTO-IN or MANUAL-IN, the following apply: • The agent put any call on hold and has performed no further action. • The agent is on a direct agent call or in ACW for a direct agent call. • The agent is dialing to place a call or to activate a feature. • A personal call or a direct agent ACD call is ringing with no other activity. For Generic 3 and Generic 1 switches without Expert Agent Selection (EAS), agents are logged into multiple splits and doing work for a split other than this one (on an ACD call, in ACW or on a personal call). For Generic 3 Version 2 and Generic 2.2 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call, in call-related ACW or on a personal call). Agent positions show up in OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.

Table 1-2: Agent States (Contd)

UNKNOWN	<i>CentreVu</i> CMS does not recognize the current state. UNKNOWN remains until the condition is cleared (corrected) and/or the agent completes the current ACD call and any associated ACW, or a current agent state message is sent to <i>CentreVu</i> CMS from the switch.
UNSTAF Unstaffed	The agent is not logged in and is not being tracked by <i>CentreVu</i> CMS.
RING	The time a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. With this state, you can actually determine how long a call rings before an agent answers, and thereby determine the actual time a caller waits in queue and waits while the call is ringing to better analyze your call center's performance. Available with Generic 3, Generic 2, and System 85 R2V4 switches.

Trunk States

Table 1-3 lists the *CentreVu* CMS trunk states. These states appear on *CentreVu* CMS historical reports.

Table 1-3: Trunk States

IDLE	The trunk is waiting for a call.
CONN	The caller and agent are connected on an ACD call.
QUEUED	An ACD call has seized a trunk and is queued to a split or skill waiting for an agent to answer.
SEIZED	A call is using the trunk, either incoming or outgoing.
MBUSY	The trunk is maintenance busy, out of service for maintenance purposes.
HOLD	The agent has put the caller on this trunk on hold.
UNKNOWN	<i>CentreVu</i> CMS does not recognize the state of the trunk.
DABN	The queued caller abandoned the call. The trunk quickly goes to idle.
FBUSY	Forced busy. The caller receives forced busy signal if you have a Generic 3, Generic 2, or System 85 switch with Call Vectoring.
FDISC	The caller receives a forced disconnect. This appears only if you have the Vectoring feature.
RING	A call is ringing at the agent's voice terminal.

General Information

Audience

Real-time reports display on your terminal screen. This chapter is written for supervisors who use the *CentreVu™* Call Management System Release 3 Version 4 (*CentreVu CMS*) real-time reports to effectively run the call center.

Introduction

This chapter gives you the information you need to understand every real-time report available on *CentreVu CMS*.

For information on completing the real-time report input windows, see the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document.

CentreVu CMS real-time reports give supervisors snapshots of the call center's performance and status. Abandoned calls, for example, can be monitored to determine the waiting-for-service tolerance of callers and compared to the number of calls in queue. Additionally, agent productivity can be compared at a glance to determine who may need help in speeding after call work.

Standard real-time reports:

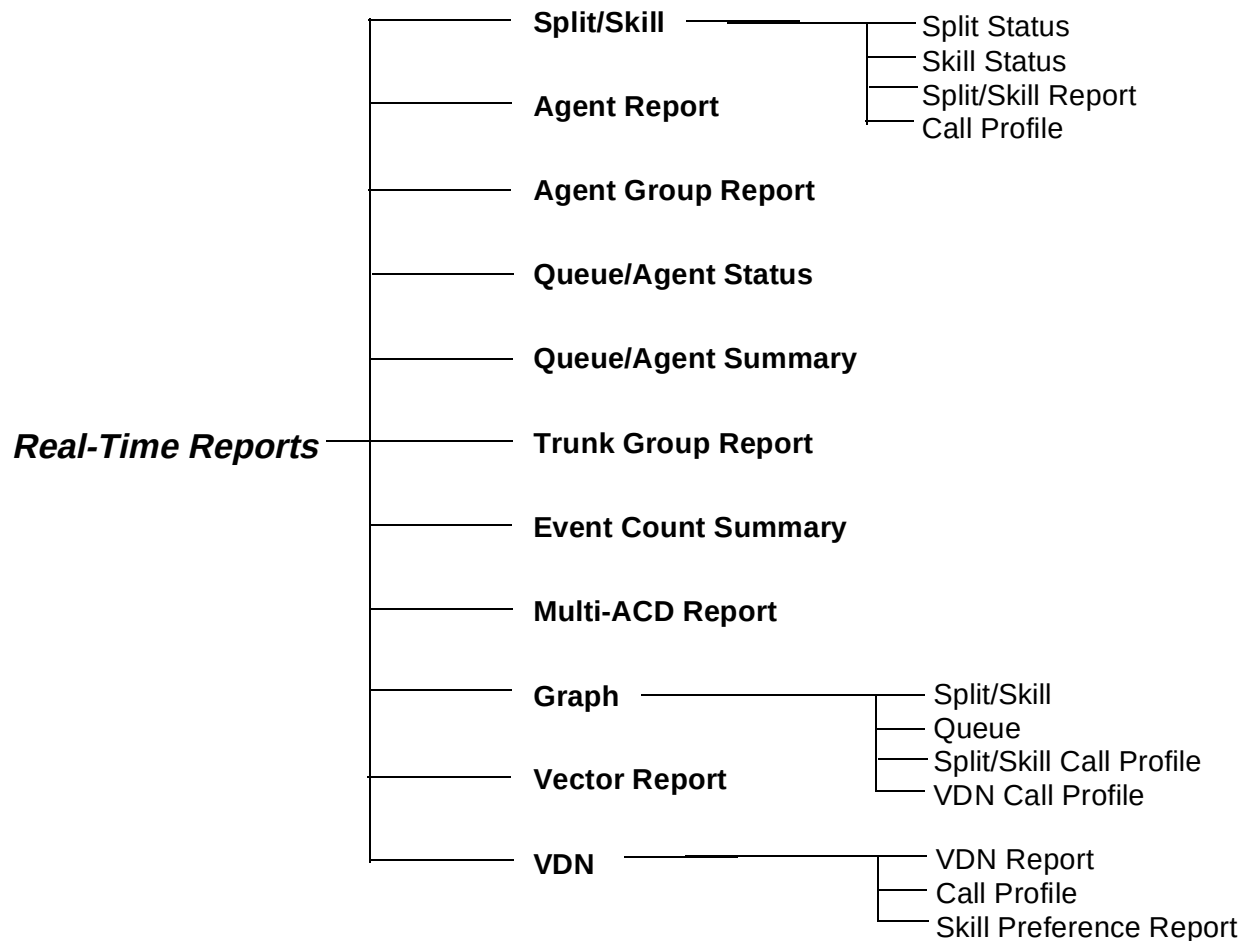
- Show the current status of ACD activity. The types of data for reports are status, cumulative, and administrative. (See Appendix A, "Database Items and Calculations" for a description of these data types.)
- Display data for the current interval for agent, split/skill, trunk/trunk group, vector, and VDN activities, such as number of ACD calls, abandoned calls, average talk time, and so on.

All database items and calculations that are used for real-time reports are taken from the current interval tables.

You assign the length of the current interval for real-time ACD data in the System Setup: Storage Intervals window. See the *CentreVu™ CMS R3V4 Administration* (585-215-800) document for more information.

The Expert Agent Selection (EAS), Vectoring, and Graphics reports are included in this chapter. If you do not have the Expert Agent Selection feature, Vectoring feature, or Graphics package, those report items do not appear on your menu.

A short summary and example of each *CentreVu* CMS real-time report is included in this chapter. The roadmap below shows how the real-time reporting system is organized. This section follows the organization of the roadmap (split/skill reports are described first, followed by agent reports, etc.).



Items That Can Affect Real-Time Report Data

At times your report data could look peculiar or could be missing data. Any of the following items could cause this.

Switch Clock

If at all possible, **do not** change the switch clock unless data collection is turned off. If you change the clock while data collection is on, interval data is marked as incomplete.

If you cannot turn off data collection before changing the switch clock, adhere to the following guidelines:

- Small changes (several minutes forward or backward) should be done in the middle of the data collection interval so the change does not cross different intervals. Data for that interval(s) are marked as incomplete, and depending on agent activity prior to the clock change, interval times may not add up as expected on the Historical Summary by Interval reports.
- Larger time changes (such as daylight savings time) that cross interval boundaries should be done with extreme care and at the **beginning** of the interval. For example, if you need to make a 1-hour adjustment, make it from 8:01a.m. to 9:01a.m.. If you make it at the end of the interval (7:59a.m. to 8:59a.m.), you may inadvertently cause two data archives to occur at the same time, which may cause loss of interval data.

Agents in Multiple Splits/Skills

If an agent is logged into multiple splits, in the Auto-In mode, and is available (AVAIL) in the three splits, the split names or numbers could appear in any order on reports. For example, the order could be Split/Skill 3, followed by Split/Skill 1 and Split/Skill 2.

If you display several real-time reports on your screen and have agents available in multiple splits, agent time on the reports may seem to be wrong, but it is **not**. Reasons for this are:

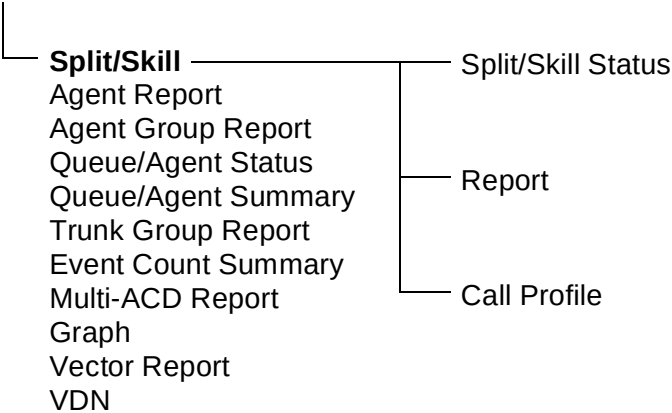
- The refresh rate is different between the reports. For example, one report has a refresh rate of 30 seconds and the other may have a refresh rate of 35 seconds—a difference of 5 seconds. When the report is updating, the difference of these few seconds could make the reports seem to not add up.
- You are using same refresh rate but bring the reports up at different times.

**Service Level Increments
for Call Profile Reports**

If you change the increments, data will be distorted for the interval in which you made the change. *CentreVu* CMS deletes the split call profile data already collected for that interval and only keeps the split call profile data that occurred in that interval after the change. Then *CentreVu* CMS tries to combine the split/VDN call profile data gathered both before and after the change into a single daily record of split call profile data. As a result, some data is placed in the wrong service level increments. See the appropriate Split/Skill or VDN Call Profile Report for more information.

Split/Skill Reports

Real-Time Reports



From the **Split/Skill** real-time report menu you can select Status, Report, or Call Profile.

The **Split Status** report or **Skill Status** report shows the status of one split or skill. If you have the Expert Agent Selection (EAS) feature, your system displays the Skill Status report. If you do not have EAS, your system displays the Split Status report.

The split/skill **Report** shows the status of up to six splits/skills.

The **Call Profile** report shows the wait times for incoming calls handled and abandoned in a split/skill during the current interval.

The above roadmap shows how the real-time Split/Skill reports are organized in *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap.

Split Status Report

The **Split Status** report is available on switches that do not have the EAS feature. It shows, for a specific split, how long the oldest call in queue has been waiting, how many calls are currently waiting to be answered, agent names, agent states, the length of time an agent has been in the displayed state, and the split associated with the call the agent is currently handling.

Things to Know About This Report

- All agents who are logged into the selected split are displayed. You can page or scroll to view agents not shown in this report.
- If an agent is on an ACD call or in ACW, a single split which corresponds to the ACD call or ACW, is displayed.
- If the agent is available, all splits in which the agent is available are displayed.
- If the agent is in AUX in all splits, all splits are displayed.
- An agent can be logged into up to three splits on a Generic 1 or Generic 3 switch and logged into up to four splits on a Generic 3 Version 2 switch without the Expert Agent Selection (EAS) feature.
- If you have a Generic 3 Version 3 or earlier switch, the Expected Wait Time (EWT) fields are blank. EWT is only available on Generic 3 Version 4 and later switches.
- The EWT fields may be blank for one of the following reasons:
 - The EWT is unknown at this time.
 - The EWT is infinity (for example, no agents are logged in).
 - The priority (TOP, HIGH, MEDIUM, LOW) is inactive.
 - The queue for this priority is full.

Please refer to the Generic 3 Version 4 Vectoring/EAS Guide for more information on EWT and causes of the field blanking out.

- EWT may be different than you anticipate. The following factors can affect EWT:
 - A low volume of calls are coming into a split, or very few are coming in at one or more of the priorities. This causes EWT to show larger fluctuations than when there is heavier call volume.
 - A split has only one or two agents logged in.
 - A combination of the low call volume and a small number of agents logged in.
 - The number of agents logged into a given split suddenly increases or decreases substantially. EWT adjusts immediately, and you will see a big jump or fall in the EWT.

- A significant percentage of callers who are queued drop from queue, either from hanging up or from being answered, and no new calls are queued. For example, in a vector with time-of-day routing, after a specified time, no more calls are routed to a particular split. Calls in queue to this split continue to be serviced, but no new calls are coming into the queue. The EWT remains unchanged until the specified time interval from the timer has expired and the audit has taken place.
 - Calls may be queued to more than one split.
 - Agents may be logged into multiple splits.
 - The Multiple Call Handling (MCH) feature is enabled.
 - A new split is created or the switch reboots. No history exists, and 30 to 50 queued calls must accrue for an accurate EWT.
 - The average handling times for calls changes suddenly.
 - The call traffic is varying significantly.
 - The queueing times are erratic.
 - If calls are HIGH or MEDIUM priority and redirected, via intraflow, to a split that does not queue calls at this priority, the priority does not change.
- Only EWT for the priorities at which calls are queueing are displayed. However, if you change the routing for a skill so that calls are not being queued at a priority, the EWT for that priority continues to be shown until either all agents in the split/skill log out, or a translation pumpup is forced.
 - This report can be customized.

07/12/95 08:30 AM

CentreVu(TM) CMS

Windows: 1 of 1

Split: S75 NORTH EAST

Calls Waiting 1

Oldest Call Waiting :50

Expected Wait Time (Pri):	Top	High	Medium	Low
	:10	1:15	12:10	20:14

Agent	State	Split(s)	Time	VDN
THOMPSON SUE	ACD IN	19	9:49	10000
LYNN ALLEN	AUX OUT	19	4:26	10002
HAUSER STEVE	ACW OUT	19	1:26	10000
BIRCH LYNNE	ACW	19	4:21	10000
CARVER JOE	AUX		20:37	10001
ZAPPA SUE	ACD IN	19	3:49	10002
PETERSEN KATE	ACD IN	19	2:32	10000
DUKOWSKI LINDA	ACW	19	2:02	10001

Figure 2-1: Split Status

Table 2-1: Split Status Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Split	Name or number of the split selected for this report.	SPLIT csplit
Calls Waiting	Number of split ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls (Generic 3).	INQUEUE+INRING csplit
Oldest Call Waiting	Number of seconds the oldest ACD call has waited in queue or ringing before being answered. This does not include direct agent calls.	OLDESTCALL csplit
Expected Wait Time Top	Contains EWT for the split/skill at top priority. EWT is administered in the Exceptions subsystem. It is the wait time for the call if it were queued to the split/skill at this priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. EWT is updated when a call is added to a queue, or every time the specified time interval is exceeded, whichever comes first. If <i>CentreVu</i> CMS is connected to a pre-Generic 3 Version 4 switch or vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTTOP cagent
Expected Wait Time High	Contains EWT for the split/skill at high priority. EWT is administered in the Exceptions subsystem. It is the wait time for the call if it were queued to the split/skill at this priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. EWT is updated when a call is added to a queue, or every time the specified time interval is exceeded, whichever comes first. If <i>CentreVu</i> CMS is connected to a pre-Generic 3 Version 4 switch or vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTHIGH cagent

Table 2-1: Split Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Expected Wait Time Medium	Contains EWT for the split/skill at medium priority. EWT is administered in the Exceptions subsystem. It is the wait time for the call if it were queued to the split/skill at this priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. EWT is updated when a call is added to a queue, or every time the specified time interval is exceeded, whichever comes first. If <i>CentreVu</i> CMS is connected to a pre-Generic 3 Version 4 switch or vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTMEDIUM cagent
Expected Wait Time Low	Contains EWT for the split/skill at low priority. EWT is administered in the Exceptions subsystem. It is the wait time for the call if it were queued to the split/skill at this priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. EWT is updated when a call is added to a queue, or every time the specified time interval is exceeded, whichever comes first. If <i>CentreVu</i> CMS is connected to a pre-Generic 3 Version 4 switch or vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTLOW cagent
Agent	Names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned to this split and logged in.	LOGID cagent
State	Current work mode (state) the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (NULL, IN or OUT).	WORKMODE and DIRECTION cagent

Table 2-1: Split Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Split(s)	When an agent is on a split or direct agent call or in the ACW (After Call Work) mode, this is the split associated with the call or the ACW. If an agent puts an ACD call on hold and makes or receives an AUX call, this is the split of the ACD call on hold. When an agent is available, this is the last split in which the agent became available. For agents in multiple splits (Generic 3 and Generic 1 switches), all of the splits the agent is available in are listed.	WORKSPLIT WORKSPLIT2 WORKSPLIT3 WORKSPLIT4 (G3V2 only) cagent
Time	Amount of time the agent has been in the current work mode (AVAIL, ACD, etc.) and the call direction. Time is zeroed whenever the work mode or call direction changes. That is, if the agent goes from ACD-IN to AVAIL, time starts over.	AGTIME cagent
VDN (shows data only if you have the Vectoring feature)	Vector directory number (VDN) associated with the ACD call in progress.	VDN cagent

Skill Status Report

The **Skill Status** report shows, for a selected skill, how long the oldest call in queue has been waiting, how many calls are currently waiting to be answered, agent names, agent states, and the skill associated with the call the agent is currently handling. In order to run this report, you must have the EAS feature on a Generic 3 Version 2, Generic 3 Version 3, or Generic 2.2 switch.

Things to Know About This Report

- All agents who are logged into a particular skill are displayed. You can page or scroll to view agents not shown in the window.
- With Generic 3 Version 2 and later switches, all the skills the agent is logged into are shown in the `Login Skills` column of the report. Also, these skills are designated with a “p” or “s” to indicate whether the skill is a primary or secondary skill.
- With Generic 2.2 switches, the default skill and up to three other skills the agent is logged into are shown in the `Login Skills` column of the report. If the agents log into four skills in addition to their default skill, the fifth skill is not displayed. It is necessary to create a custom report to add a fifth skills column.
- If you have a Generic 3 Version 3 or earlier switch, the Expected Wait Time (EWT) fields are blank. EWT is only available on Generic 3 Version 4 and later switches.
- The EWT fields may be blank for one of the following reasons:
 - The EWT is unknown at this time.
 - The EWT is infinity (for example, no agents are logged in).
 - The priority (TOP, HIGH, MEDIUM, LOW) is inactive.
 - The queue for this priority is full.

Please refer to the Generic 3 Version 4 Vectoring/EAS Guide for more information on EWT and other causes of blanking out the field.

- EWT may be different than you anticipate. The following factors can affect EWT:
 - A low volume of calls are coming into a skill, or very few are coming in at one or more of the priorities. This causes EWT to show larger fluctuations than when there is heavier call volume.
 - A skill has only one or two agents logged in.
 - A combination of the low call volume and a small number of agents logged in.
 - The number of agents logged into a given skill suddenly increases or decreases substantially. EWT adjusts immediately, and you will see a big jump or fall in the EWT.

- A significant percentage of callers who are queued drop from queue, either from hanging up or from being answered, and no new calls are queued. For example, in a vector with time-of-day routing, after a specified time, no more calls are routed to a particular skill. Calls in queue to this skill continue to be serviced, but no new calls are coming into the queue. The EWT remains unchanged until the specified time interval from the timer has expired and the audit has taken place.
 - Calls may be queued to more than one skill.
 - Agents may be logged into multiple skills.
 - The Multiple Call Handling (MCH) feature is enabled.
 - A new skill is created or the switch reboots. No history exists, and 30 to 50 queued calls must accrue for an accurate EWT.
 - The average handling times for calls changes suddenly.
 - The call traffic is varying significantly.
 - The queueing times are erratic.
 - If calls are HIGH or MEDIUM priority and redirected, via intraflow, to a skill that does not queue calls at this priority, the priority does not change.
- Only EWT for the priorities at which calls are queueing are displayed. However, if you change the routing for a skill so that calls are not being queued at a priority, the EWT for that priority continues to be shown until either all agents in the skill log out, or a translation pumpup is forced.
 - This report can be customized.

03/20/95 08:30 AM				CentreVu(TM) CMS				Windows: 1 of 1	
Skill: Ordering									
Calls Waiting				25					
Oldest Call Waiting				1:08					
Expected Wait Time (Pri):				Top	High	Medium	Low		
				:10	1:15	12:10	20:14		
Agent	--Login Skill(s)--				State	Skill	Time	VDN	
JONES,M	p17	p16	p11	s10	ACD IN	p17	1:40	10000	
GARCIA, J	p10	p11			ACD IN	p10	1:35	10001	
MASTERS,K	p11				ACD IN	p11	1:29	10000	
TENNEYSON,A	p17	p16	p11	s10	ACD IN	p17	1:23	10001	
WATSON,T	p17	p11	p16	s11	ACD IN	p11	1:06	10000	

Figure 2-2: Skill Status

Table 2-2: Skill Status Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Skill	Name or number of the skill selected for this report.	SPLIT csplit
Calls Waiting	Number of skill ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls (Generic 3).	INQUEUE+INRING csplit
Oldest Call Waiting	Number of seconds the oldest ACD skill call has been waiting in queue or ringing before being answered. This does not include direct agent calls.	OLDESTCALL csplit
Expected Wait Time Top	Contains EWT for the split/skill at top priority. EWT is administered in the Exceptions subsystem. It is the wait time for the call if it were queued to the split/skill at this priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. EWT is updated when a call is added to a queue, or every time the specified time interval is exceeded, whichever comes first. If <i>CentreVu</i> CMS is connected to a pre-Generic 3 Version 4 switch or vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTTOP cagent
Expected Wait Time High	Contains EWT for the split/skill at high priority. EWT is administered in the Exceptions subsystem. It is the wait time for the call if it were queued to the split/skill at this priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. EWT is updated when a call is added to a queue, or every time the specified time interval is exceeded, whichever comes first. If <i>CentreVu</i> CMS is connected to a pre-Generic 3 Version 4 switch or vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTHIGH cagent

Table 2-2: Skill Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Expected Wait Time Medium	Contains EWT for the split/skill at medium priority. EWT is administered in the Exceptions subsystem. It is the wait time for the call if it were queued to the split/skill at this priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. EWT is updated when a call is added to a queue, or every time the specified time interval is exceeded, whichever comes first. If <i>CentreVu</i> CMS is connected to a pre-Generic 3 Version 4 switch or vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTMEDIUM cagent
Expected Wait Time Low	Contains EWT for the split/skill at low priority. EWT is administered in the Exceptions subsystem. It is the wait time for the call if it were queued to the split/skill at this priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. EWT is updated when a call is added to a queue, or every time the specified time interval is exceeded, whichever comes first. If <i>CentreVu</i> CMS is connected to a pre-Generic 3 Version 4 switch or vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTLOW cagent
Agent	Names (or agent IDs if the names have not been assigned in Dictionary) of the agents logged into this skill.	LOGID cagent
Login Skill(s)	The skill numbers with which the agent logged in. LOGINSKILL5 applies only to Generic 2.2 switches.	LOGINSKILL LOGINSKILL2 LOGINSKILL3 LOGINSKILL4 LOGINSKILL5 cagent
[Login Skill(s)] Type	The type (p=primary or s=secondary) for each skill the agent logged in. Login Skill(s) Type applies to Generic 3 Version 2 switches only.	SKILLTYPE SKILLTYPE2 SKILLTYPE3 SKILLTYPE4 cagent

Table 2-2: Skill Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
State	Current work mode (state) the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (NULL, IN or OUT).	WORKMODE and DIRECTION cagent
Skill	When an agent is on a skill or direct agent call or in the ACW (After Call Work) state, this is the skill associated with the call or the ACW. If an agent puts an ACD call on hold and makes or receives an AUX call, this is skill of the ACD call on hold. For Generic 2.2 switches, this is always the default ["0"] skill. When an agent is available, in AUX or in OTHER, this is null because there is no skill associated with these states.	WORKSKILL cagent
Time	Amount of time the agent has been in the current work state (AVAIL, ACD, etc.) and the call direction. Time is zeroed whenever the work state or call direction changes. That is, if the agent goes from ACD-IN to AVAIL, time starts over.	AGTIME cagent
VDN (shows data only if you have the Vectoring feature)	Vector directory number (VDN) associated with the ACD call in progress.	VDN cagent

Report

The split/skill **Report** displays real-time call-handling information on a number of splits or skills simultaneously. It allows the supervisor to evaluate and compare each split's/skill's workload and call-handling performance and to determine agent reassignment or other ACD configuration alternatives to balance workloads and/or reduce abandoned calls.

Things to Know About This Report

- You can enter a range or list of splits/skills. If you only want to view one split or skill, you may size the window smaller.
- In this report, the OTHER state displays for agents who are on calls or in after call work for other splits or skills.
- For agents in split/skills with the “many forced” option of Multiple Call Handling (Generic 3 Version 4 and later switches), a queued call is not delivered to an agent position if there is no available call appearance. If this happens, the real-time split/skill Report shows the agent is available and there is a call queued for the skill.
- This report can be customized.

07/12/95 08:30 AM		CentreVu(TM) CMS			Windows: 1 of 1	
Splits:		CIT AV	CIT CM	CIT S7	DISAST	CONVER
Calls Waiting		2	6	0	0	0
Oldest Call Waiting		1:13	8:52	:00	:00	:00
Avg Speed of Answer		4:04	8:25			:01
Split ACD Calls		5	6	0	0	305
Avg Split ACD Talk Time		7:09	9:11			:00
Abandoned Calls		2	9	0	0	2
Avg Time to Abandon		3:21	7:20			:01
Agents: Available		0	0	0	0	3
Ringing		0	0	0	0	0
ACD Calls		4	2	0	0	0
After Call Work		0	0	0	0	0
Other		0	1	0	0	1
AUX Work		0	4	0	0	1
Staffed		4	7	0	0	5

Figure 2-3: Split/Skill Report

Table 2-3: Split/Skill Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Splits/Skills	Name or number of the split(s)/skill(s) selected for this report.	SPLIT csplit
Calls Waiting	For each split/skill in this report, the total number of ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal and outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 with the ASAI feature only). It does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING csplit
Oldest Call Waiting	For each split/skill in this report, the number of seconds the oldest call in queue or ringing at an agent voice terminal has waited. This does not include direct agent calls.	OLDESTCALL csplit
Avg Speed of Answer	Average time calls waited in queue or ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 with the ASAI feature only).	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED> csplit
ACD Calls	Queued ACD calls to the split/skill that were answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway or Generic 3 with ASAI only).	ACDCALLS csplit
Avg ACD Talk Time	Average talk time (does not include hold time) for all ACD calls to this split. This does not include direct agent calls, but it does include talk time of all ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 with the ASAI feature only).	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME> csplit
Abandoned Calls	Total number of queued calls for each split/skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned at the far end before an agent answered (Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 with the ASAI feature only).	ABNCALLS csplit

Table 2-3: Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Avg Time to Abandon	Average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME> csplit
Agents: Available	Total number of agents who are available to receive ACD calls in this split/skill.	AVAILABLE csplit
Agents: Ringing	Current number of agents that are available and have split/skill ACD calls for this split/skill ringing at their voice terminal but have not yet answered. If the agent goes into the AUX state or makes or picks up an extension call, the agent shows up in AUX work, not as having a ringing ACD call on the voice terminal.	AGINRING csplit
Agents: ACD Calls	Total number of agents connected to inbound and outbound ACD calls in each split/skill. This does not include direct agent calls.	ONACD csplit
Agents: After Call Work	Number of agents who are in the after call work mode for each split/skill. This includes agents on ACW-IN/ACW-OUT calls as well as agents in ACW not associated with an ACD call.	INACW csplit

Table 2-3: Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Agents: Other	Current number of agent positions that are doing other work. For Generic 3, while in Auto-in or Manual-In: • The agent put any call on hold and has performed no further action. • The agent is on a direct agent call or in ACW for a direct agent call. • The agent is dialing to place a call or to activate a feature. • A personal call or a direct agent ACD call is ringing with no other activity. For Generic 3 and Generic 1 switches without EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call, in ACW or on a personal call attributed to a split other than this one). For Generic 3 Version 2 and Generic 2.2 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call, in call-related ACW or on a personal call attributed to a skill other than this one). Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	OTHER csplit
Agents: Aux Work	Total number of agents who are in the auxiliary work mode for all splits/skills including agents who are handling AUX-IN or AUX-OUT calls.	INAUX csplit
Agents: Staffed	Number of agents logged into each split/skill.	STAFFED csplit

Call Profile Report

The split/skill **Call Profile** report shows the wait times of incoming calls handled and abandoned in a split or skill during the current interval.

Things to Know About This Report

- Calls are displayed in ten columns, with each column representing a progressively longer wait time (increment).
- This report can be customized.

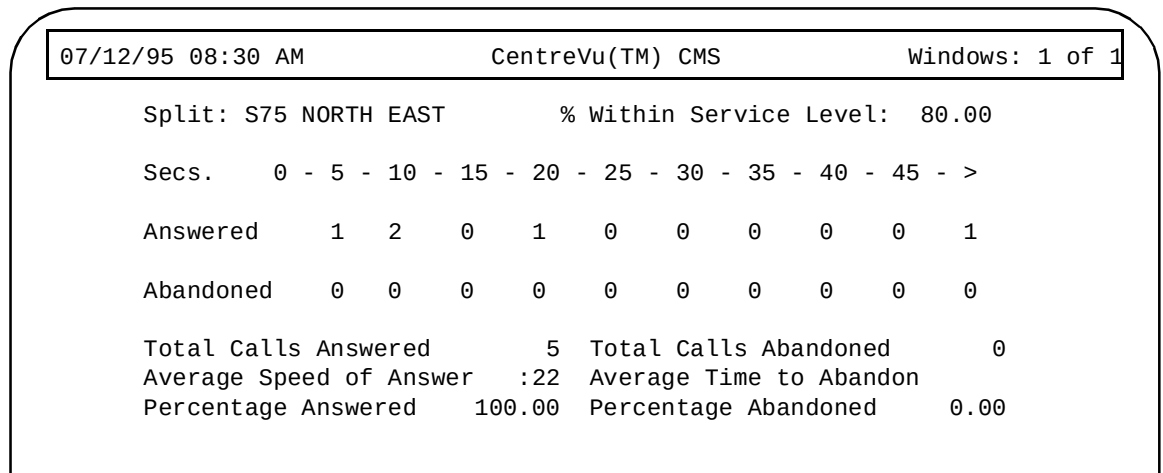


Figure 2-4: Split/Skill Call Profile

Table 2-4: Split/Skill Call Profile Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Split/Skill	Name or number of the split/skill selected for this report.	SPLIT csplit
% Within Service Level	Percentage of split/skill ACD calls answered by an agent within the predefined acceptable service level. Calls to the split or skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL> csplit
Secs.	The size (in seconds) of each increment. Each increment of seconds represents a progressively longer wait time for a call in queue, and each increment can be a different length. These increments are defined in the ACD Administration subsystem Split/Skill Call Profile Setup window.	PERIOD1-9 csplit
Answered	Within each increment, the number of calls to the split/skill that were answered by an agent. This includes outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). It does not include direct agent calls (Generic 3 switches only).	ACDCALLS1-10 csplit
Abandoned	Within each increment, the number of calls to the split/skill that were abandoned. If calls are queued to multiple splits/skills, only the first split/skill queued to pegs an abandoned. This includes outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). It does not include direct agent calls.	ABNCALLS1-10 csplit
Total Calls Answered	Total number of ACD calls to the split/skill that were answered by an agent. This includes outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). It does not include direct agent calls (Generic 3 switches only).	ACDCALLS csplit
Average Speed of Answer	Average time a caller waited, while ringing, in this split/skill's queue before an agent answered. This does not include direct agent calls.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED> csplit

Table 2-4: Split/Skill Call Profile Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Percentage Answered	Percentage of calls offered to the split/skill that were answered by an agent. Calls to the split/skill include abandoned calls, not answered calls, and outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). It does not include direct agent calls (Generic 3 switches only). Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill (Generic 3 switches only) and answered in another split/skill.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS> csplit
Total Calls Abandoned	Total number of queued calls for each split/skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned before an agent answered at the far end (Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only).	ABNCALLS csplit
Average Time to Abandon	Average time a caller waited before hanging up.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME> csplit
Percentage Abandoned	Percentage of queued calls to the split/skill that were abandoned before being answered by an agent. This includes outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). It does not include direct agent calls (Generic 3 switches only).	100*(ABNCALLS/ CALLSOFFERED) <PERCENT_CALL_ABAN> csplit

Agent Report

Real-Time Reports

Split/Skill

Agent Report

Agent Group Report

Queue/Agent Status

Queue/Agent Summary

Trunk Group Report

Event Count Summary

Multi-ACD Report

Graph

Vector Report

VDN

The **Agent Report** shows the current activities of all agents assigned to a split or skill. It shows the extension the agent logged in from, the agent's work state, how long the agent has been in that work state, and the split/skill the agent is currently working in. This report also shows you the VDN associated with the call the agent is on if you have the Vectoring feature.

Things to Know About This Report

- Only the agents currently assigned and logged into the split/skill display on this report.
- If you have a Generic 2.2 switch with EAS, you may want to customize this report to add a fifth skills column.
- For information on Agents in Multiple Splits/Skills and Multiple Call Handling, see the beginning of this chapter in the “Interactions with Switch Features” section.
- This report can be customized.

07/12/95 08:30 AM

CentreVu(TM) CMS

Windows: 1 of 1

Split: S75 NORTH EAST

Agent Name	Extn	State	Split(s)	Time	VDN
THOMPSON SUE	6556	ACD IN	19	2:47	MAAT
LYNN ALLEN	5607	AUX		3:17	
HAUSER STEVE	5954	ACW	19	6:02	
BIRCH LYNNE	5982	AUX IN	19	6:26	
CARVER JOE	5964	ACW	19	7:20	
ZAPPA SUE	5605	ACW OUT	19	2:07	MAAT
PETERSEN KATE	5690	AUX		:49	
DUKOWSKI LINDA	5695	AUX		9:22	

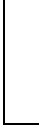
Figure 2-5: Agent Report

Table 2-5: Agent Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Split/Skill	Name or number of the split/skill selected for this report.	SPLIT cagent
Agent Name	Names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned to this split/skill and logged in.	LOGID cagent
Extn	Extension the agent logged in from.	EXTENSION cagent
State	Current work mode (state) the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (NULL, IN or OUT).	WORKMODE and DIRECTION cagent
Splits/Skills	When an agent is on a split/skill or direct agent call or in the ACW (After Call Work) mode, this is the split/skill associated with the call or the ACW. If an agent puts an ACD call on hold and makes or receives an AUX call, this is split/skill of the ACD call on hold. When an agent is available, this shows all splits/skills in which the agent is available. NOTE: If you have EAS active on your switch, it is recommended that you create a custom report and use WORKSKILL instead of WORKSPLIT in your report.	WORKSPLIT WORKSPLIT2 WORKSPLIT3 WORKSPLIT4 cagent
Time	Length of time the agent has been in the current work mode (AVAIL, ACD, etc.) and the call direction. Time is zeroed whenever the work mode or call direction changes. For example, if the agent goes from ACD-IN to AVAIL, time starts over.	AGTIME cagent
VDN (Shows data only if you have the Vectoring feature)	Vector directory number associated with the ACD call in progress.	VDN cagent

Agent Group Report

Real-Time Reports



- Split/Skill
- Agent Report
- Agent Group Report**
- Queue/Agent Status
- Queue/Agent Summary
- Trunk Group Report
- Event Count Summary
- Multi-ACD Report
- Graph
- Vector Report
- VDN

The **Agent Group Report** allows you to view agents according to groups you have created in the Dictionary subsystem. For example, these groups could be agents who speak Spanish, new agents, agents with specific extension numbers, or any grouping that fits your Call Center's needs.

Things to Know About This Report

- Only one agent group displays on this report. If you want to compare groups, you can bring up two reports separately and toggle between the reports.
- Only the agents logged in and assigned to the group display in the report.
- If you have a Generic 2.2 switch with EAS, you may want to customize this report to add a fifth skills column.
- This report can be customized.

07/12/95 08:30 AM

CentreVu(TM) CMS

Windows: 1 of 1

Agent Group: DEON

Agent Name	Extn	State	Split(s)	Time	VDN
HARPER MARLIN	5921	AVAIL	47	37:19	DNIS
SAWYER YVONNE	2959	ACD IN	46	1:36	
HALL LEO	5472	AVAIL	41	:48	
ASHBURN JOHN	5273	AVAIL	41	4:24	
HUDDLESTON DAVID	4156	AUX	41	32:40	SERVI
ARNESS JOE	2274	ACD IN	24	7:43	
HENNING BOB	6551	AUX	24	5:41	

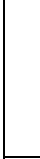
Figure 2-6: Agent Group Report

Table 2-6: Agent Group Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Agent Group	Name of the group selected for this report.	GRPNAME cagent
Agent Name	Names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned to this split/skill and logged in.	LOGID cagent
Extn	Extension the agent logged in from.	EXTENSION cagent
State	Current work mode (state) the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (IN or OUT).	WORKMODE and DIRECTION cagent
Splits/Skills	When an agent is on a split/skill or direct agent call or in the ACW (After Call Work) mode, this is the split/skill associated with the call or the ACW. If an agent puts an ACD call on hold and makes or receives an AUX call, this is split/skill of the ACD call on hold. When an agent is available, this shows all splits/skills in which the agent is available. NOTE: If you have EAS active on your switch, it is recommended that you create a custom report and use WORKSKILL instead of WORKSPLIT in your report.	WORKSPLIT WORKSPLIT2 WORKSPLIT3 WORKSPLIT4 cagent
Time	Amount of time the agent has spent in the current work mode (AVAIL, ACD, etc.) and the call direction. Time is zeroed whenever the work mode or call direction changes.	AGTIME cagent
VDN (Shows data only if you have the Vectoring feature)	Vector directory number associated with the ACD call in progress.	VDN cagent

Queue/Agent Status Report

Real-Time Reports



Split/Skill
Agent Report
Agent Group Report
Queue/Agent Status
Queue/Agent Summary
Trunk Group Report
Event Count Summary
Multi-ACD Report
Graph
Vector Report
VDN

The **Queue/Agent Status** report is a combination of the Agent report and Queue/Agent Summary report. It shows overall split/skill information such as the number of calls waiting, oldest call, percent answered within service level. Also, it shows the number of agents available, on ACD calls, staffed, with calls ringing and on after call work. In addition, it shows what each agent in the split/skill currently is doing.

Things to Know About This Report

- Direct agent waiting calls are displayed in this report because direct agent calls occupy split/skill queue slots on Generic 3 switches.
- This report can be customized.

03/20/95 08:30 AM			CentreVu(TM) CMS			Windows: 1 of 1	
Split/Skill: Sales		Agents:		Staffed		15	
Calls Waiting		2		Available		1	
Oldest Call Waiting		:16		Ringing		0	
Direct Agent Calls Waiting		0		ACD Calls		8	
% Answered Within 20 Seconds		73		After Call Work		6	
Agent Name	Extn	State	Splits/Skills		Time	VDN	
JACKSON,N	51234	ACD IN	p17	p16 p11 s10	1:40	10000	
S00,T	54321	OTHER	p10	p11	:43	10001	
MOORE,M	53421	ACW	p11		1:57	10000	
MONTEZ,K	52333	AVAIL	p17	p16 p11 s10	:04	10001	
SMITH,A	52123	ACD IN	p17	p11 p16 s11	1:06	10000	

Figure 2-7: Queue/Agent Status Report

Table 2-7: Queue/Agent Status Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Split/Skill	Name or number of the split/skill selected for this report.	SPLIT csplit
Calls Waiting	For each split/skill in this report, the total number of ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal but does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING csplit
Oldest Call Waiting	For each split/skill in this report, the number of seconds the oldest call in queue or ringing at an agent voice terminal has waited. This does not include direct agent calls.	OLDESTCALL csplit
Direct Agent Calls Waiting	Current number of direct agent calls (Generic 3 switches only) waiting in this split's/skill's queue or ringing at agent positions.	DA_INQUEUE+DA_INRING csplit
% Answered Within Service Level	Percentage of split/skill ACD calls that were answered by an agent within your predefined acceptable service level, including calls that were abandoned and calls that were not answered, but do not include direct agent calls. If the switch has the Call Vectoring feature, calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill (Generic 3 switches only) and answered in another split/skill.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL> csplit
Agents: Staffed	Total number of agents logged into this split/skill.	STAFFED cagent
Agents: Available	Current number of agents who are available to receive ACD calls in this split/skill.	AVAILABLE cagent
Agents: Ringing	Current number of agents that are available and have split/skill ACD calls for this split/skill ringing at their voice terminal but have not yet answered. If the agent goes into the AUX state or makes or picks up an extension call, the agent shows up as in AUX work, not as having a ringing ACD call on the voice terminal.	AGINRING cagent
Agents: ACD Calls	Total number of agents connected to inbound and outbound ACD calls in each split/skill, not including direct agent calls.	ONACD cagent

Table 2-7: Queue/Agent Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Agents: After Call Work	Number of agents who are in the after call work mode for each split/skill. This includes agents on ACW-IN/ACW-OUT calls as well as agents in ACW not associated with an ACD call.	INACW cagent
Agent Name	Names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned to this split/skill and logged in.	LOGID cagent
Extn	Extension the agent logged in from.	EXTENSION cagent
State	Current work mode (state) the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (NULL, IN or OUT).	WORKMODE and DIRECTION cagent
Splits/Skills	When an agent is on a split/skill or direct agent call or in the ACW (After Call Work) mode, this is the split/skill associated with the call or the ACW. If an agent puts an ACD call on hold and makes or receives an AUX call, this is split/skill of the ACD call on hold. When a agent is available, this is the last split/skill in which the agent became available. NOTE: If you have EAS active on your switch, it is recommended that you create a custom report and use WORKSKILL instead of WORKSPLIT in your report.	WORKSPLIT WORKSPLIT2 WORKSPLIT3 WORKSPLIT4 cagent
Time	Length of time the agent has been in the current work mode (AVAIL, ACD, etc.) and the call direction. Time is zeroed whenever the work mode or call direction changes. That is, if the agent goes from ACD-IN to AVAIL, time starts over.	AGTIME cagent
VDN (Shows data only if you have the Vectoring feature)	Vector directory number associated with the ACD call in progress. If a name has been assigned to the VDN (in the Dictionary), the name displays instead of the number.	VDN cagent

Queue/Agent Summary Report

Real-Time Reports

- Split/Skill
- Agent Report
- Agent Group Report
- Queue/Agent Status
- Queue/Agent Summary**
- Trunk Group Report
- Event Count Summary
- Multi-ACD Report
- Graph
- Vector Report
- VDN

The **Queue/Agent Summary** report summarizes the split's/skill's queue status (for example, how many calls are waiting in queue). It also summarizes the status of all agents (for example, how many agents are currently staffed or in after call work for the split or skill).

Things to Know About This Report

- Direct agent calls waiting are displayed in this report because direct agent calls occupy split/skill queue slots on Generic 3 switches.
- This report can be customized.

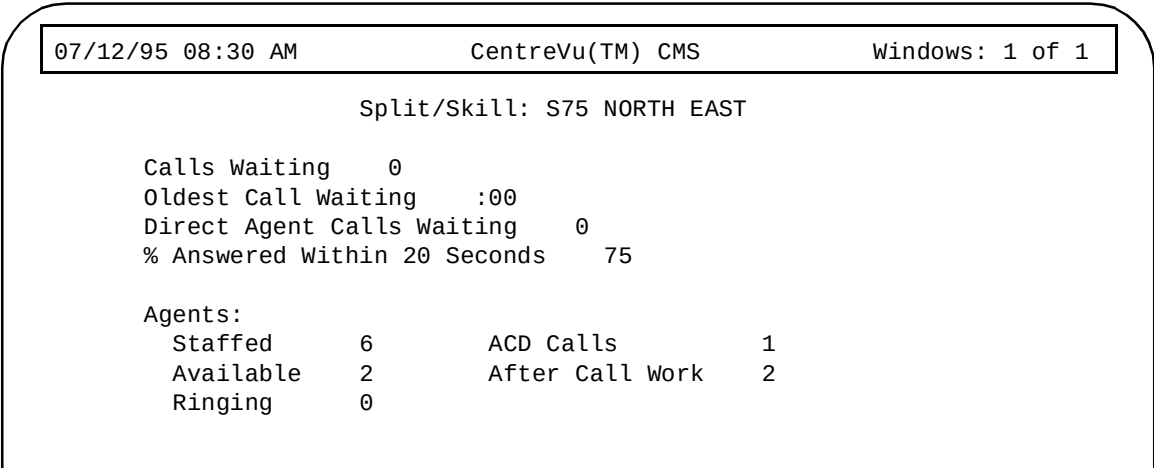


Figure 2-8: Queue/Agent Summary Report

Table 2-8: Queue/Agent Summary Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Split/Skill	Name or number of the split/skill selected for this report.	SPLIT csplit
Calls Waiting	For each split/skill in this report, the total number of ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal but does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING csplit
Oldest Call Waiting	For each split/skill in this report, the number of seconds the oldest call in queue or ringing at an agent voice terminal has waited. This does not include direct agent calls.	OLDESTCALL csplit
Direct Agent Calls Waiting	Current number of direct agent calls (Generic 3 switches only) waiting in this split's/skill's queue or ringing at agent positions.	DA_INQUEUE+DA_INRING csplit
% Answered Within Service Level	Percentage of split/skill ACD calls that were answered by an agent within your predefined acceptable service level. Calls to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. If the switch has the Call Vectoring feature, calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill (Generic 3 switches only) and answered in another split/skill.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL> csplit
Agents: Staffed	Total number of agents logged into this split/skill.	STAFFED cagent
Agents: Available	Current number of agents who are available to receive ACD calls in this split/skill.	AVAILABLE cagent
Agents: Ringing	Current number of agents that are available and have split/skill ACD calls for this split/skill ringing at their voice terminal but have not yet answered. If the agent goes into the AUX state or makes or picks up an extension call, the agent shows up as in AUX work, not as having a ringing ACD call on the set.	AGINRING cagent
Agents: ACD Calls	Total number of agents connected to inbound and outbound ACD calls in each split/skill. This does not include direct agent calls.	ONACD cagent
Agents: After Call Work	Number of agents who are in the after call work mode for each split/skill. This includes agents on ACW-IN/ACW-OUT calls as well as agents in ACW not associated with an ACD call.	INACW cagnet

Trunk Group Report

Real-Time Reports

- Split/Skill
- Agent Report
- Agent Group Report
- Queue/Agent Status
- Queue/Agent Summary
- Trunk Group Report**
- Event Count Summary
- Multi-ACD Report
- Graph
- Vector Report
- VDN

The **Trunk Group Report** displays the current status of each trunk in a selected trunk group. This information is useful in identifying overused or underused facilities and for general troubleshooting.

Things to Know About This Report

- This report can be customized.

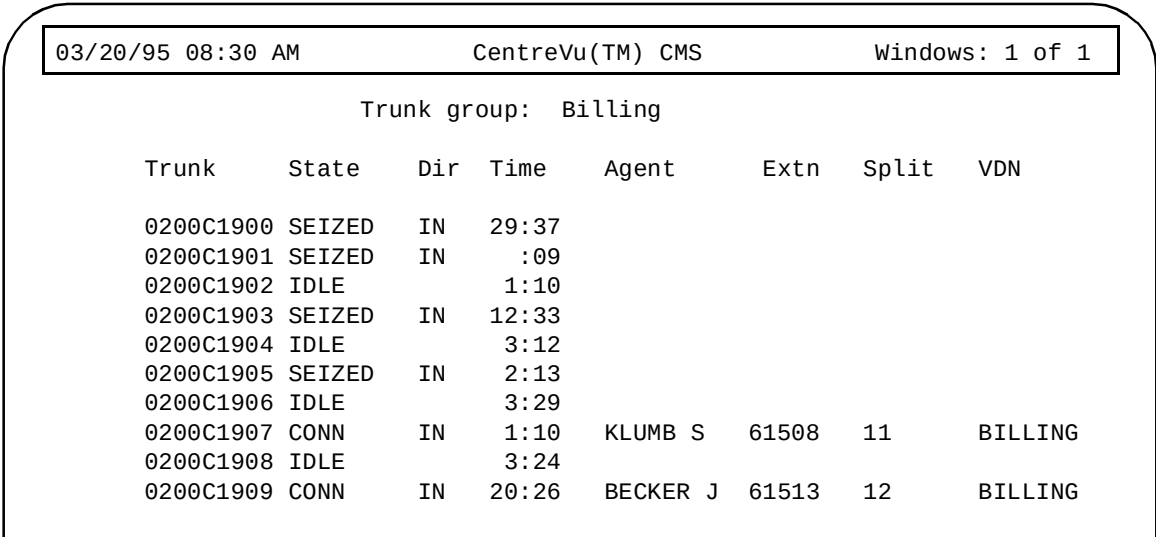


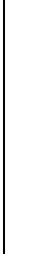
Figure 2-9: Trunk Group Report

Table 2-9: Trunk Group Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Trunk group	Name or number of the Trunk group selected for this report.	TKGRP ctkgrp
Trunk	Trunk equipment location assigned to this trunk group.	EQLOC ctkgrp
State	Current state of the trunk (IDLE, CONN, QUEUED, SEIZED, MBUSY, HOLD, UNKNOWN, DABN, FBUSY, FDISC, RING).	TKSTATE ctkgrp
Dir	Direction in which trunk is carrying the call (in or out).	DIRECTION ctkgrp
Time	Time the trunk has spent in the current state.	DURATION ctkgrp
Agent	Name of the agent handling the call on the trunk.	LOGID ctkgrp
Extn	Extension number associated with the current call on the trunk.	EXTENSION ctkgrp
Split	Split number associated with the current call on the trunk.	SPLIT ctkgrp
VDN (Shows data only if you have the Vectoring feature)	Vector directory number that the calls came into.	VDN ctkgrp

Event Count Summary

Real-Time Reports



Split/Skill
Agent Report
Agent Group Report
Queue/Agent Status
Queue/Agent Summary
Trunk Group Report
Event Count Summary
Multi-ACD Report
Graph
Vector Report
VDN

The **Event Count Summary** report displays the number of times during the current interval an agent in a split or skill pressed any of the nine Event Count keys (also known as Stroke Count keys) while on an ACD call or in call-related after call work.

Things to Know About This Report

- You can define event keys to represent any kind of event you want (for example, the number of calls generated from an advertisement, promotion, or geographic area).
- Event counts are only recorded while an agent is on an ACD call or in call-related ACW. If an agent is in AUTO-IN mode, the ACD call terminates when the caller hangs up, and an event count cannot be recorded after the caller hangs up. To track all event counts, it is recommended that agents use the MANUAL-IN mode because the agent goes to ACW when the caller hangs up, allowing the agent to enter an event count.
- This report is available with Generic 2, System 85, and Generic 3 switches only.
- This report can be customized.

07/12/95 08:30 AM		CentreVu(TM) CMS					Windows: 1 of 1				
Split/Skill: CIT CentreVu CMS CNV GTW HELP										Agents	
Staffed: 8											
		ACD	-----								
		Calls	1	2	3	4	5	6	7	8	9
Agent Name											
KLUMB SARA		0	0	0	0	0	0	0	0	0	0
STONE ELIZABETH		0	0	0	0	0	0	0	0	0	0
YEOMAN LINDA		1	0	0	1	0	0	0	0	0	0
SIMKINS KIM		0	0	0	0	0	0	0	0	0	0
ELLIOTT SUSAN		1	0	1	0	0	0	0	0	0	0
BARONE NANCY		0	0	0	0	0	0	0	0	0	0

Figure 2-10: Event Count Summary

Table 2-10: Event Count Summary Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Split/Skill	Name or number of the split/skill selected for this report.	SPLIT csplit
Agents Staffed	Total number of agents logged into this split/skill.	STAFFED csplit
Agent Name	Names (or agent IDs if the name has not been assigned in Dictionary) of the agents assigned to this split and logged in.	LOGID csplit
ACD Calls	Total number of split/skill and direct agent calls (Generic 3 switches only) received by this agent. This is the number of calls the agent received, not the number of calls for which the agent counted an event.	ACDCALLS + DA_ACDCALLS csplit
Event Count	Number of times this agent pressed each event (stroke) count key (1 - 9) while on ACD calls or in ACW associated with an ACD call for this split/skill.	EVENT1-9 csplit

Multi-ACD Report

Real-Time Reports

Split/Skill
Agent Report
Agent Group Report
Queue/Agent Status
Queue/Agent Summary
Trunk Group Report
Event Count Summary
Multi-ACD Report
Graph
Vector Report
VDN

The **Multi-ACD Report** displays real-time call-handling information on up to six splits/skills and up to four ACDs at the same time. It allows you to evaluate and compare similar splits/skills in different ACDs and then determine workload and call-handling performance, agent reassignment, or other ACD configuration alternatives to balance workloads and/or reduce abandoned calls.

Things to Know About This Report

- The Multi-ACD report item does not appear on the real-time reports menu unless you have more than one real ACD installed on your *CentreVu* CMS.
- You cannot customize this report.

03/20/95 08:30 AM

CentreVu(TM) CMS

Windows: 1 of 1

Splits/Skills:	20	22	24	26	28	30
ACDs:	Chicago	Atlanta	Phoenix	Denver	Chicago	Chicago
Calls Waiting	5	8	3	1	7	9
Oldest Call Waiting	1:30	2:32	:26	1:43	:56	1:49
Avg Speed of Answer	:15	1:03	:23	:09	:48	1:28
ACD Calls	134	153	98	144	105	75
Avg ACD Talk Time	1:03	2:00	1:35	1:02	:58	1:47
Abandoned Calls	4	6	0	2	5	5
Avg Time to Abandon	:13	1:08	:00	:23	:33	1:19
Agents: Available	6	10	1	5	5	15
Ringing	10	1	4	9	12	2
ACD Calls	134	153	98	144	105	75
After Call Work	18	23	12	22	9	25
Other	4	9	8	1	1	11
Aux Work	18	4	12	6	13	14
Staffed	190	200	135	187	155	142

Figure 2-11: Multi-ACD Report

Table 2-11: Multi-ACD Report Description

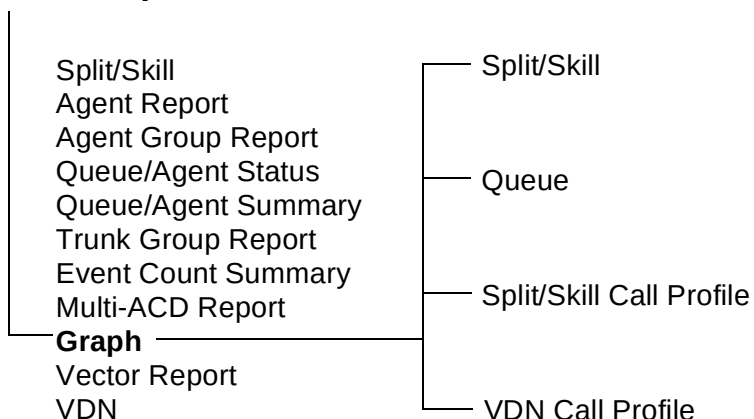
Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Splits/Skills	Name or number of the splits/skills selected for this report.	SPLIT csplit
ACDs	Name or number of the ACDs selected for this report.	ACD csplit
Calls Waiting	For each split/skill in this report, the total number of ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal and calls that are outbound, but it does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING csplit
Oldest Call Waiting	For each split/skill in this report, the number of seconds the oldest call in queue or ringing at an agent voice terminal has waited (includes outbound calls). This does not include direct agent calls.	OLDESTCALL csplit
Avg Speed of Answer	Average time calls waited in queue or ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only).	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED> csplit
ACD Calls	Queued ACD calls to the split/skill that were answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway or Generic switches with ASAI only).	ACDCALLS csplit
Avg ACD Talk Time	Average talk time (does not include hold time) for all ACD calls to this split/skill. This does not include direct agent calls, but it does include talk time of all ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic switches with the ASAI feature only).	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME> csplit
Abandoned Calls	Total number of queued calls for each split/skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned before an agent answered at the far end (Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only).	ABNCALLS csplit

Table 2-11: Multi-ACD Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Avg Time to Abandon	Average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME> csplit
Agents: Available	Total number of agents who are available to receive ACD calls in this split/skill.	AVAILABLE cagent
Agents: Ringing	Current number of agents that are available and have split/skill ACD calls for this split/skill ringing at their voice terminal but have not yet answered. If the agent goes into the AUX state or makes or picks up an extension call, the agent shows up as in AUX work, not as having a ringing ACD call on the voice terminal.	AGINRING cagent
Agents: ACD Calls	Total number of agents connected to inbound and outbound ACD calls in each split/skill. This does not include direct agent calls.	ONACD cagent
Agents: After Call Work	Number of agents who are in the after call work mode for each split/skill. This includes agents on ACW-IN/ACW-OUT calls as well as agents in ACW not associated with an ACD call.	INACW cagent

Table 2-11: Multi-ACD Report Description (Contd)

[illegible]



The above roadmap shows how the real-time Graph reports are organized in *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap (Split/Skill graph report first, then Queue graph report, etc.).

Introduction to Graph Reports

- Graph reports are designed to work on character terminals only.
- With color terminals, you change the colors by selecting the Options menu item from the **Commands** SLK. See Chapter 2, “User Basics,” in the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document to learn how to change window colors.
- Bar graphs use standard Dictionary calculations.
- When the value of the data displayed on a bar is greater than the maximum value given for that bar, “***” are displayed on the top line of the bar.
- Bar graphs are printed using periods as the bar. Once the *first threshold* is met, the bar is printed using the plus (+) sign. When the *second threshold* is met, the bar is printed using the pound (#) sign.
- If your thresholds and maximums do not change much on a day-to-day basis, you can set up the input parameters once and then save them as your default values. Saving your defaults is useful because of the number of entries on the graph input windows. See Chapter 2, “User Basics,” in the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document to learn how to save entries as defaults.

How the Bars are Displayed

The outline and intensity/color of the bars on a graph report depend on whether the data is *normal* or has met the *first* or *second* threshold limit. Table 2-12 shows the outline and intensity/color combinations.

Table 2-12: Graph Report Bar Appearance

Threshold	Outline of Bar	Monochrome Terminal	Color Terminal	Default Colors
Normal	Periods (...)	Dim reverse video	First color choice	Green
Caution (First threshold)	Plus (+) signs	Bold reverse video	Second color choice	Yellow
Warning (Second threshold)	Pound (#) signs	Blink reverse video	Third color choice	Red

Graph Terminology

The following terms are used consistently in Graph reports. They are included to help you understand and use the Graph reports.

First threshold	The lower limit you enter for a particular condition in the report. The bar(s) change color/intensity when the defined limit is met. You are telling the system that when this limit is met, you want to be notified that a <i>Caution</i> condition could exist.
Second threshold	The upper limit you enter for a particular condition in the report. When this defined limit is met, the bar(s) change color/intensity. You are telling the system that when this second limit is met, you want to be notified that a possible <i>Warning</i> condition exists.
Normal condition	The bars in the graph are within your acceptable limits.
Caution condition	The bars in the graph have changed color or intensity indicating that the data being displayed met your defined <i>first threshold</i> limit, or the bars have changed from the <i>Warning</i> condition back to the <i>Caution</i> condition.
Warning condition	The bars in the graph have changed color or intensity indicating that the data being displayed met your defined <i>second threshold</i> limit.

Split/Skill Graph Report

The **Split/Skill** graph report displays real-time call-handling information on one split or skill at a time illustrated in bar format. It allows the supervisor to evaluate and compare the split's/skill's workload and call-handling performance and determine agent reassignment or other ACD configuration alternatives to balance workloads and/or reduce abandoned calls.

Things to Know About This Report

- This graph is equivalent to the Split/Skill report, but displays only one split/skill. You can use the numbers on the Split/Skill report to compare with the split/skill used in this graph report.
- This report can be customized.

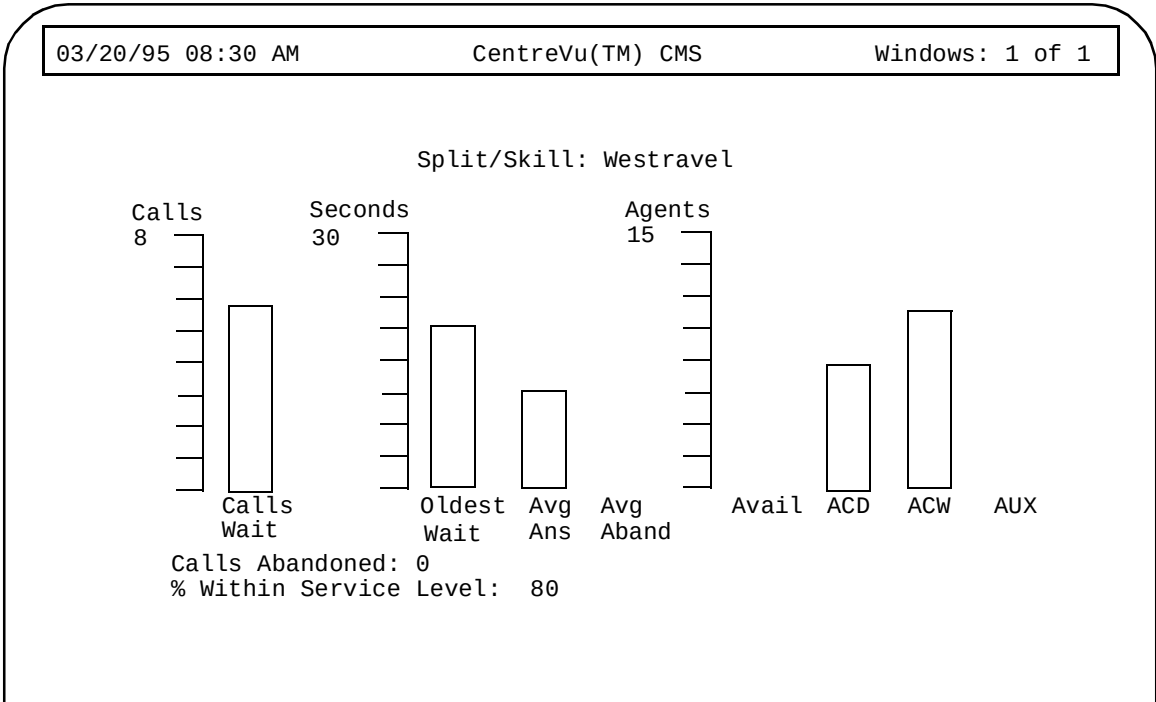


Figure 2-12: Split/Skill Graph Report

Table 2-13: Split/Skill Graph Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Split/Skill	Name or number of the split/skill selected for this report.	SPLIT csplit
Calls Wait	Total number of split/skill ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal and outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). It does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING csplit
Oldest Wait	Length of time (in seconds) the oldest call in queue or ringing at an agent voice terminal has waited to be answered. This includes outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). It does not include direct agent calls (Generic 3 switches only).	OLDESTCALL csplit
Avg Ans	Average time calls waited in queue or ringing before an agent answered. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only).	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED> csplit
Avg Aband	Average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME> csplit
Agents: Avail	Total number of agents who are available to receive ACD calls in this split/skill.	AVAILABLE csplit
Agents: ACD	Total number of agents connected to inbound and outbound ACD calls in each split/skill. This does not include direct agent calls.	ONACD csplit
Agents: ACW	Number of agents who are in the after call work mode for this split/skill. This includes agents on ACW-IN/ACW-OUT calls as well as agents in ACW not associated with an ACD call.	INACW csplit
Agents: AUX	Total number of agents who are in the AUX work mode for this splits/skills including agents who are handling AUX-IN or AUX-OUT calls.	INAUX csplit

Table 2-13: Split/Skill Graph Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Calls Abandoned	Total number of queued calls for this split/skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned before an agent answered at the far end (Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only).	ABNCALLS csplit
% Within Service Level	Percentage of split/skill ACD calls answered by an agent within the predefined acceptable service level. Calls to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill.	100*(ACCEPTABLE/ CALLSOFFERED) csplit

Queue Graph Report

The **Queue** graph report shows the number of calls waiting and the oldest call waiting in up to three splits or skills. With this report, you can quickly evaluate and compare one split's/skill's workload and call-handling performance against the performance of two other splits/skills. With this information, you can determine how to reassign agents or reconfigure your ACD to balance workloads and/or reduce abandoned calls.

Things to Know About This Report

- This graph is equivalent to the real-time Split/Skill Status report, but for three splits/skills. You can use the numbers from the real-time Split/Skill Status report for each split/skills to compare with the Queue Graph report.
- This report can be customized.

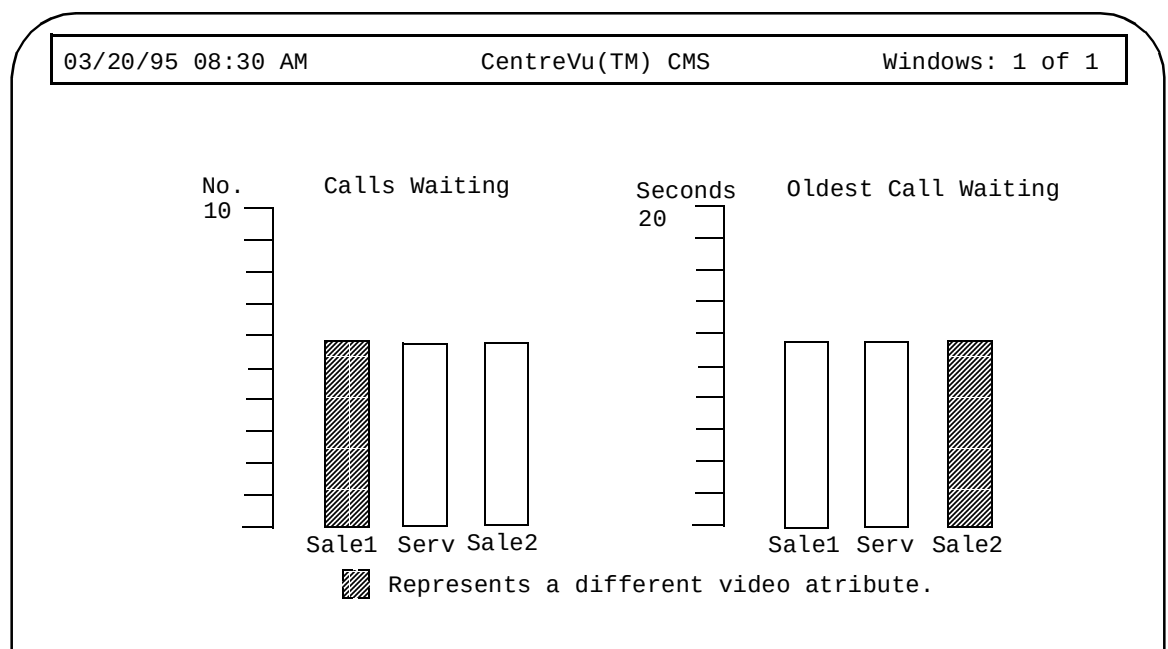


Figure 2-13: Queue Graph Report

Table 2-14: Queue Graph Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
No. Calls Waiting	Total number of ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal and calls that are outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). For Generic 3 switches, No. Calls Waiting does not include direct agent calls.	INQUEUE+INRING csplit
Oldest Call Waiting	Length of time (in seconds) the oldest call in queue or ringing at an agent voice terminal has waited to be answered. This includes outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). For Generic 3 switches, Oldest Call Waiting does not include direct agent calls.	OLDESTCALL csplit
Split(s)/Skill(s)	Name or number of the split(s) or skill(s) selected for this report.	SPLIT csplit

Split/Skill Call Profile Graph Report

The **Split/Skill Call Profile** graph report shows the wait times of incoming calls handled and abandoned in a split or skill during the current interval.

Things to Know About This Report

- Calls are displayed in ten separate bars—each bar represents a progressively longer wait time for the call.
- The bars representing abandoned calls vary in color/intensity depending on how the number of abandons compares to the upper and lower thresholds you set for abandons. The size of the abandon bars, however, do not change.
- This report can be customized.

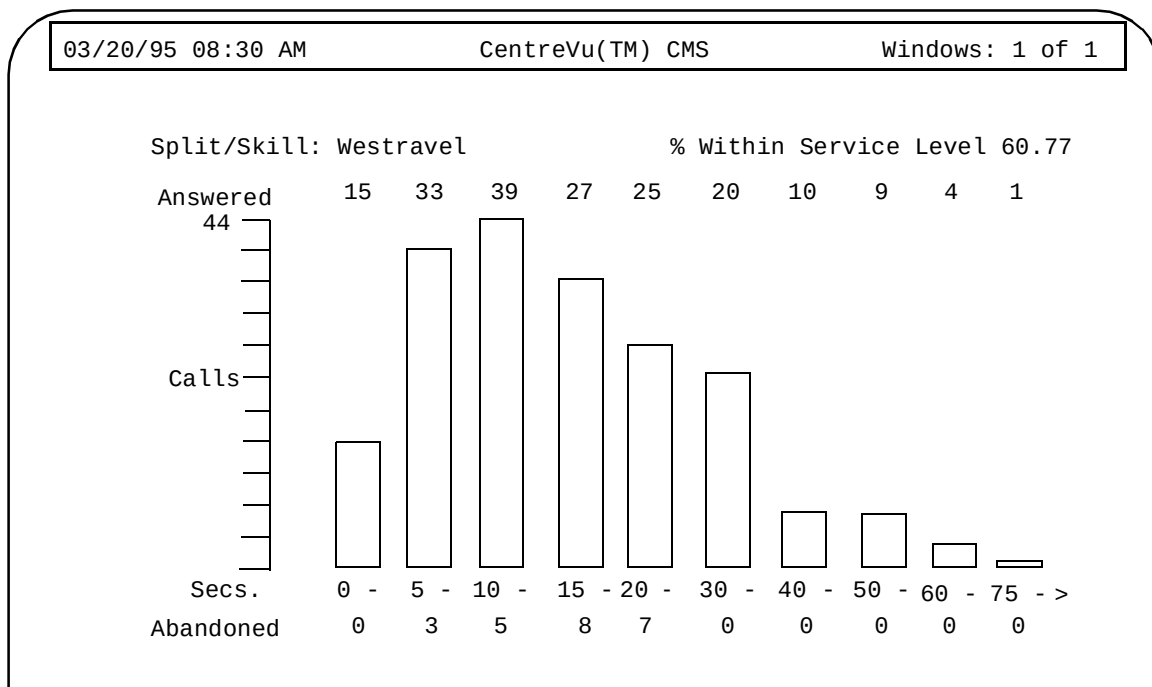


Figure 2-14: Split/Skill Call Profile Graph Report

Table 2-15: Split/Skill Call Profile Graph Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Split/Skill	Name or number of the split/skill selected for this report.	SPLIT csplit
% Within Service Level	Percentage of split/skill ACD calls that were answered by an agent within the predefined acceptable service level. Calls to the split/skill include abandoned calls, calls not answered, and outbound ACD calls placed by an adjunct. Outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split and answered in another split/skill. For Generic 3 switches, Percent Within Service Level does not include direct agent calls.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL> csplit
Calls Answered	Lower and upper limit in seconds for each service level increment. In this increment, the number of ACD calls to the split/skill that an agent in this split/skill answered. This includes outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). For Generic 3 switches, Calls Answered does not include direct agent calls.	ACDCALLS1-10 csplit
Secs.	Lower and upper limits in seconds of each service level increment. Each increment of seconds represents a progressively longer wait time for a call in queue, and each increment can be a different length.	PERIOD1-9 csplit
Abandoned	Number of calls to the split/skill that were abandoned in this increment. This includes outbound ACD calls placed by an adjunct. Outbound predictive dialing applies to Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only. For Generic 3 switches, Abandoned does not include direct agent calls.	ABNCALLS1-10 csplit

VDN Call Profile Graph Report

The **VDN Call Profile** graph report displays the numbers of answered/connected and abandoned calls that have been processed by the specified VDN within the current interval. It also displays the percentage of calls that have been answered within the acceptable service level administered for the VDN.

An answered VDN call is any split, skill, or direct agent call answered by a measured agent. A VDN connected call is any other call (non-ACD call) answered outside the ACD, like an extension.

Things to Know About This Report

- The bars representing answered/connected calls vary in height according to the number of answered/connected calls.
- The bars representing abandoned calls vary in color depending on how the number of abandons compares to the upper and lower thresholds you set for abandons. The bars, however, do not change size.
- This report can be customized.

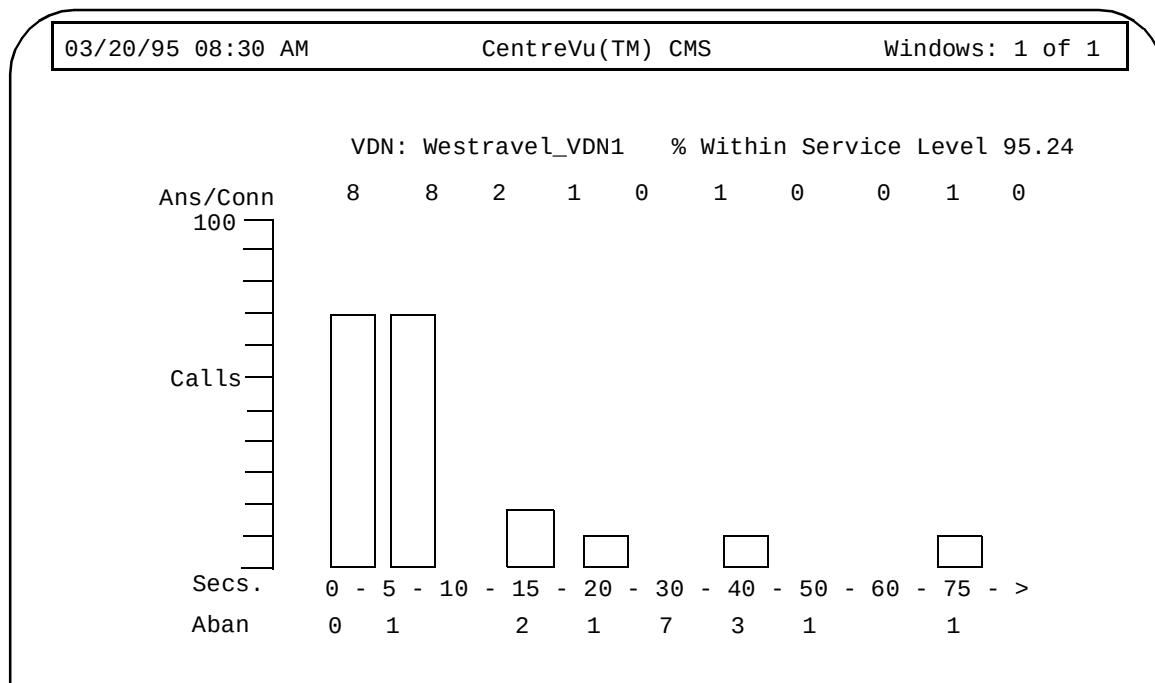


Figure 2-15: VDN Call Profile Graph Report

Table 2-16: VDN Call Profile Graph Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
VDN	Number or name of the VDN for which the report shows data (selected in the report input window).	VDN cvdn
% Within Service Level	Percentage of calls to the VDN that were answered/connected within the service level (as specified in the VDN Call Profile Setup window). Calls to the VDN may result in ACD, direct agent, and non-ACD calls.	100 * ACCEPTABLE / INCALLS cvdn
Ans/Conn	Number of calls to the VDN that were answered by an agent or connected to a non-ACD destination within each of the service level increments. Calls in each increment are represented both by bars and by numbers.	ANSCONNCALLS1-10 cvdn
Secs.	Lower and upper limit in seconds of each service level increment (as defined in the ACD Administration: VDN Call Profile Setup window). These increments represent progressively longer wait time segments in which calls may be answered, connected, or abandoned.	PERIOD1-9 cvdn
Aban	Number of calls to the VDN that were abandoned within each of the service level increments. Calls in each increment are represented by numbers. Bars do not change in height, but change color when an upper or lower threshold is reached. With Generic 2.2 switches and Generic 3 switches, this is all VDN calls abandoned. With Generic 2.1 and System 85 switches, this is ACD calls abandoned.	ABNCALLS1-10 cvdn

Vector Report

Real-Time Reports

Split/Skill
 Agent Report
 Agent Group Report
 Queue/Agent Status
 Queue/Agent Summary
 Trunk Group Report
 Event Count Summary
 Multi-ACD Report
 Graph
Vector Report
 VDN

The real-time **Vector Report** displays information about how calls to the specified vectors have been handled.

Things to Know About This Report

- For a Generic 2 switch with the ASAI Gateway feature, calls routed to the gateway by way of a “route to” command are reported as “Vector Flow Out.” These calls are **not** included as abandons or answered calls in the vector reports because they are neither answered nor abandoned while connected to the vector.
- This report can be customized.

04/12/95 08:30 AM			CentreVu(TM) CMS				Windows: 1 of 1	
Vector	Calls Wait	Avg Speed Answer	Calls Aban	Aban Time	ACD Calls	Busy/Disc	Vector Flow In	Vector Flow Out
Billing	13	1:06	0		24	0	0	0
Order	1	:07	0		24	0	0	0
Compla	13	1:05	0		23	0	0	0
Legal	1	:07	0		24	0	0	0
Educat	20	:22	0		123	0	0	0

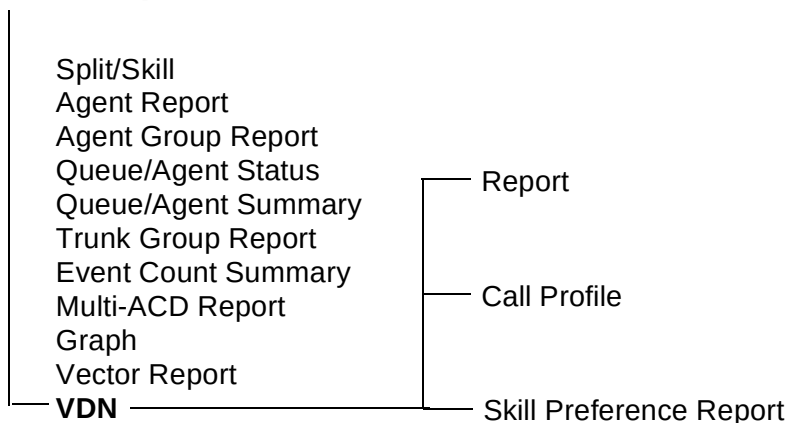
Figure 2-16: Vector Report

Table 2-17: Vector Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Vector	Number or name of the vector for which the report shows data (selected in the report input window).	VECTOR cvector
Calls Wait	Number of calls currently being processed by the vector. This includes calls ringing a voice terminal and may include ACD and direct agent calls.	INPROGRESS - ATAGENT cvector
Avg Speed Answer	Average time calls waited in queue or ringing before an agent answered. This includes direct agent calls (Generic 3 switches only), non-ACD calls, and calls answered by <i>AUDIX</i> ® and Message Center agents, but only includes calls that were answered as a result of processing by this vector.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED> cvector
Calls Aban	Number of calls that were abandoned while being processed by this vector. This includes direct agent calls and calls that were abandoned while queued to a split or while ringing a voice terminal.	ABNCALLS cvector
Aban Time	Average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME> cvector
ACD Calls	Number of calls that were answered by an agent (in a main, backup, route to split, <i>AUDIX</i> , or Message Center split) as a result of processing by the vector. For Generic 3 switches, ACD Calls includes direct agent calls.	ACDCALLS cvector
Busy/Disc	Number of calls to which the vector gave a forced busy signal or disconnect.	BUSYCALLS + DISCCALLS <BUSY_DISCONNECT> cvector
Vector Flow In	Number of calls that have been redirected from within the switch to the vector via a VDN assigned to the vector. This includes calls redirected to the vector because of a "route to VDN" or "go to vector" command. Calls are counted regardless of whether they were answered while being processed by the vector, were abandoned, or were routed to some other destination.	INFLOWCALLS cvector
Vector Flow Out	Number of calls that were redirected to another destination or another vector by way of a "route to," "go to vector," or "adjunct routing" command (Generic 3 switches only). This includes calls routed to destinations within and outside of the switch. Calls that route to a split/skill are not considered vector flow out calls.	OUTFLOWCALLS cvector

VDN Reports

Real-Time Reports



VDN reports give the current overall status of the VDNs you select, the wait time of incoming calls answered/connected and abandoned for a VDN during the current interval, and the status of calls answered by various VDN skill preferences.

The VDN **Report** and **Call Profile** report are only available if you have purchased the Vectoring feature and the feature has been enabled. The **Skill Preference** report is only available if you have purchased the Vectoring and EAS features and the features have been enabled.

The above roadmap shows how the real-time VDN reports are organized in *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap (VDN report, Call Profile report, then Skill Preference report).

Report

The real-time VDN **Report** displays information about how calls to the specified VDNs have been handled.

Things to Know About This Report

- For a Generic 2 switch with the ASAI Gateway feature, calls routed to the gateway by way of a “route to” command are reported as “Vector Flow Out.”
- You can only run this report if you have the Vectoring feature enabled.
- This report can be customized.

03/20/95 08:30 AM			CentreVu(TM) CMS						Windows: 1 of 1		
VDN	Calls Wait	Oldest Call	Avg Speed Answer	Calls Aban	Avg Aban Time	ACD Calls	Avg ACD Talk	Busy/Disc	VDN Flow In	VDN Flow Out	Active VDN Calls
Billing	16	1:05	:40	0		40	4:01	0	0	0	
Order	1	2:20	:27	4	:58	17	3:52	1	0	0	23
Compla	16	:55	:38	0		39	3:45	0	0	0	
Legal	2	3:00	:20	2	1:50	50	2:28	0	1	0	20
Educat	20	:50	:36	0		37	4:46	0	0	0	

Figure 2-17: VDN Report

Table 2-18: VDN Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
VDN	Number or name of the VDN for which the report shows data (selected in the report input window).	VDN cvdn
Calls Wait	Number of calls to the VDN that are currently being processed by the vector, in queue, or ringing at an agent's voice terminal. These calls may include non-ACD and direct agent calls.	INPROGRESS - ATAGENT cvdn
Oldest Call	Length of time the oldest call in the VDN has waited.	OLDESTCALL cvdn
Avg Speed Answer	Average time, in minutes and seconds, that calls to the VDN in this interval waited before being answered by an agent. This includes direct agent calls (Generic 3 switches only), non-ACD calls, and calls answered by <i>AUDIX</i> and Message Center agents, but only includes calls that were processed by the vector associated with the VDN. Does not include calls routed to another VDN or routed outside the switch.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED> cvdn
Calls Aban	Number of calls to the VDN that abandoned during this interval.	ABNCALLS cvdn
Avg Aban Time	Average time callers to the VDN waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME> cvdn
ACD Calls	Number of calls to the VDN that were answered by an agent during this interval. This includes calls from "queue to main," "check backup," "messaging split/skill," "route to" split/skill, and "adjunct routing" to split/skill or direct agent.	ACDCALLS cvdn
Avg ACD Talk	Average talk time (does not include hold time) for all ACD calls processed by the vector associated with the VDN. This includes direct agent calls.	ACDTIME / ACDCALLS <AVG_ACD_TALK_TIME> cvdn
Busy/Disc	Number of calls offered to the VDN that received a forced busy signal or forced disconnect.	BUSYCALLS + DISCCALLS <BUSY_DISCONNECT> cvdn
VDN Flow In	Number of calls that were redirected to this VDN. Calls are counted regardless of whether they remained connected to the VDN, were abandoned, or were routed to some other destination.	INFLOWCALLS cvdn

Table 2-18: VDN Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
VDN Flow Out	Number of calls to this VDN that were redirected to another VDN or a destination outside the switch by way of a "route to" or "adjunct routing" command (Generic 3 switches only). This does not include calls redirected by way of a "go to vector" command (because those calls stay in the same VDN).	OUTFLOWCALLS cvdn
Active VDN Calls	Number of calls currently active in a VDN. A call is considered active in a VDN from the time that the call routes to the VDN until all parties on the call have been dropped and the call is released. If <i>CentreVu</i> CMS is connected to a pre-Generic 3 Version 4 switch or vectoring is not activated, the Active VDN Calls column is displayed, but the fields are blank.	INPROGRESS cvdn

Call Profile Report

The VDN **Call Profile** report displays the numbers of answered/connected and abandoned calls to the specified VDN within the current interval. It also displays the percentage of calls that have been answered/connected within the acceptable service level.

Things to Know About This Report

- Calls are displayed in ten columns, with each column representing a progressively longer wait time.
- You can only run this report if you have the Vectoring feature enabled.
- This report can be customized.

03/20/95 08:30 AM										CentreVu(TM) CMS										Windows: 1 of 1																			
VDN: Wholesale_VDN																				% Within Service Level 92.59																			
Secs.	0	-	5	-	10	-	15	-	20	-	25	-	30	-	35	-	40	-	45	-	>																		
Ans/Conn	22		7		13		3		2		3		0		0		1		3																				
Abandoned	0		0		0		0		0		0		0		0		0		0																				
Total Calls Ans/Conn										54										Total Calls Abandoned										0									
Average Speed of Ans/Conn										:12										Average Time to Abandon																			
Percentage Ans/Conn										100.00										Percentage Abandoned										0.00									

Figure 2-18: VDN Call Profile Report

Table 2-19: VDN Call Profile Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
VDN	Number or name of the VDN for which the report shows data (selected in the report input window).	VDN cvdn
% Within Service Level	Percentage of calls to the VDN that were answered/connected within the service level (as specified in the VDN Call Profile Setup window). Calls to the VDN may result in ACD calls, direct agent calls, and non-ACD calls.	100 * (ACCEPTABLE / INCALLS) cvdn
Secs.	Lower and upper limit in seconds of each service level increment. The call profile increments, as specified in the VDN Call Profile window. These increments represent progressively longer wait time segments in which calls may be answered or abandoned.	PERIOD1-9 cvdn
Ans/Conn	Number of calls to the VDN that were answered by an agent or were connected to a non-ACD destination within each of the service level increments. With Generic 2.2 and Generic 3 switches, <i>connected</i> means calls that are answered at a non-ACD destination. With Generic 2.1 and System 85 switches, <i>connected</i> means calls that rang at a non-ACD destination. This includes direct agent calls.	ANSCONNCALLS1-10 cvdn
Aban	Number of calls to the VDN that were abandoned within each of the service level increments. This includes direct agent calls and calls that were abandoned while queued to a split or while ringing a voice terminal. With Generic 2.2 and Generic 3 switches, this is all VDN calls abandoned. With Generic 2.1 and System 85 switches, this is ACD calls abandoned.	ABNCALLS1-10 cvdn
Total Calls Answered/ Connected	Total number of calls to the VDN that were answered by an agent or were connected to a non-ACD destination. This includes direct agent calls.	ACDCALLS + CONNECTCALLS cvdn
Average Speed of Answer/Connect	Average time that calls to the VDN waited before being answered. This includes direct agent calls (Generic 3 switches only), non-ACD calls, and calls answered by <i>AUDIX</i> and Message Center agents, but only includes calls that were processed by the vector associated with the VDN.	(ANSTIME + CONNECTTIME) / (ACDCALLS + CONNECTCALLS) cvdn

Table 2-19: VDN Call Profile Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Percentage Answered/ Connected	Percentage of calls to the VDN that were answered or connected within the service level. This includes direct agent calls.	$100 * ((ACDCALLS + CONNECTCALLS) / INCALLS)$ <PERCENT_VDN_ANSCONN> cvdn
Total Calls Abandoned	Total number of calls to the VDN that were abandoned. This includes direct agent calls and calls that were abandoned while queued to a split or while ringing a voice terminal.	ABNCALLS cvdn
Average Time to Abandon	Average time a caller waited before hanging up.	$ABNTIME / ABNCALLS$ <AVG_ABANDON_TIME> cvdn
Percentage Abandoned	Percentage of calls to the VDN that were abandoned.	$100 * (ABNCALLS / INCALLS)$ <PERCENT_VDN_ABAN> cvdn

VDN Skill
Preference Report

The VDN **Skill Preference Report** displays information about the call handling for the VDN as a whole. The report also lists the number of calls handled by each of the VDN skill preferences.

Things to Know
About This Report

- This report is only available if you have the Vectoring and EAS features enabled.
- This report displays data on the handling of calls to the VDNs by VDN skill preference.
- If a specific skill in the vector is also administered as a VDN skill preference for the associated VDN, data for that skill preference shows in this report.
- This report can be customized.

03/20/95 08:30 AM			CentreVu(TM) CMS				Windows: 1 of 1			
VDN	Calls Offered	ACD	Avg	Avg	Avg	Calls Aban	Avg	Calls Answered by Skill		
		Calls Ans	Speed Ans	Talk Time	After Call		Aban Time	1st	2nd	3rd
10000	39	37	:15	1:06	1:00	2	:30	14	18	5
10001	15	15	:10	1:30	:43	0	:00	12	3	0
10002	43	35	:39	2:35	:12	8	:53	15	15	5
10003	42	31	:23	1:54	:57	11	:44	18	5	8
10004	55	53	1:02	1:33	1:09	2	:25	33	2	18

Figure 2-19: VDN Skill Preference Report

Table 2-20: VDN Skill Preference Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
VDN	VDN number or name (from the report input window) of the current report.	VDN cvdn
Calls Offered	Number of calls offered to the VDN since the start of and completed in the interval.	INCALLS cvdn
ACD Calls Ans	Number of calls to the VDN that were answered by an agent during this interval. This includes calls from "queue to main," "check backup," "messaging split/skill," "route to" split/skill, and "adjunct routing" to split/skill or direct agent.	ACDCALLS cvdn
Avg Speed Answer	Average time, in minutes and seconds, that calls to the VDN in this interval waited before being answered by an agent. This includes direct agent calls (Generic 3 switches only), non-ACD calls, and calls answered by <i>AUDIX</i> and Message Center agents, but only includes calls that were processed by the vector associated with the VDN. Does not include calls routed to another VDN or routed outside the switch.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED> cvdn
Avg Talk Time	Average talk time (does not include hold time) for all ACD calls processed by the vector associated with the VDN. This includes direct agent calls.	ACDTIME / ACDCALLS <AVG_ACD_TALK_TIME> cvdn
Avg After Call	Average ACW time for ACD calls to this VDN that completed during this interval.	ACWTIME/ACDCALLS cvdn
Calls Aban	Number of calls to the VDN that abandoned during this interval.	ABNCALLS cvdn
Avg Aban Time	Average time callers to the VDN waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME> cvdn
Calls Answered by Skill 1st, 2nd, 3rd	Number of completed ACD calls answered by agents in each of the three VDN skill preferences.	SKILLCALLS1 SKILLCALLS2 SKILLCALLS3 cvdn

Real-Time Cross Reference

The following table lists the real-time report items and the reports in which they appear.

Table 2-21: Real-Time Report Items Cross Reference

Report Items	Real-Time Reports in Which They Appear											
	Split Status	Skill Status	Split/Skill & VDN Report	Agent Report	Agent Group Report	Queue/ Agent Summary	Queue/ Agent Status	Split/Skill & VDN Call Profile	Trunk Group Report	Event Count	Multi-ACD Report	VDN Skill Preference
% Abandoned								X				
% Answered								X				
% Answered within SL					X	X		X				
ACD Calls			X							X	X	
Abandoned Calls			X					X			X	X
Abandoned Total								X				
Agents: ACD Calls			X			X	X				X	
Agents: AUX Work			X			X					X	
Agents: After Call Work			X			X	X				X	
Agents: Available			X			X	X				X	
Agents: Other			X								X	
Agents: Ringing			X			X	X				X	
Agents: Staffed			X			X	X			X	X	
Agent Name	X	X		X	X		X		X	X		
Agent State	X	X		X	X		X					
Answered Calls								X				X
Answer Total								X				
Average After Call												X
Average Speed of Answer			X					X			X	X
Average Talk Time			X									X
Average Time to Abandon			X					X			X	X
Busy/Disconnect			X (VDN)									
Calls Answered by Skill 1st, 2nd, 3rd												X
Calls Offered												X
Calls Waiting	X	X	X			X	X				X	
Direct Agent Calls Waiting						X	X					
Event Count (1-9)										X		
Extension				X	X		X		X			
Oldest Call Waiting	X	X	X			X	X				X	
Skill(s)		X										

General Information

Audience

Historical reports display on your terminal screen, print, or can be stored to a file. This chapter is written for supervisors who use the *CentreVu*™ Call Management System Release 3 Version 4 (*CentreVu CMS*) historical reports to effectively run the call center.

Introduction

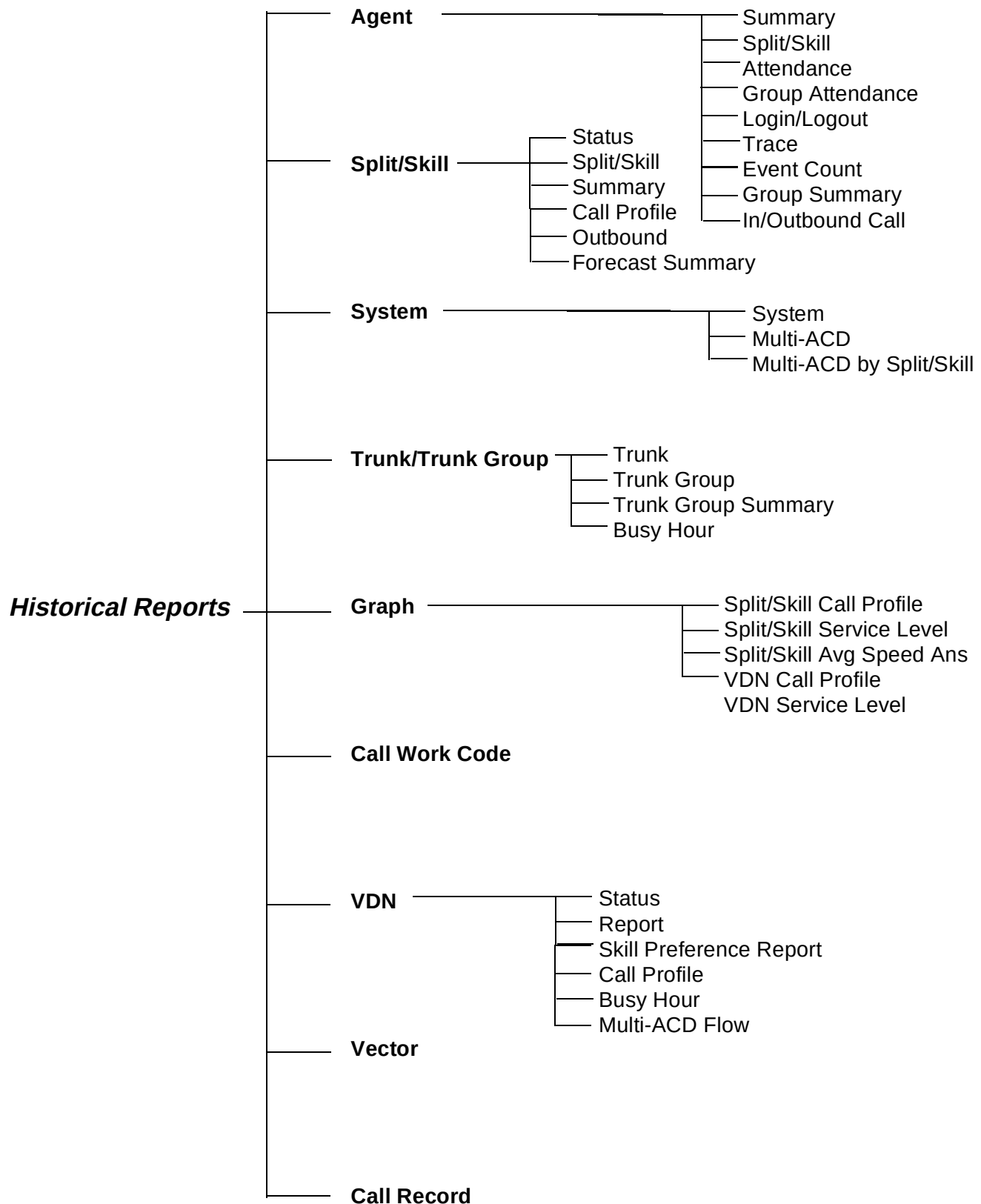
A summary and example of each *CentreVu CMS* historical report is included in this section. The roadmap on the next page shows how the historical reporting system is organized. This section follows this organization (agent reports are described first, followed by split/skill reports, etc.).

CentreVu CMS historical reports display, report, and summarize the past performance of any measured subset of the ACD. Historical reports display past data for various agent, split/skill, trunk/trunk groups, Vector Directory Number (VDN), and vector activities, such as number of ACD calls, abandoned calls, average talk time, and average speed of answer.

The information in historical reports will give you a sound basis for decisions concerning the following:

- Mix of trunk facilities
- Split or skill size
- Agent assignments
- Consistent and objective performance standards
- Performance evaluations.

For more information on the historical report input windows, refer to the *CentreVu*™ *CentreVu CMS R3V4 Administration* (AT&T 585-215-800) document.



When you generate a historical report, the totals for the report columns are on the top line of the report under the headings.

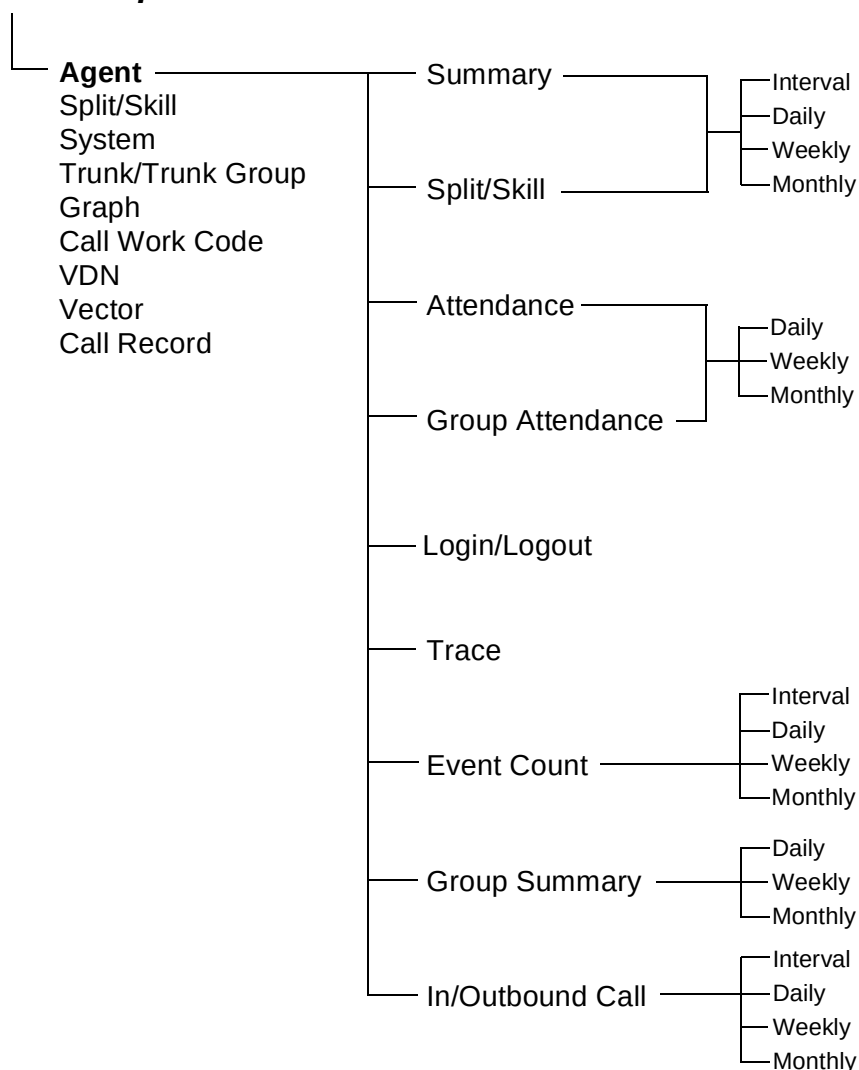
CentreVu CMS historical reports are available in interval, daily, weekly, and monthly versions. Not all reports are available in all versions. The section on each report gives the available report versions.

- **Interval reports** contain breakdowns of data by intervals of 15, 30, or 60 minutes. Interval reports can help you identify your high and low call volumes.
- **Daily reports** display summarized interval data, one line for each day.
- **Weekly reports** display summarized daily data for the week(s) specified, one line for each week.
- **Monthly reports** display summarized daily data for the month(s) specified, one line for each month.

CentreVu CMS can store intrahour data for up to 62 days, daily summary data for 5 years, and weekly/monthly summary data for 10 years.

Agent Reports

Historical Reports



From the **Agent** reports menu you can get specific information on your agents. This information could include looking at every agent activity and the time it occurred for a particular agent in the Agent Trace report, an individual agent's performance by split or skill in the Agent Split/Skill report, or looking at how a group of agents is performing in the Group Summary report.

The Agent reports roadmap shows how this series of reports is organized in *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap (Summary report first, then Split/Skill report, etc.).

Summary Report

The Agent **Summary** report shows the activities and performance of an individual agent for all splits or skills for which the agent is a member. It represents the totals over the specified time period for all splits or skills the agent was logged into.

Things to Know About This Report

- The database items used for the Agent (historical) Summary reports are stored in the `hagent` (interval), `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.
- The Agent Summary report is available in interval, daily, weekly, or monthly versions.
- These reports can be customized.

Agent Reports

Agent Summary by Interval

Date: 6/ 1/94
Agent: SMITH, JOHN

Printed: 6/28/94 11:25 AM
ACD: NASPS_ACD1

Time	ACD Calls	Avg Talk Time	Avg After Call	Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	ACD	ACW	Agent Ring	Time AUX	Avail	Staff	Trans Out	Calls Held	Avg Hold Time
Totals:	7	2:44	:00	3	3:55	4	:23	:19:06	:00:00	:00:10	3:22:33	:03:59	3:57:23	1	6	2:02
10:30-11:00AM	0			0		0		:00	:00	:00	12:13	:03	12:16	0	0	
11:00-11:30AM	2	2:15	:00	0		0		4:29	:00	:03	21:48	3:01	30:00	0	1	:39
11:30-12:00PM	0			0		0		:00	:00	:00	29:38	:22	30:00	0	0	
12:00-12:30PM	2	2:29	:00	1	7:27	0		4:58	:00	:01	19:37	:23	30:00	0	2	2:31
12:30- 1:00PM	1	4:13	:00	1	1:00	1	:09	4:13	:00	:01	24:31	:04	30:00	0	1	1:11
1:00- 1:30PM	0			0		0		:00	:00	:00	30:00	:00	30:00	0	0	
1:30- 2:00PM	0			0		1	:22	:00	:00	:00	29:58	:02	30:00	0	0	
2:00- 2:30PM	1	4:25	:00	0		1	:27	5:26	:00	:05	19:41	:04	30:00	0	1	3:36
2:30- 3:00PM	1	1:01	:00	1	3:18	1	:34	:00	:00	:00	15:07	:00	15:07	1	1	1:42

Daily Agent Summary

Agent: SMITH, JOHN

Printed: 6/28/94 11:26 AM
ACD: NASPS_ACD1

Date	ACD Calls	Avg Talk Time	Avg After Call	Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	ACD	ACW	Agent Ring	Time AUX	Avail	Staff	Trans Out	Calls Held	Avg Hold Time
Totals:	16	3:21	:00	8	5:14	58	1:02	:55:18	:00:00	:00:24	9:56:40	:31:00	11:48:47	4	11	2:28
5/23/94	4	4:30	:00	1	5:57	2	4:37	:17:58	:00:00	:00:12	2:17:32	:04:01	2:49:13	1	4	2:22
5/24/94	3	1:10	:00	0		2	3:13	:03:30	:00:00	:00:03	:37:22	:01:53	:44:39	1	2	:56
5/25/94	5	1:49	:00	2	:50	3	5:17	:10:51	:00:00	:00:06	1:55:12	:15:54	2:27:08	1	3	2:11
5/26/94	1	18:24	:00	1	7:26	5	1:49	:18:24	:00:00	:00:00	:29:58	:00:04	:56:24	0	1	7:58
5/27/94	3	1:32	:00	4	6:43	46	:25	:04:35	:00:00	:00:03	4:36:36	:09:08	4:51:23	1	1	1:11

Weekly Agent Summary

Agent: SMITH, JOHN

Printed: 6/28/94 11:28 AM
ACD: NASPS_ACD1

Week Starting	ACD Calls	Avg Talk Time	Avg After Call	Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	ACD	ACW	Agent Ring	Time AUX	Avail	Staff	Trans Out	Calls Held	Avg Hold Time
Totals:	52	2:37	:00	27	2:44	99	:59	2:20	:00	:02	36:06	1:14	40:47	8	36	2:12
5/ 1/94	16	2:15	:00	9	1:51	20	:48	:36	:00	:00	9:20	:27	10:45	1	13	2:51
5/ 8/94	8	2:28	:00	2	3:20	7	:46	:19	:00	:00	7:50	:09	8:25	1	5	1:26
5/15/94	12	2:13	:00	8	1:06	14	1:13	:29	:00	:01	8:59	:06	9:47	2	7	1:09
5/22/94	16	3:21	:00	8	5:14	58	1:02	:55	:00	:00	9:56	:31	11:48	4	11	2:28

Monthly Agent Summary

Agent: SMITH, JOHN

Printed: 6/28/94 11:29 AM
ACD: NASPS_ACD1

Month Starting	ACD Calls	Avg Talk Time	Avg After Call	Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	ACD	ACW	Agent Ring	Time AUX	Avail	Staff	Trans Out	Calls Held	Avg Hold Time
Totals:	676	2:38	:00	147	2:41	625	1:00	29:55	:00	:58	262:06	20:30	322:42	94	342	2:02
1/ 1/94	297	2:38	:00	34	2:23	127	:49	13:03	:00	:35	23:21	14:12	55:24	43	150	2:02
2/ 1/94	101	2:57	:00	33	3:37	121	:57	4:58	:00	:04	68:03	1:52	75:40	11	35	1:41
3/ 1/94	146	2:26	:00	32	2:17	195	:59	6:00	:00	:12	100:33	2:05	110:23	27	72	1:40
4/ 1/94	80	2:39	:00	21	2:10	83	1:25	3:32	:00	:04	34:01	1:05	40:25	5	49	2:43
5/ 1/94	52	2:37	:00	27	2:44	99	:59	2:20	:00	:02	36:06	1:14	40:47	8	36	2:12

Figure 3-1: Agent Summary Reports

Table 3-1: Agent Summary Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date, Week Starting, or Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Agent	Name of the agent (selected in the report input window).	LOGID
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number that is sending calls to this agent.	ACD
Time (for interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME
ACD Calls	Number of ACD calls and direct agent calls that were answered by the agent. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)
Avg Talk Time	Average length of this agent's ACD calls during the period covered.	sum(TOTAL_ACDTIME) / sum(TOTAL_ACDCALLS) <AVG_AGENT_TALK_SUM>
Avg After Call	Average length of after call work (ACW) sessions for this agent. ACW and Average ACW do not correspond to each other because ACW is interval-based data and Average ACW is call-based data.	sum(TOTAL_ACWTIME) / sum(TOTAL_ACDCALLS) <AVG_AGENT_ACW_SUM>
Extn In Calls	Number of inbound extension calls received by this agent during the period covered. This includes calls received while the agent was in ACW for either split or direct agent ACD calls.	sum(ACWINCALLS + AUXINCALLS) sum(<EXT_CALL_IN>)
(Extn In) Avg Talk Time	Average length of this agent's inbound extension calls.	sum(ACWINTIME + AUXINTIME) / sum(ACWINCALLS + AUXINCALLS) <AVG_TALK_TIME_IN_SUM>
Extn Out Calls	Number of outbound calls dialed from the agent's extension during the period covered. This includes calls made while in ACW for split and direct agent ACD calls.	sum(ACWOUTCALLS + AUXOUTCALLS) sum(<EXT_CALL_OUT>)
(Extn Out) Avg Talk Time	Average length of this agent's outbound extension calls.	sum(ACWOUTTIME + AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS) <AVG_TALK_TIM_OUT_SUM>

Table 3-1: Agent Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
(Agent Time) ACD	Time this agent spent on ACD calls (including direct agent calls).	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)
(Agent Time) ACW	Amount of time the agent spent working on call-related activities (that is, ACW activities). This includes direct agent ACW activities. ACW and Average ACW do not correspond to each other because ACW is interval-based data and Average ACW is call-based data.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
(Agent Time) Ring	Length of time ACD calls rang before the agent answered (for switches with ring state only).	sum(I_RINGTIME)
(Agent Time) AUX	Amount of time this agent spent in AUX work in the split with the oldest LOGON.	TI_AUXTIME
(Agent Time) Avail	Amount of time this agent spent waiting for an ACD call in the split with the oldest LOGON.	TI_AVAILTIME
(Agent Time) Staff	Total logged-in time for this agent in the period covered in any split. STAFFTIME does not include time the line was down, even if the agent was staffed. Time staffed is not the sum of the other items displayed because TI_OTHERTIME is not shown on the report.	sum(TI_STAFFTIME)
Trans Out	Number of calls transferred by this agent to another destination.	sum(TRANSFERRED)
Calls Held	Number of calls the agent put on hold.	sum(HOLDCALLS)
Avg Hold Time	Average length of time calls were on hold.	sum(HOLDTIME) / sum(HOLDCALLS) <AVG_HOLD_TIME_SUM>

Agent Split/Skill Report

The Agent **Split/Skill** report shows an individual agent's performance by split or skill.

Things to Know About This Report

- The database items used for the Agent (historical) Split/Skill reports are stored in the `hagent` (interval), `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.
- The Agent Split/Skill report is available in interval, daily, weekly, and monthly forms.
- Each row in the report shows the total for the specified time for a particular split/skill the agent was logged into. However, the **Totals:** row shows the totals over the day for **all** splits or skills for this agent.
- Talk times are shown as totals, not as averages.
- These reports can be customized.

Agent Reports

Agent Interval Report by Split/Skill

Date: 6/ 1/94
Agent: SMITH, JOHN

Printed: 6/28/94 11:31 AM
ACD: NASPS_ACD1

Time	Split/Skill	ACD Calls	Total Talk Time	Total ACW Time	Extn In Calls	Total Talk Time	Extn Out Calls	Total Talk Time	Assists	Calls Held	Total Hold Time	Trans Out
Totals:		7	:19:06	:00:00	3	:11:45	4	:01:32	0	6	:12:09	1
10:30-11:00AM	BILLING	0	:00	:00	0	:00	0	:00	0	0	:00	0
11:00-11:30AM	BILLING	2	4:29	:00	0	:00	0	:00	0	1	:39	0
11:30-12:00PM	BILLING	0	:00	:00	0	:00	0	:00	0	0	:00	0
12:00-12:30PM	BILLING	2	4:58	:00	1	7:27	0	:00	0	2	5:01	0
12:30- 1:00PM	BILLING	1	4:13	:00	1	1:00	1	:09	0	1	1:11	0
1:00- 1:30PM	BILLING	0	:00	:00	0	:00	0	:14	0	0	:00	0
1:30- 2:00PM	BILLING	0	:00	:00	0	:00	1	:08	0	0	:00	0
2:00- 2:30PM	BILLING	1	5:26	:00	0	:00	1	1:01	0	1	3:36	0
2:30- 3:00PM	BILLING	1	:00	:00	1	3:18	1	:00	0	1	1:42	1

Daily Agent Report by Split/Skill

Agent: SMITH, JOHN

Printed: 6/28/94 11:32 AM
ACD: NASPS_ACD1

Date	Split/Skill	ACD Calls	Total Talk Time	Total ACW Time	Extn In Calls	Total Talk Time	Extn Out Calls	Total Talk Time	Assists	Calls Held	Total Hold Time	Trans Out
Totals:		16	:55:18	:00:00	8	:41:53	58	:59:45	0	11	:27:03	4
5/23/94	BILLING	4	:17:58	:00:00	1	:05:57	2	:09:14	0	4	:09:29	1
5/24/94	BILLING	3	:03:30	:00:00	0	:00:00	2	:06:25	0	2	:01:51	1
5/25/94	BILLING	5	:10:51	:00:00	2	:01:39	3	:15:50	0	3	:06:34	1
5/26/94	BILLING	1	:18:24	:00:00	1	:07:26	5	:09:03	0	1	:07:58	0
5/27/94	BILLING	3	:04:35	:00:00	4	:26:51	46	:19:13	0	1	:01:11	1

Weekly Agent Report by Split/Skill

Agent: SMITH, JOHN

Printed: 6/28/94 11:32 AM
ACD: NASPS_ACD1

Week Starting	Split/Skill	ACD Calls	Total Talk Time	Total ACW Time	Extn In Calls	Total Talk Time	Extn Out Calls	Total Talk Time	Assists	Calls Held	Total Hold Time	Trans Out
Totals:		52	2:20	:00	27	1:13	99	1:37	0	36	1:19	8
5/ 1/94	BILLING	16	:36	:00	9	:16	20	:15	0	13	:37	1
5/ 8/94	BILLING	8	:19	:00	2	:06	7	:05	0	5	:07	1
5/15/94	BILLING	12	:29	:00	8	:08	14	:16	0	7	:08	2
5/22/94	BILLING	16	:55	:00	8	:41	58	:59	0	11	:27	4

Monthly Agent Report by Split/Skill

Agent: SMITH, JOHN

Printed: 6/28/94 11:33 AM
ACD: NASPS_ACD1

Month Starting	Split/Skill	ACD Calls	Total Talk Time	Total ACW Time	Extn In Calls	Total Talk Time	Extn Out Calls	Total Talk Time	Assists	Calls Held	Total Hold Time	Trans Out
Totals:		676	29:55	:00	147	6:33	625	10:27	0	342	11:35	94
1/ 1/94	BILLING	297	13:03	:00	34	1:21	127	1:42	0	150	5:05	43
2/ 1/94	BILLING	101	4:58	:00	33	1:59	121	1:55	0	35	:58	11
3/ 1/94	BILLING	146	6:00	:00	32	1:13	195	3:13	0	72	1:59	27
4/ 1/94	BILLING	80	3:32	:00	21	:46	83	1:57	0	49	2:12	5
5/ 1/94	BILLING	52	2:20	:00	27	1:13	99	1:37	0	36	1:19	8

Figure 3-2: Agent Split/Skill Report

Table 3-2: Agent Split/Skill Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, or Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Agent	Name or login ID of the agent (selected in the report input window).	LOGID
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number that is sending calls to this agent.	ACD
Time (for interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME
Split/Skill	Name or number of the split(s)/skill(s) the agent logged into during the specified time period and for which data are shown.	SPLIT
ACD Calls	Number of split/skill and direct agent ACD calls that were answered by the agent. This total also includes outbound ACD calls (O_ACDCALLS) if you have the Outgoing Call Management application on ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	(ACDCALLS+DA_ACDCALLS) <TOTAL ACDCALLS>
(ACD) Total Talk Time	Total time an agent talked on split/skill and direct agent ACD calls.	(I_ACDTIME+I_DA_ACDTIME) <TOTAL I_ACDTIME>
Total ACW Time	Total time the agent spent in ACW associated with split/skill and direct agent ACD calls.	(I_ACWTIME + I_DA_ACWTIME) <TOTAL_ACWTIME>
Extn In Calls	Number of inbound extension calls received by the agent. (Direct agent ACW extension calls are not included.)	ACWINCALLS+AUXINCALLS <EXT_CALL_IN>
(Extn In) Total Talk Time	Total time the agent spent talking on inbound extension calls.	I_ACWINTIME+I_AUXINTIME <EXT_IN_TIME>
Extn Out Calls	Number of outbound extension calls received by the agent. (Direct agent ACW extension calls are not included.)	ACWOUTCALLS + AUXOUTCALLS <EXT_CALL_OUT>
(Extn Out) Total Talk Time	Total time the agent spent on outbound extension calls.	I_ACWOUTTIME + I_AUXOUTTIME <EXT_OUT_TIME>
Assists	Number of calls referred to the supervisor by the agent during the specified time period.	ASSISTS
Calls Held	Number of times the agent placed calls on hold. Calls Held is all callers for Generic 2.2 and Generic 3 switches; for Generic 2.1 and System 85 switches, Calls Held includes ACD calls only.	HOLDCALLS

Table 3-2: Agent Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Total Hold Time	Total time calls were on hold for this agent. This is all callers for Generic 2.2 and Generic 3 switches; for Generic 2.1 and System 85 switches. Total Hold Time includes ACD calls only.	HOLDTIME
Trans Out	Number of times an agent completed a transfer (for Generic 1 switches, a measured call to a measured split or measured trunk to a measured trunk; for Generic 3 and Generic 2.2 switches, any call transferred; for System 85 and Generic 2.1 switches, transfers to a VDN or split).	TRANSFERRED

Attendance Report

The Agent **Attendance** reports give the total staffed time, ACD time, ACW time, AUX time, time in the ringing state, extension time, available time, and the number of calls handled by an agent for the specified time period for all splits or skills the agent was logged into.

Things to Know About This Report

- The database items used for the Agent (historical) Attendance reports are stored in the `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.
- The Agent Attendance report is available in daily, weekly, and monthly versions.
- The report item `Total Staff Time` contains other time (**TI_OTHERTIME**) which is not shown in the report but can cause the numbers to not add up.
- This report can be customized.

Daily Agent Attendance											
Agent: SMITH, JOHN						Printed: 6/28/94 11:34 AM ACD: NASPS_ACD1					
Date	Total Time Staffed	Total ACD Time	Total ACW Time	Total Ringing Time	Total Extn In Time	Total Extn Out Time	Total Avail Time	Total AUX Time	ACD Calls	Extn In Calls	Extn Out Calls
Totals:	11:48:47	:55:18	:00:00	:00:24	:41:53	:59:45	:31:00	9:56:40	16	8	58
5/23/94	2:49:13	:17:58	:00:00	:00:12	:05:57	:09:14	:04:01	2:17:32	4	1	2
5/24/94	:44:39	:03:30	:00:00	:00:03	:00:00	:06:25	:01:53	:37:22	3	0	2
5/25/94	2:27:08	:10:51	:00:00	:00:06	:01:39	:15:50	:15:54	1:55:12	5	2	3
5/26/94	:56:24	:18:24	:00:00	:00:00	:07:26	:09:03	:00:04	:29:58	1	1	5
5/27/94	4:51:23	:04:35	:00:00	:00:03	:26:51	:19:13	:09:08	4:36:36	3	4	46

Weekly Agent Attendance											
Agent: SMITH, JOHN						Printed: 6/28/94 11:35 AM ACD: NASPS_ACD1					
Week Starting	Total Time Staffed	Total ACD Time	Total ACW Time	Total Ringing Time	Total Extn In Time	Total Extn Out Time	Total Avail Time	Total AUX Time	ACD Calls	Extn In Calls	Extn Out Calls
Totals:	40:47	2:20	:00	:02	1:13	1:37	1:14	36:06	52	27	99
5/ 1/94	10:45	:36	:00	:00	:16	:15	:27	9:20	16	9	20
5/ 8/94	8:25	:19	:00	:00	:06	:05	:09	7:50	8	2	7
5/15/94	9:47	:29	:00	:01	:08	:16	:06	8:59	12	8	14
5/22/94	11:48	:55	:00	:00	:41	:59	:31	9:56	16	8	58

Monthly Agent Attendance											
Agent: SMITH, JOHN						Printed: 6/28/94 11:36 AM ACD: NASPS_ACD1					
Month Starting	Total Time Staffed	Total ACD Time	Total ACW Time	Total Ringing Time	Total Extn In Time	Total Extn Out Time	Total Avail Time	Total AUX Time	ACD Calls	Extn In Calls	Extn Out Calls
Totals:	322:42	29:55	:00	:58	6:33	10:27	20:30	262:06	676	147	625
1/ 1/94	55:24	13:03	:00	:35	1:21	1:42	14:12	23:21	297	34	127
2/ 1/94	75:40	4:58	:00	:04	1:59	1:55	1:52	68:03	101	33	121
3/ 1/94	110:23	6:00	:00	:12	1:13	3:13	2:05	100:33	146	32	195
4/ 1/94	40:25	3:32	:00	:04	:46	1:57	1:05	34:01	80	21	83
5/ 1/94	40:47	2:20	:00	:02	1:13	1:37	1:14	36:06	52	27	99

Figure 3-3: Agent Attendance Report

Table 3-3: Agent Attendance Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent	Name or login ID of the agent (selected in the report input window).	LOGID
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number that is sending calls to this agent.	ACD
Date, Week Starting, or Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Total Time Staffed	Total time the agent was logged in (staffed) for the specified time period in any split/skill. STAFFTIME does not include time the link was down, even if agent was staffed.	sum(TI_STAFFTIME)
Total ACD Time	Total time an agent spent on all split/skill and direct agent ACD calls for the specified time period in any split/skill.	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)
Total ACW Time	Total time an agent spent in ACW for the specified time period in any split/skill for ACD calls and direct agent calls. Time on extension calls is also included.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
Total Ringing Time	Total time during the collection interval that all split/skill and direct agent ACD calls rang before the agent answered the call. If the agent changes work modes or answers/makes another call instead of answering the ringing call, I_RINGTIME stops accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity (Generic 2 and Generic 3 switches only).	sum(I_RINGTIME)
Total Extn In Time	Total time an agent spent talking on all inbound extension calls for the specified time period. (This does not include time on extension in calls from direct agent ACW.)	sum(I_ACWINTIME + I_AUXINTIME) sum(<EXT_IN_TIME>)
Total Extn Out Time	Total time an agent spent talking on all outbound extension calls for the specified time period. (This does not include time on extension out calls from direct agent ACW.)	sum(I_ACWOUTTIME + I_AUXOUTTIME) sum(<EXT_OUT_TIME>)
Total Avail Time	Total time for the specified time period that an agent was available to take ACD calls in any split/skill.	sum(TI_AVAILTIME)
Total AUX Time	Total time an agent spent in AUX work for the specified time period in all splits/skills.	sum(TI_AUXTIME)
ACD Calls	Total number of split/skill and direct agent ACD calls answered by the agent.	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)

Table 3-3: Agent Attendance Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Extn In Calls	Total number of inbound extension calls received by the agent. This includes calls received while the agent was available, in ACW for split/skill ACD calls, and in AUX work for split/skill ACD calls. (This does not include direct agent ACW in calls.)	sum(ACWINCALLS + AUXINCALLS) and sum(<EXT_CALL_IN>)
Extn Out Calls	Total number of outbound extension calls placed by the agent. This includes calls originated by the agent while the agent was in ACW split/skill ACD calls and in AUX work for split/skill ACD calls. (This does not include direct agent ACW out calls.)	sum(ACWOUTCALLS + AUXOUTTIME) sum<EXT_CALL_OUT>

Group Attendance Report

The **Group Attendance** reports summarize staffed time, ACD time, ACW time, AUX time, time in the ringing state, extension time, available time, and number of calls handled for each agent in an agent group for the specified time period.

Things to Know About This Report

- The database items used for the Agent (historical) Summary report are stored in the `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.
- The Group Attendance report is available in daily, weekly, and monthly forms.
- The **Totals** column in the report(s) displays the totals for all agents in the group you have selected. Individual agent entries in this report show the totals for a particular agent.
- This report can be customized.

Agent Reports

Daily Group Attendance

Date: 5/29/94
Agent group: Group1_AgGrp

Printed: 6/28/94 11:39 AM
ACD: NASPS_ACD1

Agent	Agent ID	Total Time Staffed	Total ACD Time	Total ACW Time	Total Ringing Time	Total Extn In Time	Total Extn Out Time	Total Avail Time	Total AUX Time	ACD Calls	Extn In Calls	Extn Out Calls
Totals:		46:04:32	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	46:01:42	0	0	0
CARTER, DEBBIE	3359	23:02:16	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	23:00:51	0	0	0
SIMMONS, JANE	3364	23:02:16	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	23:00:51	0	0	0

Weekly Group Attendance

Week Starting: 5/22/94
Agent group: Group1_AgGrp

Printed: 6/28/94 11:42 AM
ACD: NASPS_ACD1

Agent	Agent ID	Total Time Staffed	Total ACD Time	Total ACW Time	Total Ringing Time	Total Extn In Time	Total Extn Out Time	Total Avail Time	Total AUX Time	ACD Calls	Extn In Calls	Extn Out Calls
Totals:		154:10	36:10	14:17	1:34	6:53	7:10	50:04	47:37	1149	200	442
CARTER, DEBBIE	3359	41:47	6:54	:02	:19	1:31	2:43	10:16	22:50	274	57	183
SIMMONS, JANE	3364	46:19	11:18	4:10	:26	2:00	2:11	14:48	14:06	311	60	126
WALL, KATHY	3367	32:42	7:57	5:17	:16	1:54	1:01	11:30	6:49	292	58	68
MYERS, LINDA	3370	33:21	10:00	4:47	:31	1:26	1:13	13:28	3:51	272	25	65

Monthly Group Attendance

Month Starting: 5/ 1/94
Agent group: Group1_AgGrp

Printed: 6/28/94 11:44 AM
ACD: NASPS_ACD1

Agent	Agent ID	Total Time Staffed	Total ACD Time	Total ACW Time	Total Ringing Time	Total Extn In Time	Total Extn Out Time	Total Avail Time	Total AUX Time	ACD Calls	Extn In Calls	Extn Out Calls
Totals:		859:11	172:14	93:14	7:59	40:22	44:57	235:08	324:27	5337	1088	2489
CARTER, DEBBIE	3359	197:02	22:50	2:55	1:05	5:09	12:07	37:49	127:39	910	215	731
SIMMONS, JANE	3364	220:15	43:46	21:09	1:41	12:18	11:45	48:02	100:41	1203	304	650
WALL, KATHY	3367	174:05	41:02	36:25	1:25	8:40	7:03	56:01	33:23	1438	284	445
MYERS, LINDA	3370	151:02	39:08	18:53	1:55	8:06	6:30	66:00	22:27	1048	133	314
MATHEWS, SUSAN	3381	116:45	25:26	13:50	1:50	6:07	7:30	27:14	40:14	738	152	349

Figure 3-4: Agent Group Attendance Report

Table 3-4: Agent Group Attendance Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Agent Group	Name of the group (selected in the report input window).	LOGID
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number that is sending calls to this group.	ACD
Agent	Names of the agents that are assigned to the group (selected in the report input window).	LOGID
Agent ID	Login ID assigned to each agent.	LOGID
Total Time Staffed	Total time the agents were logged in (staffed) for the specified time period in any split/skill. (Does not include time the link was down.)	sum(TI_STAFFTIME)
Total ACD Time	Total time the agents in the group talked on all split/skill and direct agent ACD calls for the specified time period.	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)
Total ACW Time	Total time the agents in the group spent in ACW associated with split/skill and direct agent ACD calls for the specified time period.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
Total Ringing Time	Total time during the collection interval that all split/skill and direct agent ACD calls rang before the agent answered the call. If the agent changes work modes or answers/makes another call instead of answering the ringing call, I_RINGTIME stops accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity (Generic 2 and Generic 3 switches only).	sum(I_RINGTIME)
Total Extn In Time	Total time the agents in the group spent talking on inbound extension calls for the specified time period. (Does not include direct agent ACW in calls.)	sum(I_ACWINTIME + I_AUXINTIME) sum(<EXT_IN_TIME>)
Total Extn Out Time	Total time the agents spent talking on outbound extension calls for the specified time period. (Does not include direct agent ACW out calls.)	sum(I_ACWOUTTIME + I_AUXOUTTIME) sum(<EXT_OUT_TIME>)
Total Avail Time	Total time that the agents were available to take ACD calls for any split/skill during the specified time period.	sum(TI_AVAILTIME)
Total AUX Time	Total time the agents spent in AUX work in all splits/skills for the specified time period.	sum(TI_AUXTIME)
ACD Calls	Total number of split/skill and direct agent ACD calls answered by the agents in this group.	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)

Table 3-4: Agent Group Attendance Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Extn In Calls	Total number of inbound extension calls received by the agents in this group. This includes calls received while the agent was in ACW for split/skill ACD calls and in AUX work for split/skill ACD calls. Extn In Calls does not include direct agent ACW in calls.	sum(ACWINCALLS + AUXINCALLS) sum(<EXT_CALL_IN>)
Extn Out Calls	Total number of outbound extension calls placed by the agents. This includes calls originated by the agent while the agent was in ACW for split/skill ACD calls and in AUX work for split/skill ACD calls. Extn Out Calls does not include direct agent ACW out calls.)	sum(ACWOUTCALLS + AUXOUTTIME) sum(<EXT_CALL_OUT>)

Login/ Logout (Split) Report

The Agent **Login/Logout** (Split) report shows the agent login and logout times for agents in a split on a specified day.

Things to Know About This Report

- The database items used for the Agent (historical) Login/Logout (Split) report are stored in the `hag_log` table.
- This report is available in daily form only.
- This report can be customized.

Login/Logout				
Login Date: 6/ 1/94		Printed: 6/29/94 10:54 AM		
Split: BILLING		ACD: NASPS_ACD1		
Agent	Extn	Login Time	Logout Time	Logout Date

COLTER, JAN	3433	8:08AM	9:27AM	6/ 1/94
COLTER, JAN	3433	< 9:57AM	10:46AM	6/ 1/94
COLTER, JAN	3433	11:53AM	12:07PM	6/ 1/94
COLTER, JAN	3433	12:09PM	1:09PM	6/ 1/94
COLTER, JAN	3433	1:10PM	1:27PM	6/ 1/94
COLTER, JAN	3433	1:31PM	1:33PM	6/ 1/94
COLTER, JAN	3433	1:44PM	2:27PM	6/ 1/94
HENDERSON, JEAN	3439	8:10AM	9:59AM	6/ 1/94
HENDERSON, JEAN	3439	10:09AM	10:58AM	6/ 1/94
HENDERSON, JEAN	3439	11:06AM	11:31AM	6/ 1/94
HENDERSON, JEAN	3439	11:48AM	12:10PM	6/ 1/94
HENDERSON, JEAN	3439	12:19PM	12:23PM	6/ 1/94
HENDERSON, JEAN	3439	1:33PM	3:28PM	6/ 1/94
HENDERSON, JEAN	3462	8:39AM	9:13AM	6/ 1/94
POTTER, KATHY	3462	10:21AM	12:14PM	6/ 1/94
POTTER, KATHY	3462	12:19PM	12:44PM	6/ 1/94
POTTER, KATHY	3462	2:16PM	2:29PM	6/ 1/94
POTTER, KATHY	3462	2:45PM	3:14PM	6/ 1/94
LAURENCE, ANN	3464	8:32AM	8:59AM	6/ 1/94
LAURENCE, ANN	3464	9:06AM	9:13AM	6/ 1/94
HORTON, CHARLES	3472	< 8:07AM	12:28PM	6/ 1/94
HORTON, CHARLES	3472	1:16PM	3:38PM	6/ 1/94
WARD, ANNE	3474	< 8:07AM	12:27PM	6/ 1/94
WARD, ANNE	3474	1:16PM	3:56PM	6/ 1/94

Figure 3-5: Agent Login/Logout (Split) Report

Table 3-5: Agent Login/Logout (Split) Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Login date	Day for which the report shows data (selected in the report input window).	ROW_DATE
Split	Name or number of the split (selected in the report input window).	SPLIT
Printed	Date/time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number for which the report was run.	ACD
Agent	Name(s) of the agent(s) assigned to the split (selected in the report input window).	LOGID
Extn	Measured extension where the agent logged in.	EXTN
Login Time	Time the agent logged into this split.	LOGIN
Logout Time	Time the agent logged out of this split.	LOGOUT
Logout Date	Date the agent logged out of this split.	LOGOUT_DATE
Inflag (<)	Indicates the agent was already logged in when the link came up.	No database item or calculation.
Outflag (>)	Indicates that the agent logged out while the link was down.	No database item or calculation.

Login/Logout (Skill) Report

The Agent **Login/Logout** (Skill) report shows the times agents in a given skill logged in and logged out, and the report lists the skills with which the agents logged in and out.

Things to Know About This Report

- The database items used for the Agent (historical) Login/Logout (Skill) report are stored in the `haglog` table.
- The database items used for the Agent (historical) Summary report are stored in the `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.
- This report is only enabled on Generic 2.2 and Generic 3 Version 2 switches with Expert Agent Selection (EAS).
- If you have a Generic 2.2 switch with the EAS feature, you may want to customize this report to add a fifth skill.
- The Login/Logout (Skill) report is available in daily form only.
- This report can be customized.

Login/Logout with Skills

Login date: 07/23/94
Skill: LEGAL AFFAIRS

Printed: 08/28/94 09:44 AM
ACD: NASPS ACD1

Agent	Extn	Login Time	Logout Time	Logout Date	-----Skills-----			
					1	2	3	4
CARTER, DEBBIE	85932	08:01AM	04:57PM	07/23/94	LEGAL AFFAIRS	BILLING	COMPLAINTS	EDUCATION
KENNEDY, ZAK	88821	08:00AM	03:30PM	07/23/94	LANGUAGE	LEGAL AFFAIRS	COMPLAINTS	BILLING
MYERS, TON	85911	07:59AM	04:56PM	07/23/94	LEGAL AFFAIRS	EDUCATION	COMPLAINTS	BILLING
MCMACHEN, MATT	85923	08:33AM	05:15PM	07/23/94	LEGAL AFFAIRS	BILLING	LANGUAGE	COMPLAINTS
SIMMONS, JANE	85925	08:14AM	04:57PM	07/23/94	BILLING	LEGAL AFFAIRS	EDUCATION	
THOMAS, KAREN	85916	09:49AM	04:46PM	07/23/94	EDUCATION	BILLING	COMPLAINTS	LEGAL AFFAIRS

Figure 3-6: Agent Login/Logout (Skill) Report

Table 3-6: Agent Login/Logout (Skill) Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Login date	Date for which the report was run. The report shows data for agents who logged in on this date.	ROW_DATE
Printed	Date and time the report was sent to the printer.	No database item or calculation.
Skill	Name or number of the skill (selected in the report input window).	SPLIT
ACD	Name or number of the ACD for which the report was run.	ACD
Agent	Name(s) or login ID(s) of the agent(s) in the skill for which the report was run.	LOGID
Extn	Extension where the agent logged in.	EXTN
Login Time	Time the agent logged in with the given set of skills.	LOGIN
Logout Time	Time the agent logged out from the given set of skills.	LOGOUT
Logout Date	Date the agent logged out from the given set of skills.	
Skills 1-4	Skills with which the agent logged in.	SPLIT, LOGONSKILL2, LOGONSKILL3, LOGONSKILL4
T(skill type)	Type of skill (p=primary or s=secondary) for each of the agent's skills (Generic 3 Version 2 switches only).	SKILLTYPE SKILLTYPE2 SKILLTYPE3 SKILLTYPE4

Agent Trace Report

The Agent **Trace** report lists each agent activity and the time it occurred. This information could be useful when evaluating how well agents are using their time.

Things to Know About This Report

- The database items used for the Agent (historical) Trace report are stored in the `ag_act_v` table.
- Refer to the “Agent and Trunk States” section of Chapter 1, Introduction, in this book for a list of the agent states.
- This report can be customized.

Agent Trace						
Agent: TURNER, MARIANNE				Printed: 6/29/94 10:58 AM		
				ACD: NASPS_ACD1		
Date	Time	Seq	State	Split/Skill	Duration	Reconnect
6/10/94	2:51:32PM	2	UNKNOWN	MEDICAL1095	:01	n
6/10/94	2:51:33PM	1	LOGON	MEDICAL1095	:00	n
6/10/94	2:51:33PM	1	OTHER	MEDICAL1095	1:15	n
6/10/94	2:52:48PM	1	AVAIL	MEDICAL1095	4:13	n
6/10/94	2:57:01PM	1	OTHER	MEDICAL1095	:03	n
6/10/94	2:57:04PM	1	AUX IN	MEDICAL1095	:51	n
6/10/94	2:57:55PM	1	AVAIL	MEDICAL1095	:58	n
6/10/94	3:11:01PM	1	OTHER	MEDICAL1095	2:19	n

Figure 3-7: Agent Trace Report

Table 3-7: Agent Trace Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent	Name or login ID of the agent (selected in the report input window).	LOGID
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number for which the report was run.	ACD
Date	Day the event (state change) was recorded.	ROW_DATE
Time	Time of day the event started.	EVENT_TIME
Seq	Sequence number of the event. Agent events which occur in the same second are tagged with increasing sequence numbers, so the order in which they occurred can be determined.	WMODE_SEQ
State	Current work state of the agent. An agent can be in any one of the following states: LOGON, LOGOFF, ACDIN, ACDOUT, ACW, ACWIN, ACWOUT, AUX, AUXIN, AUXOUT, AVAILABLE, DACD, DACW, or UNKNOWN.	WORKMODE and DIRECTION
Split/Skill	Name or number of the split/skill which the agent logged into or for which the agent handled a call.	SPLIT
Duration	Length of time spent in the state. Shown in minutes and seconds (mm:ss). For ACW and AUX, the duration is the total time the agent spent in the state, including time on ACWIN, ACWOUT, AUXIN, and AUXOUT calls.	DURATION
Reconnect	Indicates whether the agent reconnected to the call (for example, the agent put a call on hold and then retrieved the call from hold).	RECONNECT

Event Count Report

The Agent **Event Count** report shows the total number of times an individual agent has pressed an **Event Count** (sometimes referred to as Stroke Count) key for all splits/skills. An Event Count key can represent any call event, including a successful sale, a call from a demographic category, or a response to a promotion. *CentreVu* CMS records an event occurrence each time an agent presses an Event Count key on his or her voice terminal while the agent is on an ACD call or in call-related ACW.

Things to Know About This Report

- The database items used for the Agent (historical) Event Count report are stored in the `hagent` (interval), `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.
- This report is available with Generic 2, System 85, and Generic 3 switches only.
- The Event Count report is available in interval, daily, weekly, and monthly versions.
- These reports can be customized.

Agent Reports

Agent Event Count by Interval

Date: 6/1/94 Printed: 6/28/94 11:45 AM
Agent: SMITH, JOHN ACD: NASPS_ACD1

Time	ACD Calls	1	2	3	4	5	6	7	8	9
Totals:	7	0	0	0	0	0	0	0	0	0
10:30-11:00AM	0	0	0	0	0	0	0	0	0	0
11:00-11:30AM	2	0	1	0	0	1	0	0	0	0
11:30-12:00PM	0	0	0	0	0	0	0	0	0	0
12:00-12:30PM	2	1	0	1	0	0	0	0	0	0
12:30- 1:00PM	1	1	0	0	0	0	0	0	0	0
1:00- 1:30PM	0	0	0	0	0	0	0	0	0	0
1:30- 2:00PM	0	0	0	0	0	0	0	0	0	0
2:00- 2:30PM	1	0	0	1	0	0	0	0	0	0
2:30- 3:00PM	1	0	0	0	1	0	0	0	0	0

Agent Event Count by Interval

Agent: SMITH, JOHN Printed: 6/28/94 11:48 AM
ACD: NASPS_ACD1

Date	ACD Calls	1	2	3	4	5	6	7	8	9
Totals:	16	5	8	1	1	1				
5/23/94	4	2	2	0	0	0	0	0	0	0
5/24/94	2	0	2	0	0	0	0	0	0	0
5/25/94	5	1	3	0	1	0	0	0	0	0
5/26/94	2	1	0	1	0	0	0	0	0	0
5/27/94	3	1	1	0	0	1	0	0	0	0

Agent Event Count by Interval

Agent: SMITH, JOHN Printed: 6/28/94 11:48 AM
ACD: NASPS_ACD1

Week Starting	ACD Calls	1	2	3	4	5	6	7	8	9
Totals:	52	10	15	10	10	7				
5/ 1/94	14	2	7	1	2	2	0	0	0	0
5/ 8/94	13	4	2	5	1	1	0	0	0	0
5/15/94	16	3	3	3	5	2	0	0	0	0
5/22/94	9	1	3	1	2	2	0	0	0	0

Agent Event Count by Interval

Agent: SMITH, JOHN Printed: 6/28/94 11:48 AM
ACD: NASPS_ACD1

Month Starting	ACD Calls	1	2	3	4	5	6	7	8	9
Totals:	676	125	156	133	100	162				
5/ 1/94	186	29	52	21	20	58	0	0	0	0
5/ 8/94	151	36	21	45	28	14	0	0	0	0
5/15/94	178	38	27	33	32	30	0	0	0	0
5/22/94	161	22	56	34	20	60	0	0	0	0

Figure 3-8: Agent Event Count

Table 3-8: Agent Event Count Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Agent	Name or login ID of the agent (selected in the report input window).	LOGID
Printed	Date and time the report was sent to the printer.	No database item or calculation
ACD	ACD name or number for which the report was run.	ACD
Time (interval reports only)	Interval for which counts were summed.	STARTTIME
ACD Calls	Number of split/skill and direct agent ACD calls answered by this agent during the specified time period.	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)
Event Count 1-9	Number of key presses of the various Event Count keys by this agent during the specified time period.	sum(EVENT1-9)

Group Summary Report

The **Group Summary** reports summarize the daily activities of every agent within a specific group. Agents in a group may share common characteristics, such as being newly hired or top performers, or they may simply be part of a more manageable subdivision of a split. You can use this report to compare individuals within a group. This report lists the totals for each agent in the group summed over all splits/skills that the agent was logged into during the time period covered in the report.

Things to Know About This Report

- The database items used for the Agent (historical) Group Summary report are stored in the `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.
- The Group Summary report is available in daily, weekly, or monthly forms.
- These reports can be customized.

Date: 5/29/94
Agent group: Group1_AgGrp

Daily Group Summary

Printed: 6/28/94 11:54 AM
ACD: NASPS_ACD1

Agent	ACD Calls	Avg Talk Time	Avg After Call	Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	ACD	ACW	Total Ring	Agent Time AUX	Avail	Staff
Totals:	0			0		0		:00:00	:00:00	:00:00	46:01:42	:00:00	46:04:32
CARTER, DEBBIE	0			0		0		:00:00	:00:00	:00:00	23:00:51	:00:00	23:02:16
SIMMONS, JANE	0			0		0		:00:00	:00:00	:00:00	23:00:51	:00:00	23:02:16

Week Starting: 5/22/94
Agent group: Group1_AgGrp

Weekly Group Summary

Printed: 6/28/94 11:58 AM
ACD: NASPS_ACD1

Agent	ACD Calls	Avg Talk Time	Avg After Call	Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	ACD	ACW	Total Ring	Agent Time AUX	Avail	Staff
Totals:	1149	1:53	:11	200	2:03	200	2:03	36:10	14:17	1:34	47:37	50:04	154:10
CARTER, DEBBIE	274	1:30	:00	57	1:37	183	:53	6:54	:02	:19	22:50	10:16	41:47
SIMMONS, JANE	311	2:10	:16	60	1:58	126	1:03	11:18	4:10	:26	14:06	14:48	46:19
WALL, KATHY	292	1:38	:04	58	1:58	68	:55	7:57	5:17	:16	6:49	11:30	32:42
MYERS, LINDA	272	2:13	:24	25	3:27	65	1:06	10:00	4:47	:31	3:51	13:28	33:21

Month Starting: 5/ 1/94
Agent group: Group1_AgGrp

Monthly Group Summary

Printed: 6/28/94 11:58 AM
ACD: NASPS_ACD1

Agent	ACD Calls	Avg Talk Time	Avg After Call	Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	ACD	ACW	Total Ring	Agent Time AUX	Avail	Staff
Totals:	5337	1:55	:13	1088	2:13	2489	1:05	172:14	93:14	7:59	324:27	235:08	859:11
CARTER, DEBBIE	910	1:30	:00	215	1:25	731	:59	22:50	2:55	1:05	127:39	37:49	197:02
SIMMONS, JANE	1203	2:10	:15	304	2:25	650	1:05	43:46	21:09	1:41	100:41	48:02	220:15
WALL, KATHY	1438	1:42	:04	284	1:50	445	:57	41:02	36:25	1:25	33:23	56:01	174:05
MYERS, LINDA	1048	2:03	:24	133	3:39	314	1:14	39:08	18:53	1:55	22:27	66:00	151:02
MATHEWS, SUSAN	738	2:14	:31	152	2:24	349	1:17	25:26	13:50	1:50	40:14	27:14	116:45

Figure 3-9: Agent Group Summary

Table 3-9: Agent Group Summary Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day that the report was run (selected in the report input window).	ROW_DATE
Agent group	Name of the group (selected in the report input window).	LOGID
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number for which the report was run.	ACD
Agent	Names or login IDs of the agents that are assigned to the group (selected in the report input window).	LOGID
ACD Calls	Number of split/skill and direct agent ACD calls answered by the agent. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	sum(ACDCALLS + DA_ACDCALLS) sum<TOTAL_ACDCALLS>
Avg Talk Time	Average time the agent spent talking on ACD calls during the period covered.	sum(TOTAL_ACDTIME)/ sum(TOTAL_ACDCALLS) <AVG_AGENT_TALK_SUM>
Avg After Call	Average time the agent spent in ACW for ACD calls during the period covered.	sum(TOTAL_ACWTIME)/ sum(TOTAL_ACDCALLS) <AVG_AGENT_ACW_SUM>
Extn In Calls	Number of inbound extension calls received by the agent while in ACW and AUX work during the period covered. This includes the agent in ACW for split/skill and ACD calls and noncall-associated ACW. (This does not include direct agent ACW in calls.)	sum(ACWINCALLS + AUXINCALLS) sum<EXT_CALL_IN>
(Extn In) Avg Talk Time	Average time of the agent's inbound extension calls.	sum(ACWINTIME+AUXINTIME)/ sum(ACWINCALLS + AUXINCALLS) <AVG_TALK_TIME_IN_SUM>
Extn Out Calls	Number of outbound calls dialed from the agent's extension during the period covered. This includes agents in ACW for split/skill ACD calls and noncall-associated ACW. (This does not include direct agent ACW out calls.)	sum(ACWOUTCALLS + AUXOUTCALLS) sum<EXT_CALL_OUT>
(Extn Out) Avg Talk Time	Average length of the agent's outbound extension calls.	sum(ACWOUTTIME+ AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS) <AVG_TALK_TIM_OUT_SUM>
(Total Agent Time) ACD	Total time the agent spent talking on all ACD calls.	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)

Table 3-9: Agent Group Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
(Total Agent Time) ACW	Total time the agent spent in ACW for split/skill and direct agent ACD calls, as well as time in ACW not associated with a call. Includes time on extension calls.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
(Total Agent Time) Ring	Total time all split/skill and direct agent calls rang before an agent answered. (Generic 2 and Generic 3 switches only.)	sum(I_RINGTIME)
(Total Agent Time) AUX	Total time the agent spent in AUX work for all splits/skills.	sum(TI_AUXTIME)
(Total Agent Time) Avail	Total time the agent spent waiting for an ACD call in any split/skill.	sum(TI_AVAILTIME)
(Total Agent Time) Staff	Total logged-in time for the agent in the time period covered for any split/skill.	sum(TI_STAFFTIME)

Inbound/Outbound Call Report

The Agent **Inbound/Outbound Call** report is a detailed breakdown of the inbound and outbound calls handled by an agent. The report sums the total over all the splits or skills the agent was logged into for the specific period covered.

Things to Know About This Report

- The database items used for the Agent (historical) Summary report are stored in the `hagent` (interval), `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.
- This report is available in interval, daily, weekly, and monthly forms.
- You must have the Outgoing Call Management application of ASAI for data to appear in the `Outbound ACD` columns.
- These reports can be customized.

Inbound/Outbound Agent Calls by Interval

Date: 6/ 1/94 Printed: 6/28/94 11:57 AM
Agent: SMITH, JOHN ACD: NASPS_ACD1

Time	-- Inbound ACD --			- Outbound ACD -			Extn In	Avg		Extn Out	Avg		Extn Out	Avg	Extn Out	Trans
	Calls	Avg Talk Time	Avg After Call	Calls	Avg Talk Time	Avg After Call		Talk	Out		Talk	Out		Talk	Assists	
Totals:	7	2:44	:00	0			3	3:55	4	:23	2	:25	0		1	
10:30-11:00AM	0			0			0		0		0		0		0	
11:00-11:30AM	2	2:15	:00	0			0		0		0		0		0	
11:30-12:00PM	0			0			0		0		0		0		0	
12:00-12:30PM	2	2:29	:00	0			1	7:27	0		0		0		0	
12:30- 1:00PM	1	4:13	:00	0			1	1:00	1	:09	0		0		0	
1:00- 1:30PM	0			0			0		0		0		0		0	
1:30- 2:00PM	0			0			0		1	:22	1	:22	0		0	
2:00- 2:30PM	1	4:25	:00	0			0		1	:27	1	:27	0		0	
2:30- 3:00PM	1	1:01	:00	0			1	3:18	1	:34	0		0		1	

Daily Inbound/Outbound Agent Calls

Agent: SMITH, JOHN Printed: 6/28/94 11:58 AM
ACD: NASPS_ACD1

Date	--- Inbound ACD ---			-- Outbound ACD --			Extn In	Avg		Extn Out	Avg		Extn Out	Avg	Extn Out	Trans
	Calls	Avg Talk Time	Avg After Call	Calls	Avg Talk Time	Avg After Call		Talk	Out		Talk	Out		Talk	Assists	
Totals:	16	3:21	:00	0			8	5:14	58	1:02	46	:39	0		4	
5/23/94	4	4:30	:00	0			1	5:57	2	4:37	0		0		1	
5/24/94	3	1:10	:00	0			0		2	3:13	0		0		1	
5/25/94	5	1:49	:00	0			2	:50	3	5:17	1	4:01	0		1	
5/26/94	1	18:24	:00	0			1	7:26	5	1:49	4	2:03	0		0	
5/27/94	3	1:32	:00	0			4	6:43	46	:25	41	:26	0		1	

Weekly Inbound/Outbound Agent Calls

Agent: SMITH, JOHN Printed: 6/28/94 11:59 AM
ACD: NASPS_ACD1

Week Starting	--- Inbound ACD ---			-- Outbound ACD --			Extn In	Avg		Extn Out	Avg		Extn Out	Avg	Extn Out	Trans
	Calls	Avg Talk Time	Avg After Call	Calls	Avg Talk Time	Avg After Call		Talk	Out		Talk	Out		Talk	Assists	
Totals:	52	2:37	:00	0			27	2:44	99	:59	77	:46	0		8	
5/ 1/94	16	2:15	:00	0			9	1:51	20	:48	17	:39	0		1	
5/ 8/94	8	2:28	:00	0			2	3:20	7	:46	4	1:09	0		1	
5/15/94	12	2:13	:00	0			8	1:06	14	1:13	10	1:19	0		2	
5/22/94	16	3:21	:00	0			8	5:14	58	1:02	46	:39	0		4	

Monthly Inbound/Outbound Agent Calls

Agent: SMITH, JOHN Printed: 6/28/94 12:00 PM
ACD: NASPS_ACD1

Month Starting	-- Inbound ACD --			-- Outbound ACD --			Extn In	Avg		Extn Out	Avg		Extn Out	Avg	Extn Out	Trans
	Calls	Avg Talk Time	Avg After Call	Calls	Avg Talk Time	Avg After Call		Talk	Out		Talk	Out		Talk	Assists	
Totals:	676	2:38	:00	0			147	2:41	625	1:00	378	1:10	0		94	
1/ 1/94	297	2:38	:00	0			34	2:23	127	:49	49	1:19	0		43	
2/ 1/94	101	2:57	:00	0			33	3:37	121	:57	76	1:08	0		11	
3/ 1/94	146	2:26	:00	0			32	2:17	195	:59	117	1:10	0		27	
4/ 1/94	80	2:39	:00	0			21	2:10	83	1:25	59	1:34	0		5	
5/ 1/94	52	2:37	:00	0			27	2:44	99	:59	77	:46	0		8	

Figure 3-10: Agent Inbound/Outbound Call Report

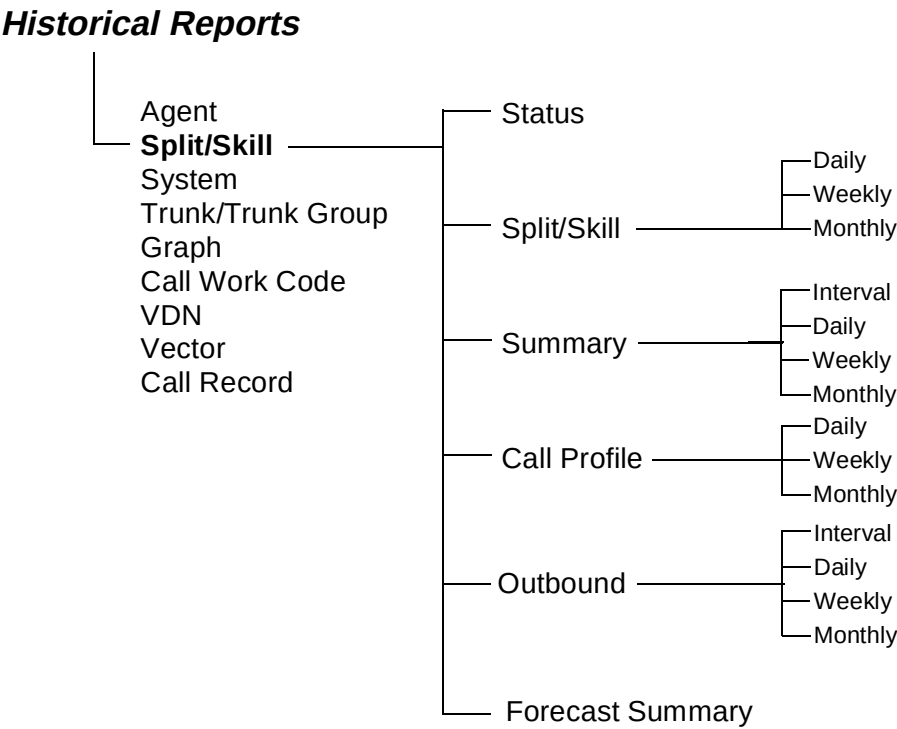
Table 3-10: Inbound/Outbound Call Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent	Name of the agent (selected in the report input window).	LOGID
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number for which the report was run.	ACD
Time (interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME
Date, Week Starting, Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
(Inbound ACD) Calls	Total number of all inbound ACD calls answered by this agent during the specified time period.	(sum(ACDCALLS + DA_ACDCALLS - O_ACDCALLS)) <INBOUND_ACDCALLS>
(Inbound ACD) Avg Talk Time	Average length of all inbound ACD calls answered by this agent during the specified time period.	sum(ACDTIME+ DA_ACDTIME- O_ACDTIME)/sum(ACDCALLS+ DA_ACDCALLS-O_ACDCALLS)
(Inbound ACD) Avg After Call	Average length of all ACW sessions by this agent on inbound ACD calls during the specified time period.	sum(ACWTIME + DA_ACWTIME - O_ACWTIME)/ sum(ACDCALLS+ DA_ACDCALLS-OACDCALLS)
(Outbound ACD) Calls	Total number of all outbound ACD calls for this agent during the specified time period.	sum(O_ACDCALLS)
(Outbound ACD) Avg Talk Time	Average length of all outbound ACD calls for this agent during the specified time period.	sum(O_ACDTIME) / sum(O_ACDCALLS)
(Outbound ACD) Avg After Call	Average length of all ACW sessions by this agent on outbound ACD calls during the specified time period.	sum(O_ACWTIME) / sum(O_ACDCALLS)
Extn In Calls	Number of inbound extension calls received by this agent while in ACW or AUX work during the period covered. Does not include direct agent ACW in calls (DA_ACWINCALLS).	sum(ACWINCALLS + AUXINCALLS) sum<EXT_CALL_IN>
(Extn In) Avg Talk Time	Average time of this agent's inbound extension calls.	sum((ACWINTIME + AUXINTIME) / sum(ACWINCALLS + AUXINCALLS))
Extn Out Calls	Number of outbound calls dialed from this agent's extension during the period covered. Does not include direct agent ACW out calls (DA_ACWOUTCALLS).	sum(ACWOUTCALLS + AUXOUTCALLS) sum<EXT_CALL_OUT>
(Extn Out) Avg Talk Time	Average time length of this agent's outbound extension calls.	sum(ACWOUTTIME + AUXOUTTIME)/ sum(ACWOUTCALLS + AUXOUTCALLS)

Table 3-10: Inbound/Outbound Call Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Extn Out External Calls	Number of outbound extension calls made by this agent to a location outside the switch during ACW sessions and AUX work. (Does not include DA_ACWOFFCALLS.)	sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)
(Extn Out External) Avg Talk Time	Average length of this agent's calls to a location outside the switch during ACW sessions or AUX work.	sum(ACWOUTOFFTIME + AUXOUTOFFTIME)/ sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)
Assists	Number of calls referred to the supervisor by this agent during the specified time period.	sum(ASSISTS)
Trans Out	Number of calls transferred by this agent to another destination during the specified time period (for Generic 1 switches, a measured call to a measured split or measured trunk to a measured trunk; for Generic 3 and Generic 2.2 switches, any call transferred; for System 85 and Generic 2.1 switches, transfers to a VDN or split.	sum(TRANSFERRED)

Split/Skill Reports



CentreVu CMS **Split/Skill** reports give you access to specific information on your splits or skills. This information includes looking at the percentage of calls answered within set service levels by split/skill, how many calls were handled by each agent in a split/skill, and summarizing the activity for an entire split/skill by time.

The roadmap above shows how the Split/Skill reports are organized in *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap (Status report first, then Split/Skill report, etc.).

Status Report

The Split/Skill **Status** report gives an overview of split/skill performance. This report lists the percentage of calls answered within the set service level, the total number of ACD calls for the split/skill, the total number of abandoned calls for the split/skill, the average speed of answer and average time to abandon for the split/skill.

If this report is displayed on your terminal for today's date, the data in the report is updated automatically at the end of each intrahour interval. The totals are cumulative for the day up to the last completed interval. If this report is sent to a printer or file, the report is generated one time with the current values.

Things to Know About This Report

- The database items used for Split/Skill Status historical report are stored in the `dsplit` (daily) table.
- The Split/Skill Status report is available in daily form only.
- For the % Within Service Level to be meaningful, you must have administered a split/skill service level in the ACD Administration: Split/Skill Call Profile Setup window. If you have not administered a split/skill service level and service level increments, "0" is assigned to all increments and the percent within service level will display as 0 percent.
- You cannot customize this report.

```
Split/Skill Status

Date: 6/ 1/94          Printed: 6/28/94 12:17 PM
Split/Skill: BILLING   ACD: NASPS_ACD1

% Within Service Level: 75.00
Split/Skill ACD Calls:   4      Avg Speed of Answer:   :19
Abandoned Calls:       0      Avg Time to Abandon:
```

Figure 3-11: Split/Skill Status Report

Table 3-11: Split/Skill Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day for which the report was run (selected in the report input window).	ROW_DATE
Split/Skill	Name or number of the split/skill (selected in the report input window).	SPLIT
Printed	Date and time the report was sent to the printer.	No database item or calculation
ACD	ACD name or number for which the report was run.	ACD
% Within Service Level	Percentage of split/skill ACD calls offered to the split/skill that actually received an answer within your administered service level.	100 * (ACCEPTABLE / CALLSOFFERED) <PERCENT_SLVL_SPL_SUM>
Split/Skill ACD Calls	Total number of ACD calls queued to the split/skill and answered by an agent in the split/skill.	ACDCALLS
Abandoned Calls	Total number of calls queued to the split/skill that abandoned while in queue or while ringing. If calls are queued to multiple splits/skills when they abandon, the abandon is counted only for the first split/skill to which the call queued.	ABNCALLS
Avg Speed of Answer	Average time split/skill ACD calls wait in queue or are ringing at the agent before being answered.	ANSTIME/ACDCALLS
Avg Time to Abandon	Average time a caller waits before disconnecting.	ABNTIME/ABNCALLS

Split/Skill Report

The Split/Skill **Report** shows the calls handled, agent time and assists, and transfers and holds for each agent in a split/skill. This report shows only the time each agent worked in this particular split/skill. An agent could have worked in other splits/skills during the day.

Things to Know About This Report

- The database items used for the Split/Skill (historical) Report are stored in the dagent (daily), wagent (weekly), and magent (monthly) tables. This is a split report, but it uses the agent tables.
- The Split/Skill Report is available in daily, weekly, and monthly formats.
- This report can be customized.

Split/Skill Reports

Daily Split/Skill Report

Date: 5/27/94

Split/Skill: BILLING

Printed: 6/28/94 12:19 PM

ACD: NASPS_ACD1

Agent	ACD Calls	Avg Talk Time	Avg After Call	ACD	ACW	Ring	Agent Time Other	AUX	Avail	Staff	Assists	Trans Out	Calls Held	Avg Hold Time
Totals:	0			:00:00	:00:00	:00:00	:14:50	2:13:06	10:23:08	12:51:04	0	1	6	2:23
CONE, JANET	0			:00:00	:00:00	:00:00	:12:20	:40:15	3:27:50	4:20:25	0	1	6	2:23
LANE, ANN	0			:00:00	:00:00	:00:00	:00:43	:26:01	1:26:52	1:53:36	0	0	0	
HENDERSON, CHUCK	0			:00:00	:00:00	:00:00	:01:47	1:06:50	5:28:26	6:37:03	0	0	0	

Weekly Split/Skill Report

Week Starting: 5/22/94

Split/Skill: BILLING

Printed: 12:21 PM 6/28/94

ACD: NASPS_ACD1

Agent	ACD Calls	Avg Talk Time	Avg After Call	ACD	ACW	Ring	Agent Time Other	AUX	Avail	Staff	Assists	Trans Out	Calls Held	Avg Hold Time
Totals:	34	3:03	:00	1:45	:00	:05	1:47	12:19	104:49	120:47	0	20	55	1:36
CONE, JANET	4	2:53	:00	:11	:00	:00	:38	2:20	26:32	29:42	0	4	21	1:56
HANSON, JULIE	6	3:16	:00	:19	:00	:00	:15	1:09	10:31	12:16	0	1	4	2:40
PETERSON, KITTY	1	2:06	:00	:02	:00	:00	:12	1:23	10:58	12:37	0	1	3	3:11
LANE, ANN	6	2:53	:00	:17	:00	:00	:27	2:20	15:01	18:08	0	4	12	1:51
HENDERSON, CHUCK	13	2:51	:00	:38	:00	:00	:09	2:49	26:33	30:11	0	6	9	:23
WANG, ANNA	4	4:06	:00	:16	:00	:02	:04	2:16	15:11	17:51	0	4	6	:15

Monthly Split/Skill Report

Month Starting: 5/ 1/94

Split/Skill: BILLING

Printed: 6/28/94 12:22 PM

ACD: NASPS_ACD1

Agent	ACD Calls	Avg Talk Time	Avg After Call	ACD	ACW	Ring	Agent Time Other	AUX	Avail	Staff	Assists	Trans Out	Calls Held	Avg Hold Time
Totals:	202	2:57	:00	9:58	:00	:29	11:30	65:06	598:03	685:07	0	96	328	1:53
CONE, JANET	25	2:34	:00	1:04	:00	:01	2:55	8:40	122:23	135:04	0	12	79	2:02
HANSON, JULIE	35	3:13	:00	1:52	:00	:03	3:04	13:48	98:10	117:00	0	6	63	3:04
PETERSON, KITTY	6	2:05	:00	:12	:00	:01	1:17	8:17	52:47	62:35	0	7	28	2:28
LANE, ANN	38	2:45	:00	1:44	:00	:05	2:42	11:19	98:44	114:36	0	20	82	1:51
HENDERSON, CHUCK	58	2:57	:00	2:52	:00	:06	:47	8:36	112:56	125:20	0	26	39	:30
BOONE, ZELDA	4	4:06	:00	:16	:00	:00	:07	:43	7:51	8:59	0	0	3	2:15
WANG, ANNA	36	3:12	:00	1:54	:00	:10	:35	13:40	105:09	121:29	0	25	34	:26

Figure 3-12: Split/Skill Report

Table 3-12: Split/Skill Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Split/Skill	Name or number of the split/skill (selected in the report input window).	SPLIT
Printed	Date and time the report was sent to the printer.	No database item or calculation
ACD	ACD name or number for which the report was run.	ACD
Agent	Names or login IDs of the agents that logged into the split/skill (selected in the report input window).	LOGID
ACD Calls	Number of split/skill and direct agent ACD calls that were answered by the agent. Direct agent calls made to the agent are included if the split/skill is the first one the agent logged into. This total also includes O_ACDCALLS if you have the Outgoing Call Management application on ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct on behalf of a split/skill [predictive dialing].)	ACDCALLS + DA_ACDCALLS <TOTAL_ACDCALLS>
Avg Talk Time	Average time the agent spent talking on ACD calls for this split/skill during the period covered. This includes time talking on direct agent calls made to the agent if the split/skill is the first one the agent logged into. This total also includes O_ACDCALLS if you have the Outgoing Call Management application on ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct on behalf of a split [predictive dialing].)	(ACDTIME+DA_ACDTIME)/ (ACDCALLS+DA_ACDCALLS) <AVG_AGENT_TALK_TIME>
Avg After Call	Average time the agent spent in ACW for ACD and direct agent calls for this split/skill during the time period covered by the report. This includes time talking on direct agent calls made to the agent if the split/skill is the first one the agent logged into. This total also includes O_ACDCALLS if you have the Outgoing Call Management application on ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct on behalf of a split/skill [predictive dialing].)	(ACWTIME+DA_ACWTIME)/ (ACDCALLS+DA_ACDCALLS) <AVG_AGENT_ACW_TIME>
(Agent Time) ACD	Total time the agent spent on split/skill ACD calls for this split/skill. If this split/skill is the first split/skill that the agent logged into, then direct agent time is included.	I_ACDTIME+I_DA_ACDTIME <TOTAL_I_ACDTIME>
(Agent Time) ACW	Total time the agent spent working in after call work activities for split/skill and direct agent ACD calls for or attributed to this split/skill.	I_ACWTIME+I_DA_ACWTIME <TOTAL_I_ACWTIME>

Table 3-12: Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
(Agent Time) Ring	Total time split/skill and direct agent calls rang before the agent answered. Ring applies to Generic 2 and Generic 3 switches only.	I_RINGTIME
(Agent Time) Other	Total time the agent spent doing other work not related to this split/skill. For Generic 3 switches, other work includes the following: while in Auto-In or Manual-In mode, an agent put any call on hold and performed no further action; the agent dialed to place a call or activate a feature; or a personal call rang at the agent with no other activity. For Generic 1 switches and Generic 3 switches without EAS, agents were logged into multiple splits and doing work for a split other than this one (on an ACD call, in call-related ACW, or on a personal call attributed to a split other than this one). For Generic 2.2 switches and Generic 3 switches with EAS, agents were logged into multiple skills and doing work for a skill other than this one (on an ACD call, in call-related ACW or on a personal call attributed to a skill other than this one). For all switches, I_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the <i>CentreVu</i> CMS receives notification of the agent's state from the switch.	I_OTHERTIME
(Agent Time) AUX	Total time the agent spent in auxiliary work for this splits/skills.	TI_AUXTIME
(Agent Time) Avail	Total time all agents spent waiting for an ACD call in this split/skill.	I_AVAILTIME
(Agent Time) Staff	Total time the agent was logged into this split/skill for the period covered.	<INT_AUXTIME>
Assists	Number of calls for which an agent requested supervisor assistance for this split/skill. Assists for direct agent calls are recorded only for the agent, not for the split/skill.	ASSISTS
Trans Out	Number of calls transferred by this agent to another destination during the specified time period (for Generic 1 switches, a measured call to a measured split or measured trunk to a measured trunk; for Generic 3 or Generic 2.2 switches, any call transferred; for System 85 and Generic 2.1 switches, transfers to a VDN or split).	TRANSFERRED

Table 3-12: Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Calls Held	Number of times the agent put a call on hold. This is any type of call for Generic 2.2 and Generic 3 switches, and ACD calls only for System 85 and Generic 2.1 switches.	HOLDCALLS
Avg Hold Time	Average time callers spent on hold at the agent. This is any type of call for Generic 2.2 and Generic 3 switches, and ACD calls only for System 85 and Generic 2.1 switches.	HOLDTIME/HOLDCALLS <AVG_HOLD_TIME>

Summary Report

The Split/Skill **Summary** report summarizes the activity for an entire split or skill by time. The report can be used to analyze the overall performance of a split/skill or to compare two or more comparable splits/skills.

Things to Know About This Report

- The database items used for the Split/Skill (historical) Report are stored in the `hsplit` (interval), `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.
- The Split/Skill Summary report is available in interval, daily, weekly, and monthly forms.
- Dequeued calls on Generic 3 switches with vectoring and Generic 2.2 switches with EAS are calls that queued to this split or skill as the second or third split/skill in the VDN, but call disposition (answered, abandoned, outflowed) was recorded for another split/skill.
- Direct agent call data are not included in any of the Split/Skill Summary reports. Direct agent calls are not really split/skill calls. (If you wish to include them as split/skill calls, you can create a custom report using agent table data.)
- The Max delay item in the totals line of the report is the maximum delay over the period covered by the entire report.
- This report can be customized.

Date: 6/ 1/94

Split/Skill: BILLING

Split/Skill Summary by Interval

Printed: 6/28/94 12:24 PM

ACD: NASPS_ACD1

Time	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	- Dequeued -			Avg Pos Stf	Calls per Pos
												Avg Queue Time	% ACD Time	% Ans		
Totals:	:19		4	4:37	:00	0	1:03	0	0	30	3:17	0	1.12	100.00	3.4	0
8:00- 8:30AM			0			0	:00	0	0	0		0	0.00		2.9	0
8:30- 9:00AM			0			0	:00	0	0	1	:44	0	0.00		5.6	0
9:00- 9:30AM			0			0	:00	0	0	1	6:33	0	0.00		4.6	0
9:30-10:00AM			0			0	:00	0	0	0		0	0.00		0.2	0
10:00-10:30AM			0			0	:00	0	0	1	:50	0	0.00		4.0	0
10:30-11:00AM	:04		2	5:08	:00	0	:06	0	0	6	2:56	0	7.06	100.00	4.8	0
11:00-11:30AM	:04		1	2:48	:00	0	:04	0	0	3	5:48	0	1.95	100.00	4.8	0

Daily Split/Skill Summary													Printed: 6/28/94 12:24 PM			
Split/Skill: BILLING													ACD: NASPS_ACD1			
													- Dequeued -			
	Avg Speed	Avg Aban	ACD	Avg	Avg					Extn	Avg	Avg	%			
Date	Ans	Time	Calls	Talk	After	Aban	Max	Flow	Flow	Out	Talk	Queue	ACD	%		
				Time	Call	Calls	Delay	In	Out	Calls	Time	Time	Time	Ans		
Totals:	:06		34	3:03	:00	0	1:44	0	1	179	2:00	0	1.43	97.14		
5/23/94	:05		9	2:18	:00	0	:11	0	0	55	2:04	0	0.96	100.00		
5/24/94	:06		12	3:39	:00	0	:13	0	0	44	1:53	0	2.50	100.00		
5/25/94	:08		7	3:16	:00	0	:15	0	0	37	1:36	0	1.87	100.00		
5/26/94	:08		6	2:46	:00	0	1:44	0	1	30	2:27	0	1.20	85.71		
5/27/94			0			0	:00	0	0	13	2:08	0	0.00			

Weekly Split/Skill Summary														Printed: 6/28/94 12:25 PM ACD: NASPS_ACD1			
Split/Skill: BILLING																	
														- Dequeued -			
Week	Avg	Avg	ACD	Avg	Avg	Aban	Max	Flow	Flow	Extn	Avg	Avg	%				
Starting	Speed	Aban	Calls	Talk	After	Calls	Delay	In	Out	Out	Talk	Queue	ACD	%			
	Ans	Time		Time	Call					Calls	Time	Time	Time	Ans			
Totals:	:06	1:24	189	3:01	:00	2	2:01	0	23	1010	1:50	0	1.46	88.32			
5/ 1/94	:05	:53	54	2:51	:00	1	2:01	0	9	316	1:49	0	1.39	84.38			
5/ 8/94	:05		47	2:59	:00	0	1:24	0	7	250	1:48	0	1.33	87.04			
5/15/94	:07	1:54	54	3:10	:00	1	1:54	0	6	265	1:46	0	1.67	88.52			
5/22/94	:06		34	3:03	:00	0	1:44	0	1	179	2:00	0	1.43	97.14			

Monthly Split/Skill Summary

Printed: 6/28/94 12:26 PM

Split/Skill: BILLING

ACD: NASPS_ACD1

Month Starting	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	- Dequeued -			
												Avg Queue Time	% ACD Time	% Ans	
Totals:	:08	:52	1323	2:25	:00	41	3:11	1	174	5338	1:36	0	1.43	86.02	
1/ 1/94	:07	:40	284	1:52	:00	20	2:21	1	64	1383	1:33	0	0.97	77.17	
2/ 1/94	:07	:44	245	2:34	:00	3	2:16	0	26	985	1:33	0	1.47	89.42	
3/ 1/94	:08	:42	266	2:28	:00	8	2:30	0	33	1058	1:35	0	1.25	86.64	
4/ 1/94	:09	1:26	339	2:25	:00	8	3:11	0	28	902	1:31	0	2.33	90.40	
5/ 1/94	:06	1:24	189	3:01	:00	2	2:01	0	23	1010	1:50	0	1.46	88.32	

Figure 3-13: Split/Skill Summary Report

Table 3-13: Split/Skill Summary Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Split/Skill	Name or number of the split/skill (selected in the report input window).	SPLIT
Printed	Date and time the report was sent to the printer.	No database item or calculation
ACD	ACD name or number for which the report was run.	ACD
Time (for interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME
Avg Speed Ans	Average time a caller waits in this split's or skill's queue or ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	Average time a caller waits in this split's or skill's queue or ringing before hanging up.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
ACD Calls	Number of split/skill calls answered by the split/skill during the time period covered by the report. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	ACDCALLS
Avg Talk Time	Average time agents spent talking on ACD calls for this split/skill during the time period covered by the report.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg After Call	Average time agents spent in after call work for ACD calls during the time period covered by the report.	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Aban Calls	Total number of ACD calls to the split/skill that disconnected while in queue or while ringing.	ABNCALLS
Max Delay	Maximum time that a caller waited during the period covered by the report before being served, abandoning, being redirected, receiving a busy signal, or being disconnected. The value shown in the Totals line for this column is the maximum of the Max Delay values shown in the report.	MAXOCWTIME

Table 3-13: Split/Skill Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow In	Number of calls that were redirected to this split's/skill's queue from another queue. For switches without vectoring, calls that intraflow or interflow from one split's queue to this split's queue. For Generic 2 and System 85 switches with vectoring and without EAS, calls that are queued to one split and then successfully queue to this split (either by a "queue to main" step or by a successful "check backup" step). With multiple split/skill queuing (Generic 3 switches with vectoring and Generic 2.2 switches with EAS), an inflow is counted for this split/skill when a call queues to it as a nonprimary split/skill and is either answered by an agent in this split/skill or abandons from ringing an agent in this split/skill. For Generic 2.2 switches with EAS inflows are also counted for calls that are queued to one or more skills within a tens group and then queue to a skill in another tens group, for calls queued to a default ("zero") skill that subsequently queue to a "nonzero" skill and for calls queued to a "nonzero" skill that subsequently queue to the default ("zero") skill. Calls that ring at an agent and then requeue to the same split/skill by the Redirection on No Answer feature (Generic 3 Version 2 switches) are counted as inflows to the split/skill to which they are requeued. When a call leaves a vector, for example by routing to a split/skill or routing to another VDN, the next split/skill to which a call queues is not credited with an inflow.	INFLOWCALLS

Table 3-13: Split/Skill Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow Out	Number of calls offered to the split/skill that were redirected to another destination. For switches without vectoring, outflows are counted for calls offered to the split that were redirected to other destinations via intraflow or interflow. For switches with vectoring, an outflow is counted • If the call routes to another VDN. • If the call routes to a number or digits. • If the call queues to another split (Generic 2 switches without EAS). • If the call queues to a messaging split/skill (Generic 3 switches). For switches with multiple split queuing (Generic 2.2 with EAS and Generic 3 switches), an outflow is counted for the primary split/skill when a call is queued to multiple splits/skills and is either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill. For Generic 2.2 switches with EAS, outflows are also counted for the primary skill for calls that are queued to a default ("zero") skill that subsequently queue to a "nonzero" skill and for calls queued to a "nonzero" skill that subsequently queue to the default ("zero") skill. Calls that queue to one skill group and then subsequently queue to another skill group count as outflows from all the skills to which they were queued in the first skill group. If a call requeues to the same split/skill via the Redirection on No Answer feature (Generic 3 Version 2 switches).	OUTFLOWCALLS
Extn Out Calls	Number of outbound extension calls made by agents logged into this split/skill during the period covered. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one the agent logged into. Calls made from direct agent ACW are not included.	ACWOUTCALLS+AUXOUTCALLS <EXT_CALL_OUT>
(Extn Out) Avg Talk Time	Average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one the agent logged into.	(ACWOUTTIME+AUXOUTTIME)/ (ACWOUTCALLS+AUXOUTCALLS) <AVG_TALK_TIME_OUT>

Table 3-13: Split/Skill Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Dequeued Calls	For switches with multiple split/skill queuing, the number of calls queued to this split/skill as a nonprimary split/skill (for example, this was not the first split/skill to which the call queued) and for which the call was counted in another split/skill (answered, abandoned, outflowed, busy, forced disconnect).	DEQUECALLS
Dequeued Avg Queue Time	For switches with multiple split/skill queuing, the average time a call waited until it was answered (or abandoned, outflowed, busy, or disconnected) by a split/skill other than the first split/skill in a VDN to which a call actually queued.	DEQUETIME/DEQUECALLS
% ACD Time	Percent of staffed time agents in this split/skill spent on ACD calls and after call work for this split/skill.	$100 * ((I\_ACD\_TIME + I\_ACW\_TIME) / I\_STAFF\_TIME)$ <PERCENT_ACD_TIME>
% Ans	Percent of calls offered to the split/skill that were answered by agents in this split/skill.	$100 * (ACDCALLS / CALLS\_OFFERED)$ <PERCENT_CALL_ANS>
Avg Pos Stf (Average Position Staffed) Interval report only	Average number of positions staffed in this split/skill during the interval.	$I\_STAFF\_TIME / (INTRVL * 60)$ <AVG_POS_STAFF>
Calls Per Pos (Calls Per Position) Interval report only	Average number of calls answered by each position staffed during the interval.	$(60 * INTRVL * ACDCALLS) / I\_STAFF\_TIME$ <CALLS_PER_POS>

Call Profile Report

The Split/Skill **Call Profile** report shows the number of calls answered and abandoned in time increments you administer. Calls are displayed in ten columns, with each column representing a progressively longer wait time.

Since this report shows you how long it takes for calls to be handled or abandoned, it can tell you how long a caller is willing to wait for an agent before hanging up and what answering speed is required to reduce abandoned calls.

Things to Know About This Report

- The database items used for the Split/Skill Call Profile Report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.
- Calls are displayed in ten columns, with each column representing a progressively longer wait time.
- The Split/Skill Call Profile report is available in daily, weekly, and monthly formats.
- This report can be customized.

Daily Split/Skill Call Profile

Date: 5/27/94 Printed: 6/28/94 12:29 PM
 Split/Skill: BILLING ACD: NASPS_ACD1
 % Within Service Level: Service Intervals Changed: NO
 Acceptable Service Changed: NO

Secs. 0 - 5 - 20 - 30 - 45 - 60 - 120 - 180 - 200 - 300 - >

Ans	0	0	0	0	0	0	0	0	0	0
Aban	0	0	0	0	0	0	0	0	0	0

Total Calls Answered	0	Total Calls Abandoned	0
Average Speed of Answer		Average Time to Abandon	
Percentage Answered		Percentage Abandoned	

Weekly Split/Skill Call Profile

Date: 5/22/94 Printed: 6/28/94 12:30 PM
 Split/Skill: BILLING ACD: NASPS_ACD1
 % Within Service Level: 97.14 Service Intervals Changed: YES
 Acceptable Service Changed: YES

Secs. 0 - 5 - 20 - 30 - 45 - 60 - 120 - 180 - 200 - 300 - >

Ans	18	16	0	0	0	0	0	0	0	0
Aban	0	0	0	0	0	0	0	0	0	0

Total Calls Answered	34	Total Calls Abandoned	0
Average Speed of Answer	:06	Average Time to Abandon	1:24
Percentage Answered	97.14	Percentage Abandoned	0.93

Monthly Split/Skill Call Profile

Date: 5/ 1/94 Printed: 6/28/94 12:35 PM
 Split/Skill: BILLING ACD: NASPS_ACD1
 % Within Service Level: 87.85 Service Intervals Changed: YES
 Acceptable Service Changed: YES

Secs. 0 - 5 - 20 - 30 - 45 - 60 - 120 - 180 - 200 - 300 - >

Ans	111	75	2	0	0	1	0	0	0	0
Aban	0	0	0	0	1	1	0	0	0	0

Total Calls Answered	189	Total Calls Abandoned	2
Average Speed of Answer	:06	Average Time to Abandon	1:24
Percentage Answered	88.32	Percentage Abandoned	0.93

Figure 3-14: Split/Skill Call Profile Report

Table 3-14: Split/Skill Call Profile Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Split/Skill	Name or number of the split/skill (selected in the report input window).	SPLIT
% Within Service Level	Percentage of split/skill ACD calls that were answered within your administered service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number for which the report was run.	ACD
Service Intervals Changed	YES appears if you changed your service interval increments during the time period covered by the report. Otherwise, NO, or whatever you have administered in the Dictionary subsystem, appears.	PERIODCHG
Acceptable Service Changed	YES appears if you changed your acceptable service level during the period covered by the report. Otherwise, NO, or whatever you have administered in the Dictionary subsystem, appears.	SVCLEVELCHG
Secs.	Values administered for the service level increments. Each "Secs" (seconds) interval represents a progressively longer wait time for a call in queue, and each interval can be a different length.	PERIOD1-9
Ans (Answered)	Number of split/skill ACD calls answered within each service level increment.	ACDCALLS1-10
Aban (Abandoned)	Number of split/skill ACD calls that abandoned within each service level increment.	ABNCALLS1-10
Total Calls Answered	Total number of split/skill ACD calls answered by the agents in this split/skill during the time period covered by the report.	ACDCALLS
Average Speed of Answer	Average time a split/skill ACD call waits in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Percentage Answered	Percentage of calls offered to the split/skill that were answered by an agent in the split/skill.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS>
Total Calls Abandoned	All split/skill ACD calls that abandoned from queue or from ringing before being answered by an agent during the time period covered by the report.	ABNCALLS
Average Time to Abandon	Average time split/skill ACD calls waited in queue or were ringing before hanging up.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
Percentage Abandoned	Percentage of calls offered to the split/skill that abandoned before being answered by an agent.	100*(ABNCALLS/ (CALLSOFFERED)) <PERCENT_CALL_ABAN>

Outbound Split/Skill Report

The **Outbound Split/Skill** report displays the numbers and average talk times for each type of outbound call for a given split or skill. It is useful primarily for splits/skills that use an adjunct to deliver outbound ACD calls or to dial outbound extension calls.

Things to Know About This Report

- The database items used for the Outbound Split/Skill report are stored in the `hsplit` (interval), `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.
- This report requires the Outgoing Call Management application of ASAI.
- The Outbound Split/Skill report is available in interval, daily, weekly, and monthly formats.
- This report can be customized.

Outbound Split/Skill by Interval
 Date: 6/ 1/94 Printed: 6/28/94 12:33 PM
 Split/Skill: BILLING ACD: NASPS_ACD1

Time	----- Auto-paced -----			----- Extension -----		
	Calls	Avg Talk Time	Avg After Call	Calls	Avg Talk Time	Adjunct-dialed Calls
Totals:	0			30	3:17	0
8:00- 8:30AM	0			0		0
8:30- 9:00AM	0			1	:44	0
9:00- 9:30AM	0			1	6:33	0
9:30-10:00AM	0			0		0
10:00-10:30AM	0			1	:50	0
10:30-11:00AM	0			6	2:56	0
11:00-11:30AM	0			3	5:48	0
11:30-12:00PM	0			2	:45	0
12:00-12:30PM	0			3	:37	0
12:30- 1:00PM	0			2	8:10	0
1:00- 1:30PM	0			1	3:35	0

Daily Outbound Split/Skill
 Split/Skill: BILLING Printed: 6/28/94 12:34 PM
 ACD: NASPS_ACD1

Date	----- Auto-paced -----			----- Extension -----		
	Calls	Avg Talk Time	Avg After Call	Calls	Avg Talk Time	Adjunct-dialed Calls
Totals:	0			179	2:00	0
5/23/94	0			55	2:04	0
5/24/94	0			44	1:53	0
5/25/94	0			37	1:36	0
5/26/94	0			30	2:27	0
5/27/94	0			13	2:08	0

Weekly Outbound Split/Skill
 Split/Skill: BILLING Printed: 6/28/94 12:35 PM
 ACD: NASPS_ACD1

Week Starting	----- Auto-paced -----			----- Extension -----		
	Calls	Avg Talk Time	Avg After Call	Calls	Avg Talk Time	Adjunct-dialed Calls
Totals:	0			1010	1:50	0
5/ 1/94	0			316	1:49	0
5/ 8/94	0			250	1:48	0
5/15/94	0			265	1:46	0
5/22/94	0			179	2:00	0

Monthly Outbound Split/Skill
 Split/Skill: BILLING Printed: 6/28/94 12:36 PM
 ACD: NASPS_ACD1

Month Starting	----- Auto-paced -----			----- Extension -----		
	Calls	Avg Talk Time	Avg After Call	Calls	Avg Talk Time	Adjunct-dialed Calls
Totals:	0			5338	1:36	0
1/ 1/94	0			1383	1:33	0
2/ 1/94	0			985	1:33	0
3/ 1/94	0			1058	1:35	0
4/ 1/94	0			902	1:31	0
5/ 1/94	0			1010	1:50	0

Figure 3-15: Outbound Split/Skill Report

Table 3-15: Outbound Split/Skill Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day that the report was run (selected in the report input window).	ROW_DATE
Split/Skill	Name or number of the split/skill (selected in the report input window).	SPLIT
Printed	Date and time the report was sent to the printer.	No database item or calculation
ACD	ACD name or number for which the report was run.	ACD
Time (for interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME
Auto-paced Calls	Total number of outbound ACD calls placed by an adjunct processor and answered by agents in this split/skill.	O_ACDCALLS
Auto-paced Avg Talk Time	Average time agents spent on outbound ACD calls placed by an adjunct.	O_ACDTIME/O_ACDCALLS
Auto-paced Avg After Call	Average time agents in the split spent in after call work for outbound ACD calls placed by an adjunct.	O_ACWTIME/O_ACDCALLS
(Outbound) Extension Calls	Number of outbound extension calls made by agents in the split/skill during the period covered by the report. This includes outbound AUX calls for agents logged into multiple splits/skills if this is the split/skill into which they logged first but does not include calls made while the agent was in ACW for direct agent calls.	ACWOUTCALLS+AUXOUTCALLS and <EXT_CALL_OUT>
(Outbound) Extension Avg Talk Time	Average time agents in this split/skill spent talking on outbound extension calls.	(ACWOUTTIME+AUXOUTTIME)/ (ACWOUTCALLS+AUXOUTCALLS)
(Outbound) Extension Adjunct-Dialed Calls	Number of outbound extension calls for this split/skill that were placed by an adjunct for an agent (keyboard-dialed calls).	ACWOUTADJCALLS + AUXOUTADJCALLS

Forecast Summary Report

The Split/Skill **Forecast Summary** report summarizes, by time, the activity for an entire split or skill. The report gives you the forecasted number of agent positions required and forecasted calls for a given interval. You could use this report to analyze the overall performance of a split or skill and compare the forecasted numbers to your actual numbers.

Things to Know About This Report

- The database items for **Avg Pos Req** and **Fcst Calls** are stored in the `f_cdayrep` table.
- The remaining database items used for the Split/Skill Forecast Summary report are stored in the `hsplit` (interval) table.
- The Forecast Summary report is available in the interval version only.
- Dequeued calls on Generic 3 switches with vectoring and Generic 2.2 switches with EAS are calls that queued to this split or skill as the second or third split/skill in the VDN, but the disposition of the call (answered, abandoned, outflowed) was recorded for another split/skill.
- Direct agent call data is not included in the Forecast Summary report. Direct agent calls are not really split/skill calls. If you wish to include them as split/skill calls, you can create a custom report using the agent tables.
- This report can be customized.

Split/Skill Forecast Summary by Interval												Printed: 1/21/93 3:33 PM							
Date: 1/15/93												ACD: NASPS ACD1							
Split/Skill: Billing																			
												- Dequeued -							
Time	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	Calls	Avg Queue Time	% ACD Time	% Ans	Avg Pos Stf	Calls per Pos	Avg Pos Req	Fcst Calls
Totals:	:09	1:07	92	1:00	2:01	1	1:10	13	19	0		0		93.79	82.14	5	5		
11:00-11:15AM	:00		23	1:00	1:59	0	:00	5	7	0		0		89.44	76.67	5	5		
11:15-11:30AM	:04		22	1:00	2:01	0	:52	6	8	0		0		92.56	73.33	5	4		
11:30-11:45AM	:18		24	1:00	2:06	0	:51	1	1	0		0		98.93	96.00	5	5		
11:45-12:00PM	:15	1:07	29	1:00	2:05	1	1:10	1	3	0		0		94.22	85.18	5	5		

Figure 3-16: Split/Skill Forecast Summary Report

Table 3-16: Split/Skill Forecast Summary Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day that the report was run (selected in the report input window).	ROW_DATE
Split/Skill	Name or number of the split/skill (selected in the report input window).	SPLIT
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number for which the report was run.	ACD
Time	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME, STARTTIME+INTRVL
Avg Speed Ans	Average time split/skill ACD calls waited in queue or were ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	Average time split/skill ACD calls waited in queue or were ringing before hanging up.	ABNSTIME/ABNCALLS <AVG_ABANDON_TIME>
ACD Calls	Number of split/skill ACD calls answered by the split/skill and handled by an agent during the time period covered by the report. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	ACDCALLS
Avg Talk Time	Average time agents spent talking on ACD calls for this split/skill during the time period covered by the report.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg After Call	Average time agents spent in after call work for ACD calls to this split/skill during the time period covered by the report.	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Aban Calls	Total number of ACD calls to the split/skill that disconnected while waiting in queue (if this was the first split/skill queued to) or while ringing.	ABNCALLS
Max Delay	Maximum time, during the time period covered by the report, that a caller waited in queue or with the call ringing before being served, abandoning, being redirected receiving a busy signal, or being disconnected. The value shown in the Totals line is the maximum of the Max Delay values shown in the report.	MAXOCWTIME

Table 3-16: Split/Skill Forecast Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow In	Number of calls that were redirected to this split's/skill's queue from another queue. For switches without vectoring, calls that intraflow or interflow from one split's queue to this split's queue. For Generic 2 and System 85 switches with vectoring and without EAS, calls that are queued to one split and then successfully queue to this split (either by a "queue to main" step or by a successful "check backup" step). With multiple split/skill queuing (Generic 3 switches with vectoring and Generic 2.2 switches with EAS), an inflow is counted for this split/skill when a call queues to it as a nonprimary split/skill and is either answered by an agent in this split/skill or abandons from ringing an agent in this split/skill. For Generic 2.2 switches with EAS inflows are also counted for calls that are queued to one or more skills within a tens group and then queue to a skill in another tens group, for calls queued to a default ("zero") skill that subsequently queue to a "nonzero" skill and for calls queued to a "nonzero" skill that subsequently queue to the default ("zero") skill. Calls that ring at an agent and then requeue to the same split/skill by the Redirection on No Answer feature (Generic 3 Version 2 switches) are counted as inflows to the split/skill to which they are requeued. When a call leaves a vector, for example by routing to a split/skill or routing to another VDN, the next split/skill to which a call queues is not credited with an inflow.	INFLOWCALLS

Table 3-16: Split/Skill Forecast Summary Report Description (Contd)

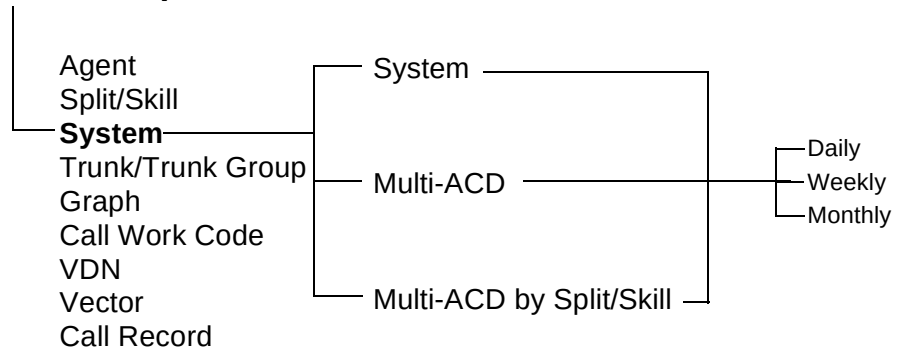
Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow Out	Number of calls offered to the split/skill that were redirected to another destination. For switches without vectoring, outflows are counted for calls offered to the split that were redirected to other destinations via intraflow or interflow. For switches with vectoring, an outflow is counted: • If the call routes to another VDN. • If the call routes to a number or digits. • If the call queues to another split (Generic 2 switches without EAS). • If the call queues to a messaging split/skill (Generic 3 switches). For switches with multiple split queuing (Generic 2.2 switches with EAS and Generic 3 switches), an outflow is counted for the primary split/skill when a call is queued to multiple splits/skills and is either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill. For Generic 2.2 switches with EAS, outflows are also counted for the primary skill for calls that are queued to a default ("zero") skill that subsequently queue to a "nonzero" skill and for calls queued to a "nonzero" skill that subsequently queue to the default ("zero") skill. Calls that queue to one skill group and then subsequently queue to another skill group count as outflows from all the skills to which they were queued in the first skill group. If a call requeues to the same split/skill via the Redirection on No Answer feature (Generic 3 Version 2 switches).	OUTFLOWCALLS
Extn Out Calls	Number of outbound calls made by agents logged into this split/skill during the period covered. For agents in multiple splits, outbound AUX extension calls are included here if this split/skill is the first one the agent logged into. This does not include direct agent ACW out calls.	ACWOUTCALLS + AUXOUTCALLS <EXT_CALL_OUT>

Table 3-16: Split/Skill Forecast Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
(Extn Out) Avg Talk Time	Average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits, outbound AUX extension calls are included here if this split/skill is the first one the agent logged into.	$(ACWOUTTIME + AUXOUTTIME) / (ACWOUTCALLS + AUXOUTCALLS)$ <AVG_TALK_TIME_OUT>
Dequeued Calls	For switches with multiple split/skill queuing, the number of calls queued to this split/skill as a nonprimary split/skill (for example, this was not the first split/skill to which the call queued) and for which the call was counted in another split/skill (answered, abandoned, outflowed, busy, forced disconnect).	DEQUECALLS
Dequeued Avg Queue Time	Average time dequeued calls spent queued to this split/skill before being answered, abandoned, outflowing, etc. This item does not apply to nonvectoring switches and switches without multiple-split queuing.	DEQUETIME/DEQUECALLS
% ACD Time	Percentage of staffed time agents in this split/skill spent on ACD calls and after call work for this split/skill.	$100 * ((I\_ACDTIME + I\_ACWTIME) / I\_STAFFTIME)$ <PERCENT_ACDTIME>
% Ans	Percentage of calls offered to the split/skill that were answered by agents in the split/skill.	$100 * (ACDCALLS / CALLSOFFERED)$ <PERCENT_CALL_ANS>
Avg Pos Stf (Average Position Staffed)	Average number of positions staffed in the split/skill during the interval.	$I\_STAFFTIME / (INTRVL * 60)$
Calls Per Pos (Calls Per Position)	Average number of calls answered by each agent position staffed during the interval. (If an agent is staffed a partial interval, the calculation reports what the agent would have handled had the agent been staffed the entire interval.)	$(ACDCALLS / I\_STAFFTIME) * INTRVL$ <CALLS_PER_POS>
Avg Pos Req (Average Position Required)	Average number of agent positions required to answer ACD calls as forecasted by the Forecasting feature. (You must have the Forecasting feature.)	NUMAGREQ
Fcst Calls (Forecast Calls)	Number of calls forecasted for this split/skill for the time period covered by the report. (You must have the Forecasting feature.)	FCALLS

System Reports

Historical Reports



From the System reports menu, you can access summary data on a set of measured splits/skills for a particular ACD, summary data over all splits/skills for a particular ACD, and call data on different splits/skills and ACDs at the same time. Each system report is described in this section.

The roadmap above shows how the System reports are organized in *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap (System report first, then Multi-ACD report, etc.).

System Report

The **System** report summarizes the activity for a set of splits or skills for the same ACD. You can use this report to compare split/skill performance for splits or skills performing similar functions.

Things to Know About This Report

- The database items used for the System report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.
- If you have a switch without vectoring, `Flow Out` represents the number of calls redirected (via call forwarding or call coverage) from this split to another destination. In many cases, the summary numbers for `Flow Out` of one split may not match `Flow In` numbers for another split. These numbers may not match because calls were intraflowed into unmeasured splits, extensions within the ACD, or elsewhere. Also, the `Flow In` and `Flow Out` for a given split are normally not equal.
- If you have a Generic 3 switch with vectoring or a Generic 2.2 switch with EAS, see the System Report Description table for a complete description of the report items `Flow In` and `Flow out`.
- Statistics in the report such as `% AUX` (percent auxiliary work) and `Number of Extension-Out Calls` are indicators of activities not directly related to ACD traffic.
- The System report is available in daily, weekly, or monthly formats.
- This report can be customized.

Daily System

Date: 5/26/94

Printed: 6/28/94 12:38 PM
ACD: NASPS_ACD1

Split/Skill	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:	:10		18	2:00	:01	1	1:44	0	1	52	2:27	74.51	88.91
BILLING	:08		6	2:46	:00	0	1:44	0	1	30	2:27	64.12	85.71
LEGAL	:12		12	1:13	:02	1	:53	0	1	22	1:34	84.90	92.11

Weekly System

Week Starting: 5/22/94

Printed: 6/28/94 12:40 PM
ACD: NASPS_ACD1

Split/Skill	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:	:06		34	3:03	:00	0	1:44	0	1	179	2:00	1.43	97.14
BILLING	:06		34	3:03	:00	0	1:44	0	1	179	2:00	1.43	97.14

Monthly System

Month Starting: 5/ 1/94

Printed: 6/28/94 12:41 PM
ACD: NASPS_ACD1

Split/Skill	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:	:06	1:24	189	3:01	:00	2	2:01	0	23	1010	1:50	1.46	88.32
BILLING	:06	1:24	189	3:01	:00	2	2:01	0	23	1010	1:50	1.46	88.32

Figure 3-17: System Report

Table 3-17: System Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, Month starting	Day that the report was run (selected in the report input window).	ROW_DATE
Printed	Date and time the report was sent to the printer.	No database item or calculation
ACD	ACD name or number for which the report was run.	ACD
Split/Skill	Names or numbers of the splits/skills (selected in the report input window).	SPLIT
Avg Speed Ans	Average time split/skill ACD calls waited in queue or were ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	Average time split/skill ACD calls waited in queue or were ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
ACD Calls	Number of split/skill ACDs calls that were offered to the splits/skills and answered by the agents. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	ACDCALLS
Avg Talk Time	Average time agents spent talking on ACD calls for the split/skill during the time period covered by this report.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg After Call	Average time agents spent in after call work (ACW) associated with ACD calls for this split/skill during the time period covered by this report. (This does not include ACW time not associated with ACD calls.)	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Aban Calls	Total number of callers that disconnected while waiting in queue or while the call was ringing.	ABNCALLS
Max Delay	Maximum time during the time period covered by the report that a caller waited in queue or the was ringing before being serviced, abandoning, being redirected receiving a busy signal, or being disconnected. The value shown in the Totals line is the maximum of the Max Delay values shown in the report.	MAXOCWTIME

Table 3-17: System Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow In	Number of calls that were redirected to this split/skill's queue from another queue. For switches without vectoring, calls that intraflow or interflow from one split's queue to this split's queue. For Generic 2 and System 85 switches with vectoring and without EAS, calls that are queued to one split and then successfully queue to this split (either by a "queue to main" step or by a successful "check backup" step). With multiple split/skill queuing (Generic 3 switches with vectoring and Generic 2.2 switches with EAS), an inflow is counted for this split/skill when a call queues to it as a nonprimary split/skill and is either answered by an agent in this split/skill or abandons from ringing an agent in this split/skill. For Generic 2.2 switches with EAS inflows are also counted for calls that are queued to one or more skills within a tens group and then queue to a skill in another tens group, for calls queued to a default ("zero") skill that subsequently queue to a "nonzero" skill and for calls queued to a "nonzero" skill that subsequently queue to the default ("zero") skill. Calls that ring at an agent and then requeue to the same split/skill by the Redirection on No Answer feature (Generic 3 Version 2 switches) are counted as inflows to the split/skill to which they are requeued. When a call leaves a vector, for example by routing to a split/skill or routing to another VDN, the next split/skill to which a call queues is not credited with an inflow.	INFLOWCALLS

Table 3-17: System Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow Out	Number of calls offered to the split/skill that were redirected to another destination. For switches without vectoring, outflows are counted for calls offered to the split that were redirected to other destinations via intraflow or interflow. For switches with vectoring, an outflow is counted: • If the call routes to another VDN. • If the call routes to a number or digits. • If the call queues to another split (Generic 2 switches without EAS). • If the call queues to a messaging split/skill (Generic 3 switches). For switches with multiple split queuing (Generic 2.2 with EAS and Generic 3 switches), an outflow is counted for the primary split/skill when a call is queued to multiple splits/skills and is either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill. For Generic 2.2 switches with EAS, outflows are also counted for the primary skill for calls that are queued to a default ("zero") skill that subsequently queue to a "nonzero" skill and for calls queued to a "nonzero" skill that subsequently queue to the default ("zero") skill. Calls that queue to one skill group and then subsequently queue to another skill group count as outflows from all the skills to which they were queued in the first skill group If a call requeues to the same split/skill via the Redirection on No Answer feature (Generic 3 Version 2 switches).	OUTFLOWCALLS
Extn Out Calls	Number of outbound calls made by agents logged into the split/skill during the period covered. For agents in multiple splits, outbound AUX extension calls are included here if this split/skill is the first one the agent logged into. This does not include direct agent ACW out calls.	(ACWOUTCALLS+AUXOUTCALLS) <EXT_CALL_OUT>
(Extn Out) Avg Talk Time	Average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits, outbound AUX extension calls are included here if this split/skill is the first one the agent logged into.	(ACWOUTTIME+AUXOUTTIME)/ (ACWOUTCALLS+AUXOUTCALLS) <AVG_TALK_TIME_OUT>

Table 3-17: System Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% ACD Time	Percentage of time staffed agents spent in ACW and on ACD calls for this split/skill.	$100 * ((I\_ACD\_TIME + I\_ACW\_TIME) / I\_STAFF\_TIME)$ <PERCENT_ACD_TIME>
% Ans	Percentage of calls offered to the split/skill that were answered by agents in the split/skill.	$100 * (ACD\_CALLS / CALLS\_OFFERED)$ <PERCENT_CALL_ANS>

Multi-ACD System Report

The **Multi-ACD** system report summarizes data over all splits/skills in the ACD for each ACD requested. This allows you to evaluate and compare different ACD configurations to determine workload and call-handling performance. You could then choose different ACD configurations to balance workloads and/or reduce abandoned calls.

Things to Know About This Report

- The database items used for the Multi-ACD System report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.
- The Multi-ACD System report is available in daily, weekly, or monthly formats.
- This report can be customized.

Daily Multi-ACD System Report

Date: 5/27/94 Printed: 6/28/94 12:43 PM

ACD	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:	:12	:54	3163	1:56	:01	39	12:30	1904	1:11	9.22	97.17
NASPS_ACD1	:12	:54	3163	1:56	:01	39	12:30	1904	1:11	9.22	97.17

Weekly Multi-ACD System Report

Week Starting: 5/22/94 Printed: 6/28/94 12:45 PM

ACD	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:	:13	3:10	17598	1:56	:01	207	*****	10612	1:15	9.00	97.58
NASPS_ACD1	:13	3:10	17598	1:56	:01	207	*****	10612	1:15	9.00	97.58

Monthly Multi-ACD System Report

Month Starting: 5/ 1/94 Printed: 6/28/94 12:46 PM

ACD	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:	:12	1:26	75886	2:00	:01	945	*****	48390	1:15	8.54	97.54
NASPS_ACD1	:12	1:26	75886	2:00	:01	945	*****	48390	1:15	8.54	97.54

Figure 3-18: Multi-ACD System Report

Table 3-18: Multi-ACD System Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, Month starting	Day that the report was run (selected in the report input window).	ROW_DATE
Printed	Date and time the report was sent to the printer.	No database item or calculation
ACD	ACD names or numbers for which the report was run.	ACD
Avg Speed Ans	Average time split/skill ACD calls waited in queue or were ringing at an agent station before being answered.	sum(ANSTIME)/ sum(ACDCALLS) <AVG_ANSWER_SPEED_SUM>
Avg Aban Time	Average time split/skill ACD calls waited in queue or were ringing before abandoning.	sum(ABNTIME)/ sum(ABNCALLS) <AVG_ABANDON_TIME_SUM>
ACD Calls	Number of ACD calls that were offered to the splits/skills in the ACD and handled by the agents during the time period covered by this report. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	sum(ACDCALLS)
Avg Talk Time	Average time agents spent talking on ACD calls for this ACD during the time period covered by this report.	sum(ACDTIME)/ sum(ACDCALLS) <AVG_ACD_TALK_TIM_SUM>
Avg After Call	Average time agents spent in ACW for ACD calls to this ACD during the time period covered by this report.	sum(ACWTIME)/sum(ACDCALLS)) <AVG_ACW_TIME_SUM>
Aban Calls	Total number of ACD calls to the ACD that disconnected while waiting in split/skill queues or ringing.	sum(ABNCALLS)
Max Delay	Maximum time during the time period covered by the report that a caller waited in queue or the call was ringing at the agent station before being serviced, abandoning, being redirected receiving a busy signal, or being disconnected. The value shown in the Totals line for this column is the maximum of the Max Delay values shown in the report.	sum(MAXOCWTIME)
Extn Out Calls	Number of outbound extension calls made by agents logged in during the period covered. This does not include direct agent ACW out calls.	sum(ACWOUTCALLS+ AUXOUTCALLS) <EXT_CALL_OUT>
(Extn Out) Avg Talk Time	Average time agents spent talking on outbound extension calls.	sum(ACWOUTTIME+ AUXOUTTIME)/ sum(ACWOUTCALLS+ AUXOUTCALLS) <AVG_TALK_TIME_OUT_SUM>

Table 3-18: Multi-ACD System Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% ACD Time	Percentage of staffed time agents spent on ACW and ACD calls.	100*(sum(I_ACDTIME+ I_ACWTIME)/ sum(I_STAFFTIME)) <PERCENT_ACD_TIME_SUM>
% Ans	Percentage of calls that were answered by an agent.	100*(sum(ACDCALLS)/ sum(CALLSOFFERED)) <PERCENT_CALL_ANS_SUM>

Multi-ACD System Report by Split/Skill

The **Multi-ACD Report by Split/Skill** report simultaneously displays call-handling information on different splits/skills and different ACDs. It allows you to evaluate and compare similar splits/skills in different ACDs and then determine workload and call-handling performance, agent reassignment, or other ACD configuration alternatives to balance workloads and/or reduce abandoned calls.

Things to Know About This Report

- The database items used for the Multi-ACD System Report by Split/Skill report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.
- The Multi-ACD System Report by Split/Skill report is available in daily, weekly, and monthly formats.
- This report cannot be customized.

Daily Multi-ACD System Report by Split/Skill

Date: 5/26/94 Printed: 6/28/94 12:50 PM

Split/Skill	ACD	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:		:08		6	2:46	:00	0	1:44	0	1	30	2:27	1.20	85.71
BILLING	NASPS_ACD1	:08		6	2:46	:00	0	1:44	0	1	30	2:27	1.20	85.71

Weekly Multi-ACD System Report by Split/Skill

Week Starting: 5/22/94 Printed: 6/28/94 12:52 PM

Split/Skill	ACD	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:		:06		34	3:03	:00	0	1:44	0	1	179	2:00	1.43	97.14
BILLING	NASPS_ACD1	:06		34	3:03	:00	0	1:44	0	1	179	2:00	1.43	97.14

Monthly Multi-ACD System Report by Split/Skill

Month Starting: 5/ 1/94 Printed: 6/28/94 12:53 PM

Split/Skill	ACD	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:		:06	1:24	189	3:01	:00	2	2:01	0	23	1010	1:50	1.46	88.32
BILLING	NASPS_ACD1	:06	1:24	189	3:01	:00	2	2:01	0	23	1010	1:50	1.46	88.32

Figure 3-19: Multi-ACD System Report by Split/Skill

Table 3-19: Multi-ACD System Report by Split/Skill Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day that the report was run (selected in the report input window).	ROW_DATE
Printed	Date and time the report was sent to the printer.	No database item or calculation
Split/Skill	Split/skill name or number (selected in the report input window).	SPLIT
ACD	ACD name or number associated with the split(s) or skill(s).	ACD
Avg Speed Ans	Average time split/skill ACD calls waited in queue or were ringing before being connected to an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	Average time split/skill ACD calls waited in queue or were ringing before disconnecting.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
ACD Calls	Number of split/skill ACD calls answered by the split/skill during the time period covered by this report and handled by an agent. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	ACDCALLS
Avg Talk Time	Average time agents spent talking on ACD calls for this split/skill during the time period covered by this report.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg After Call	Average time agents spent in ACW associated with ACD calls to this split/skill during the time period covered by this report.	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Aban Calls	Total number of ACD calls to the split/skill that disconnected while waiting in queue or while ringing.	ABNCALLS
Max Delay	Maximum time, during the time period covered by the report, that a caller waited in queue or the call was ringing at the agent station before being serviced, abandoning, being redirected receiving a busy signal, or being disconnected. The value shown in the Totals line is the maximum of the Max Delay values shown in the report.	MAXOCWTIME

Table 3-19: Multi-ACD System Report by Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow In	Number of calls that were redirected to this split's/skill's queue from another queue. For switches without vectoring, calls that intraflow or interflow from one split's queue to this split's queue. For Generic 2 and System 85 switches with vectoring and without EAS calls that are queued to one split and then successfully queue to this split (either by a "queue to main" step or by a successful "check backup" step). With multiple split/skill queuing (Generic 3 switches with vectoring and Generic 2.2 switches with EAS), an inflow is counted for this split/skill when a call queues to it as a nonprimary split/skill and is either answered by an agent in this split/skill or abandons from ringing an agent in this split/skill. For Generic 2.2 switches with EAS inflows are also counted for calls that are queued to one or more skills within a tens group and then queue to a skill in another tens group, for calls queued to a default ("zero") skill that subsequently queue to a "nonzero" skill and for calls queued to a "nonzero" skill that subsequently queue to the default ("zero") skill. Calls that ring at an agent and then requeue to the same split/skill by the Redirection on No Answer feature (Generic 3 Version 2 switches) are counted as inflows to the split/skill to which they are requeued. When a call leaves a vector, for example by routing to a split/skill or routing to another VDN, the next split/skill to which a call queues is not credited with an inflow.	INFLOWCALLS

Table 3-19: Multi-ACD System Report by Split/Skill Report Description (Contd)

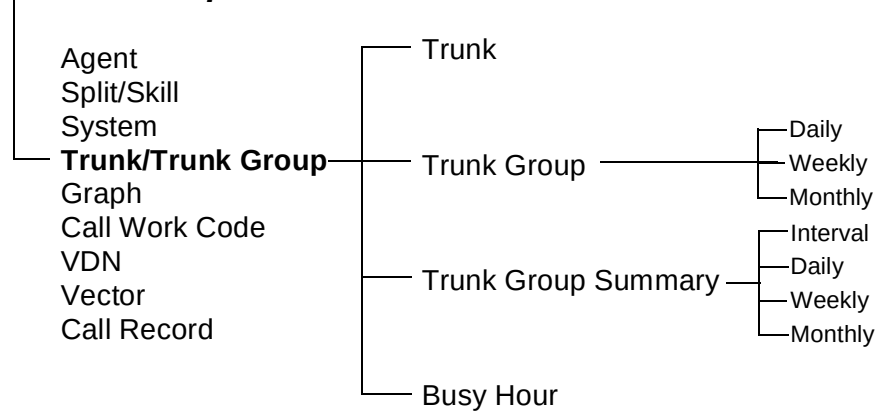
Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow Out	Number of calls offered to the split/skill that were redirected to another destination. For switches without vectoring, outflows are counted for calls offered to the split that were redirected to other destinations via intraflow or interflow. For switches with vectoring, an outflow is counted • If the call routes to another VDN. • If the call routes to a number or digits. • If the call queues to another split. (Generic 2 switches without EAS). • If the call queues to a messaging split/skill (Generic 3 switches). For switches with multiple split queuing (Generic 2.2 with EAS and Generic 3 switches), an outflow is counted for the primary split/skill when a call is queued to multiple splits/skills and is either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill. For Generic 2.2 switches with EAS, outflows are also counted for the primary skill for calls that are queued to a default ("zero") skill that subsequently queue to a "nonzero" skill and for calls queued to a "nonzero" skill that subsequently queue to the default ("zero") skill. Calls that queue to one skill group and then subsequently queue to another skill group count as outflows from all the skills to which they were queued in the first skill group. If a call requeues to the same split/skill via the Redirection on No Answer feature (Generic 3 Version 2 switches).	OUTFLOWCALLS
Extn Out Calls	Number of outbound extension calls made by agents logged into this split/skill during the period covered. For agents in multiple splits, outbound AUX extension calls are included here if this split/skill is the first one the agent logged into. This does not include direct agent ACW out calls.	(ACWOUTCALLS + AUXOUTCALLS) <EXT_CALL_OUT>
(Extn Out) Avg Talk Time	Average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits, outbound AUX extension calls are included here if this split/skill is the first one the agent logged into.	(ACWOUTTIME+AUXOUTTIME)/ (ACWOUTCALLS + AUXOUTCALLS) <AVG_TALK_TIME_OUT>

Table 3-19: Multi-ACD System Report by Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% ACD Time	Percentage of time agents staffed in this split/skill spent on ACD calls and in ACW for the split/skill.	100*((I_ACDTIME+ I_ACWTIME)/I_STAFFTIME) <PERCENT_ACD_TIME>
% Ans	Percentage of calls offered to the split/skill that were answered by agents in the split/skill.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS>

Trunk/Trunk Group Reports

Historical Reports



Trunk and Trunk Group reports display traffic data for a single trunk, summarize the incoming and outgoing traffic of every trunk in a trunk group for a specific time period, display the level of incoming and outgoing call traffic for an individual trunk group, or display the busiest hour of the day for each trunk group you select.

The roadmap above shows how the Trunk/Trunk Group reports are organized in *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap (Trunk report first, then Trunk Group report, etc.).

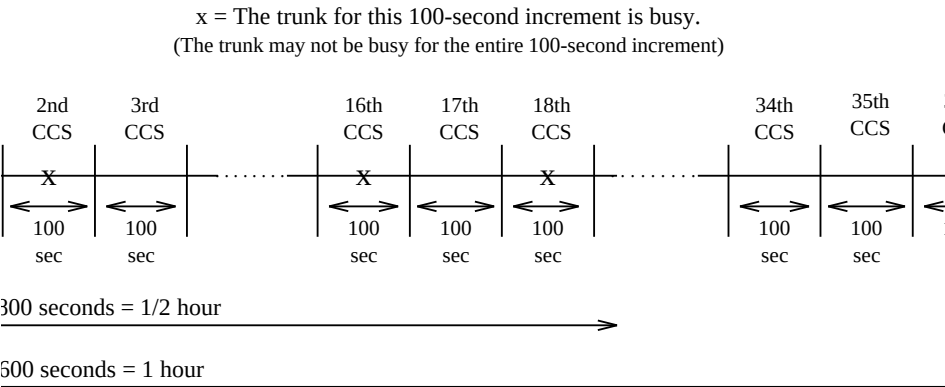
Trunk Report

The **Trunk** report displays call traffic data for a single trunk. With this report, you can review trunks in any measured trunk group.

You can use this report to verify that call traffic levels for a trunk are appropriate throughout the time period specified. You can also monitor outgoing calls made throughout the day.

Things to Know About This Report

- The database items for the Trunk report are stored in the htrunk (interval), dtrunk (daily), wtrunk (weekly), and mtrunk (monthly) tables.
- The Trunk report is available in interval, daily, weekly, and monthly versions.
- This report can be customized.
- The report item Centum Call Seconds (CCS) is the number of 100-second increments in which the trunk was busy during the intrahour interval. A trunk is “seized” while the call is both in queue and connected to an agent. Therefore, wait time for abandoned calls is figured into the CCS figures. For example, since a half-hour has 1800 seconds, the maximum CCS for each trunk in a trunk group is 18 CCS. Multiplying 18 CCS by the number of trunks in a trunk group gives you the maximum occupancy for the trunk group, which you can then compare with your actual CCS. If your intrahour interval is 15 or 60 minutes, your number will be different. A CCS example follows.



Trunk/Trunk Group Reports

Interval Trunk
 Date: 7/11/94 Printed: 7/14/94 8:03 AM
 Trunk group: 20 ACD: ABC
 Trunk location: 0200C2004

Time	Inbound				Outbound				Time Maint Busy
	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	
Totals:	46	0	3:42	102.32	0	0		0.00	:00
8:00- 8:30AM	2	0	1:32	1.83	0	0		0.00	:00
8:30- 9:00AM	4	0	1:16	3.05	0	0		0.00	:00
9:00- 9:30AM	2	0	:53	1.05	0	0		0.00	:00
9:30-10:00AM	2	0	12:30	14.99	0	0		0.00	:00
10:00-10:30AM	3	0	5:31	9.92	0	0		0.00	:00
10:30-11:00AM	1	0	8:46	5.26	0	0		0.00	:00v

Daily Trunk
 Trunk group: 20 Printed: 7/14/94 8:15 AM
 Trunk location: 0200C2004 ACD: TSC

Date	Inbound				Outbound				Time Maint Busy
	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	
Totals:	164	1	3:57	389.19	0	0		0.00	:00
7/11/94	58	0	3:18	114.96	0	0		0.00	:00
7/12/94	63	1	3:24	128.40	0	0		0.00	:00
7/13/94	43	0	5:39	145.83	0	0		0.00	:00

Weekly Trunk
 Trunk group: 20 Printed: 7/14/94 8:23 AM
 Trunk location: 0200C2004 ACD:ABC

Week Starting	Inbound				Outbound				Time Maint Busy
	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	
Totals:	1228	17	3:43	2744.36	0	0		0.00	:00
6/ 5/94	307	5	3:22	619.71	0	0		0.00	:00
6/12/94	339	4	2:55	591.77	0	0		0.00	:00
6/19/94	334	4	3:00	599.71	0	0		0.00	:00
6/26/94	248	4	6:16	933.17	0	0		0.00	:00

Monthly Trunk
 Trunk group: 20 Printed: 7/14/94 8:28 AM
 Trunk location: 0200C2004 ACD: ABC

Month Starting	Inbound				Outbound				Time Maint Busy
	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	
Totals:	7992	91	4:03	19405.22	0	0		0.00	:00
1/ 1/94	1349	15	4:47	3866.08	0	0		0.00	:00
2/ 1/94	1208	12	4:19	3125.08	0	0		0.00	:00
3/ 1/94	1518	11	2:54	2638.39	0	0		0.00	:00
4/ 1/94	1340	14	4:21	3494.62	0	0		0.00	:00
5/ 1/94	1223	21	4:21	3197.99	0	0		0.00	:00
6/ 1/94	1354	18	3:48	3083.06	0	0		0.00	:00

Figure 3-20: Trunk Reports

Table 3-20: Trunk Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day that the report was run (selected in the report input window).	ROW_DATE
Trunk group	Trunk group associated with this trunk.	TKGRP
Trunk location	Trunk number (physical equipment location) associated with the trunk.	EQLOC
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the trunk group.	ACD
Time (Interval only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME
Inbound Calls Carr	Total number of inbound calls carried by this trunk for the specified time period.	INCALLS
Inbound Calls Aban	Total number of inbound calls abandoned by the caller for the specified time period.	ABNCALLS
Inbound Avg Trk Holding Time	Average holding time for all incoming calls, including queue time.	INTIME/INCALLS <AVG_TRK_HOLD_TIME_IN>
Inbound Total CCS	Total trunk occupancy by incoming calls during the specified time period.	I_INOCC(in seconds)/100
Outbound Calls Carr	Number of outbound calls that were carried by this trunk.	OUTCALLS
Outbound Calls Aban	Number of outbound calls (if you have the Outgoing Call Management application on ASAI) abandoned at the far end. (Generic 2.2 switches with the ASAI Gateway Interface or Generic 3 switches with ASAI.)	O_ABNCALLS
Outbound Avg Trk Holding Time	Average holding time of all outgoing calls on this trunk.	OUTTIME/OUTCALLS <AVG_TRK_HOLD_TIM_OUT>
Outbound Total CCS	Total trunk occupancy of outgoing calls during the specified time period.	I_OUTOCC(in seconds)/100
Time Maint Busy	Total time of all maintenance-busy periods for this trunk for the time period.	MBUSYTIME

Trunk Group Report

The **Trunk Group** report summarizes the incoming and outgoing traffic of every trunk in a trunk group for the specified time period. You could use this report to verify that the number of trunks available to your splits is appropriate and to monitor the number of outgoing calls.

Also because it lists trunks by physical location on the switch and totals trunk failures, the Trunk Group report can be useful for troubleshooting problems with trunks.

Things to Know About This Report

- The database items for the Trunk Group report are stored in the `dttrunk` (daily), `wtrunk` (weekly), and `mttrunk` (monthly) tables.
- The Trunk Group report is available in daily, weekly, and monthly formats.
- The report item Centum Call Seconds (CCS) is the number of 100-second increments in which the trunk was busy during the intrahour interval. A trunk is "seized" while the call is both in queue and connected to an agent. Therefore, wait time for abandoned calls is figured into the CCS figures. For example, since a half-hour has 1800 seconds, the maximum CCS for each trunk in a trunk group is 18 CCS. Multiplying 18 CCS by the number of trunks in a trunk group gives you the maximum occupancy for the trunk group, which you can then compare with your actual CCS. If your intrahour interval is 15 or 60 minutes, your number will be different. Refer to the CCS example given in the "Trunk Report" section of this chapter.
- This report can be customized.

Daily Trunk Group

Date: 5/29/94 Printed: 6/28/94 12:55 PM
 Trunk group: 555_894_0007 ACD: NASPS_ACD1

Trunk Location	----- Inbound -----				----- Outbound -----				Trunk Fail- ures
	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	
Totals:	0	0			6	0	5:45		0
0001A0401	0	0			6	0	5:45		0
0001A0402	0	0			0	0			0
0001A0403	0	0			0	0			0
0001A0404	0	0			0	0			0
0001A0405	0	0			0	0			0
0001A0406	0	0			0	0			0
0001A0407	0	0			0	0			0
0001A0408	0	0			0	0			0

Weekly Trunk Group

Week Starting: 5/22/94 Printed: 6/28/94 12:57 PM
 Trunk group: 615_894_0007 ACD: NASPS_ACD1

Trunk Location	----- Inbound -----				----- Outbound -----				Trunk Fail- ures
	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	
Totals:	0	0			12502	0	1:58		0
0001A0401	0	0			1496	0	1:54		0
0001A0402	0	0			1411	0	1:49		0
0001A0403	0	0			1189	0	1:59		0
0001A0404	0	0			1088	0	2:03		0
0001A0405	0	0			1082	0	1:53		0
0001A0406	0	0			88	0	2:23		0
0001A0407	0	0			59	0	1:51		0

Monthly Trunk Group

Month Starting: 5/ 1/94 Printed: 6/28/94 12:58 PM
 Trunk group: 615_894_0007 ACD: NASPS_ACD1

Trunk Location	----- Inbound -----				----- Outbound -----				Trunk Fail- ures
	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	
Totals:	0	0			54650	0	1:56		0
0001A0401	0	0			6943	0	1:55		0
0001A0402	0	0			6140	0	1:52		0
0001A0403	0	0			5450	0	1:51		0
0001A0404	0	0			4999	0	1:53		0
0001A0405	0	0			4679	0	1:52		0
0001A0406	0	0			465	0	2:15		0
0001A0407	0	0			315	0	1:53		0
0001A0408	0	0			206	0	2:05		0
0001A0701	0	0			4120	0	1:59		0

Figure 3-21: Trunk Group Reports

Table 3-21: Trunk Group Reports Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, Month starting	Day that the report was run (selected in the report input window).	ROW_DATE
Trunk group	Trunk group for which report was requested.	TKGRP
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the trunk group.	ACD
Trunk location	Trunk number (physical equipment location) associated with the trunk.	EQLOC
Inbound Calls Carr	Total number of inbound calls carried by this trunk for the specified time period.	sum(INCALLS)
Inbound Calls Aban	Total number of inbound calls abandoned by the caller for the specified time period.	sum(ABNCALLS)
Inbound Avg Trk Holding Time	Average holding time for all incoming calls, including queue time.	sum(INTIME)/sum(INCALLS) <AVG_TRK_HOLD_IN_SUM>
Inbound Total CCS	Total trunk occupancy by incoming calls during the specified time period.	sum(I_INOCC) (in seconds)/100
Outbound Calls Carr	Number of outbound calls that were carried by this trunk.	sum(OUTCALLS)
Outbound Calls Aban	Number of outbound calls (if you have the Outgoing Call Management application on ASA) abandoned at the far end.	sum(O_ABNCALLS)
Outbound Avg Trk Holding Time	Average holding time of all outgoing calls on this trunk.	sum(OUTTIME)/ sum(OUTCALLS) <AVG_TRK_HOLD_OUT_SUM>
Outbound Total CCS	Total trunk occupancy of outgoing calls during the specified time period.	sum(I_OUTOCC) (in seconds) / 100
Trunk Failures	Number of trunk failures for this trunk or total for the trunk group. Can be hardware failures or failures due to internal switch errors (System 85 and Generic 2 switches only).	sum(FAILURES)

Trunk Group Summary Report

The **Trunk Group Summary** report shows the level of incoming and outgoing call traffic for an individual trunk group. This report is used to verify that the number of trunks available to splits is appropriate and monitor the number of outgoing calls.

Things to Know About This Report

- The database items for the Trunk Group Summary report are stored in the htrunk (interval), dtrunk (daily), wtrunk (weekly), and mtrunk (monthly) tables.
- The Trunk Group Summary report is available in interval, daily, weekly, and monthly formats.
- For both inbound and outbound calls, CALLS CARRIED = Calls Answered + Calls Abandoned + Other Calls. Also, OTHER CALLS = Calls Given a Busy Signal + Calls Disconnected by the Switch + Calls Answered by an Unmeasured Agent.
- The report item Centum Call Seconds (CCS) is the number of 100-second increments in which the trunk was busy during the intrahour interval. A trunk is "seized" while the call is both in queue and connected to an agent. Therefore, wait time for abandoned calls is figured into the CCS figures. For example, since a half-hour has 1800 seconds, the maximum CCS for each trunk in a trunk group is 18 CCS. Multiplying 18 CCS by the number of trunks in a trunk group gives you the maximum occupancy for the trunk group, which you can then compare with your actual CCS. If your intrahour interval is 15 or 60 minutes, your number will be different. Refer to the CCS example given earlier in this chapter.
- A Trunk Group Summary report can have two entries for one interval if the trunk group termination changed during that interval. For example, at the start of the interval, trunk group 2 terminates at VDN58803. During the interval the termination is changed to VDN58804. The system shows two trunk group records for reports (interval, daily, weekly, and monthly) containing the interval in which the termination was changed.
- The report item % Time All Trunks Busy, which is a good indicator of how many callers are being blocked (getting a busy signal), should be a relatively low figure in most call centers.
- This report can be customized.

Trunk/Trunk Group Reports

Interval Trunk Group Summary

Date: 6/ 1/94
Trunk group: 555_894_0007
Number of trunks: 24

Printed: 6/28/94 1:09 PM
ACD: NASPS_ACD1

Time	Inbound						Outbound						% Time			
	Calls Carr	Calls Ans	Calls Aban	Other Calls	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Ans	Calls Aban	Other Calls	Avg Trk Holding Time	Total CCS	Far End Comp	Calls Blckd	All Trunks Busy	% Time Maint Busy
Totals:	0	0	0	0			2366	0	0	2366	1:57		1971	0	0.00	0.00
8:00- 8:30AM	0	0	0	0			62	0	0	62	1:49		53	0	0.00	0.00
8:30- 9:00AM	0	0	0	0			115	0	0	115	1:42		86	0	0.00	0.00
9:00- 9:30AM	0	0	0	0			149	0	0	149	2:04		127	0	0.00	0.01
9:30-10:00AM	0	0	0	0			5	0	0	5	:43		5	0	0.00	0.00
10:00-10:30AM	0	0	0	0			158	0	0	158	1:52		140	0	0.00	0.00

Weekly Trunk Group Summary

Trunk group: 555_894_0007
Number of trunks: 24

Printed: 6/28/94 1:11 PM
ACD: NASPS_ACD1

Week Starting	Inbound						Outbound						% Time			
	Calls Carr	Calls Ans	Calls Aban	Other Calls	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Ans	Calls Aban	Other Calls	Avg Trk Holding Time	Total CCS	Far End Comp	Calls Blckd	All Trunks Busy	% Time Maint Busy
Totals:	0	0	0	0			54633	0	0	54633	1:57		44417	0	0.00	0.02
5/ 1/94	0	0	0	0			14223	0	0	14223	1:55		11577	0	0.01	0.02
5/ 8/94	0	0	0	0			14272	0	0	14272	1:56		11409	0	0.00	0.02
5/15/94	0	0	0	0			13636	0	0	13636	2:00		11179	0	0.00	0.02
5/22/94	0	0	0	0			12502	0	0	12502	1:58		10252	0	0.00	0.02

Daily Trunk Group Summary

Trunk group: 555_894_0007
Number of trunks: 24

Printed: 6/28/94 1:10 PM
ACD: NASPS_ACD1

Date	Inbound						Outbound						% Time			
	Calls Carr	Calls Ans	Calls Aban	Other Calls	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Ans	Calls Aban	Other Calls	Avg Trk Holding Time	Total CCS	Far End Comp	Calls Blckd	All Trunks Busy	% Time Maint Busy
Totals:	0	0	0	0			12508	0	0	12508	1:58		10258	0	0.00	0.02
5/22/94	0	0	0	0			17	0	0	17	2:07		17	0	0.00	0.02
5/23/94	0	0	0	0			2866	0	0	2866	1:51		2299	0	0.00	0.04
5/24/94	0	0	0	0			2475	0	0	2475	1:57		2016	0	0.00	0.00
5/25/94	0	0	0	0			1946	0	0	1946	2:01		1625	0	0.00	0.02
5/26/94	0	0	0	0			2934	0	0	2934	1:57		2422	0	0.00	0.02
5/27/94	0	0	0	0			2264	0	0	2264	2:04		1873	0	0.00	0.02
5/29/94	0	0	0	0			6	0	0	6	5:45		6	0	0.00	0.02

Monthly Trunk Group Summary

Trunk group: 555_894_0007
Number of trunks: 24

Printed: 6/28/94 1:12 PM
ACD: NASPS_ACD1

Month Starting	Inbound						Outbound						% Time			
	Calls Carr	Calls Ans	Calls Aban	Other Calls	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Ans	Calls Aban	Other Calls	Avg Trk Holding Time	Total CCS	Far End Comp	Calls Blckd	All Trunks Busy	% Time Maint Busy
Totals:	0	0	0	0			284408	0	0	284408	1:53		231136	0	0.00	0.02
1/ 1/94	0	0	0	0			57532	0	0	57532	1:53		46623	0	0.00	0.02
2/ 1/94	0	0	0	0			48427	0	0	48427	1:50		39371	0	0.00	0.02
3/ 1/94	0	0	0	0			65233	0	0	65233	1:54		53030	0	0.00	0.02
4/ 1/94	0	0	0	0			58566	0	0	58566	1:51		47679	0	0.00	0.02
5/ 1/94	0	0	0	0			54650	0	0	54650	1:57		44433	0	0.00	0.02

Figure 3-22: Trunk Group Summary Reports

Table 3-22: Trunk Group Summary Reports Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, Month starting	Day that the report was run (selected in the report input window).	ROW_DATE
Trunk group	Trunk group for which the report was requested.	TKGRP
Number of trunks	Number of trunks in the trunk group.	TRUNKS
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the trunk group.	ACD
Time (for interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME
Inbound Calls Carr	Total number of inbound calls carried by this trunk group for the specified time period.	sum(INCALLS)
Inbound Calls Ans	Total number of inbound split/skill or direct agent calls answered by agents for the specified time period.	sum(ACDCALLS)
Inbound Calls Aban	Total number of inbound calls abandoned by the caller for the specified time period.	sum(ABNCALLS)
Inbound Other Calls	Number of inbound calls that were forced busy, disconnected, answered extension calls, or other inbound calls of any other disposition.	sum(OTHERCALLS)
Inbound Avg Trk Holding Time	Average trunk holding time for all incoming calls. This is the average length of time a typical call made use of a trunk (the trunk could not be used for another call during that time).	sum(INTIME)/sum(INCALLS) <AVG_TRK_HOLD_IN_SUM>
Inbound Total CCS	Total trunk occupancy by incoming calls during the specified time period.	sum(I_INOCC) (in seconds)/100
Outbound Calls Carr	Number of outbound calls that were carried by this trunk group.	sum(OUTCALLS)
Outbound Calls Ans	Total number of outbound calls (if you have the Outgoing Call Management application on ASAI) that were offered to one or more splits/skills and handled by an agent in one of those splits/skills.	sum(O_ACDCALLS)
Outbound Calls Aban	Number of outbound calls (if you have the Outgoing Call Management application on ASAI) abandoned at the far end.	sum(O_ABNCALLS)
Outbound Other Calls	Number of outbound calls that were given a busy or disconnect by the switch, extension-out calls, and calls of unknown disposition.	sum(O_OTHERCALLS)
Outbound Avg Trk Holding Time	Average trunk holding time for outgoing calls on this trunk.	sum(OUTTIME)/ sum(OUTCALLS) <AVG_TRK_HOLD_OUT_SUM>
Outbound Total CCS	Total trunk occupancy of outgoing calls during the specified time period.	sum(I_OUTOCC) (in seconds) / 100

Table 3-22: Trunk Group Summary Reports Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Outbound Far End Comp	Number of outbound calls that were answered at the far end (Generic 1 and Generic 3 switches only).	sum(COMPLETED)
Outbound Calls Blckd	With Generic 2 and System 85 switches only, the number of outbound call attempts that were blocked because all the trunks were busy.	sum(BLOCKAGE)
% Time All Trunks Busy	Percentage of time that all trunks were busy during the specified time period.	100*sum(ALLINUSETIME/ INTRVL)
% Time Maint Busy	Percentage of time that trunks were out of service for maintenance during the specified time period.	100*sum(MBUSYTIME/ INTRVL*TRUNKS))

Busy Hour by Trunk Group Report

The **Busy Hour by Trunk Group** report displays the busiest hour of the day for each trunk group you select. The busiest hour is calculated as a set of contiguous intervals that make up an hour (one 60-minute interval, two 30-minute intervals, or four 15-minute intervals) in which the total holding time for the trunks in the trunk group was the maximum for the day.

Things to Know About This Report

- The database items for the Busy Hour Trunk Group report are stored in the `dttrunk` (daily) table.
- The Busy Hour Trunk Group report is available in daily format only.
- The busiest hour is calculated as a set of contiguous intervals that make up an hour (one 60 minute interval, two 30 minute intervals, or four 15 minute intervals) in which the total holding time for the trunks in the trunk group was the maximum for the day.
- You cannot customize this report.

Busy Hour by Trunk Group

Date: 5/29/94 Printed: 6/28/94 1:14 PM
ACD: NASPS_ACD1

Trunk Group	Busy Hour	Avg Trk Holding Time	Calls Carried	Inbound Calls Carried	Outbound Calls Carried	ACD Calls Answered	Calls Aban	Other Calls	% Time All Trunks Busy	% Occ
555_894_0007	2:00PM	:09:42	2	0	2	0	0	2	0.00	1.35
555_499_3100	11:00PM	:22:25	4	4	0	0	0	4	0.00	6.22
SDN	12:00AM		0	0	0	0	0	0	0.00	0.00
MEGACOM 800	1:30PM	:00:09	14	14	0	0	2	12	0.00	0.03

Figure 3-23: Busy Hour by Trunk Group Report

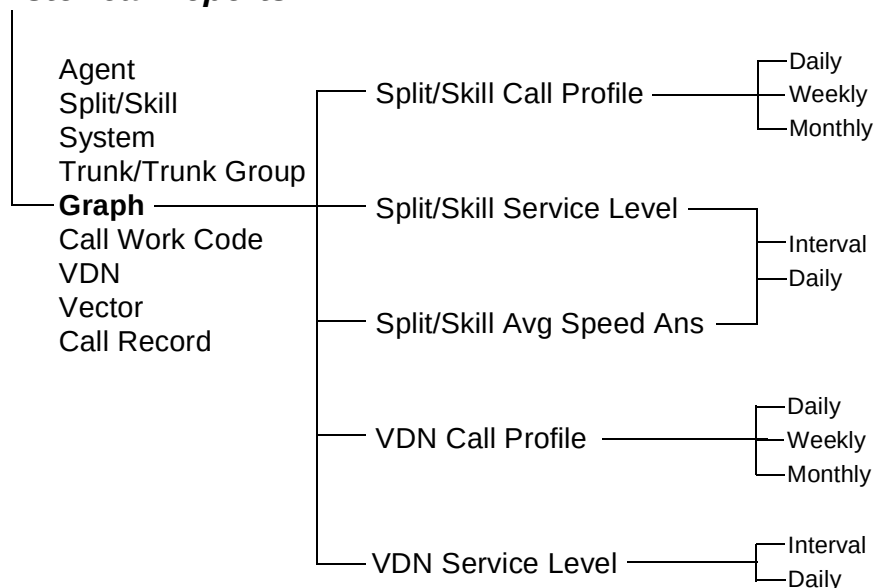
Table 3-23: Busy Hour Report by Trunk Group Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day for which the report was run (selected in the report input window).	ROW_DATE
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the trunk group.	ACD
Trunk group	Trunk group for which the report was requested.	TKGRP
Busy Hour	Start time of the hour in which the trunk group was the busiest.	BH_STARTTIME
Avg Trk Holding Time	Average holding time for all incoming and outgoing calls in the trunk group.	$(BH\_INTIME+BH\_OUTTIME)/$ $(BH\_INCALLS+BH\_OUTCALLS)$
Calls Carried	Total number of all incoming and outgoing calls carried by this trunk group.	BH_INCALLS+BH_OUTCALLS
Inbound Calls Carried	Total number of all incoming calls carried by this trunk group.	BH_INCALLS
Outbound Calls Carried	Total number of all outgoing calls carried by this trunk group.	BH_OUTCALLS
ACD Calls Answered	Total number of all ACD calls carried by this trunk group and handled by an agent.	BH_ACDCALLS + BH_OACDCALLS
Calls Aban	Total number of all calls abandoned by callers on this trunk group. With vectoring, this includes calls that were abandoned from vector processing. With Generic 2.2 switches, this includes calls that were abandoned from the VDN. With Generic 3 switches, this includes all calls that were abandoned.	BH_ABNCALLS + BH_OABNCALLS
Other Calls	Number of calls that received a busy signal, calls disconnected, extension calls, and calls of unknown disposition.	BH_OTHERCALLS + BH_OOTHERCALLS
% Time All Trunks Busy	Percentage of time during the hour that all trunks were busy.	BH_ALLINUSETIME/36
% Occ	Percentage of time during the hour that trunks were occupied by incoming and outgoing calls.	$(BH\_INTIME + BH\_OUTTIME)/36$

Graph Reports

*

Historical Reports



Historical Graph reports allow you to see selected reports in a bar-graph form and are only available with the separately purchased Graphics Package of *CentreVu* CMS. These reports display historical call-handling information like number of calls waiting, how long callers waited to be answered, and the percent within service level. Graph reports can be displayed on color or monochrome terminals.

The roadmap above shows how the Trunk/Trunk Group reports are organized in *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap (Split/Skill Call Profile report first, then Split/Skill Service Level report, etc.)

Introduction to Graph Reports

- Graph reports are designed to work on character terminals only.
- With color terminals, you change the colors by selecting the **Options** menu item from the **Commands** SLK. See Chapter 2, "User Basics," in the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document to learn how to change window colors.
- Bar graphs use standard Dictionary calculations.
- When the value of the data displayed on a bar is greater than the maximum value given for that bar, "****" are displayed on the top line of the bar.
- Bar graphs are printed using periods as the bar. Once the *first threshold* is met, the bar is printed using the plus (+) sign. When the *second threshold* is met, the bar is printed using the pound (#) sign.
- If your thresholds and maximums do not change much on a day-to-day basis, you can set up the input parameters once and then save them as your default values. Saving your defaults is useful because of the number of entries on the graph input windows. See Chapter 2, "User Basics," in the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document to learn how to save entries as defaults.

How the Bars are Displayed

The outline and intensity/color of the bars on a graph report depend on whether the data is *normal* or has met the *first* or *second* threshold limit. Table 3-24 shows the outline and intensity/color combinations.

Table 3-24: Graph Report Bar Appearance

Threshold	Outline of Bar	Monochrome Terminal	Color Terminal	Default Colors
Normal	Periods (...)	Dim reverse video	First color choice	Green
Caution (<i>First threshold</i>)	Plus (+) signs	Bold reverse video	Second color choice	Yellow
Warning (<i>Second threshold</i>)	Pound (#) signs	Blink reverse video	Third color choice	Red

Graph Terminology

The following terms are used consistently in Graph reports. They are included to help you understand and use the Graph reports.

First threshold	The lower limit you enter for a particular condition in the report. The bar(s) change color/intensity when the defined limit is met. You are telling the system that when this limit is met, you want to be notified that a <i>Caution</i> condition could exist.
Second threshold	The upper limit you enter for a particular condition in the report. When this defined limit is met, the bar(s) change color/intensity. You are telling the system that when this second limit is met, you want to be notified that a possible <i>Warning</i> condition exists.
Normal condition	The bars in the graph are within your acceptable limits.
Caution condition	The bars in the graph have changed color or intensity indicating that the data being displayed met your defined <i>first threshold</i> limit, or the bars have changed from the <i>Warning</i> condition back to the <i>Caution</i> condition.
Warning condition	The bars in the graph have changed color or intensity indicating that the data being displayed met your defined <i>second threshold</i> limit.

Split/Skill Call Profile Graph

The **Split/Skill Call Profile** graph report (Figure 3-24) is a bar graph showing, in increments of progressively longer wait times, the number of incoming calls handled and abandoned in a split/skill during the specified time period. This report also displays the acceptable service level.

Since a bar graph can quickly show you how long it takes for calls to be handled or abandoned, it can visually show how long a caller is willing to wait for an agent before hanging up and what answering speed is required to reduce abandoned calls.

Things to Know About This Report

- The database items used in the Split/Skill Call Profile graph report are stored in the dsplit (daily), wsplit (weekly), and msplit (monthly) tables.
- The number of calls are displayed in ten columns, with each column representing a progressively longer wait time.
- This report is available in daily, weekly, and monthly versions.
- Calls are displayed in ten columns, with each column representing a progressively longer wait time.
- This report can be customized.

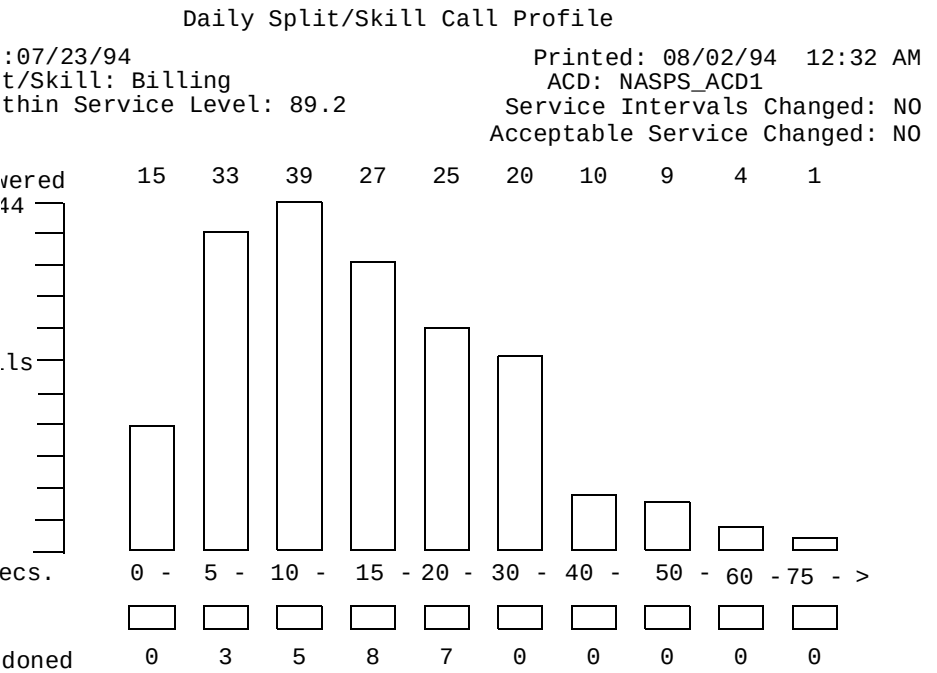


Figure 3-24: Split/Skill Call Profile Graph Report

Table 3-25: Split/Skill Call Profile Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, or Month starting	The day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Split/Skill	The name or number of the split or skill you are currently viewing.	SPLIT
% Within Service Level	Percent of split/skill ACD calls that were answered by an agent within the predefined acceptable service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the report was run.	ACD
Service Intervals Changed	A YES appears if you changed your service intervals increments during the period covered by the report. Otherwise, NO appears.	PERIODCHG
Acceptable Service Changed	A YES or NO appears if you changed your acceptable service level during the period covered by the report. Otherwise, NO appears.	SVCLEVELCHG
Answered	The number of split/skill ACD calls answered during the current interval within the specified service level increment.	ACDCALLS1-10
Secs.	The values administered for the service level increments. Each increment of seconds represents a progressively longer wait time for a call.	PERIOD1-9
Abandoned	The number of split/skill ACD calls that abandoned within each of the service level increments. Calls in each increment are represented by numbers. The bars do not change in height, but do change color when an upper or lower threshold is reached.	ABNCALLS1-10

Split/Skill Service Level Graph

The **Split/Skill Service Level** graph report displays the percentage of split/skill ACD calls answered within your designated service level for the given time period. This report allows you to see where the split/skill has difficulty in maintaining the target service level.

Percentages for each increment or day are displayed in separate bars on the graph. Actual numbers do not display.

Things to Know About This Report

- The database items used in the Split/Skill Service Level graph report are stored in the `hsplit` (interval) and `dsplit` (daily) tables.
- The Split/Skill Service Level graph report is available in interval and daily versions.
- Percentages for each increment or day are displayed in separate bars on the graph. Actual numbers do not display.
- Activation of thresholds is reversed for the bars in this report. That is, as the percentage of calls within the service level goes down (and the bars get shorter), the bars change to the Caution color/intensity, and then to the Warning color/intensity.
- This report can be customized.

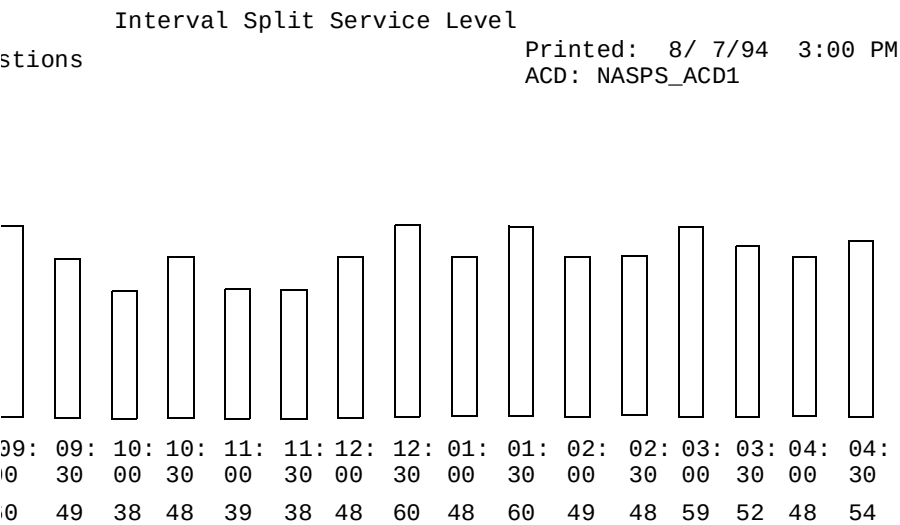


Figure 3-25: Split/Skill Service Level Graph Report

Table 3-26: Split/Skill Service Level Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	The day for which the report was run (selected in the report input window).	ROW_DATE
Split/Skill	The name or number of the split or skill you are currently viewing.	SPLIT
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the report was run.	ACD
Percentage	Percentage of ACD calls that were answered by an agent within the predefined acceptable service level for the time period shown in the report.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Secs	Shows actual administered service level (in the case that it changes).	SERVLEVEL

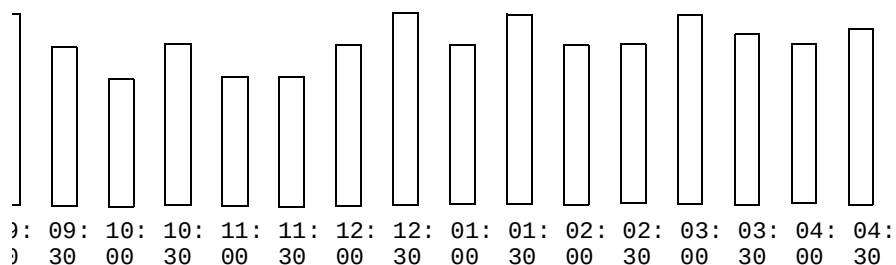
Split/Skill Avg Speed Answer Graph

The **Split/Skill Average Speed Answer** graph report shows the average speed of answer for split or skill ACD calls during the time period covered in the report. This allows you to see where the split/skill has difficulty in maintaining the appropriate speed of answer.

Things to Know About This Report

- The database items used in the Split/Skill Avg Speed Answer graph report are stored in the `hsplit` (interval) and `dsplit` (daily) tables.
- The Split/Skill Average Speed Answer report is available in interval and daily versions.
- The number of seconds that calls wait for each increment or day are displayed in separate bars on the graph.
- The Split/Skill Avg Speed Answer graph report is available in interval and daily formats.
- This report can be customized.

Split Average Speed of Answer by Interval
 Printed: 9/15/94 11:51 PM
 ACD: NASPS_ACD1



Daily Split Average Speed of Answer
 Printed: 9/15/94 7:33 PM
 ACD: NASPS_ACD1

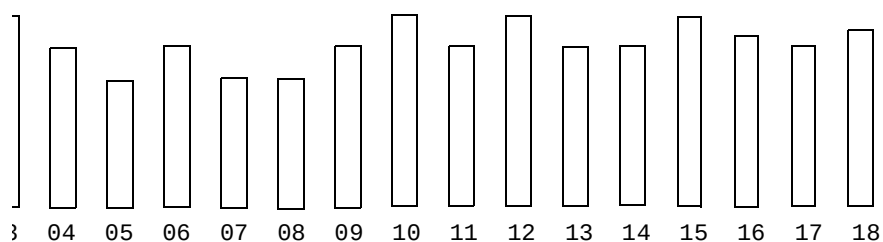


Figure 3-26: Split Average Speed of Answer Graph Reports

Table 3-27: Avg Speed Answer Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	The day for which the report was run (selected in the report input window).	ROW_DATE
Split/Skill	The name or number of the split or skill you are currently viewing.	SPLIT
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the report was run.	ACD
Seconds	The value in seconds of the average speed of answer for the split/skill during the time period covered in the report.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>

VDN Call Profile Graph

The **VDN Call Profile** Graph report displays, in segments of progressively longer wait time, the numbers of answered/connected and abandoned calls that were being processed by a VDN in the selected timeframe.

The VDN Call Profile Graph report also displays the acceptable service level administered for the VDN and the percentage of calls that have been answered/connected within that service level.

Things to Know About This Report

- The database items used in the VDN Call Profile graph report are stored in the `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- This report is only available with purchase of the *CentreVu* CMS Vectoring feature and Graphics package.
- The bars representing answered/connected calls vary in height according to the number of answered/connected calls.
- The bars representing abandoned calls vary in color or intensity depending on how the number of abandons compares to the upper and lower thresholds you set for abandons.
- An **answered** VDN call is an ACD call answered by a measured agent. A VDN **connected** call is any non-ACD call that is answered, for example, an attendant (a non-ACD call).
- The VDN Call Profile graph report is available in daily, weekly, and monthly formats.
- These reports can be customized.

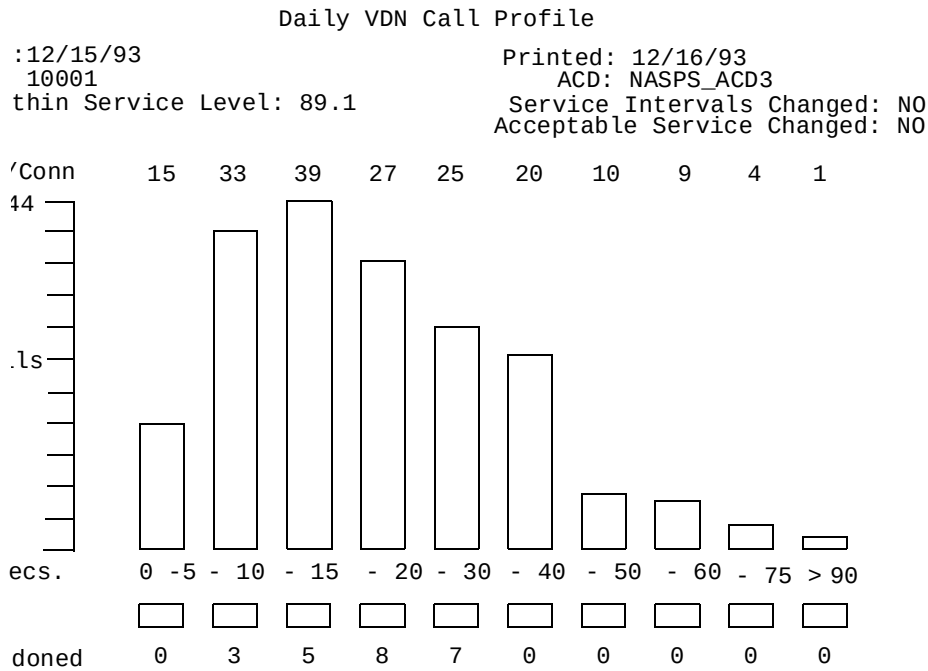


Figure 3-27: VDN Call Profile Graph Report

Table 3-28: VDN Call Profile Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, Month starting	The day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
VDN	The number or name of the VDN for which the report shows data (selected in the report input window).	VDN
% Within Service Level	The percentage of incoming calls to the VDN that were answered by a measured agent or connected to a non-ACD destination within the service level (as specified in the VDN Call Profile Setup window).	100*(sum(ACCEPTABLE)/ sum(INCALLS)) <PERCENT_SERV_LVL_VDN>
Printed	The day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
ACD	The ACD that contains the associated VDN in the report.	ACD
Service Intervals Changed	A YES appears if you changed your service intervals increments during the period covered by the report. Otherwise, NO appears.	PERIODCHG
Ans/Conn	The number of calls that, while connected to this VDN, were answered by an agent or were connected to a non-ACD destination within each of the service level increments. With Generic 2.2 and Generic 3 switches, <i>connected</i> means calls that were answered at a non-ACD destination. With Generic 2.1 and System 85 switches, <i>connected</i> means calls that rang at a non-ACD destination.	sum(ANSCONNCALLS1), sum(ANSCONNCALLS2 through 10)
Secs.	The lower and upper limit in seconds of each service level increment (as defined in the VDN Call Profile Setup window). These increments represent progressively longer wait time segments in which calls may be answered or abandoned.	PERIOD1-9
Abandoned	The number of incoming calls on the ACD that, while connected to this VDN, were abandoned from vector processing, queue, or ringing within each of the service level increments. Calls in each increment are represented by numbers. Bars do not change in height, but change color when an upper or lower threshold is reached.	sum(ABNCALLS1), sum(ABNCALLS2 through 10)

VDN Service Level Graph

The **VDN Service Level** graph report displays, for each intrahour interval (or day) specified, the percentage of calls that were answered/connected within the service level.

Things to Know About This Report

- The database items used in the VDN Service Level graph report are stored in the `hvdn` (interval) and `dvdn` (daily) tables.
- This report is only available with the purchase of the *CentreVu* CMS Vectoring feature and Graphics package.
- Percentages are represented only as bars on a graph. Actual numbers do not appear.
- The VDN Service Level graph report is available in interval and daily formats.
- These reports can be customized.

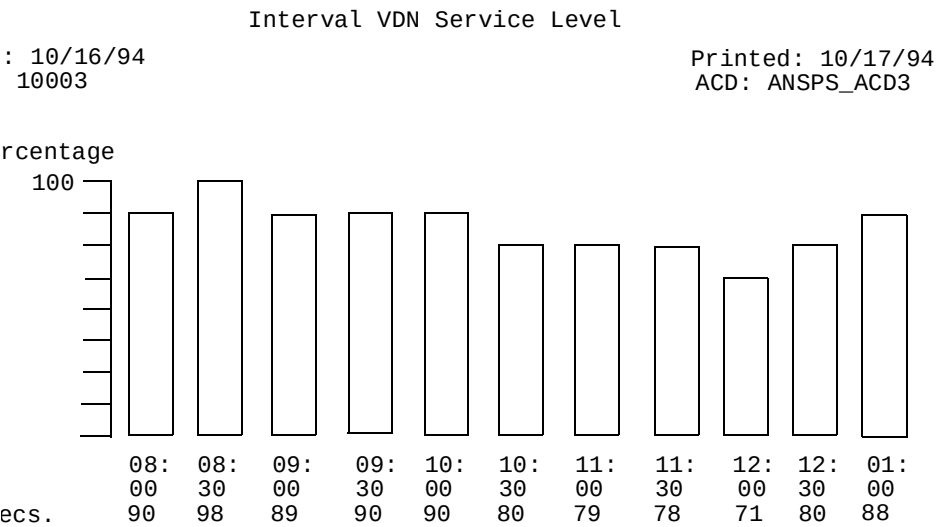


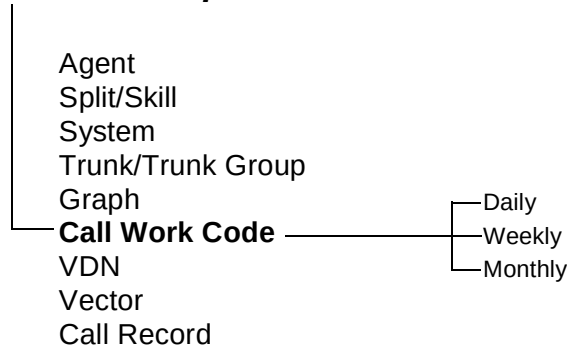
Figure 3-28: VDN Service Level Graph Report

Table 3-29: VDN Service Level Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	For interval reports only, the day for which the report was run (selected in the report input window).	ROW_DATE
VDN	The number or name of the VDN for which the report shows data (selected in the report input window).	VDN
Printed	The day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
ACD	The ACD sending calls to the VDN. This ACD is always the current ACD.	ACD
Percentage (Within Service Level)	The percentage of incoming calls to the VDN that were answered by a measured agent or connected to a non-ACD destination within the service level (as specified in the VDN Call Profile Setup window). Data is for each specified intrahour interval or day (selected in the report input window).	$100 * (\text{sum}(\text{ACCEPTABLE}) / \text{sum}(\text{INCALLS}))$ <PERCENT_SERV_LEVL_VDN>
Secs	Each Secs (seconds) interval represents a progressively longer wait time for both answered and abandoned calls in queue. Each service level increment can be a different length (defined in the VDN Call Profile window).	PERIOD1-9
Times	For intrahour reports only, the intrahour intervals for which Percent Within Service Level is measured.	STARTTIME
Dates	For daily reports only, the dates for which Percent Within Service Level is measured.	ROW_DATE

Call Work Code

Historical Reports



You would use this report to track certain call activities of your call center like special sale items, complaints, how many times a customer made a purchase based on a special sales campaign, etc. Agents enter a specific call work code that is associated with a particular call activity.

To get data in this report, you must have purchased the Call Work Codes feature on the Generic 3 switch or have a Generic 2.2 switch.

Things to Know About This Report

- The database items used in the Call Work Code report are stored in the dcwc (daily), wcwc (weekly), and mcwc (monthly) tables.
- The Call Work Code report is available in daily, weekly, and monthly formats.
- The example below is a weekly Call Work Code report.
- This report can be customized.

Weekly Call Work Code Report
 Week starting: 9/19/94

Printed: 9/26/94 12:30 AM
 ACD: NASPS_ACD2

Call Work Code	Call Work Code Name	ACD Calls	Total Talk Time	Total After Call	Avg Talk Time	Avg After Call
Totals:		1697	hh:mm:ss	hh:mm:ss	hh:mm:ss	hh:mm:ss
04521		523	20:02:58	09:24:10	00:02:27	00:01:23
04487		102	11:34:12	02:28:19	00:04:12	00:01:00
04428		229	08:55:02	03:46:21	00:01:54	00:00:57
04589		347	21:01:33	10:12:46	00:03:59	00:01:45
04488		496	45:34:19	18:14:59	00:05:34	00:02:01

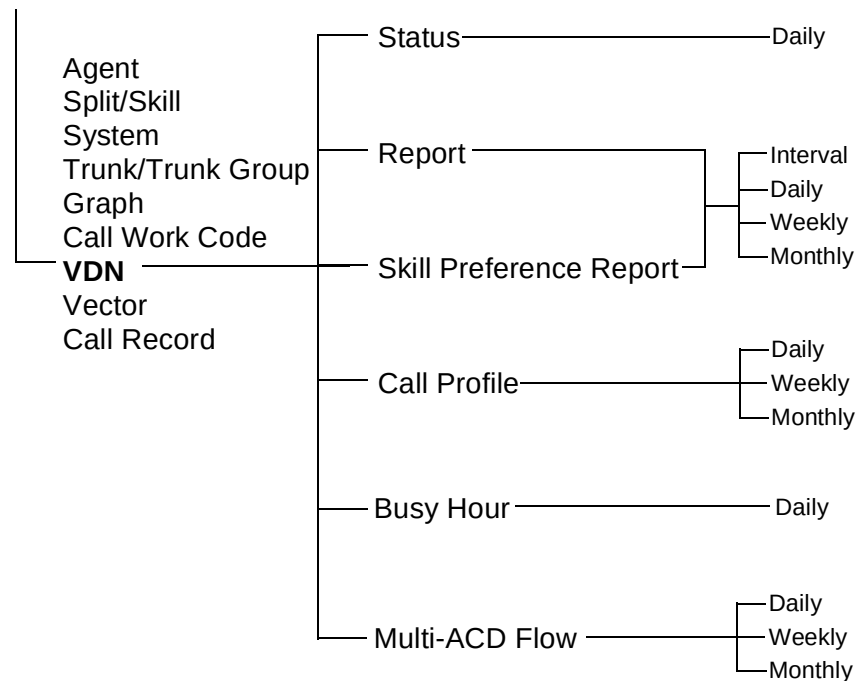
Figure 3-29: Call Work Code Report

Table 3-30: Call Work Code Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	The day that the report was run (selected in the report input window).	ROW_DATE
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number associated with the call work code(s).	ACD
Call Work Code	The call work code number.	CWC
Call Work Code Name	Name associated with the call work code number.	CWC
ACD Calls	The number of inbound split/skill and direct agent ACD calls with the call work code.	ACDCALLS
Total Talk Time	The total talk time associated with the call work code.	ACDTIME
Total After Call	The total after call work time associated with the call work code.	ACWTIME
Avg Talk Time	The average talk time associated with the call work code.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg After Call	The average after call work time associated with the call work code.	ACWTIME/ACDCALLS <AVG_ACW_TIME>

VDN Reports

Historical Reports



The VDN reports give you the following specific information about VDNs and vectors:

- A summary of incoming ACD call-handling performance for a specified VDN
- Specific call data for a single VDN
- The number of calls answered by a measured agent or calls connected to a non-ACD destination (like an attendant) and the abandoned calls that were processed by a VDN in a selected time period
- For the busiest hour in a selected day, call-handling data for selected VDNs
- Call-handling data for several VDNs and ACDs.

The roadmap above shows how the VDN reports are organized in *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap (Status report first, then VDN report, etc.).

VDN Status Report

The VDN **Status** report shows, for the specified VDN and date, a summary of incoming ACD call-handling performance. The information includes the percentage of calls answered/connected within your set service level, the total number of calls connected to a non-ACD destination, the total number of abandoned calls, the average speed of answer, and the average time to abandon for the VDN.

The VDN Status report, which provides data for one day only, uses intrahour interval data that is summed up to the last interval in the day. If you run the report on your terminal for the current day, the report shows a daily total up to the last intrahour interval. If you leave the report on your terminal, *CentreVu* CMS updates the data in the report automatically as each new intrahour interval is archived.

Things to Know About This Report

- The Average Time to Abandon figures in all calls that were abandoned during vector processing, including calls that abandoned after a “go to vector” step.
- Other calls may be carried by the VDN but not displayed in this report. For example, calls that are disconnected or given a forced busy are not included.
- ACD Calls contains only calls that queued to splits/skills or direct agents and were answered by agents. It does not include calls that receive forced busy or disconnect treatment or that do not route to a split/skill or direct agent destination.
- The database items used in the VDN Status report are stored in the `hvdn` table.
- You cannot customize this report.

```
VDN Status
Date: 6/ 1/94      Printed: 6/28/94 1:15 PM
VDN: 3247 CLEMMONS ACCOUNT  ACD: NASPS_ACD1

% Within Service Level: 90.20
ACD Calls Answered:      47  Avg Speed of Answer:      :08
Other Calls Connected:    0  Avg Time to Connect:
Abandoned Calls:         2  Avg Time to Abandon:      :58
```

Figure 3-30: VDN Status Report

Table 3-31: VDN Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day for which the report was run (selected in the report input window).	ROW_DATE
Printed	Day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
VDN	Number or name of the VDN for which the report shows data (selected in the report input window).	VDN
ACD	ACD name or number for which the report was run.	ACD
Percentage (Within Service Level)	Percentage of incoming calls to the VDN that were answered by a measured agent or connected to a non-ACD destination within the service level (as specified in the VDN Call Profile window).	$100 * (\text{sum}(\text{ACCEPTABLE}) / \text{sum}(\text{INCALLS}))$ <PERCENT_SERV_LEVL_VDN>
ACD Calls Answered	Number of ACD calls that were answered by an agent in a split/skill or as a direct agent call (while being carried by the VDN).	ACDCALLS
Avg Speed of Answer	Average time, in minutes and seconds, that calls waited before an agent answered.	$\text{ANSTIME} / \text{ACDCALLS}$ <AVG_ANSWER_SPEED>
Other Calls Connected	Number of calls that were connected to a non-ACD destination (while being carried by the VDN). With Generic 2.2 and Generic 3 switches, connected means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, connected means calls <i>rang</i> at the non-ACD destination.	CONNECTCALLS
Avg Time to Connect	Average time, in minutes and seconds, that calls waited before connecting to a non-ACD destination. <i>CentreVu</i> CMS tracks time starting from the moment a call connects to the VDN and ending the moment the call connects to the destination. With Generic 2.2 and Generic 3 switches, connected means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, connected means calls <i>rang</i> at the non-ACD destination.	$\text{CONNECTTIME} / \text{CONNECTCALLS}$
Abandoned Calls	Number of calls that were abandoned while being carried by this VDN.	ABNCALLS
Avg Time to Abandon	Average time, in minutes and seconds, that calls waited before abandoning.	$\text{ABNTIME} / \text{ABNCALLS}$ <AVG_ABANDON_TIME>

VDN Report

The VDN **Report** gives you historical information for a specified VDN and timeframe. The interval, daily, weekly, and monthly VDN Reports display, for a single VDN, various types of data that show how well calls on that VDN were handled.

Things to Know About This Report

- The database items used in the VDN Report are stored in the `hvdn` (interval), `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- If you have EAS, the VDN report includes three VDN Skill Preference columns on the right-hand side of the report (not shown in the following examples).
- On Generic 2 and System 85 switches, if calls connect to a destination via a “route to” step to the ASAI Gateway, those calls will be recorded under “VDN Flow Out” report item. Those calls will **not** be included as abandons or answered calls in the VDN reports because the calls are neither answered nor abandoned while connected to the VDN.
- On a Generic 2.2 and Generic 3 switches, the “go to vector” command allows the ACD to process calls using more than one vector, even though those calls remain connected to the original VDN. Therefore, for a report item like “Calls Ans in Main,” the main splits in which calls are answered may be referenced in a vector other than the first vector to which the VDN is assigned.
- The VDN Report is available in interval, daily, weekly, and monthly formats.
- These reports can be customized.

VDN Reports

Interval VDN Report

Date: 6/ 1/94
VDN: 3247 CLEMMONS ACCOUNT

Printed: 6/28/94 1:16 PM
ACD: NASPS_ACD1

Time	Vector No.	Calls Offered	VDN Flow In	Calls Ans	Avg Speed Ans	Avg Talk Time	Avg After Call	Calls in Main	Calls in Backup	Other Calls Connect	Avg Connect Time	Calls Aban	Avg Aban Time	Calls Forced Busy	Calls Forced Disc	VDN Flow Out	Avg Flow Time in VDN
Totals:		51	0	47	:08	1:24	:00	47	0	0		2	:58	0	2	0	1:45
8:30- 9:00AM	33	2	0	2	:06	:24	:00	2	0	0		0		0	0	0	:32
9:00- 9:30AM	33	3	0	3	:05	:12	:00	3	0	0		0		0	0	0	:26
10:00-10:30AM	33	1	0	1	:01	1:23	:00	1	0	0		0		0	0	0	1:24
10:30-11:00AM	33	3	0	3	:04	1:09	:00	3	0	0		0		0	0	0	2:20
11:00-11:30AM	33	2	0	2	:07	:21	:00	2	0	0		0		0	0	0	:33
11:30-12:00PM	33	8	0	8	:07	1:08	:00	8	0	0		0		0	0	0	1:27
12:00-12:30PM	33	4	0	4	:02	2:34	:00	4	0	0		0		0	0	0	3:16
12:30- 1:00PM	33	2	0	0				0	0	0		2	:58	0	0	0	:58
1:00- 1:30PM	33	4	0	4	:10	2:02	:00	4	0	0		0		0	0	0	2:37
1:30- 2:00PM	33	6	0	6	:27	1:18	:00	6	0	0		0		0	0	0	2:18
2:30- 3:00PM	33	5	0	5	:05	2:24	:00	5	0	0		0		0	0	0	2:30
3:00- 3:30PM	33	4	0	4	:03	:56	:00	4	0	0		0		0	0	0	1:15
3:30- 4:00PM	33	5	0	5	:04	1:31	:00	5	0	0		0		0	0	0	1:49
4:30- 5:00PM	33	1	0	0				0	0	0		0		0	1	0	:11
5:00- 5:30PM	33	1	0	0				0	0	0		0		0	1	0	:10

Daily VDN Report

VDN: 3247 CLEMMONS ACCOUNT

Printed: 6/28/94 1:17 PM
ACD: NASPS_ACD1

Date	Vector No.	Calls Offered	VDN Flow In	Calls Ans	Avg Speed Ans	Avg Talk Time	Avg After Call	Calls in Main	Calls in Backup	Other Calls Connect	Avg Connect Time	Calls Aban	Avg Aban Time	Calls Forced Busy	Calls Forced Disc	VDN Flow Out	Avg Flow Time in VDN
Totals:		292	0	247	:08	1:18	:00	247	0	0		25	:21	0	20	0	1:32
5/23/94	33	57	0	47	:08	2:14	:00	47	0	0		6	:14	0	4	0	2:24
5/24/94	33	62	0	57	:06	1:05	:00	57	0	0		3	1:18	0	2	0	1:25
5/25/94	33	46	0	36	:09	1:10	:00	36	0	0		6	:12	0	4	0	1:28
5/26/94	33	59	0	46	:11	:53	:00	46	0	0		7	:10	0	6	0	1:01
5/27/94	33	68	0	61	:09	1:11	:00	61	0	0		3	:22	0	4	0	1:26

Weekly VDN Report

VDN: 3247 CLEMMONS ACCOUNT

Printed: 6/28/94 1:18PM
ACD: NASPS_ACD1

Week Starting	Vector No.	Calls Offered	VDN Flow In	Calls Ans	Avg Speed Ans	Avg Talk Time	Avg After Call	Calls in Main	Calls in Backup	Other Calls Connect	Avg Connect Time	Calls Aban	Avg Aban Time	Calls Forced Busy	Calls Forced Disc	VDN Flow Out	Avg Flow Time in VDN
Totals:		1289	7	1096	:06	1:20	:00	1096	0	0		147	:12	0	46	0	1:31
5/ 1/94	33	321	2	268	:07	1:23	:00	268	0	0		43	:15	0	10	0	1:32
5/ 8/94	33	343	4	293	:05	1:16	:00	293	0	0		41	:06	0	9	0	1:25
5/15/94	33	333	1	288	:06	1:22	:00	288	0	0		38	:10	0	7	0	1:36
5/22/94	33	292	0	247	:08	1:18	:00	247	0	0		25	:21	0	20	0	1:32

Monthly VDN Report

VDN: 3247 CLEMMONS ACCOUNT

Printed: 6/28/94 1:19PM
ACD: NASPS_ACD1

Month Starting	Vector No.	Calls Offered	VDN Flow In	Calls Ans	Avg Speed Ans	Avg Talk Time	Avg After Call	Calls in Main	Calls in Backup	Other Calls Connect	Avg Connect Time	Calls Aban	Avg Aban Time	Calls Forced Busy	Calls Forced Disc	VDN Flow Out	Avg Flow Time in VDN
Totals:		8152	41	6536	:09	1:29	:00	6536	0	0		991	:13	0	625	0	1:37
1/ 1/94	33	2081	6	1583	:15	1:38	:00	1583	0	0		284	:14	0	214	0	1:46
2/ 1/94	33	1534	5	1369	:07	1:40	:00	1369	0	0		88	:17	0	77	0	1:54
3/ 1/94	33	1841	10	1450	:07	1:28	:00	1450	0	0		247	:11	0	144	0	1:32
4/ 1/94	33	1405	13	1038	:07	1:13	:00	1038	0	0		224	:11	0	143	0	1:15
5/ 1/94	33	1291	7	1096	:06	1:20	:00	1096	0	0		148	:13	0	47	0	1:31

Figure 3-31: VDN Reports

Table 3-32: VDN Reports Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, Month starting	Day(s) for which the report was run (selected in the report input window).	ROW_DATE
VDN	Number or name of the VDN for which the report shows data (selected in the report input window).	VDN
Printed	Day/time <i>CentreVu</i> CMS printed the report.	No database item or calculation.
ACD	ACD name or number that is sending calls to the VDN.	ACD
Time (for Interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME
Vector No.	Number of the vector to which the VDN is assigned. If the VDN-vector association changed during the reporting period, two rows appear in the report for that period, one for each vector associated with the VDN.	VECTOR
Calls Offered	Number of calls to the VDN within the specified time period. Calls are counted regardless of whether they were answered in the VDN, were abandoned, or were routed to some other destination.	INCALLS sum(INCALLS) (for the "Totals" line)
VDN Flow In	Number of calls that, in the specified time period, were redirected to this VDN via the "route to VDN" vector command. Calls are counted regardless of whether they were answered in the VDN, were abandoned, or were routed to some other destination.	INFLOWCALLS sum(INFLOWCALLS) (for the "Totals" line)
Calls Ans	Number of split/skill and direct agent ACD calls that were answered in the specified time period while carried by the VDN. This includes calls from "queue to main," "check backup," "route to" split/skill, and "adjunct routing" to a split/skill or direct agent.	ACDCALLS sum(ACDCALLS) (for the "Totals" line)
Avg Speed Ans	Average time, in minutes and seconds, split/skill and direct agent ACD calls waited before they were answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED> sum(AVG_ANSWER_SPEED) (for the "Totals" line)
Avg Talk Time	Average time, in minutes and seconds, split/skill, and direct agent ACD calls were connected to an agent.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME> sum(AVG_ACD_TALK_TIME) (for the "Totals" line)
Avg After Call	Average amount of time, in the specified time period, that agents spent in after-call work for split/skill and direct agent ACD calls to this VDN.	ACWTIME/ACDCALLS

Table 3-32: VDN Reports Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Calls Ans in Main	Number of calls that were answered by an agent in a main split/skill while carried by the VDN during the specified time period using the “queue to main” vector command. This item does not include direct agent calls.	ACDCALLS-BACKUPCALLS sum(ACDCALLS) - sum(BACKUPCALLS) (for the “Totals” line)
Calls Ans in Backup	Number of calls that were answered by an agent in a backup split/skill (split/skill other than the main split/skill) while carried by the VDN. The call can be directed to a backup split/skill by a “check backup,” “messaging split/skill,” or “route to split/skill” vector command. This item does include direct agent calls.	BACKUPCALLS sum(BACKUPCALLS) (for the “Totals” line)
Other Calls Connect	Number of calls that were connected to a non-ACD destination (while being carried by the VDN). With Generic 2.2 and Generic 3 switches, connected means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, connected means calls <i>rang</i> at the non-ACD destination.	CONNECTCALLS
Avg Connect Time	Average time, in minutes and seconds, that calls waited before connecting to a non-ACD destination. <i>CentreVu</i> CMS tracks time starting from the moment a call connects to the VDN and ending the moment the call connects to the destination. With Generic 2.2 and Generic 3 switches, connected means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, connected means calls <i>rang</i> at the non-ACD destination.	CONNECTTIME / CONNECTCALLS <AVG_CONNECT_TIME>
Calls Aban	Number of calls to the ACD that abandoned while being carried by this VDN. The number of calls applies to the specified time period.	ABNCALLS sum(ABNCALLS) (for the “Totals” line)
Avg Aban Time	Average time, in minutes and seconds, that all calls waited in this VDN before they were abandoned. This average, which applies to the specified time period, includes direct agent calls (Generic 3 switches only).	ABNTIME/ABNCALLS <AVG_ABANDON_TIME> sum(AVG_ABANDON_TIME) (for the “Totals” line)
Calls Forced Busy	Number of calls that, for the specified time period, received a forced busy signal while being carried by the VDN.	BUSYCALLS sum(BUSYCALLS) (for the “Totals” line)
Calls Forced Disc	Number of calls that, in the specified time period, received a forced disconnect while being carried by the VDN. For Generic 2.1, System 85, and Generic 3 switches, calls are counted if callers were disconnected after listening to the entire announcement; otherwise they are counted as abandoned calls.	DISCCALLS sum(DISCCALLS) (for the “Totals” line)

Table 3-32: VDN Reports Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
VDN Flow Out	Number of calls that, for the specified time period, were routed to another VDN or external destination via a “route to” step or “adjunct routing” step (Generic 3 switches only). It does not include calls routed to a new vector via a “go to vector” step.	OUTFLOWCALLS sum(OUTFLOWCALLS) (for the “Totals” line)
Avg Time in VDN	Average time, in minutes and seconds, that calls were carried by the VDN, including talk time. This average, which applies to the specified time period, is for all calls, including direct agent calls (Generic 3 switches only), abandoned calls, disconnected calls, interflowed calls, and so on.	INTIME/INCALLS <AVG_VDN_TIME> sum(AVG_VDN_TIME) (for the “Totals” line)
1st (VDN Skill Preference)	First skill assigned to this VDN.	SKILL1
2nd (VDN Skill Preference)	Second skill assigned to this VDN.	SKILL2
3rd (VDN Skill Preference)	Third skill assigned to this VDN.	SKILL3

VDN Call Profile Report

The **VDN Call Profile** report displays, in segments of progressively longer wait time, the numbers of answered/connected and abandoned calls that are processed by the VDN in the selected time period. These wait time segments, or service level increments, are defined in the VDN Call Profile Setup window in the ACD Administration subsystem.

Things to Know About This Report

- The database items used in the VDN Call Profile report are stored in the `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- The VDN Call Profile report also displays the acceptable service level administered for the VDN and the percentage of calls that have been answered/connected within that service level.
- The VDN Call Profile report displays in daily, weekly, or monthly formats.
- These reports can be customized.

Daily VDN Call Profile

Date: 5/27/94 Printed: 6/28/94 1:20 PM
VDN: 3247 CLEMMONS ACCOUNT ACD: NASPS_ACD1
% Within Service Level: 85.29 Service Intervals Changed: NO
Acceptable Service Changed: NO

Secs.	0-	10 -	20 -	30 -	45 -	60 -	75 -	90 -	120 -	180 -	>
Ans/Conn	56	1	1	0	0	1	0	1	1	0	
Aban	1	1	0	0	1	0	0	0	0	0	

Total Calls Ans/Conn 61 Total Calls Abandoned 3
Average Speed of Ans/Conn :09 Average Time to Abandon :22
Percentage Ans/Conn 89.70 Percentage Abandoned 4.41

Weekly VDN Call Profile

Week starting: 5/22/94 Printed: 6/28/94 1:22 PM
VDN: 3247 CLEMMONS ACCOUNT ACD: NASPS_ACD1
% Within Service Level: 81.51 Service Intervals Changed: YES
Acceptable Service Changed: YES

Secs.	0-	10 -	20 -	30 -	45 -	60 -	75 -	90 -	120 -	180 -	>
Ans/Conn	212	17	7	2	2	2	0	3	2	0	
Aban	16	4	0	1	3	0	0	0	0	1	

Total Calls Ans/Conn 247 Total Calls Abandoned 25
Average Speed of Ans/Conn :08 Average Time to Abandon :21
Percentage Ans/Conn 84.59 Percentage Abandoned 8.56

Monthly VDN Call Profile

Month starting: 5/ 1/94 Printed: 6/28/94 1:23 PM
VDN: 3247 CLEMMONS ACCOUNT ACD: NASPS_ACD1
% Within Service Level: 83.58 Service Intervals Changed: YES
Acceptable Service Changed: YES

Secs.	0-	10 -	20 -	30 -	45 -	60 -	75 -	90 -	120 -	180 -	>
Ans/Conn	968	92	12	7	5	3	1	3	3	2	
Aban	115	18	0	3	6	3	0	1	1	1	

Total Calls Ans/Conn 1096 Total Calls Abandoned 148
Average Speed of Ans/Conn :06 Average Time to Abandon :13
Percentage Ans/Conn 84.90 Percentage Abandoned 11.46

Figure 3-32: VDN Call Profile Reports

Table 3-33: VDN Call Profile Reports Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Printed	Day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
VDN	Number or name of the VDN for which the report shows data (selected in the report input window).	VDN
% Within Service Level	Percentage of incoming calls to the VDN that were answered by a measured agent or connected to a non-ACD destination within the service level (as specified in the VDN Call Profile Setup window).	100*(sum(ACCEPTABLE)/ sum(INCALLS)) <PERCENT_SERV_LEVL_VDN>
Service Intervals Changed	Indication YES/NO as to whether the call profile increments (in the VDN Call Profile window) were changed within the time frame of the report.	PERIODCHG
Acceptable Service Changed	Indication YES/NO as to whether the acceptable service level (in the VDN Call Profile Setup window) was changed within the time frame of the report.	SVCLEVELCHG
Secs.	Lower and upper limits in seconds of each service level increment (as defined in the VDN Call Profile Setup window). These increments represent progressively longer wait time segments in which calls may be answered by a measured agent, connected to a non-ACD destination, or abandoned.	PERIOD1-9
Ans/Conn	Number of calls that, while carried by this VDN, were answered by a measured agent or were connected to a non-ACD destination within each of the service level increments. With Generic 2.2 and Generic 3 switches, connected means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, connected means calls <i>rang</i> at the non-ACD destination.	sum(ANSCONNCALLS1), sum(ANSCONNCALLS2 through 10)
Aban	Number of incoming calls to the VDN that were abandoned within each of the service level increments.	sum(ABNCALLS1), sum(ABNCALLS2 through 10)
Total Calls Answered / Connected	Number of calls that, while being carried by this VDN, were answered by an agent or were connected (to a non-ACD destination). With Generic 2.2 and Generic 3 switches, connected means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, connected means calls <i>rang</i> at the non-ACD destination.	sum(ACDCALLS) + sum(CONNECTCALLS)

Table 3-33: VDN Call Profile Reports Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Average Speed of Answer/Connect	Average time, in minutes and seconds, that calls in this interval waited before they were answered by an agent or were connected (to a non-ACD destination). This average includes direct agent calls (Generic 3 switches only). With Generic 2.2 and Generic 3 switches, connected means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, connected means calls <i>rang</i> at the non-ACD destination.	(sum(ANSTIME + CONNECTTIME)) / (sum(ACDCALLS + CONNECTCALLS))
Percentage Answered/Connected	Percentage of calls answered by a measured agent or connected to a non-ACD destination within the service level. With Generic 2.2 and Generic 3 switches, connected means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, connected means calls <i>rang</i> at the non-ACD destination.	100*(sum(ACDCALLS + CONNECTCALLS) / sum(INCALLS)) <PERCENT_VDN_ANSCONN>
Total Calls Abandoned	Number of calls that were abandoned while being carried by the VDN.	sum(ABNCALLS)
Average Time to Abandon	Average time that calls waited before abandoning.	sum(ABNTIME) / sum(ABNCALLS) <AVG_ABANDON_TIME>
Percentage Abandoned	Percentage of calls that abandoned while carried by this VDN.	100*(sum(ABNCALLS) / sum(INCALLS)) <PERCENT_VDN_ABAN>

VDN Skill Preference Report (EAS only)

The **VDN Skill Preference** report (Figure 3-33) shows the number of calls answered, average talk time, and average after call time for calls to the VDN by skill preference for which they were answered. The report lists information for the first, second, and third VDN skill preferences.

Things to Know About This Report

- The database items used in the VDN Skill Preference report are stored in the `hvdn` (interval), `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- If the VDN skill preferences are referred to explicitly in the vector (for example, “queue to main skill xx” instead of “queue to main skill 1st”), the calls answered for that skill are included in this report.
- The VDN Skill Preference report displays in interval, daily, weekly, and monthly formats.
- These reports can be customized.

Interval VDN Skill Preference Report

Date: 10/01/94

Printed: 10/03/94 3:35 PM

VDN: 3247 CLEMMONS ACCOUNT

ACD: NASPS_ACD1

									---- 1st Skill ----				---- 2nd Skill ----				---- 3rd Skill ----			
	Vector	Calls	Avg	Calls	Avg	ACD	Avg	Avg	ACD	Avg	Avg		ACD	Avg	Avg		ACD	Avg	Avg	
Time	No.	Offered	Speed	Aban	Aban	Calls	Talk	After	No.	Calls	Talk	Time	No.	Calls	Talk	Time	No.	Calls	Talk	
			Ans		Time	Ans	Time	Call		Ans	Time	Call		Ans	Time	Call		Ans	Time	
Totals:		490	1:06	47	1:01	443	5:10	2:33		xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	
08:00-09:00AM	159	158	1:11	16	1:02	142	4:32	2:39	3	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	
09:00-10:00AM	113	134	1:00	9	1:03	125	5:45	1:44	9	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	
10:00-11:00AM	159	97	:58	9	1:00	88	5:12	2:56	2	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	
11:00-12:00AM	122	101	1:03	13	1:01	88	5:01	2:53	5	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	

Daily VDN Skill Preference Report

VDN: 3247 CLEMMONS ACCOUNT

Printed: 10/03/94 3:41 PM

ACD: NASPS_ACD1

Date	Vector No.	Calls Offered	Avg Speed Ans	Calls Aban	Avg Aban Time	ACD Calls Ans	Avg Talk Time	Avg After Call	---- 1st Skill ----			---- 2nd Skill ----			---- 3rd Skill ----					
									No.	ACD Calls Ans	Avg Talk Time	Avg After Call	No.	ACD Calls Ans	Avg Talk Time	Avg After Call	No.	ACD Calls Ans	Avg Talk Time	Avg After Call
Totals:		xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
09/25/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
09/26/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
09/27/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
09/28/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
09/29/94																				
09/30/94																				
10/01/94																				

Weekly VDN Skill Preference Report

VDN: 3247 CLEMMONS ACCOUNT

Printed: 10/03/94 3:44 PM

ACD: NASPS_ACD1

									---- 1st Skill ----				---- 2nd Skill ----				---- 3rd Skill ----			
Week	Vector	Calls	Avg	Calls	Avg	ACD	Avg	Avg	ACD	Avg	Avg	ACD	Avg	Avg	ACD	Avg	Avg			
Starting	No.	Offered	Speed	Aban	Aban	Calls	Talk	After	No.	Calls	Talk	After	No.	Calls	Talk	After	No.	Calls	Talk	After
			Ans	Time	Time	Ans	Time	Call		Ans	Time	Call		Ans	Time	Call		Ans	Time	Call
Totals:		xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
09/11/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
09/18/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
09/25/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
10/02/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss

Monthly VDN Skill Preference Report

VDN: 3247 CLEMMONS ACCOUNT

Printed: 10/03/94 3:48 PM

ACD: NASPS_ACD1

Month Starting	Vector No.	Calls Offered	Avg Speed Ans	Calls Aban	Avg Aban Time	ACD Calls Ans	Avg Talk Time	Avg After Call	---- 1st Skill ----				---- 2nd Skill ----				---- 3rd Skill ----			
									No.	ACD Calls Ans	Avg Talk Time	Avg After Call	No.	ACD Calls Ans	Avg Talk Time	Avg After Call	No.	ACD Calls Ans	Avg Talk Time	Avg After Call
Totals:		xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
07/01/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
08/01/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
09/01/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss
10/01/94	xxx	xxxx	mm:ss	xxxx	mm:ss	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss	xxx	xxxx	mm:ss	mm:ss

Figure 3-33: VDN Skill Preference Reports

Table 3-34: VDN Skill Preference Reports Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
VDN	Name or number of the VDN for which the report was run.	VDN
Printed	Date and time the report was sent to be printed.	No database item or calculation.
ACD	Name or number of the ACD for which the report was run.	ACD
Date, Week starting, Month starting	Dates for which the report was run. For weekly and monthly reports, these dates are the starting dates of the weeks or months.	ROW_DATE
Time (interval only)	Intervals which the report covers.	STARTTIME, STARTTIME + INTRVL
Vector No.	Number of the vector to which the VDN is assigned. If the VDN-vector association changed during the reporting period, two rows will appear in the report for that period, one for each vector associated with the VDN.	VECTOR
Calls Offered	Number of inbound calls that were directed to the VDN.	INCALLS
Avg Speed Ans	Average speed of answer for split/skill and direct agent ACD calls in the VDN.	ANSTIME / ACDCALLS
Calls Aban	Number of calls to the VDN that were abandoned by the caller.	ABNCALLS
Avg Aban Time	Average time callers to the VDN waited before abandoning.	ABNTIME / ABNCALLS
ACD Call Ans	Number of skill and direct agent ACD calls that were answered by an agent. This includes calls from "queue to main," "check backup," "messaging skill," "route to" skill, and "adjunct routing" to a skill or direct agent.	ACDCALLS
Avg Talk Time	Average time agents spent talking on skill and direct agent ACD calls to this VDN.	ACDTIME / ACDCALLS
Avg After Call	Average time agents spent in after call work associated with skill and direct agent calls to this VDN.	ACWTIME / ACDCALLS
1st Skill No.	First VDN skill assigned to this VDN.	SKILL1
1st Skill ACD Calls Ans	Number of ACD calls to the VDN answered by an agent in the first VDN skill.	SKILLCALLS1
1st Skill Avg Talk Time	Average talk time for calls to this VDN answered by agents in the first VDN skill preference.	SKILLTIME1 / SKILLCALLS1
1st Skill Avg After Call	Average after call work time for calls to this VDN answered by agents in the first VDN skill preference.	SKILLACWTIME1 / SKILLCALLS1
2nd Skill No.	Second VDN skill assigned to this VDN.	SKILL2

Table 3-34: VDN Skill Preference Reports Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
2nd Skill ACD Calls Ans	Number of ACD calls to the VDN answered by an agent in the second VDN skill preference.	SKILLCALLS2
2nd Skill Avg Talk Time	Average talk time for calls to this VDN answered by agents in the second VDN skill.	SKILLTIME2 / SKILLCALLS2
2nd Skill Avg After Call	Average after call work time for calls to this VDN answered by agents in the second VDN skill.	SKILLACWTIME2 / SKILLCALLS2
3rd Skill No.	Third VDN skill assigned to this VDN.	SKILL3
3rd Skill ACD Calls Ans	Number of ACD calls to the VDN answered by an agent in the third VDN skill.	SKILLCALLS3
3rd Skill Avg Talk Time	Average talk time for calls to this VDN answered by agents in the third VDN skill.	SKILLTIME3/SKILLCALLS3
3rd Skill Avg After Call	Average after call work time for calls to this VDN answered by agents in the third VDN skill.	SKILLACWTIME3 / SKILLCALLS3

Busy Hour by VDN Report

The **Busy Hour by VDN** report shows call handling data for the busiest hour in the selected day for each selected VDN.

The busiest hour is the set of contiguous intervals, totaling an hour, that had the highest number of incoming calls for the VDN. For example, if your system stores data in 15-minute intervals, the busiest hour might be the four intervals from 10:15 a.m. to 11:15 a.m. or the four intervals from 4:30 p.m. to 5:30 p.m.

Things to Know About This Report

- The database items used in the Busy Hour by VDN report are stored in the `hvdn (interval)` table.
- The “Calls Offered” report item includes all calls that entered the VDN.
- The Busy Hour by VDN report displays in interval format.
- You can customize this report.

Busy Hour by VDN

Date: mm/dd/yy

Printed: mm/dd/yy hh:mm AM

ACD: NASPS_ACD1

VDN	Busy Hour	Calls Offered	Calls Answered	Avg Talk Time	Calls			
					Aban	Forced Busy	Forced Disc	Other Calls
3247 CLEMMONS ACCOUNT	8:00- 9:00AM	123	120	00:03:46	3	0	0	1
3348 SMITH ACCOUNT	4:00- 5:00PM	137	131	00:02:02	6	1	0	0
3449 JACSON ACCOUNT	10:15-11:15AM	97	96	00:04:25	1	0	0	0
3550 UNIVERSITY ACCT	1:00- 2:00PM	102	98	00:02:46	4	0	0	0
3651 BUSINESS	1:15- 2:15PM	230	214	00:01:57	16	2	1	1

Figure 3-34: Busy Hour by VDN Report

Table 3-35: Busy Hour by VDN Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day for which the report was run (selected in the report input window).	ROW_DATE
Printed	Day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
ACD	ACD associated with the VDNs in the report. This ACD is always the current ACD.	ACD
VDN	Number or name of each VDN for which the report shows data (selected in the report input window).	VDN
Busy Hour	Busiest hour is the set of contiguous intervals, totaling an hour, that had the highest number of incoming calls for the associated VDN.	BH_STARTTIME
Calls Offered	Number of calls that entered the VDN in the busy hour.	BH_VDNCALLS
Calls Answered	Number of calls that connected to the VDN during the busy hour and were answered by an agent as split/skill or direct agent calls.	BH_ACDCALLS
Avg Talk Time	Average time during the busy hour that agents spent talking to callers on split/skill and direct agent ACD calls to the associated VDN.	BH_ACDTIME/BH_ACDCALLS
Calls Aban	Number of calls that entered the VDN and abandoned during the busy hour.	BH_ABNCALLS
Calls Forced Busy	Number of calls that received a forced busy signal while being processed by the VDN (in the busy hour).	BH_BUSYCALLS
Calls Forced Disc	Number of calls that received a forced disconnect while being processed by the VDN (in the busy hour).	BH_DISCCALLS
Other Calls	Number of calls that connected to a non-ACD destination while being processed by the VDN (in the busy hour).	BH_OTHERCALLS - BH_BUSYCALLS - BH_DISCCALLS

Multi-ACD Call Flow by VDN Report

The **Multi-ACD Call Flow by VDN** report shows call-handling data for the VDNs and the ACDs you select.

Things to Know About This Report

- The database items used in the Multi-ACD Call Flow by VDN report are stored in the `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- You must have the Lookahead Interflow feature active on your ACD to get Lookahead Attempts and Completions data.
- You must have a Generic 3 switch to get adjunct routing data.
- Adjunct routing accomplished on a Generic 2 switch using a “route to” step and an ASAI Gateway is reported as VDN Flow Interflow data only, not as adjunct routing.
- The `VDN Flow Out` report item includes only calls that route to another VDN and route to an external (off-switch) destination.
- The `VDN Flow Interflow` report item includes both Lookahead Interflow and non-Lookahead Interflow call completions.
- The Multi-ACD Call Flow by VDN report displays in daily, weekly, and monthly formats.
- You cannot customize this report.

Date: 5/27/94

Daily Multi-ACD Call Flow by VDN

Printed: 6/28/94 1:26 PM

VDN	ACD	Calls Offered	Calls Ans	Calls Aban	Calls Busy/ Disc	Calls Handled/ Backup	----- VDN Flow -----	In	Out	Inter- flow	-Lookahead Attempts	Interflow- Completions	- Adjunct Attempts	Routing - Completions
Totals:		68	61	3	4	0		0	0	0	0	0	0	0
3247 CLEMMONS ACCOUNT NASPS_ACD1		68	61	3	4	0		0	0	0	0	0	0	0

Week Starting: 5/22/94

Weekly Multi-ACD Call Flow by VDN

Printed: 6/28/94 1:29 PM

VDN Completions	ACD	Calls Offered	Calls Ans	Calls Aban	Calls Busy/ Disc	Calls Handled/ Backup	----- VDN Flow -----	In	Out	Inter- flow	-Lookahead Attempts	Interflow- Completions	- Adjunct Attempts	Routing - Completions
Totals:		292	247	25	20	0		0	0	0	0	0	0	0
3247 CLEMMONS ACCOUNT NASPS_ACD1		292	247	25	20	0		0	0	0	0	0	0	0

Month Starting: 5/ 1/94

Monthly Multi-ACD Call Flow by VDN

Printed: 6/28/94 1:30 PM

VDN Completions	ACD	Calls Offered	Calls Ans	Calls Aban	Calls Busy/ Disc	Calls Handled/ Backup	--- VDN Flow ---	In	Out	Inter- flow	-Lookahead Attempts	Interflow- Completions	- Adjunct Attempts	Routing - Completions
Totals:		1291	1096	148	47	0		7	0	0	0	0	0	0
3247 CLEMMONS ACCOUNT NASPS_ACD1		1291	1096	148	47	0		7	0	0	0	0	0	0

Figure 3-35: Multi-ACD Call Flow by VDN Reports

Table 3-36: Multi-ACD Call Flow by VDN Reports Description

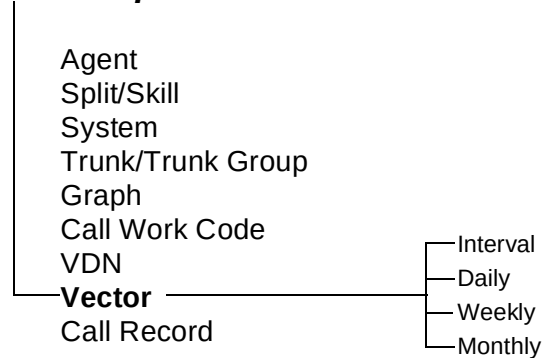
Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, Month starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Printed	Day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
VDN	Number or name of each VDN for which the report shows data (selected in the report input window). If the same VDN name or number is used on two or more ACDs, that name or number will be repeated for each ACD.	VDN
ACD	ACD that contains the associated VDN in the report.	ACD
Calls Offered	Number of calls that entered the VDN in the specified time period.	INCALLS sum(INCALLS) (for the "Totals" line)
Calls Ans	Number of split/skill and direct agent ACD calls that, in the specified time period, were answered by an agent while connected to the VDN.	ACDCALLS sum(ACDCALLS) (for the "Totals" line)
Calls Aban	Number of calls to the ACD that, while carried by this VDN, were abandoned. The number of calls applies for the specified time period.	ABNCALLS sum(ABNCALLS) (for the "Totals" line)
Calls Busy/Disc	Number of calls that, in the specified time period received a forced busy signal or disconnect while carried by the VDN.	BUSYCALLS+DISCCALLS <BUSY_DISCONNECT> sum<BUSY_DISCONNECT> (for the "Totals" line)
Calls Handled/Backup	Number of calls that, in the specified time period, were answered by an agent in a backup split/skill (split/skill other than the main split/skill) while carried by the VDN. This report item also includes messaging split/skill calls, check backup calls, route to split/skill calls, and direct agent calls.	BACKUPCALLS sum(BACKUPCALLS) (for the "Totals" line)
VDN Flow In	Number of calls that, in the specified time period, were redirected via a "route to" VDN. Calls are counted regardless of whether they remained connected to the VDN, were abandoned, or were subsequently routed to some other destination.	INFLOWCALLS sum(INFLOWCALLS) (for the "Totals" line)
VDN Flow Out	Number of calls that, in the specified time period, were routed to another destination via a "route to" VDN or external destination. It does not include calls routed to another vector via a "go to vector" step.	OUTFLOWCALLS sum(OUTFLOWCALLS) (for the "Totals" line)
VDN Flow Interflow	Number of calls that, in the specified time period, were routed from this VDN to a destination outside the switch. This report item includes Lookahead Interflow calls.	INTERFLOWCALLS sum(INTERFLOWCALLS) (for the "Totals" line)

Table 3-36: Multi-ACD Call Flow by VDN Reports Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Lookahead Interflow Attempts	Number of times that, in the specified time period, the switch attempted to route from this VDN using the Lookahead Interflow feature.	LOOKATTEMPTS sum(LOOKATTEMPTS) (for the "Totals" line)
Lookahead Interflow Completions	Number of calls that, in the specified time period, the switch successfully routed from this VDN using the Lookahead Interflow feature.	LOOKFLOWCALLS sum(LOOKFLOWCALLS) (for the "Totals" line)
Adjunct Routing Attempts	Number of times that, in the specified time period, a VDN (Generic 3 switches only) attempted to request routing from on adjunct. This report item includes unsuccessful adjunct routing attempts, which means the adjunct was not able, within the given amount of time established in the vector, to route the call.	ADJATTEMPTS sum(ADJATTEMPTS) (for the "Totals" line)
Adjunct Routing Completions	Number of calls that, in the specified time period, were successfully routed by an adjunct via an "adjunct routing" command in a vector. This report item includes direct agent calls completed via the adjunct.	ADJROUTED sum(ADJROUTED) (for the "Totals" line)

Vector Report

Historical Reports



The Vector reports display, for a single vector, various types of data that show how well calls on that vector have been handled.

Things to Know About This Report

- The database items for the Vector reports are stored in the `hvector` (interval), `dvector` (daily), `wvector` (weekly), and `mvector` (monthly) tables.
- With a Generic 2 or System 85 switch, if calls connect to a destination via a “route to” step to the ASAI Gateway, they are recorded under **Vector Flow Out**. Those calls are **not** included as abandons or answered calls in the vector reports because the calls are neither answered nor abandoned while connected to the vector.
- The Vector report is available in interval, daily, weekly, and monthly formats.
- This report can be customized.

Interval Vector

Date: 6/ 1/94
Vector: BILLING_VEC

Printed: 6/28/94 1:31 PM
ACD: NASPS_ACD1

Time	Calls Offered	Avg Speed Ans	Calls Ans in Main	Calls Ans in Backup	Calls Aban	Avg Aban Time	Calls Forced Busy	Calls Forced Disc	Vector Flow In	Vector Flow Out	Other Calls	Avg Time in Vector
Totals:	46	:05	36	0	0		0	0	0	10	10	:05
9:00- 9:30AM	1	:06	1	0	0		0	0	0	0	0	:06
10:00-10:30AM	1	:06	1	0	0		0	0	0	0	0	:06
10:30-11:00AM	5	:04	4	0	0		0	0	0	1	1	:06
11:00-11:30AM	7	:07	6	0	0		0	0	0	1	1	:06
11:30-12:00PM	2	:01	1	0	0		0	0	0	1	1	:17
12:00-12:30PM	4	:05	4	0	0		0	0	0	0	0	:05
12:30- 1:00PM	2	:05	1	0	0		0	0	0	1	1	:13
1:00- 1:30PM	4	:04	4	0	0		0	0	0	0	0	:04
1:30- 2:00PM	5	:04	5	0	0		0	0	0	0	0	:04
2:00- 2:30PM	2	:08	2	0	0		0	0	0	0	0	:08

Daily Vector

Vector: BILLING_VEC

Printed: 6/28/94 1:32 PM
ACD: NASPS_ACD1

Date	Calls Offered	Avg Speed Ans	Calls Ans in Main	Calls Ans in Backup	Calls Aban	Avg Aban Time	Calls Forced Busy	Calls Forced Disc	Vector Flow In	Vector Flow Out	Other Calls	Avg Time in Vector
Totals:	213	:06	198	0	0		0	0	0	15	15	:05
5/23/94	55	:06	53	0	0		0	0	0	2	2	:06
5/24/94	61	:05	56	0	0		0	0	0	5	5	:05
5/25/94	18	:06	18	0	0		0	0	0	0	0	:06
5/26/94	39	:06	36	0	0		0	0	0	3	3	:06
5/27/94	40	:06	35	0	0		0	0	0	5	5	:05

Weekly Vector

Vector: BILLING_VEC

Printed: 6/28/94 1:33 PM
ACD: NASPS_ACD1

Week Starting	Calls Offered	Avg Speed Ans	Calls Ans in Main	Calls Ans in Backup	Calls Aban	Avg Aban Time	Calls Forced Busy	Calls Forced Disc	Vector Flow In	Vector Flow Out	Other Calls	Avg Time in Vector
Totals:	927	:06	788	0	4	:08	0	0	0	135	135	:05
5/ 1/94	265	:05	226	0	2	:06	0	0	0	37	37	:05
5/ 8/94	227	:05	177	0	1	:14	0	0	0	49	49	:05
5/15/94	222	:07	187	0	1	:05	0	0	0	34	34	:06
5/22/94	213	:06	198	0	0		0	0	0	15	15	:05

Monthly Vector

Vector: BILLING_VEC

Printed: 6/28/94 1:34 PM
ACD: NASPS_ACD1

Month Starting	Calls Offered	Avg Speed Ans	Calls Ans in Main	Calls Ans in Backup	Calls Aban	Avg Aban Time	Calls Forced Busy	Calls Forced Disc	Vector Flow In	Vector Flow Out	Other Calls	Avg Time in Vector
Totals:	4388	:05	3510	0	12	:07	0	0	0	866	866	:04
1/ 1/94	827	:04	618	0	1	:38	0	0	0	208	208	:04
2/ 1/94	631	:05	489	0	3	:02	0	0	0	139	139	:04
3/ 1/94	1025	:05	821	0	1	:03	0	0	0	203	203	:04
4/ 1/94	975	:05	794	0	3	:04	0	0	0	178	178	:04
5/ 1/94	930	:06	788	0	4	:08	0	0	0	138	138	:05

Figure 3-36: Vector Reports

Table 3-37: Vector Reports Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, Month starting	Day for interval and date for daily, weekly, and monthly which the report was run (selected in the report input window).	ROW_DATE
Vector	Number or name of the vector for which the report shows data (selected in the report input window).	VECTOR
Printed	Date and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
ACD	ACD that contains the vector. This ACD is always the ACD that was current when you ordered the report.	ACD
Time (for Interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME, STARTTIME+INTRVL
Calls Offered	Number of calls that entered the vector in the specified time period.	INCALLS sum(INCALLS) (for the "Totals" line)
Avg Speed Ans	Average time, in minutes and seconds, that split/skill and direct agent ACD calls waited before they were answered by an agent. This item includes only calls that were answered as a result of processing by this vector.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED> sum(AVG_ANSWER_SPEED) (for the "Totals" line)
Calls Ans in Main	Number of calls that, in the specified time period, were answered by an agent in a main split/skill because of processing by this vector. This report item does not includes direct agent calls.	ACDCALLS-BACKUPCALLS sum(ACDCALLS) - sum(BACKUPCALLS) (for the "Totals" line)
Calls Ans In Backup	Number of calls that, in the specified time period, were answered by an agent in a backup split/skill using a vector command other than "queue to main." This report item also includes messaging split/skill calls, check backup calls, route to split/skill calls, and direct agent calls.	BACKUPCALLS sum(BACKUPCALLS) (for the "Totals" line)
Calls Aban	The number of calls that were abandoned by the caller while in vector processing. This item includes calls that abandoned either while in a split/skill or direct agent queue or while ringing at agent voice terminals or while in vector processing (call need not have queued yet). The number of calls applies for the specified time period.	ABNCALLS sum(ABNCALLS) (for the "Totals" line)
Avg Aban Time	The average time, in minutes and seconds, that calls waited in vector processing before they were abandoned.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME> sum(AVG_ABANDON_TIME) (for the "Totals" line)
Calls Forced Busy	The number of calls that, in the specified time period, received a forced busy signal as a result of processing by this vector.	BUSYCALLS sum(BUSYCALLS) (for the "Totals" line)

Table 3-37: Vector Reports Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Calls Forced Disc	The number of calls that, in the specified time period, received a forced disconnect as a result of processing by the vector. For Generic 2.1, System 85, and Generic 3 switches, calls are counted in this report if callers were disconnected after listening to the entire announcement, otherwise they are counted as abandoned calls.	DISCCALLS sum(DISCCALLS) (for the "Totals" line)
Vector Flow In	The number of calls that, in the specified time period, were redirected to this vector from within the switch via "route to VDN" and "go to vector" commands.	INFLOWCALLS sum(INFLOWCALLS) (for the "Totals" line)
Vector Flow Out	Number of calls that, in the specified time period, were redirected to another destination by way of a "go to vector," "route to," or "adjunct routing" command to a destination other than split/skill or direct agent. (Calls that route to a split/skill by way of a "route to," "adjunct routing," or "messaging split/skill" command are still tracked in the vector.)	OUTFLOWCALLS sum(OUTFLOWCALLS) (for the "Totals" line)
Other Calls	The number of calls that were connected to a non-ACD destination (while being processed by the vector). With Generic 2.2 and Generic 3 switches, <i>connected</i> means calls answered at a non-ACD destination. With Generic 2.1 and System 85 switches, <i>connected</i> means calls ringing at the non-ACD destination.	OTHERCALLS
Avg Time in Vector	The average time, in minutes and seconds, that calls were connected to the vector. This average, which applies to the specified time period of the report, is for all calls to the VDN. The item includes calls that were abandoned, disconnected calls, interflowed calls, and so on. Talk time is not included because calls are removed from the vector when the calls connect to agent voice terminals. Vector processing stops when the "stop" step or the "goto" vector step is processed or the "route to" completes successfully; or at the completion of the last step in the vector, busy or disconnect is sent, the call abandons, messaging split/skill or adjunct routing succeeds.	INTIME/INCALLS <AVG_VEC_TIME> sum(INTIME) / sum(INCALLS) (for the "Totals" line)

Call Record

Historical Reports

Agent
Split/Skill
System
Trunk/Trunk Group
Graph
Call Work Code
VDN
Vector
Call Record

The Call Record report allows you to view selected information about each call. For example, you might have a caller that complained about being put on hold three times and then transferred. This report gives you this type of information about a call.

Things to Know About This Report

- With call records, the call is tracked up until it is transferred or conferenced. At the point of a conference or transfer, a new call record is generated for the call.
- The standard Call Record report is provided to be used as a model for customized call record reports. Most call record reporting will need to be done from custom reports tailored to your needs.

See Appendix A for a complete listing of the call record historical database items.
- Call records are limited to 5000 records.

To protect the real-time processing on *CentreVu* CMS, internal call records can only be collected if your call center's traffic is under 400 calls in 20 minutes.
- This report can be customized.

Call Record Report

Start: 05/21/94 01:55 PM
 Stop: 05/21/94 01:56 PM

Printed: 05/22/94 12:00AM
 ACD: NASPS_ACD1

Callid	Seg No.	Start Date	Start Time	Calling Party	Dialed Number	Call Disp	Disp Time	Split/Skill	Ans Agent	Talk Time	Hold Time	After Call	Trs	Cnf	Ast	Last Call Work Code
30033887	01	05/21/94	13:01:55	120155	2599009	ANS	00:48	p16	HOUSER	05:41	00:00	00:49	N	N	Y	04521
30033888	01	05/21/94	13:01:55	120045	2599001	ABAN	00:39	p11	SMITH	03:23	00:21	01:27	N	N	N	04487
30033889	03	05/21/94	12:59:34	120102	2599002	ANS	00:12	p10	CRV	00:57	00:00	00:19	N	Y	N	04428
30033890	02	05/21/94	12:58:44	120039	2599001	ANS	00:34	p11	BARTH	04:35	00:55	02:54	Y	N	N	04589
30033891	01	05/21/94	13:00:35	120046	2599003	FBUSY	00:04	p11	CLINE	00:00	00:00	00:00	N	N	N	04488

Figure 3-37: Call Record Report

Table 3-38: Call Record Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Start	The starting date and time for which the report was requested.	No database item or calculation.
Printed	Date and time the report was sent to be printed.	No database item or calculation.
Stop	The ending date and time for which you requested the report.	No database item or calculation.
ACD	The name or number of the ACD for which the report was run.	ACD
Callid	A unique number assigned to this call and all its segments. For conferenced/transferred calls, two (or more) calls are tied together. When the entire call is recorded, one call ID is used to tie together all call segments. This may result in a "later" segment of the call starting earlier than the first segment. Call IDs are not necessarily strictly sequential, but will be unique for calls over a day.	CALLID
Seg No.	The number identifying the segment. Segment numbers are from 1 up to the number of segments in the call.	SEGMENT
Start Date	The starting date for this segment.	ROW_DATE
Start Time	The starting time for this segment.	ROW_TIME
Calling Party	The Automatic Number Identification (ANI)/Station Identification (SID) (Generic 2.2 switches with ANI delivery), extension or trunk equipment location identifying the originator of the call.	CALLING_PTY
Dialed Number	The number the caller dialed. This will be the VDN for inbound vectoring calls and dialed digits for outbound calls. This will be zero for inbound calls without vectoring.	DIALED_NUM

Table 3-38: Call Record Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Call Disp	Represents the call disposition and can have the following values: connected (non-ACD call to a measured agent), answered call (split/skill or Direct Agent call answered by an agent), abandoned call, interflowed, forced busy, forced disconnect and other. A connected call is a non-ACD call to a measured agent for which CMS receives an indication that the call was connected or, in the case of System 85 and Generic 2.1 switches, any call that was delivered to an extension by a "route to" vector command (CMS receives no indication the call abandons). 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. An abandoned call is any call for which CMS receives notification that the caller abandoned. Interflowed call are calls that are interflowed to another destination. Forced busy calls are calls that CMS records as BUSYCALLS for the trunk group that carried them. These calls can be VDN calls that received a forced busy from the vector command or, on the Generic 1 and Generic 3 switches, a split/skill call for a nonvector-controlled split that received a busy indication from the switch because the split queue was full. For Generic 2.2 switches, forced disconnect calls are VDN calls that are disconnected by the switch due to the execution of a disconnect vector command. For System 85, Generic 2.1, and Generic 3 switches, forced disconnect calls are calls that were given a forced disconnect announcement and listened to the entire announcement, then were disconnected by the switch. For Generic 3 Version 2 switches, disconnect calls also include calls disconnected because of the vector disconnect timer or because they reached the end of vector processing without being queued. Other calls are any other calls.	DISPOSITION
Disp Time	The wait time (in the vector, in queue, ringing) until the disposition recorded in DISPOSITION for the call segment. For extension calls made directly to agents (not through a VDN), this will always be zero.	DISPTIME

Table 3-38: Call Record Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill	The number of the answering split or skill associated with the call at its disposition in this segment. Calls that were not queued to a split or skill at the time of disposition will have this item set to -1. Calls that were queued to an unmeasured split or skill at the time of disposition will have this item set to zero.	DISPSPLIT
Ans Agent	The login ID of the agent who answered the call in this segment.	ANSLOGIN
Talk Time	The total talk time for the answering agent in this segment.	TALKTIME
Hold Time	Total time call was put on hold by the answering agent, in seconds, in this segment. Note that in agent-to-agent calls, ANSHOLDTIME is accrued for the answering agent if the agent puts the call on hold, but not for the other agent (who continues to accrue talk time). Hold time is recorded for any type of call for Generic 2.2 and Generic 3 switches. Hold time is recorded only for ACD calls for System 85 and Generic 2.1 switches. Hold time is not recorded for Generic 1 switches.	ANSHOLDTIME
After Call	Time spent, in seconds, in ACW (after call work) related to this call by the answering agent in this segment.	ACWTIME
Trs	Whether or not an answering agent initiated a transfer on this segment (YES or NO). For Generic 2.2 and Generic 3 switches, this is set for any call transferred. For System 85 and Generic 2.1 switches, this is set for transfers to a measured VDN or split. For Generic 1 switches, this is set only if a measured call is transferred to a measured split or from a measured trunk to a measured trunk.	TRANSFERRED
Cnf	Whether or not the answering agent initiated a conference on this segment (YES or NO).	CONFERENCE
Ast	Whether or not the answering agent in this segment requested supervisor assistance on this call (YES or NO).	ASSIST
Last Call Work Code	The last call work code entered by the answering agent in this segment. This database item applies to Generic 2.2 and Generic 3 switches only.	LASTCWC

Historical Reports Cross Reference

Tables 3-39 through 3-42 list the historical report items and the reports in which they appear.

Table 3-39: Historical Split/Skill Report Items Cross Reference

Report Items	Historical Reports in Which They Appear									
	Split/Skill & VDN Status	Split/Skill & VDN Report	Split/Skill & VDN Summary	Split/Skill & VDN Call Profile	Split/Skill & VDN Call Profile Graph	Outbound Split/Skill	Split/Skill & VDN Service Level Graph	Average Speed of Answer Graph	VDN Skill Preference	Multi-ACD Call Flow by VDN
% ACD Calls Answered							X	X		
% ACD Time			X							
% AUX Time			X							
% Abandoned						X				
% Answered			X							
% Answered within Service Level	X			X	X		X (VDN)			
ACD Calls	X	X	X							
ACD Calls Answered by Skill									X	
Abandoned Calls	X		X	X	X				X	X
Adjunct Routing										X
(Agent Time) ACD		X								
(Agent Time) ACT		X								
(Agent Time) AUX		X								
(Agent Time) Available		X								
(Agent Time) Ring		X								
(Agent Time) Staff		X								
Answered/Connected				X	X				X	X
Assists		X								
Auto-Paced Average Talk Time						X				
Average After Call		X	X						X	
Average After Call by Skill									X	
Average Hold Time		X								
Average Position Staffed			X							
Average Speed of Answer	X		X	X					X	
Average Talk Time		X	X						X	
Average Talk Time by Skill									X	
Average Time to Abandon	X		X	X					X	
Average Time in VDN									X	
Call Handled/Backup										X
Calls Busy/Disconnect										X
Calls Held		X								
Calls Offered									X	X
Calls Per Position			X							
Dequeued Average Que Time			X							
Dequeued Calls			X							
(Extension Out) Average Talk Time			X							
Extension Out Calls			X							
Flow In			X							
Flow Out			X							
Lookahead Interflow										X

Table 3-39: Historical Split/Skill Report Items Cross Reference (Contd)

Report Items	Historical Reports in Which They Appear									
	Split/Skill & VDN Status	Split/Skill & VDN Report	Split/Skill & VDN Summary	Split/Skill & VDN Call Profile	Split/Skill & VDN Call Profile Graph	Outbound Split/Skill	Split/Skill & VDN Service Level Graph	Average Speed of Answer Graph	VDN Skill Preference	Multi-ACD Call Flow by VDN
Maximum Delay			X							
(Outbound) Auto-Paced Average After Call						X				
(Outbound) Auto-Paced Calls						X				
(Outbound) Extension Adjunct Dialed Calls						X				
(Outbound) Extension Average Talk Time						X				
(Outbound) Extension Calls						X				
Percentage Answered				X						
Seconds							X (Split)			
Time			X			X				
Total Calls Abandoned				X						
Total Calls Answered				X						
Transferred Out		X								
VDN Flow										X

Table 3-40: Historical Agent Report Items Cross Reference

Report Items	Historical Reports in Which They Appear								
	Agent Summary	Agent Split/Skill	Agent Attendance	Group Attendance	Login/Logout (Split)	Login/Logout (Skill)	Event Count	Group Summary	Inbound/Outbound Call
ACD Calls	X	X	X	X			X	X	
ACW Time Total		X	X	X					
(Agent Time) ACD	X		X	X				X	
(Agent Time) ACW	X							X	
(Agent Time) AUX	X							X	
(Agent Time) Available	X							X	
(Agent Time) Ring	X							X	
(Agent Time) Staff	X								X
Assists\		X							X
Average After Call	X							X	
Average Hold Time	X								
Average Talk Time	X							X	
Calls Held	X	X							
Event Count (1-9)								X	
Extension					X	X			
(Extension IN) Average Talk Time	X							X	X
Extension In Calls	X	X	X	X				X	X
Extension In Time Total			X	X					
(Extension In) Total Talk Time		X							
(Extension Out) Average Talk Time	X							X	X
Extension Out Calls	X	X	X	X				X	X
(Extension Out External) Avg Talk Time									X
(Extension Out) External Calls		X							X
(Extension Out) External Total Talk Time		X							
Extension Out Time Total			X	X					
(Extension Out) Total Talk Time		X							
Hold Time Total		X							
(Inbound ACD) Average After Call									X
(Inbound ACD) Average Talk Time									X
(Inbound ACD) Calls									X
(Outbound ACD) Calls									X
(Outbound ACD) Average After Call									X
(Outbound ACD) Average Talk Time									X
Skill 1-4						X			
Skill Type						X			
Talk Time Total		X							
Time Agent Logged In					X	X			
Time Agent Logged Out					X	X			
Time Staffed Total			X	X					
Transfers Out	X	X							X

Table 3-41: Historical System Report Items Cross Reference

Report Items	Historical Reports in Which They Appear		
	System Report	Multi-ACD	Multi-ACD by Split/Skill
% ACD Time	X	X	X
% Answered	X	X	X
ACD Calls	X	X	X
Abandon Calls	X	X	X
Average Abandon Time	X	X	X
Average Speed of Answer	X	X	X
Average Split/Skill After Call	X	X	X
Average Talk Time	X	X	X
(Extension Out) Average Talk Time	X	X	X
Extension Out Calls	X	X	X
Flow In	X		X
Flow Out	X		X
Maximum Delay	X	X	X

Table 3-42: Historical Trunk/Trunk Group Report Items Cross Reference

Report Items	Historical Reports in Which They Appear			
	Trunk Report	Trunk Group	Trunk Group Summary	Busy Hour
% Occupied				X
% Time All Trunks Busy			X	X
% Time Maintenance Busy			X	
Average Trunk Holding Time				X
Busy Hour				X
Calls Abandoned				X
Calls Answered				X
Calls Carried				X
Inbound Average Trunk Holding Time	X	X	X	
Inbound Calls Abandoned	X	X	X	
Inbound Calls Answered			X	
Inbound Calls Carried	X	X	X	X
Inbound Other Calls			X	
Inbound Total CCS	X	X	X	
Number of Trunks			X	
Other Calls				X
Outbound Calls Abandoned	X	X	X	
Outbound Calls Answered			X	
Outbound Calls Blocked			X	
Outbound Calls Carried	X	X	X	
Outbound Far End Comp			X	
Outbound Other Calls			X	
Outbound Total CCS	X	X	X	
Time Maintenance Busy	X			
Trunk Failures		X		
Trunk Location	X	X		

General Information

Audience

Exceptions reports display on your terminal screen, can be printed, or can be stored to a file. This chapter is written for supervisors who use the *CentreVu*™ Call Management System Release 3 Version 4 (*CentreVu* CMS) exceptions reports to effectively run the call center.

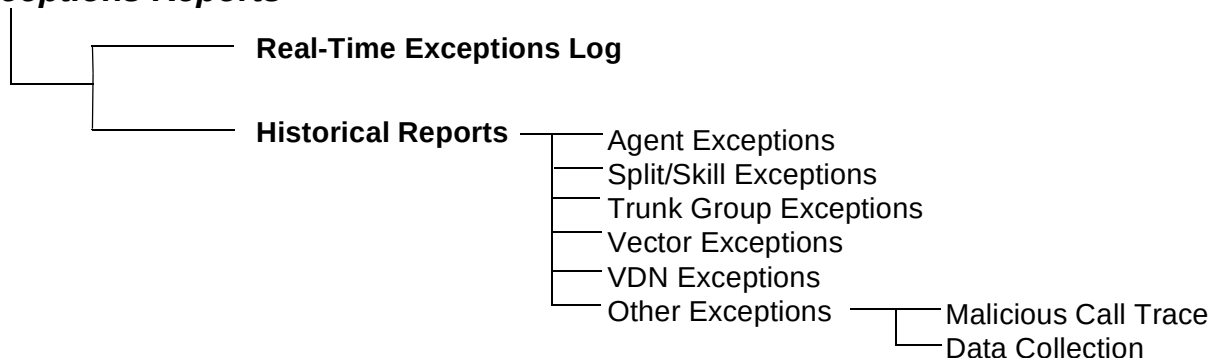
Introduction

An **exception** is noted when a type of activity on the ACD falls outside of the limits you have defined.

A wide range of parameters can be set for exception reporting, helping fine-tune results around the clock to achieve precisely the level of service desired.

A summary and example of each *CentreVu* CMS exception report is included in this section. The roadmap below shows how the exception reporting system is organized. This section follows this organization (Real-Time Exceptions Log is described first, followed by the exceptions historical reports).

Exceptions Reports



Things to Know Before You Start

You can get exceptions data for various numbers of days. This is determined by the following:

- The number of exception records allocated for storage on the System Setup: Data Storage Allocation window. The maximum number of agent exception records you can store is 2000.
- The frequency with which exceptions are recorded each day. If you allocate storage for 1000 exception records, and about 100 exceptions occur each day, you will be able to save exception reports for approximately the last 10 days.

Agent Exceptions Report

The **Agent Exceptions** historical report (Figure 4-1) shows exceptions that have occurred in the past for the agents you select. For each agent exception, the report shows the time, agent, and type of exception that occurred.

Things to Know About This Report

- See Chapter 7, Exceptions (Agent Exceptions—Input Fields), in the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document for definitions of the agent exception types.
- To get data for an agent exception, checking for exceptions (on the Agent Exceptions Administration window) must be turned on (active) for the time period of the report **and** exceptions must have occurred for the exception types turned on.
- This report can be customized.

03/20/94 08:30 AM

CentreVu(TM) CMS

Windows: 1 of 1

Agent Exceptions

Date: 5/27/93

Split/Skill: 1

Printed: 05/28/93 09:30 PM

ACD 1

Time	Agent Name	LoginID	Exception	Time Limit	Threshold
08:47AM	Klein, Cal	5641	Time on inbound ACD call (max)	300	2
09:32AM	Birkby, Emma	5555	Time available	300	1
10:16AM	Birkby, Emma	5555	Time on inbound ACD call (min)	10	3
11:35AM	Nguyen, Jenny	5234	Invalid call work code		
01:04PM	Klein, Cal	5641	Could not be logged in		

Figure 4-1: Agent Exceptions Report

Table 4-1: Agent Exceptions Report Description

Report Heading	Description
Split/Skill	The name or number of the split or skill in which the exception occurred.
ACD	The name or number of the ACD in which the exception occurred.
Date	The date all the exceptions in the report occurred.
Printed	The date and time the report was printed.
Time	The time the exception occurred for the agent.
Agent Name	The name of the agent or login ID (if the name has not been administered) that had the exception.
Login ID	The login ID of the agent that had the exception.
Exception	The type of exception that occurred.
Time Limit	The length of time, in seconds, that one occurrence of an exception type must last in order for <i>CentreVu</i> CMS to count that occurrence against the occurrence threshold. If the exception type is a min time exception type, an occurrence is counted against the occurrence threshold only if the time does not reach the number of seconds specified in the <code>Time Limit</code> field. If the exception type is a max time exception type, an occurrence is counted against the occurrence threshold only if the time exceeds the number of seconds specified in the <code>Time Limit</code> field on the Administration: Agent Exceptions window.
Threshold	The number of occurrences above which an exception is recorded. The occurrence threshold is specified on the Administration: Agent Exceptions window.

Split/Skill Exceptions Report

The **Split/Skill Exceptions** historical report (Figure 4-2) shows exceptions that have occurred in the past for the split/skill you select. For each split/skill exception, the report shows the time and type of exception that occurred.

Things to Know About This Report

- See Chapter 7, Exceptions (Split/Skill Exceptions—Input Fields), in the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document for definitions of the split/skill exception types.
- To get data for a split or skill exception, checking for exceptions (on the Split/Skill Exceptions Administration window) must have been turned on (active) for the time period of the report **and** exceptions must have occurred for active exception types.
- This report can be customized.

03/20/94 08:30 AM

CentreVu(TM) CMS

Windows: 1 of 1

Split/Skill Exceptions

Date: 4/27/93

Printed: 04/28/93 09:30 PM
ACD 1

Time	Split/Skill	Exception	Time Limit	Threshold
10:02AM	Catalog Sales	Number calls waiting		20
10:04AM	Catalog Sales	Average speed of answer	10	0
10:07AM	Customer Service	Number calls waiting		10
10:09AM	Catalog Sales	Expected wait time (pri top)	10	1
10:13AM	Customer Service	Number calls waiting		10
10:22AM	Catalog Sales	Expected wait time (pri high)	15	5
10:28AM	Service	Expected wait time (pri medium)	30	10
10:37AM	Calalog Sales	Expected wait time (pri low)	45	15
10:45AM	Catalog Sales	Number calls abandoned		15
10:53AM	Service	Rolling average speed of answer	20	10

Figure 4-2: Split/Skill Exceptions Report

Table 4-2: Split/Skill Exceptions Report Description

Report Heading	Description
Date	The date all the exceptions in the report occurred.
Printed	The date and time the report was printed.
ACD	The name or number of the ACD in which the exception occurred.
Time	The time the exception occurred for the split or skill.
Split/Skill	The name or number of the split or skill that had the exception.
Exception	The type of exception that occurred.
Time Limit	The length of time, in seconds, that one occurrence of an exception type must last in order for <i>CentreVu</i> CMS to count that occurrence against the occurrence threshold. If the exception type is a min time exception type, an occurrence is counted against the occurrence threshold only if the time does not reach the number of seconds specified in the <code>Time Limit</code> field. If the exception type is a max time exception type, an occurrence is counted against the occurrence threshold only if the time exceeds the number of seconds specified in the <code>Time Limit</code> field as specified on the Administration: Split/Skill Exceptions window.
Threshold	The number of occurrences above which an exception is recorded. The occurrence threshold is specified on the Administration: Split/Skill Exceptions window.

Trunk Group Exceptions Report

The **Trunk Group Exceptions** historical report (Figure 4-3) shows exceptions that have occurred in the past for the trunk groups you select. For each trunk group exception, the report shows the time and type of exception that occurred.

Things to Know About This Report

- See Chapter 7, Exceptions (Trunk Group Exceptions—Input Fields), in the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document for definitions of the trunk group exception types.
- The Audio Difficulty exception is always provided for all switches that support stroke counts.
- To get data for a trunk group exception, checking for exceptions (on the Trunk Group Exceptions Administration window) must have been turned on (active) for the time period of the report **and** exceptions must have occurred for the active exception types.
- This report can be customized.

03/20/94 08:30 AM

CentreVu(TM) CMS

Windows: 1 of 1

Trunk and Trunk Group Exceptions

Date: 4/27/93

Printed: 04/28/93 09:30 PM

ACD 1

Time	Trunk Group	Exception	Time Limit	Threshold	Trunk	Agent	LoginID
09:16AM	Catalog Sales	Audio difficulty		0	811811202	Birkby, Emma	5555
09:24AM	Customer Service	Trunk time in use (min)	2	10	811811191		
10:02AM	Customer Service	Time all trunks busy	60	2			
10:04AM	Customer Service	Number trunks in use		20			
11:35AM	Catalog Sales	Audio difficulty		0	811811202	Klein, Cal	5641

Figure 4-3: Trunk Group Exceptions Report

Table 4-3: Trunk Group Exceptions Report Description

Report Heading	Description
ACD	The name or number of the ACD in which the exception occurred.
Date	The date all the exceptions in the report occurred.
Printed	The date and time the report was printed.
Time	The time the exception occurred for the trunk.
Trunk Group	The name or number of the trunk group that had the exception.
Exception	The type of exception that occurred.
Time Limit	The length of time, in seconds, that one occurrence of an exception type must last in order for <i>CentreVu</i> CMS to count that occurrence against the occurrence threshold. If the exception type is a min time exception type, an occurrence is counted against the occurrence threshold only if the time does not reach the number of seconds specified in the <code>Time Limit</code> field. If the exception type is a max time exception type, an occurrence is counted against the occurrence threshold only if the time exceeds the number of seconds specified in the <code>Time Limit</code> field in the Administration: Trunk Group Exceptions window.
Threshold	The number of occurrences above which an exception is recorded. The occurrence threshold is specified on the Administration: Trunk Group Exceptions window.
Trunk	The trunk number that had the exception. If the exception is for a trunk group, this field will be blank.
Agent	The name of the agent who logged audio difficulty.
Login ID	The login ID of the agent who reported the audio difficulty.

VDN Exceptions Report

The **VDN Exceptions** historical report (Figure 4-4) shows exceptions that have occurred in the past for the VDN(s) you select. For each VDN exception, the report shows the time, VDN, vector, and type of exception that occurred.

Things to Know About This Report

- See Chapter 7, Exceptions (VDN Exceptions—Input Fields), in the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document for definitions of the VDN exception types.
- To get data for an exception, checking for VDN exceptions (on the VDN Exceptions Administration window) must have been turned on for the time period of the report **and** exceptions must have occurred for the active exception types.
- This report can be customized.

03/20/94 08:30 AM

CentreVu(TM) CMS

Windows: 1 of 1

VDN Exceptions

ACD: burbank

Date: 04/27/93

Printed: 04/28/93 04:35 PM

Time	VDN	Exception	Time Limit	Threshold
10:01AM	Catalog Sales	Number calls abandoned in vector	10	12
10:02AM	Catalog Sales	Calls in ACD split queue	15	5
10:06PM	Catalog Sales	Calls disconnected	30	3
10:21AM	Service	Rolling average speed of answer	45	15
10:33AM	Service	Rolling average speed of answer	20	10

Figure 4-4: VDN Exceptions Report

Table 4-4: VDN Exceptions Report Description

Report Heading	Description
ACD	The name or number of the ACD in which the exception occurred.
Printed	The date and time the report was printed.
Date	The date the exception occurred.
Time	The time the exception occurred.
VDN	The VDN name or number that had the exception.
Vector	The vector name or number that had the exception.
Exception	The type of exception that occurred.
Time Limit	The length of time, in seconds, that one occurrence of an exception type must last in order for <i>CentreVu</i> CMS to count that occurrence against the occurrence threshold. If the exception type is a min time exception type, an occurrence is counted against the occurrence threshold only if the time does not reach the number of seconds specified in the <code>Time Limit</code> field. If the exception type is a max time exception type, an occurrence is counted against the occurrence threshold only if the time exceeds the number of seconds specified in the <code>Time Limit</code> field on the Administration: VDN Exceptions window.
Threshold	The number of occurrences above which an exception is recorded. The occurrence threshold is specified on the Administration: VDN Exceptions window.

Vector Exceptions Report

The **Vector Exceptions** historical report (Figure 4-5) shows exceptions that have occurred in the past for the vector(s) you select. For each vector exception, the report shows the time, vector, and type of exception that occurred.

Things to Know About This Report

- See Chapter 7, Exceptions (Vector Exceptions—Input Fields), in the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document for definitions of the vector exception types.
- To get data for an exception, checking for vector exceptions (on the Vector Exceptions Administration window) must have been turned on for the time period of the report **and** exceptions must have occurred for the active exception types.
- This report can be customized.

03/20/94 08:30 AM

CentreVu(TM) CMS

Windows: 1 of 1

Vector Exceptions

Date: 04/27/93

Printed: 04/28/93 04:15 PM

ACD: burbank

Time	Vector	Exception	Time Limit	Threshold
09:16AM	Weekday Sales	Number calls abandoned in vector		20
9:24AM	Weekday Sales	Calls in ACD split queue		10
10:02PM	Weekday Cust Serv	Calls forced busy		5

Figure 4-5: Vector Exceptions Report

Table 4-5: Vector Exceptions Report Description

Report Heading	Description
ACD	The name or number of the ACD in which the exception occurred.
Date	The date the exception occurred.
Time	The time the exception occurred.
Vector	The vector name or number that had the exception.
Exception	The type of exception that occurred.
Time Limit	The length of time, in seconds, that one occurrence of an exception type must last in order for <i>CentreVu</i> CMS to count that occurrence against the occurrence threshold. If the exception type is a min time exception type, an occurrence is counted against the occurrence threshold only if the time does not reach the number of seconds specified in the <code>Time Limit</code> field. If the exception type is a max time exception type, an occurrence is counted against the occurrence threshold only if the time exceeds the number of seconds specified in the <code>Time Limit</code> field on the Administration: Vector Exceptions window.
Threshold	The number of occurrences above which an exception is recorded. The occurrence threshold is specified on the Administration: Vector Exceptions window.

Malicious Call Trace Report

The **Malicious Call Trace** historical report (Figure 4-6) gives you specific information on malicious call occurrences. For each malicious call, the report shows the date and time the call occurred, the agent and split or skill that received the call, and where the call originated from (if you have the Automatic Number Identification/Station Number Identification (ANI/SID) network feature with Generic 2 switches, and Generic 3 switches).

Things to Know About This Report

- This report can be customized.

03/20/94 08:30 AM

CentreVu(TM) CMS

Windows: 1 of 1

Malicious Call Trace Report

ACD: 1

Printed: 04/28/93 09:30 PM

Date	Time	Split/Skill	Agent	LoginID	Trunk group	Trunk	VDN	ANI/SID
04/12/93	09:32AM	Customer service	Oilman, Kay	5555	Customer service	811202	5882	2015552434
04/13/93	11:12PM	Sales	Smith, Jack	5432	Sales	821181	5885	2015552434

Figure 4-6: Malicious Call Trace Report

Table 4-6: Malicious Call Trace Report Description

Report Heading	Description
ACD	The name or number of the ACD in which the malicious call occurred.
Printed	The date and time the report was printed.
Date	The date the malicious call in the report occurred.
Time	The time the malicious call occurred.
Split/Skill	Name of the split or skill that carried the malicious call.
Agent	The name of the agent that received the malicious call.
Login ID	The login ID of the agent.
Trunk Group	The name of the trunk group that carried the malicious call.
Trunk	The trunk number that carried the malicious call.
VDN	The VDN number that carried the malicious call.
ANI/SID	For Generic 2 switches only, the ANI/SID number from which the call originated.

Data Collection Report

The **Data Collection** historical report (Figure 4-7) shows any event that affects data collection, including starting or stopping data collection, resetting the clock, and session (link) down.

Things to Know About This Report

- This report can be customized.

03/20/94 08:30 AM

CenterVu(TM) CMS

Windows: 1 of 1

Data Collection Report

ACD: ABC

Printed: 7/14/94 9:49 AM

Date	Time	Event
4/ 4/94	12:40 PM	data collection started - new translations
4/ 4/94	1:08 PM	data collection session down
4/ 4/94	1:23 PM	data collection clock was reset
4/ 4/94	1:40 PM	data collection busied out
4/ 4/94	1:45 PM	data collection started
4/ 4/94	2:26 PM	data collection started - new translations
4/ 4/94	4:59 PM	data collection session down
4/ 4/94	5:12 PM	data collection started - new translations
4/ 4/94	5:24 PM	data collection busied out

Figure 4-7: Data Collection Report

Table 4-7: Data Collection Report Description

Report Heading	Description
ACD	The name or number of the ACD associated with the data collection.
Printed	The date and time the report was printed.
Date	Date the data collection event occurred.
Time	Time the data collection event occurred.
Event	Any event that affected data collection, like: Data collection started. Data collection started - new translations. Data collection turned off. Data collection timed out. Unable to receive data from switch. Data collection clock was reset. Data collection session down. Switch reloaded — agents must log in again.

General Information

Audience

The Maintenance Error Log report displays on your terminal screen, prints, or is stored to a file. This chapter is written for supervisors who use the *CentreVu™ Call Management System Release 3 Version 4* (*CentreVu CMS*) error log report to effectively run the call center.

Introduction

This chapter includes:

- A summary and example the Maintenance Error Log report
- The *CentreVu CMS* Error Log Messages.

Error Log Report

The Maintenance **Error Log** report displays a chronological list of unusual conditions, warnings, information, and errors detected by *CentreVu* CMS. The entries in the chronological output are displayed in a “reverse time” order, with the most recent entry displayed first.

Following the specific fields is a short description of the error to help you identify (more specifically) where the error occurred. The error codes and messages are listed at the end of this section.

Things to Know About This Report

- You cannot customize the error log report.

Error Log Report					
Printed: 11/ 7/92 10:56 AM					
Error Code	Date Occurred	Time Occurred	# Times Occur	ACD	Severity
2000	11/ 7/92	10:03 AM	1	1	INFO
Could not run timetable -- 1Daily should have ran --Thu Nov 7 00:35:00 1991 user id - cms					
1350	10/31/92	12:06 PM	1	1	ERROR
GENERAL error internal to process: Internal failure in command: /bin/sh					
1350	10/28/92	11:49 AM	1	1	ERROR
GENERAL error internal to process: Internal failure in command: passwd cms					
1407	10/25/92	8:41 AM	1	1	ERROR
SPI timer expired error: there is no response from the switch					

Figure 5-1: Maintenance Error Log Report

Table 5-1: Maintenance Error Log Report Description

Report Heading	Description
Error Code	Displays the unique identifier which associates the recorded error with a particular instance. This unique identifier allows you to identify each instance of the error when discussing the error with AT&T Services personnel or other <i>CentreVu</i> CMS administrators.
Date Occurred	Displays the date that the error occurred. The date is displayed in the MM/DD/YY format.
Time Occurred	Displays the time that the error last occurred. The time is displayed in the xx:xx xM format.
# Times Occur	Displays the number of times that this error has occurred on this day.
ACD	Displays the ACD number for which the error occurred. If you are not using a multi-ACD environment, this field always displays the same ACD number.
Severity	Displays the registered severity of the error code in capital letters (ALARM, ERROR, or INFO).

Error Log Messages

Error Codes

The error codes and related messages are listed numerically. Each error is in bold type and represents the error code portion of the message with specific information (if any) following in constant width type. In most cases, the action to fix the error is listed with the error message; if it is not, see *What to Do?* under the error message.

Note If you see a reference to a **task number** in the error log, mention this number to services when you call. The number is internal to *CentreVu* CMS.

Table 5-2: Error Codes and Messages

Error Code	Message/Reason/Action
500	UNIX error on OPEN, file: <i>Reason</i> —This error is logged when a <save> has been done on a timetable and the timetable is unable to write the changes. <i>What to Do?</i> —Remove any unneeded user files in <i>/cms</i> . Call services.
505	UNIX error on WRITE, file: File system may be out of space. <i>Reason</i> —The Set dest action list item is sent to a file. <i>What to Do?</i> —Delete files that are not needed from disk (or copy to tape and then delete). Call services.
505	UNIX error on WRITE, file: SIGPIPE signal caught during printing, print request is incomplete or failed. <i>Reason</i> —Couldn't print a file. <i>UNIX</i> *probably does not have a default system line printer assigned and the user probably doesn't have a <i>CentreVu</i> CMS default printer assigned. <i>What to Do?</i> —Administer a default printer with <i>UNIX</i> . Use the F3 (Options) Screen-Labeled Key (SLK) default printer to assign a default printer to a user. Check that this matches the entry under User Permissions—User Data. Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
505	UNIX error on WRITE, file: lp. The user may have no default printer assigned and the UNIX(r) system administration for a default system line printer has not been done. <i>Reason</i>—Couldn't print a file. <i>UNIX</i> probably doesn't have a default system line printer assigned and the user probably does not have a <i>CentreVu</i> CMS default printer assigned. <i>What to Do?</i>—Administer a default printer with <i>UNIX</i>. Use the F3 (Options) SLK default printer to assign a default printer to a user. Check that this matches the entry under User Permissions—User Data. Call services.
555	UNIX error on EXEC Couldn't execute the following command: <command>. <i>Reason</i>—The system is too busy for the command to be processed. <i>What to Do?</i>—Try <code>ps -ef</code> to see what processes are running on the system. Kill any processes that are not necessary, but are using up unusually large amounts of CPU time. Call services.
555	UNIX error on EXEC CMS couldn't run because crt_io_man wouldn't execute. <i>Reason</i>—The system is too busy for the command to be processed. <i>What to Do?</i>—Try <code>ps -ef</code> to see what processes are running on the system. Kill any processes that are not necessary, but are using up large amounts of CPU time. Call services.
556	UNIX error on FORK: CMS couldn't run because the system was too busy. <i>Reason</i>—System is too busy for command to be processed. <i>What to Do?</i>—Try again. If second attempt fails, try <code>ps -ef</code> to see what processes are running on the system. Kill any processes that are not necessary but are using up large amounts of CPU time. Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
556	UNIX error on FORK: UNIX process limit exceeded, system is too busy. <i>Reason</i>—CentreVu CMS was unable to start a process. This will usually occur if a user has logged into CentreVu CMS on many terminals at once. <i>What to Do?</i>—Make sure each user logs in on only one CentreVu CMS terminal at a time. If this message occurs when timetables are running, try adjusting the start times of the timetables so that fewer are running simultaneously. If it occurs when running Main Menu additions, try rewriting the Main Menu Additions to use fewer simultaneous UNIX processes. Call services.
556	UNIX error on FORK Call records not being sent. Call Services. <i>Reason</i>—The process for transferring external call records could not be started. <i>What to Do?</i>—Call services.
557	UNIX call error: UNIX process limit exceeded. System is too busy. <i>Reason</i>—This error message is logged when you delete a user or you are adding a user. This error message is usually logged as a result of a severe problem that services needs to solve. <i>What to Do?</i>—Try stopping CentreVu CMS and restarting it. Call services.
557	UNIX call error: uucp failed. <i>Reason</i>—The uucp file transfer mechanism for the External Call Records feature has failed. <i>What to Do?</i>—The system automatically retries the transfer. If it fails repeatedly, call services.
1001	UNIX error on NEW Agent upper bound has been reached. You have administered more Agent Exceptions than are allocated. You must either delete unneeded exceptions or allocate more space in System Setup—Data Storage Allocation. <i>Reason</i>—The exception distributor process is attempting to log more agent exceptions than will fit in the storage space allocated for them. <i>What to Do?</i>—Delete unneeded exceptions or allocate more space in System Setup—Data Storage Allocation. Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1001	UNIX error on NEW Split upper bound has been reached. You have administered more Split Exceptions than are allocated. You must either delete unneeded exceptions or allocate more space in System Setup—Data Storage Allocation. <i>Reason</i>—The exception distributor process is attempting to log more split exceptions than will fit in the storage space allocated for them. <i>What to Do?</i>—Delete unneeded exceptions or allocate more space in System Setup—Data Storage Allocation. Call services.
1001	UNIX error on NEW Trunk group upper bound has been reached. You have administered more Trunk Group Exceptions than are allocated. You must either delete unneeded exceptions or allocate more space in System Setup—Data Storage Allocation. <i>Reason</i>—The exception distributor process is attempting to log more trunk group exceptions than will fit in the storage space allocated for them. <i>What to Do?</i>—Delete unneeded exceptions or allocate more space in System Setup—Data Storage Allocation. Call services.
1001	UNIX error on NEW VDN upper bound has been reached. You have administered more VDN Exceptions than are allocated. You must either delete unneeded exceptions or allocate more space in System Setup—Data Storage Allocation. <i>Reason</i>—The exception distributor process is attempting to log more VDN exceptions than will fit in the storage space allocated for them. <i>What to Do?</i>—Delete unneeded exceptions or allocate more space in System Setup—Data Storage Allocation. Call services.
1001	UNIX error on NEW Vector upper bound has been reached. You have administered more Split Exceptions than are allocated. You must either delete unneeded exceptions or allocate more space in System Setup—Data Storage Allocation. <i>Reason</i>—The exception distributor process is attempting to log more vector exceptions than will fit in the storage space allocated for them. <i>What to Do?</i>—Delete unneeded exceptions or allocate more space in System Setup—Data Storage Allocation. Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1050	INFORMIX SQL syntax error: syntax error near ' <text information> <i>Reason</i>—The given SQL command is syntactically incorrect. Usually more details of the error are included. This error is usually reported via a custom report and is corrected there. <i>What to Do?</i>—Correct the SQL statement in the custom report.
1053	INFORMIX insert error: Agent Trace data not being stored. Call Services. <i>Reason</i>—An internal error or a full file system is preventing data from being inserted into the <code>ag_actv</code> database table. <i>What to Do?</i>—Make sure that there is enough room in the file system that holds the table.
1100	IPC error on messages: message queue <i>queue</i> is <i>NN</i>% full. <i>Reason</i>—A <i>UNIX</i> message queue is more than 75 percent full. Each message queue is checked approximately once every two minutes. If this message is repeatedly logged, <i>CentreVu</i> CMS is in danger of losing messages that may result in loss of customer data. <i>What to Do?</i>—Single occurrences of this message can be ignored. If it happens repeatedly, call services for assistance. In order to try to reduce the chances of losing data, reduce your <i>CentreVu</i> CMS usage while this message is being logged. If this message occurs while you are doing a <i>CentreVu</i> CMS backup, try doing the backup during a less busy period.
1302	PROCESS COMMUNICATIONS (P0) library error, function: ERROR - <HARCH> receiving too many exceptions too fast. Some exceptions have been discarded. Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered. <i>Reason</i>—Exceptions are being generated faster than interval archiver process can handle them. This is the result of having too many exceptions activated, or having thresholds set to produce too many exceptions. <i>What to Do?</i>—Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1302	PROCESS COMMUNICATIONS (P0) library error, function: ERROR - <IDBM> receiving too many exceptions too fast. Some exceptions have been discarded. Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered. <i>Reason</i>—Exceptions are being generated faster than the intermediate database manager interface process can handle them. This is the result of having too many exceptions activated, or having thresholds set to produce too many exceptions. <i>What to Do?</i>—Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered.
1302	PROCESS COMMUNICATIONS (P0) library error, function: ERROR - <SPI> receiving too many exceptions too fast. Some exceptions have been discarded. Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered. <i>Reason</i>—Exceptions are being generated faster than the switch interface process can handle them. This is the result of having too many exceptions activated, or having thresholds set to produce too many exceptions. <i>What to Do?</i>—Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered.
1350	GENERAL error internal to process: Unable to successfully complete archiving. <i>Reason</i>—Unable to initialize <i>CentreVu</i> CMS environment. <i>What to Do?</i>—Re-initiate Data Summarizing. Call services.
1350	GENERAL error internal to process: flood_thr. <i>Reason</i>—Problem setting up threshold for number of messages received from post office. Archiver processing continues. <i>What to Do?</i>—Monitor <i>elog</i> and determine if the problem exists on the next execution of Archiver. Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1350	GENERAL error internal to process: Failure in agent exception database table. Agent exception data not being stored. Call Services. <i>Reason</i>—Unable to insert rows in the agent exception (agEx) table. The error occurs when the file system holding the agent exception table is full. No more agent exceptions can be recorded until the problem is corrected. <i>What to Do?</i>—Move the Exceptions tables (or other historical data tables) to a different file system with more space available via the Free Space Allocation screen or reduce the number of exception records being saved. Call services.
1350	GENERAL error internal to process: Failure in link exception database table. Link exception data not being stored. Call Services. <i>Reason</i>—Unable to insert rows to the link exception (linkEx) table. The error code occurs when the disk partition holding the link exception table is full. No more link exceptions can be recorded until the problem is corrected. <i>What to Do?</i>—Move the linkEx table to a different disk partition. Call services.
1350	GENERAL error internal to process: Failure in malicious call trace exception database table. MCT exception data not being stored. Call Services. <i>Reason</i>—Unable to insert rows in the MCT exception (mctEx) table. The error occurs when the disk partition holding the MCT exception table is full. No more MCT exceptions can be recorded until the problem is corrected. <i>What to Do?</i>—Move the Exceptions tables (or other historical data tables) to a different file system with more space via the Free Space Allocation screen or reduce the number of exception records being saved. Call services.
1350	GENERAL error internal to process: Failure in split exception database table. Split exception data not being stored. Call services. <i>Reason</i>—Unable to insert rows in the split exception (spEx) table. The error occurs when the disk partition holding the split exception table is full. No more split exceptions can be recorded until the problem is corrected. <i>What to Do?</i>—Move the Exceptions tables (or other historical data tables) to a different file system with more space via the Free Space Allocation screen or reduce the number of exception records being saved. Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1350	GENERAL error internal to process: Failure in trunk exception database table. Trunk group exception data not being stored. Call services. <i>Reason</i>—Unable to insert rows in the trunk group exception (tgEx) table. The error can occur when the disk partition holding the trunk group exception table becomes full. No more trunk group exceptions can be recorded until the problem is corrected. <i>What to Do?</i>—Move the Exceptions tables (or other historical data tables) to a different file system with more space via the Free Space Allocation screen or reduce the number of exception records being saved. Call services.
1350	GENERAL error internal to process: Failure in VDN exception database table. VDN exception data not being stored. Call services. <i>Reason</i>—Unable to insert rows in the VDN exception (vdnEx) table. The error can occur when the disk partition holding the VDN exception table becomes full. No more VDN exceptions can be recorded until the problem is corrected. <i>What to Do?</i>—Move the Exceptions tables (or other historical data tables) to a different file system with more space via the Free Space Allocation screen or reduce the number of exception records being saved. Call services.
1350	GENERAL error internal to process: Failure in vector exception database table. Vector exception data not being stored. Call services. <i>Reason</i>—Unable to insert rows in the vector exception (vecEx) table. The error can occur when the disk partition holding the vector exception table becomes full. No more vector exceptions can be recorded until the problem is corrected. <i>What to Do?</i>—Move the Exceptions tables (or other historical data tables) to a different file system with more space via the Free Space Allocation screen or reduce the number of exception records being saved. Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1350	GENERAL error internal to process: CMS task limit exceeded, system is too busy. <i>Reason</i>—A <i>CentreVu</i> CMS task could not be created because the maximum number of <i>CentreVu</i> CMS tasks is already running. <i>What to Do?</i>—Make sure each user logs in on only one <i>CentreVu</i> CMS terminal at a time. If this message occurs when timetables are running, try adjusting the starting times of the timetables so that fewer are running simultaneously. If it occurs when running Main Menu Additions, try rewriting the Main Menu Additions to use fewer simultaneous <i>UNIX</i> processes.
1350	GENERAL error internal to process: Update failure for <item searched>. Too much data. Try again with a more restrictive search. <i>Reason</i>—Item searched for is too large. <i>What to Do?</i>—Restrict the search to something smaller.
1350	GENERAL error internal to process: Disk may be full. <i>Reason</i>—Error in searching for item. Disk is probably full. <i>What to Do?</i>—Clean up unnecessary files from disk. If needed, backup to tape and delete. Call services.
1350	GENERAL error internal to process: Failure in removing data from database table: ag_actv. Agent Trace data not being stored. Call Services. <i>Reason</i>—An internal error occurred that prevents data from being deleted from the <code>ag_actv</code> database table. <i>What to Do?</i>—Call services.
1351	GENERAL error in process interface: Invalid action request. <i>Reason</i>—Something is corrupted with the window interface. <i>What to Do?</i>—Back out and re-enter the data summarizing window. Attempt to initiate data summarizing again. Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1351	GENERAL error in process interface: Cannot archive a day which interval data does not exist for. <i>Reason</i>—Interval data does not exist for the requested day or any day prior to the requested day. The number of days of interval data saved is based on the Days of Intrahour data field set in the Data Storage Allocation window. <i>What to Do?</i>—Re-initiate Data Summarizing for a day that is within the number of Days of Intrahour data saved. For future reference, the number of Days of Intrahour data can be increased. Disk space must be considered before changing this parameter.
1351	GENERAL error in process interface: Cannot archive the requested week/month. Daily data does not exist for all tables for the week/month beginning xx/xx/xx. <i>Reason</i>—Daily data does not exist for the requested week/month or any week/month prior to the requested day. The number of days of interval data saved is based on the Days of Daily data field set in the Data Storage Allocation window. <i>What to Do?</i>—Re-initiate Data Summarizing for a week/month that is within the number of Days of Intrahour data saved. For future reference, the number of Days of Intrahour data can be increased. Disk space must be considered before changing this parameter.
1351	GENERAL error in process interface: Error - <ARCH> receiving too many archive requests too fast. Some requests have been discarded. <i>Reason</i>—Too many data summarizing requests (more than 25) have been initiated in a short period of time (less than 30 minutes) and cannot all be processed. <i>What to Do?</i>—Determine all data summarizing requests that have been initiated. Once all requests have been processed, verify the requests against the completed archives (as reported in <code>/cms/dc/archive/arch.log</code>). Re-initiate archive for the date and archive (daily/weekly/monthly) for the archives not initiated. In the future, do not initiate all requests at once.
1351	GENERAL error in process interface: Cannot archive a day in the future. <i>Reason</i>—The date requested for archive has not happened yet. <i>What to Do?</i>—Re-initiate the daily archive for a date prior to today.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1351	GENERAL error in process interface: Cannot archive a partial weeks/months data. <i>Reason</i>—The last day for the week/month has not been archived yet. <i>What to Do?</i>—Verify that a weekly/monthly archive is not being requested for the current, or a future, week/month. Re-initiate the weekly/monthly archive for a week/month in which the last day has already been archived.
1351	GENERAL error in process interface: stopping task <i>id (pid)</i> to free up message queue. <i>Reason</i>—A message queue is more than 85 percent full and the task that should be reading from the queue is stuck. This message is logged when <i>CentreVu</i> CMS restarts the task to attempt to clear the error condition. Depending on which task has been stopped, it is likely that some data has been lost. <i>What to Do?</i>—Call services. If this error is logged repeatedly, try reducing your <i>CentreVu</i> CMS usage to reduce the chances of losing data. If this message occurs while you are doing a <i>CentreVu</i> CMS backup, try doing the backup during a less busy period.
1351	GENERAL error in process interface: External applications not started. Set to OFF. <i>Reason</i>—A general error occurred when the External Application feature was started. The feature was turned off because of the error. <i>What to Do?</i>—Call services.
1351	GENERAL error in process interface: Activate Agent Trace request failed. Try again. <i>Reason</i>—The agent activity recorder process (<i>aar</i>) has too many messages in its message queue to accept any more. This can occur when many very active agents are being traced, keeping <i>aar</i>'s queue full. <i>What to Do?</i>—Trace fewer agents or try the request again later.
1351	GENERAL error in process interface: Task <i>task_num</i> of timetable <i>name</i> may not have completed, window status was: <i>status</i>. <i>Reason</i>—Timetable ran and has a status other than <code>Successful</code>. <i>What to Do?</i>—Based on what the timetable was, try to figure out if the request completed successfully. If not, complete the action that was on the timetable manually by running <i>CentreVu</i> CMS.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1400	SPI session error: data collection session is down. <i>Reason</i>—An error occurred in the X.25 connection to the switch. <i>CentreVu</i> CMS data is not being collected. <i>CentreVu</i> CMS automatically tries to restore the link. <i>What to Do?</i>—If the link does not come back up by itself within five minutes, check the cables, modems, and other hardware between the <i>CentreVu</i> CMS and the switch for any obvious loose connections. At the switch, busy out and release the MIS connection.
1404	SPI configuration error: Insufficient unmeasured trunks allocated. To avoid further data loss, go to Data Storage Allocation and administer more unmeasured trunk facilities. <i>Reason</i>—There are not enough unmeasured trunks allocated in the <i>CentreVu</i> CMS real-time database to track all calls. This message is logged once during each data collection interval when the error condition occurs. When this message appears, some call data has already been lost. Data will continue to be lost until more trunk facilities have been allocated. <i>What to Do?</i>—Allocate more unmeasured trunk facilities in the Data Storage Allocation screen.
1404	SPI configuration error: Switch and UNIX clocks differ by more than 24 hours. Switch clock is <i>nn:nn:nn nn/nn/nn</i> UNIX clock is <i>mm:mm:mm mm/mm/mm</i> Data collection will remain down until switch or UNIX clock is reset so they agree. <i>Reason</i>—<i>CentreVu</i> CMS requires that the switch and <i>UNIX</i> clocks remain within 24 hours of each other. This is done to prevent an accidental deletion of all historical data if someone were to inadvertently change the clock to a date in the future. <i>What to Do?</i>—If the <i>UNIX</i> clock is correct by the switch is incorrect, reset the clock at the switch. <i>CentreVu</i> CMS brings the link up automatically within five minutes after correcting the switch clock. If the switch clock is correct by the <i>UNIX</i> clock is incorrect, run <code>cmsadm</code> to turn off <i>CentreVu</i> CMS. Then run <code>face</code>, select System Administration, and select Date and Time. Follow the instructions to set the <i>UNIX</i> clock, then run <code>cmsadm</code> to turn on <i>CentreVu</i> CMS. The link is automatically brought up. NOTE: Never change the <i>UNIX</i> clock while <i>CentreVu</i> CMS is running.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1404	SPI configuration error: Extension <i>number</i> has been staffed by two different login IDs: <i>first</i> and <i>second</i>. Data will be tracked only for the last login ID. Ask the agent to log off and log in again with a single login ID. <i>Reason</i>—Protocol error as explained in the message. <i>What to Do?</i>—Ask the agent to log off and log in again with a single login ID.
1404	SPI configuration error: Two agents at extensions <i>ext</i> in split <i>num</i> and <i>ext</i> in split <i>num</i> are logged in with the same login ID: <i>id</i>. This may indicate table corruption on the switch. Contact Services to repair table as soon as possible. <i>Reason</i>—Protocol violation or switch corruption. <i>What to Do?</i>—Request new translations in Maintenance — ACD Status window. If the problem persists, call services.
1404	SPI configuration error: Two agents at extensions <i>ext</i> and <i>extare</i> are logged in with the same login ID: <i>id</i>. This may indicate table corruption on the switch. Contact Services to repair table as soon as possible. <i>Reason</i>—Protocol violation or switch corruption. <i>What to Do?</i>—Request new translations in Maintenance — ACD Status window. If the problem persists, call services.
1404	SPI configuration error: Agent <i>logid</i> at extension <i>ext</i> has logged into too many splits: <i>sp1</i> and <i>sp2</i>. Data will only be tracked for the last split. This may indicate incorrect switch type on CMS (for G3) or table corruption on the switch (for G2). <i>Reason</i>—Switch type mismatch, protocol violation or switch table corruption. <i>What to Do?</i>—Request new translations in Maintenance — ACD Status window. If the problem persists, call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1404	SPI configuration error: Agent <i>logid</i> at extension <i>ext</i> has logged into too many splits: <i>sp1</i>, <i>sp2</i>, <i>sp3</i>, and <i>sp4</i>. Data will only be tracked for the last split. This may indicate incorrect switch type on CMS (for G3) or table corruption on the switch (for G2). <i>Reason</i>—Switch type mismatched, protocol violation, or switch table corruption. <i>What to Do?</i>—Request new translations in Maintenance — ACD Status window. If the problem persists, call services.
1404	SPI configuration error: Agent <i>logid</i> at extension <i>ext</i> has logged into too many splits: <i>sp1</i>, <i>sp2</i>, <i>sp3</i>, <i>sp4</i>, and <i>sp5</i>. Data will only be tracked for the last split. This may indicate incorrect switch type on CMS (for G3) or table corruption on the switch (for G2). <i>Reason</i>—Switch type mismatched, protocol violation, or switch table corruption. <i>What to Do?</i>—Request new translations in Maintenance — ACD Status window. If the problem persists, call services.
1406	SPI data message error: ERROR can't new a message (or got illegal cpcode). <i>Reason</i>—Indicates that there is a mismatch between the administered <i>CentreVu</i> CMS type on the switch (Generic 3) and the actual <i>CentreVu</i> CMS, or there is a mismatch between the administered switch type and feature set of the switch on the <i>CentreVu</i> CMS. This results in message formats being unexpected lengths. Data is lost since the remainder of the buffer is discarded after the unknown message. <i>What to Do?</i>—Determine if the problem happens more than once. Call services.
1407	SPI timer expired error: there is no response from the switch. <i>Reason</i>—<i>CentreVu</i> CMS has stopped receiving messages from the switch. <i>CentreVu</i> CMS data is not being collected. <i>CentreVu</i> CMS automatically tries to restore the link. <i>What to Do?</i>—At the switch, busy out and release the MIS connection. If the connection does not come back up in five minutes, perform the procedures for troubleshooting error 1400 (SPI session error: data collection session is down). Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1409	SPI ACD administration error: switch was unable to logon agent <i>logid</i> with skill <i>num</i>. <i>Reason</i>—An agent login failed on the switch. The login may have been part of a Move Agent or Change Agent Skills request that was pending. <i>What to Do?</i>—Have the agent try to log in to the skill again. Or, put the agent in the AUX workmode for all skills and have no calls on their set and repeat the administration request. If the request fails again, collect the information from the status window and call services.
1409	SPI ACD administration error: switch was unable to move ext <i>ext</i> from split <i>num</i> to <i>num</i>. OR SPI ACD administration error: switch unable to move ext <i>ext</i> from split <i>num</i>. <i>Reason</i>—Previous ACD administration was pending for a request to move an agent or change an agent's skills. When the pend was resolved, the agent could not be moved for some reason. <i>What to Do?</i>—Put the agent in the AUX workmode for all splits/skills and have no calls on the set. Repeat the administration request. If the request fails again, collect the information from the status window and call services.
1501	SCREEN MANAGER error: system may be overloaded by real-time reports behind by: <i>XX</i> seconds (INFO). <i>Reason</i>—CentreVu CMS is behind on refreshing the real-time reports currently running. <i>What to Do?</i>—Reduce the number of real-time reports or lengthen the refresh rates for reports currently running.
1600	FORECAST status: Forecast Manager failed for <i>mm/dd/yyyy</i>. <i>Reason</i>—Forecast Manager failed in its attempt to perform the daily data collection and/or the current day report for the date shown. <i>What to Do?</i>—If the date is invalid, correct the date and re-run the report. If the date is not invalid, call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1600	FORECAST status: Forecast Manager failed for mm/dd/yyyy - mm/dd/yyyy. <i>Reason</i>—Forecast Manager failed in its attempt to perform the recollect data for the range of dates shown. <i>What to Do?</i>—If the dates are invalid, correct them and re-run the report. If the dates are not invalid, call services.
1700	BACKUP Process out of sync. Contact Services. <i>Reason</i>—A bad message was received from the backup screen. If this occurs, perhaps some sort of interference occurred in the message queue between backup and the backup window. If the problem recurs, something is impacting the communication between the processes and further investigation is needed. <i>What to Do?</i>—Back out the current instance of the backup screen and re-initiate the backup. If the problem recurs, call services.
1701	BACKUP Process out of memory. Contact Services. <i>Reason</i>—An error occurred during tape verification. The backup was completed successfully, and when <i>CentreVu</i> CMS verified the tape and error occurred. This error is a result of memory allocation problems. <i>What to Do?</i>—If tape verification is not essential, ignore the error. Back out of the current instance of the backup window and re-initiate the backup. If the problem recurs, call services.
1702	BACKUP Process startup failed. Contact Services. <i>Reason</i>—An error occurred with one of any number of startup activities. Usually, this error is caused by message and database activities. <i>What to Do?</i>—Back out of the current instance of the backup screen and re-initiate the backup. If the problem recurs, call services.
1703	BACKUP Volume access failed. Retry Backup. <i>Reason</i>—There is a problem accessing the backup device. The problem can range from invalid backup device the tape needing to be cleaned. <i>What to Do?</i>—Verify that the backup device is administered properly (name corresponds with the <i>UNIX</i>-administered device), the tape type is correct (320 megabyte tape for 320 megabyte tape drive, etc.), and the tape drive is clean. Retry the backup.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1704	BACKUP Volume check failed. Retry Backup. <i>Reason</i> —Either the inserted tape is a recent backup and backup was initiated in timetable, or backup had difficulty determining the most recent backup volume. <i>What to Do?</i> —Determine if the inserted tape is associated with the most recent backup. Replace the tape and re-execute the backup. If this does not work, call services.
1705	BACKUP Volume verification failed. Retry Backup. <i>Reason</i> —There was a problem reading the tape. <i>What to Do?</i> —Retry backup. If the problem recurs, call services.
1706	BACKUP Table backup failed. Retry Backup. Table=table name. <i>Reason</i> —A problem was encountered reading the indicated table or writing that tape to tape. <i>What to Do?</i> —Replace the tape with a new tape and retry backup. If the problem recurs, call services.
1707	BACKUP Volume span failed. Retry Backup. <i>Reason</i> —When verifying the backup tape, a problem was discovered between the current volume and the previous volume. Most likely, the blocks are out of sequence, and probably at least one block is missing. <i>What to Do?</i> —Retry backup. If the problem recurs, call services.
1708	BACKUP Error in process communication. Retry Backup. <i>Reason</i> —A bad message was received from the backup window (or another process). If this occurs, interference might have occurred in the message queue between backup and the backup window. <i>What to Do?</i> —Retry Backup. If the problem recurs, call services.
1709	BACKUP Backup history update failed. Retry Backup. <i>Reason</i> —The backup completed successfully, but a problem exists with the update tables or the process to update the tables. <i>What to Do?</i> —Verify that the next backup does not encounter this problem. If it does recur, call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1710	Backup Process in need of service. Please check the Backup screen. <i>Reason</i>—An Acknowledgment window requires a response. <i>What to Do?</i>—Respond to the backup Acknowledgment window.
1711	BACKUP INFO: <i>Reason</i>—Backup was initiated via a timetable and information is reported (number of volumes and backup completed) for information purposes only. <i>What to Do?</i>—No action needed.
1750	Backup Screen startup failed. Contact Services. <i>Reason</i>—Any number of startup activities can cause this error, including accessing screen entries and database activities. <i>What to Do?</i>—Retry backup. If the problem recurs, call services.
1751	Backup Screen execution failed. Retry Backup. <i>Reason</i>—Any number of startup activities can cause this error, including accessing screen entries and database activities. <i>What to Do?</i>—Retry backup. If the problem recurs, call services.*
1800	RESTORE Process out of sync. Contact Services. <i>Reason</i>—A bad message was received from the restore window. The cause could be interference in the message queue between restores and the restore window. <i>What to Do?</i>—Retry restore. If the problem recurs, call services.
1801	RESTORE Process out of memory. Contact Services. <i>Reason</i>—There is a problem with memory allocation. <i>What to Do?</i>—Retry restore. If the problem recurs, call services.
1802	RESTORE Process startup failed. Contact Services. <i>Reason</i>—Any number of startup activities can cause this error, including accessing screen entries and database activities. <i>What to Do?</i>—Retry restore. If the problem recurs, call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1803	RESTORE Volume access failed. Retry Restore. <i>Reason</i> —A problem exists accessing the restore device. The problem can range from invalid restore device to the tape drive needing to be cleaned to table header format problems. <i>What to Do?</i> —Verify that the backup/restore device is administered properly (name corresponds with the <i>UNIX</i> -administered device), the tape type is correct (320 megabyte tape for 320 megabyte drive, etc.), and the tape drive is clean. Retry restore. If the problem recurs, call services.
1804	RESTORE Error in process communication. Retry Restore. <i>Reason</i> —A bad message was received by the restore window or the restore process. The cause might be interference in the message queue between restore and the restore window. <i>What to Do?</i> —Retry restore. If the problem recurs, call services.
1805	RESTORE Table restore failed. Retry Restore. Table=<table name>. <i>Reason</i> —A problem was encountered reading the table from tape or writing the table into the database. <i>What to Do?</i> —Do a specific table restore for the table. If the problem recurs, call services.
1806	RESTORE INFO: Volume contains no data for ACD=X. <i>Reason</i> —Information message indicating the current table for the indicated ACD does not have data. <i>What to Do?</i> —No action needed.
1850	RESTORE Screen startup failed. Contact Services. <i>Reason</i> —Any number of startup activities can cause this error, including accessing screen entries. <i>What to Do?</i> —Retry restore. If the problem recurs, call services.
1851	RESTORE Screen execution failed. Retry Restore. <i>Reason</i> —Updating the status on the screen could cause this problem. <i>What to Do?</i> —Retry restore. If the problem recurs, call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1900	SYSTEM MESSAGE OVERLOAD: Agent Trace (AAR) is overloaded, some agent trace data lost. Turn off traces for some agents to prevent possible further overloading. <i>Reason</i>—Aar is receiving messages faster than it can process them. <i>What to Do?</i>—Turn off traces for some agents.
1900	SYSTEM MESSAGE OVERLOAD: Call History Recorder (ch_rec) overloaded, some call record data lost. <i>Reason</i>—Data is being sent faster than it can be processed. This may mean the system is overloaded. <i>What to Do?</i>—Stop some reports or applications so that the system capacity is increased.
1901	FULL DISK ERROR: Not enough room to archive on file system: <i>FILESYSTEM</i>. <i>Reason</i>—Enough disk space is not available for insert of daily/weekly/monthly archive data. <i>What to Do?</i>—Free up disk space.
1901	FULL DISK ERROR: Out of disk space. Data Collection failed (Harchiver). <i>Reason</i>—There is not enough disk space available for insert of agent login/logout or interval archive data. <i>What to Do?</i>—Free up disk space.
1901	FULL DISK ERROR: Not enough room for interval archive on file system: <i>FILESYSTEM</i>. <i>Reason</i>—Enough disk space is not available for insert of agent login/logout or interval archive data. <i>What to Do?</i>—Free up disk space.
1901	FULL DISK ERROR: cannot write to xxx. <i>Reason</i>—File system out of space. <i>What to Do?</i>—Use Free Space Allocation to move data from the full file system to one that is not full.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1901	FULL DISK ERROR: cannot load pseudo ACD. <i>Reason</i>—There is no more disk space to load the data for this pseudo ACD. The load ACD cannot continue. <i>What to Do?</i>—Delete the pseudo ACD and start over again using a later load pseudo ACD “Start Date” and load less data. Reduce the amount of historical data kept in other ACDs.
1901	FULL DISK ERROR: Automatically turning off data collection and bringing CMS to single user mode. <i>Reason</i>—All file systems are checked for free space every 10 minutes. If any file system goes below 2000 free blocks, this message will occur. By turning off data collection and going to single user mode, <i>CentreVu</i> CMS prevents corruption of the data that may occur if <i>UNIX</i> tries to write data to a full file system. <i>CentreVu</i> CMS cannot be returned to its normal operational state until space has been made available in the full file system. <i>What to Do?</i>—Use Free Space Allocation to move data from the full file system to one that is not full.
1901	FULL DISK ERROR: WARNING: File system <i>filesys</i> is <i>NN</i> percent full. <i>Reason</i>—This message is logged once each day near midnight, and when <i>CentreVu</i> CMS is started. The message is logged once for each file system that is 80 percent full or more. It is intended as an early warning that the disk space may need to be reallocated. <i>What to Do?</i>—No immediate action is necessary. Eventually, you should use Free Space Allocation to move data from the full file system to one that is not full. You should plan to do this well in advance of the file system becoming completely full.
1901	FULL DISK ERROR: Storage Interval Migration failed migrating. <i>Reason</i>—File system out of space. <i>What to Do?</i>—Use Free Space Allocation to move data from the full file system to one that is not full.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1901	FULL DISK ERROR: Agent Trace Record Contents failed adding column: <i>column_name</i>. <i>Reason</i>—The file system containing the ag_actv database table is full. <i>What to Do?</i>—Change the allocation of disk space for the various classes of data to accommodate storage of more agent trace records.
1901	FULL DISK ERROR: Agent Trace Record Contents failed dropping column: <i>column_name</i>. <i>Reason</i>—The file system containing the ag_actv database table is full. <i>What to Do?</i>—Change the allocation of disk space for the various classes of data to accommodate storage of more agent trace records.
1901	FULL DISK ERROR. <i>Reason</i>—The file system containing the ag_actv database table is full. <i>What to Do?</i>—Change the allocation of disk space for the various classes of data to accommodate storage of more agent trace records.
1901	FULL DISK ERROR: Out of disk space. Call Records not recorded. <i>Reason</i>—The file system containing the call_rec database table is full. <i>What to Do?</i>—Change the allocation of disk space for the various classes of data to accommodate storage of more internal call records.
1901	FULL DISK ERROR: Call Records not being stored. Contact Services. <i>Reason</i>—The file system containing the external call records files is full. <i>What to Do?</i>—Delete old files that have not been transferred successfully.
1902	CALL RECORD ERROR: Call records not being stored. Contact Services. <i>Reason</i>—An error was encountered in writing call records to a disk file. <i>What to Do?</i>—Call Services.
1902	CALL RECORD ERROR: Call records are being collected again. <i>Reason</i>—Information message. Previous errors writing files have cleared and records are being stored. <i>What to Do?</i>—No action necessary.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
1902	CALL RECORD ERROR: Call records not being stored, buffer area is full. Contact Services. <i>Reason</i>—Files containing call records have not been successfully transferred. All storage space has been used and new records cannot be added. <i>What to Do?</i>—Delete old files that have not transferred successfully. Call Services.
1902	CALL RECORD ERROR: Cannot update last record data, call records not accessible via report. Contact Services. <i>Reason</i>—The call record report cannot run because the data for the last interval was not updated. <i>What to Do?</i>—Call Services.
2000	Could not run timetable: - Aborting Timetable. <timetable name>. <i>Reason</i>—Something is wrong with the timetable, causing it to not run. <i>What to Do?</i>—Reschedule the timetable. Check to see if there are bad tasks in the timetable.
2000	Could not run timetable: <timetable name> Task <number> of <total> was unable to complete. Reason: <reason>. <i>Reason</i>—Timetable task is bad. <i>What to Do?</i>—Consult the Timetable and Shortcut chapter in the <i>CentreVu™ CMS R3V4 Administration</i> (AT&T 585-215-800) document to see how to troubleshoot bad tasks. A common reason is that the user does not have permissions for the split, VDN, vector, trunk, or trunk group that the timetable is running a report for.
2000	Could not run timetable: don't run timetable, in single user timetable = <timetable_name> <user_name>. <i>Reason</i>—Timetables cannot run when <i>CentreVu</i> CMS is in single-user mode. <i>What to Do?</i>—Schedule the timetables that should have run as soon as possible and then reschedule them back to their original times. In the future, schedule timetables so they do not run during times when <i>CentreVu</i> CMS is in single-user mode.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
2000	Could not run timetable: sorry post office open of timetable crt_io_man was not successful for timetable - <timetable name> and <cms id> - <user name>. <i>Reason</i>—Communications cannot be established with a <i>crt_io_man</i> in order to run the timetable. <i>What to Do?</i>—Reschedule the timetable.
2000	Could not run timetable: -- Archiver <timetable name> did not run on <date> for the user - <user name>. Please schedule it to rerun using the Data summarizing screen. <i>Reason</i>—Archiver has a problem in moving historical data into tables for the timetable to use. <i>What to Do?</i>—Call services.
2000	Could not run timetable: -- <timetable name> did not run on <date> for the user - <user name>. To schedule a timetable to run as soon as possible, enter a cms start time that is two minutes into the future, and a start date of 0. <i>Reason</i>—A timetable was scheduled to run less than two minutes from now. <i>What to Do?</i>—Reschedule the timetable for at least two minutes in the future.
2100	Unable to execute process. Impact description. Call Services. <i>Reason</i>—The indicated process could not be executed. The impact to the customer is described in the impact description. Usually this error is received due to a problem that requires intervention by services. The impact is usually the failure of a major component of <i>CentreVu</i> CMS, such as Agent Trace, Exceptions, or Data Collection. <i>What to Do?</i>—Call services. Sometimes the problem can be repaired by stopping <i>CentreVu</i> CMS and restarting it.
2200	R2 Migration failed. Consult Migration log. Contact Services. Table = <table>. <i>Reason</i>—Error encountered during migration. <i>What to Do?</i>—Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
2300	INTERVAL MIGRATION: Interval migration was canceled before it completed. Restart it from the Storage Intervals screen to complete the migration. <i>Reason</i>—The migration was cancelled manually before it completed. <i>What to Do?</i>—Restart from the Storage Intervals screen.
2300	INTERVAL MIGRATION: Migrating intrahour historical data for ACD xx from xx to yy minute interval is complete. <i>Reason</i>—Informs you when intrahour migration is complete. <i>What to Do?</i>—No action required.
2400	FREE SPACE ALLOCATION: failed to update INFORMIX filesys table. <i>Reason</i>—The update to the <code>filesys</code> table failed. This table contains the filesystems each type of historical data is stored in. <i>What to Do?</i>—Call services.
2400	FREE SPACE ALLOCATION: attempt to return table <i>table_name</i> to filesystem <i>filesystem</i> failed. Archiving of historical data may fail. Contact Services. <i>Reason</i>—An error occurred when a table was being moved to a new <i>UNIX</i> file system. A recovery was attempted to return table to original file system. The recovery also failed. <i>What to Do?</i>—Call services.
2400	FREE SPACE ALLOCATION: failed to update file used to locate database tables (systables). Archiving of historical data may fail. Contact Services. <i>Reason</i>—The update to the file that locates <code>systables</code> table failed. <i>What to Do?</i>—Call services.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
2400	FREE SPACE ALLOCATION: attempt to move table <i>table_name</i> to file system <i>file_system</i> failed. The system will try to return the table to its original location. <i>Reason</i>—An error occurred when a table was being moved to a new <i>UNIX</i> file system. A recovery was attempted to move the tables back to the original file system. An error is logged if the recovery fails. An “INFO” error is logged if the recovery is successful. <i>What to Do?</i>—If the recovery fails, call services. If the recovery is successful, try the move one more time.
2400	FREE SPACE ALLOCATION: recovery from earlier failures was successful. <i>Reason</i>—Message to inform you that the recovery attempt to move tables back to the original <i>UNIX</i> filesystem was successful. <i>What to Do?</i>—Try the file system move again.
2500	STORAGE INTERVALS: Weekly start/stop day(s) have been changed from xx to yy. <i>Reason</i>—Message to inform you that the Storage Interval days have changed. <i>What to Do?</i>—Verify that the new days are correct.
2600	ARCHIVER status: Daily/Weekly/Monthly Archive not executed for xx/xx/xx due to Data Storage Allocation administration. <i>Reason</i>—Data Storage Allocation indicates zero days/weeks/months are to be saved. Therefore, there is no reason to archive. <i>What to Do?</i>—If daily archives are desired, Data Storage —Days of Daily/Weeks of Weekly/Months of Monthly entries must be changed to allow an archive to take place. Disk space must be considered before changing these fields.
2600	ARCHIVER status: Daily/Monthly/Weekly Archiver for xx/xx/xx Successful. <i>Reason</i>—Message to inform you that the archive was successful. The status of previous and current archives also exists in <i>/cms/dc/archive.arch.log</i>. <i>What to Do?</i>—No action required.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
2600	ARCHIVER status: Daily/Monthly/Weekly Archiver for xx/xx/xx Failed. <i>Reason</i>—Message to inform you that the archive failed. The status of previous and current archives also exists in <i>/cms/dc/archive.arch.log</i>. <i>What to Do?</i>—Re-initiate archive for the same date and archive (daily/monthly/weekly).
2700	MIGRATE DATA Process out of sync. Call Services. <i>Reason</i>—Internal error. A bad message was received from the migrate window. If this occurs, there was probably interference in the message queue between migrate and the migrate window. If the problem recurs, something is impacting the communication between the processes and further investigation is necessary. <i>What to Do?</i>—Back out of the window and retry the migration. If the problem recurs, call Services.
2701	MIGRATE DATA Process out of memory. Contact Services. <i>Reason</i>—There is not enough memory to perform the migration. <i>What to Do?</i>—Back out of the window and retry the migration. If the problem recurs, call Services.
2702	MIGRATE DATA Process startup failed. Contact Services. <i>Reason</i>—An internal problem or a problem with the <i>INFORMIX</i>[†] database has been found. <i>What to Do?</i>—Back out of the window and retry the migration. If the problem recurs, call Services.
2703	MIGRATE DATA Volume access failed. Retry Migrate. <i>Reason</i>—Access was denied during an attempt to access one of the migration devices. <i>What to Do?</i>—Verify device administration, the tape is the proper type, and the tape drive is clean. Retry Migrate.
2704	MIGRATE DATA Volume check failed. Retry Migrate. <i>Reason</i>—Either the backup tape was not a full backup, or the volumes are not in the correct sequence, or are from a <i>CentreVu</i> CMS load that cannot be migrated. <i>What to Do?</i>—Make sure the tape is a full backup. If it is, check the sequence of the tapes and the load number. Retry Migrate.

Table 5-2: Error Codes and Messages (Contd)

Error Code	Message/Reason/Action
2706	MIGRATE DATA Table migration failed. Retry Migrate. Table=<table name>. <i>Reason</i>—An error was encountered when <i>CentreVu</i> CMS attempted to migrate the named table. The problem could was encountered either reading the table from tape or writing that table into the database. <i>What to Do?</i>—Stop the migration and call Services. After the problem is fixed, retry the migration.
2708	MIGRATE DATA Error in process communication. Retry Migrate. <i>Reason</i>—Internal error. A bad message was received by the migrate window or process. Interference occurred in the message queue between migrate and the migrate window. If the problem recurs, something is impacting the communication between the processes and further investigation is necessary. <i>What to Do?</i>—Back out of the migration window and run the migration again. Call Services.
2750	MIGRATE DATA Screen startup failed. Contact Services. <i>Reason</i>—Internal error. <i>What to Do?</i>—Back out of the migration window and run the migration again. Call Services.
2751	MIGRATE DATA Screen execution failed. Retry Migrate. <i>Reason</i>—A screen was not migrated correctly. <i>What to Do?</i>—Back out of the migration window and try the migration again.

* UNIX is a registered trademark of Novell, Inc.

† INFORMIX is a registered trademark of Informix Systems, Inc.

No Reply From SPI for ACD

No action is required for the following error message:

Message:

```
01340 Fri Jun 11 10:24:35 1993 SRC_ERR_NUM=0001
PROCESS=spi_mon PID=00 1976 main.c:00182 SEVERITY=ERROR
ACD=01 DUPS=00000 GENERAL error internal to process: no
reply from SPI for ACD=2
```

Attempt to Stop and Restart X.25

No action is required for the following error message:

Message:

```
00000 Fri Jun 11 10:27:35 1993 SRC_ERR_NUM=0000
PROCESS=spi_mon PID=00 1976 main.c:00532 SEVERITY=INFO
ACD=01 DUPS=00000 Attempt to stop and restart X.25 and DC
```

Successful Backup Using a New Volume

When you do a backup that completes successfully (without any errors), you can see the following message on the system console:

Message:

```
WARNING: ST01:HA 0 TC 3 U 0: Err 60503005 CMD 00000008 Sense
Key 00000003 Ext Sense 00000000.
```

This message means that a new volume (tape, disk, etc.) was used for the backup. Ignore this warning and use **Ctrl** **L** to refresh the screen.

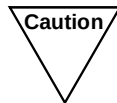
Lack of Unmeasured Trunk Facilities

If *CentreVu* CMS runs out of unmeasured trunk facilities, the following message appears:

Message:

SPI configuration error: Insufficient unmeasured trunks allocated. To avoid further data loss, go to Data Storage Allocation and administer more unmeasured trunk facilities.

This message is logged only the first time it occurs during each data collection interval.



When this message appears, some call data has been lost. You should immediately allocate more unmeasured trunks to avoid further data loss.

CMS is Down When a Data Summarizing Timetable is Scheduled

If *CentreVu* CMS is down when a Data Summarizing timetable is scheduled to run, an error message is logged which directs you to do a manual archive from the Data Summarizing window.

Results of Daily, Weekly, and Monthly Data Summaries

The results of daily, weekly, and monthly data summaries are written to the error log. You can use the error log report to see when the summaries ran and whether or not they were successful.

General Information

Audience

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

Introduction

This appendix describes the *CentreVu* CMS database tables, the items in the database tables, and the standard Dictionary calculations that use the database items.

The appendix is organized in the following sections:

- How Database Items and Calculations Are Presented
- Terminology
- Database Table Names
- Interactions with Switch Features and Database Rules
- Split/Skill Database Items
- Agent Database Items
- Trunk Group Database Items
- Trunk Database Items
- Vector Database Items
- VDN Database Items
- Call Work Codes Database Items
- Agent Login/Logout Database Items
- Agent Trace Database Items
- Current Day Configuration Forecast Database Items
- Current Day Forecast Report Database Items
- Call Record Database Items
- Exceptions Historical Database Items
- Agent State and Row Search Values Cross-Reference
- Call Disposition and Row Search Values Cross-Reference
- Standard Dictionary Calculations

How Database Items and Calculations Are Presented

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

Database Items

This appendix defines every database item used in *CentreVu* CMS reports.

Database Item Tables

The database items are presented in a table format, according to ACD element (split/skill, agent, vector, VDN, trunk, trunk group, exception, etc.). The tables look like this:

Table A-1: Sample Database Item Table

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

The following database item tables are included in this appendix:

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

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

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

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

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

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

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

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

The letter C, A, or S appears in the Type column for each database item.

Cumulative and **Administrative** data items apply to historical and real-time database items. **Status** items apply only to real-time database items.

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

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

Interval-based items should only be used to calculate percentages such as percentage of time staffed or in AUX work. Interval-based items

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

Note

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

Switch Reference Tables

CentreVu CMS database items apply to specific switches. After each database item table, is a switch reference table. The switch reference tables list which switches each database item applies to. The switch reference tables look like this:

Table A-2: Sample Switch Cross Reference Table

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
DATABASE ITEM	X	X	X	X	X	X	X
	Switch releases that this database item applies to are marked with X's.						

Calculations

CentreVu CMS uses calculations of database items in many reports. All standard *CentreVu* CMS Dictionary calculations are listed and described at the end of this appendix. The calculations are listed alphabetically in a table that looks like this:

Table A-3: Sample Standard Dictionary Calculations Table

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

You can use standard calculations in custom reports, or you can create new ones. You should never modify standard calculations.

Terminology

The following terms are often used in the database item descriptions. For definitions of other terms used in this appendix, please refer to the Glossary.

Abandoned Call A call in which the caller hung up before the call was answered or connected. Calls also can be considered abandoned if certain timers in the switch time out. See the explanations of the Wait Answer Supervision Timer (WAST), the Phantom Abandon Calls, and the Trunk No Answer Timeout (G3V2 and later) (NATO) later in this appendix. 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, while ringing at an agent or station. The calls that are counted as abandons differ depending on the table. The agent table counts as abandons those split/skill ACD calls that abandoned while ringing at the agent. The split/skill table counts as abandons those calls that abandoned while queued to the split/skill or while ringing at an agent in the split/skill. The VDN table counts as abandons those split/skill ACD calls that abandoned while in the VDN, including calls in vector processing not yet queued to a split/skill (for example, calls that abandoned while listening to an announcement), calls queued to one or more splits/skills, calls ringing at agents or stations (ACD calls and calls that routed to extensions). The definitions in each table state which abandons are counted in that table.

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

After Call Work (ACW)	Work done when the agent is not on a call. There are two types of after call work (ACW): call-related ACW and ACW not associated with a call. An agent enters a call-related ACW state by completing a manual-in call or, on Generic 1 and Generic 3 switches, by pressing the ACW key during an automatic-in call, then completing the call. <i>CentreVu</i> 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 1 or Generic 3 switch can enter the ACW state without having an associated call by pressing the ACW key while available or in the AUX mode. <i>CentreVu</i> CMS will track this ACW time in the I_ACWTIME item, but not in the ACWTIME item. For Generic 1 and Generic 3 switches without the EAS feature, the ACW time not associated with an ACD call will be tracked for the split whose ACW key the agent pressed. For Generic 3 with EAS, the ACW time not associated with an ACD call will be tracked for the first skill administered for and successfully logged into by the agent. For Generic 3 Version 3 switches, an agent in ACW who reconnects to an AUXIN or AUXOUT call returns to the ACW mode when the AUXIN or AUXOUT call is terminated. The ACW time accrued following the termination of the call is ACW not associated with an ACD call and only counts as I_ACWTIME (not ACWTIME).
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 <i>CentreVu</i> CMS.
Agent position (no EAS)	The combination of the agent login ID and the split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected for each agent/split combination separately, so that it is possible to report on the calls handled and time spent by agents in each of the splits they were in. To report on the total work performed by the agent, call data must be summed for the agent over all the splits in which he or she worked.
Agent position (with EAS)	The login ID of the agent, regardless of the number of skills assigned to the agent. Data are still collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.

Answered Call	The agent's state changes to ACD or DACD. The term answered is used only for split/skill and direct agent ACD calls. (See Connected for non-ACD calls.) For manual answer agents, the call is answered when the agent selects the ringing line appearance. For automatic answer agents, the call is answered directly after the zip tone is applied.
Connected Call	A non-ACD call ringing and not abandoned at an extension (not a VDN or direct agent). The System 85 and Generic 2.1 switches do not notify <i>CentreVu</i> CMS when non-ACD calls abandon, so all non-ACD calls that route to an extension are tracked as connected calls for these switch releases. For Generic 1, Generic 3, and Generic 2.2 switches, only calls that routed to an extension and did not abandon are tracked as connected calls.
Default Skill (Generic 2.2 EAS)	Every skill that ends with a "0" is called a "default skill," since every agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.
Direct Agent ACD Call (Generic 3)	A call that queues for a specific agent. Direct agent ACD calls can be generated by an ASAI adjunct (Generic 3) or by calling an agent's login id (Generic 3 switches with EAS), given the proper class of restriction for the caller and for the receiving agent. Direct agent ACD calls are tracked as ACD calls along with split/skill ACD calls in the trunk, trunk group, VDN and vector tables. Direct agent ACD calls are tracked separately from split/skill ACD calls in the agent tables. Direct agent ACD calls are not tracked in the split/skill tables (since they are not split/skill ACD calls).
Extension Call	Any calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches, these include calls an agent makes to set up a conference or a transfer.
Hold	A call placed on hold as a result of the agent pressing the HOLD key or the hard hold feature access code, by using the TRANSFER or CONFERENCE key or by flashing the switch hook. <i>CentreVu</i> CMS only tracks calls on hold for the switch releases that notify <i>CentreVu</i> CMS when calls are placed on hold. Releases that notify <i>CentreVu</i> CMS are System 85 and Generic 2.1 for split/skill ACD calls placed on hold via the HOLD key or feature access code. Generic 2.2 and Generic 3 switches notify <i>CentreVu</i> CMS for all calls.

Nonprimary Split/Skill (G3 vectoring, G2.2 EAS)	The second and third splits/skills to which the call queues in a VDN are called “non-primary splits/skills.” They are also referred to as secondary and tertiary splits/skills, respectively.
Nonzero (0) Skill (Generic 2.2 EAS)	Any skill that does not end in “0” is called a nonzero skill.
Primary Split/Skill (G3 vectoring, G2.2 EAS)	The first split/skill the call queues to in a VDN is called the primary split/skill. If the call leaves vector processing and queues to another split/skill (for example, routes to a split/skill extension, routes to another VDN), then that 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 call that has been directed to a split/skill. <i>CentreVu</i> CMS is notified that an ACD call queued to a split/skill even if the call was immediately delivered to an available agent and spent no time waiting in queue. In the case of the Generic 1 and Generic 3 switches, even though the call may never have physically occupied a queue slot on the switch (because it could be delivered immediately to an agent), <i>CentreVu</i> CMS is still notified that the call queued to the split/skill.
Secondary Split/Skill (G3 vectoring, G2.2 EAS)	The second split/skill the call queues to in a VDN is called the secondary split/skill.
Skill Group (Generic 2.2 EAS)	A group of ten skills. Each consecutive ten skills ending with digits 0 through 9 constitute a skill tens group. For example, skills 10-19 form a skill tens group, as do skills 340-349.
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 that is a member of an unmeasured split/skill or hunt group.

Tertiary Split/Skill The third split/skill the call queues to in a VDN is called the
(G3 vectoring, tertiary split/skill.
G2.2 EAS)

Zero (0) Skill *See Default Skill.*
(Generic 2.2 EAS)

Database Table Names

To select data for custom reports, you must use the names listed in Table A-4 and Table A-5. The database items are described in later sections of this appendix.

Table A-4: Real-Time Table Names

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

Table A-5: Historical Table Names

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

Table A-5: Historical Table Names (Contd)

Name	Data Stored
agex	Agent exceptions.
spex	Split exceptions
tgex	Trunk group exceptions.
vecex	Vector exceptions.
vdnex	VDN exceptions.
linkex	Link down exceptions.
mctex	Malicious call trace exceptions.
f_cday	Forecast current day configuration data by split/skill.
f_cdayrep	Current day forecast data by split/skill.

Interactions with Switch Features and Database Rules

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

Adjunct-Placed and Adjunct-Routed Calls

For Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature, *CentreVu* CMS tracks outbound calls placed by an adjunct processor or host computer on behalf of an agent and adjunct-routed calls. Database items that start with **O_** track outbound split/skill calls and database items that contain **ADJ** track adjunct-routed calls. Adjunct-placed outbound split/skill calls are also included as part of ACD database items such as **ACDCALLS**, **ACDTIME**, and **ACWTIME**. Inbound split/skill calls can be calculated as **ACDCALLS -O_ACDCALLS**.

Look-Ahead Interflow Calls

For Generic 2.2 and Generic 3 switches, *CentreVu* CMS tracks look-ahead interflow calls attempted and completed separately using database items that start with **LOOK**. Lookahead interflow calls are a subset of interflow calls.

For System 85 and Generic 2.1 switches, *CentreVu* CMS tracks look-ahead interflow calls as part of interflow calls only. The **LOOK** database items are not available for these switches.

Personal Call Tracking

For the Generic 2.2 and Generic 3 switches, *CentreVu* CMS tracks hold time, transfers and conferences for personal calls (non-ACD or extension calls).

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

Also for Generic 3 and Generic 2.2 switches, in the VDN tables, connect calls, abandoned calls and their times will be tracked for calls that “route to” an extension. Call pickup calls are tracked as personal calls, even if an ACD call is picked up by an agent in the same split/skill.

Personal Call Tracking offers the following data tracking capabilities:

- Data is available for calls on hold, time for calls on hold, and calls abandoned from hold. Without personal call tracking, time for calls on hold was counted as talk time.
- *CentreVu* CMS split and agent data reflect calls made while another call is on hold.
- When an agent places a call on hold, the agent returns to his or her previous state before the call unless the previous state was AVAIL. If the agent was in the AVAIL state, the agent is placed in the OTHER state until the agent dials a valid number (if the number dialed is invalid, the agent remains in OTHER), reconnects to the held call, or the held call abandons. When the agent reconnects to the held call, the agent returns to the original state for the call.
- Agents do not have a **HOLD** state. Hold time is associated with a call placed on hold. Agent states reflect the current activity of the agent.
- **HOLDTIME** is the time the call spent on hold. **HOLDCALLS** is the number of calls that were placed on hold at least once, and **HOLDABNCALLS** is the number of calls that were abandoned while on hold.
- **I_OTHERTIME** is the time during the collection interval that the agent was doing other work.

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

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

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

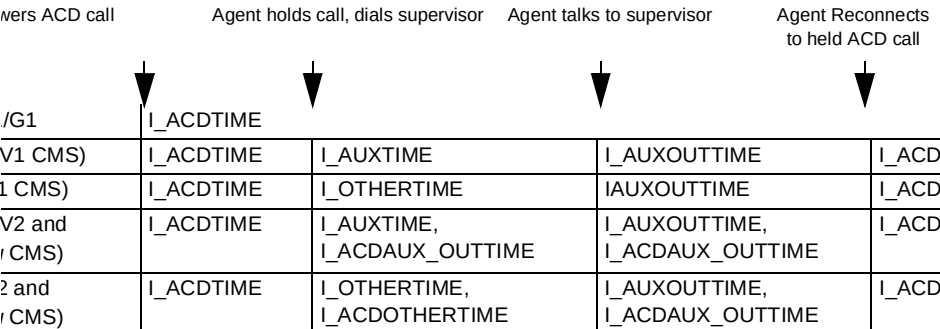


Figure A-1: Hold Tracking for Supervisor Assist Example

Abandoned Calls

Any VDN calls (whether ACD calls or not) that route to extensions and are then abandoned are counted as abandoned calls for the VDN. (See Phantom Abandon Calls).

Phantom Abandon Calls

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

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

- For splits: from the time the call queued until the agent or answering station hangs up.
- For VDNs: from the time the call encountered the VDN until the agent or answering station hangs up.
- For vectors: from the time the call entered the vector until the agent or answering station hangs up.

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

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.

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.

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

Transferred and Conferenced Calls

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

- Transferred and conferenced calls are tracked as held calls while the call(s) wait to be transferred or added to a conference.
- When an agent ends a conference call, the agent returns to the call state prior to setting up the conference.
- If an agent is talking, places the ACD call on hold to transfer the call, and then completes the transfer, the agent goes to the AVAIL state (Auto-In) or to ACW (Manual-In) following the transfer.
- Transferred or conferenced unmeasured split, trunk group, or VDN calls are now tracked. Prior to Personal Call Tracking, these calls were not tracked.

Audio Difficulty

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

Direct Agent Calling (G3)

Direct agent calls are tracked separately from other ACD calls in the *CentreVu* CMS database tables. Since direct agent calls are not split/skill calls but are calls to a specific agent, most of the direct agent data is 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.

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

For Generic 3 switches, a direct agent call can be initiated by an adjunct.

For Generic 3 Version 2 and later Generic 3 switch releases with the EAS feature, a direct agent call can be initiated by another agent or through the “route to number” vector command. The call is treated like an ACD call and is delivered to the agent before any split/skill ACD calls queued.

Multiple Call Handling (G2, System 85, G3V4)

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

For Generic 2.1 and System 85 switches, an agent with ACD calls on hold continues to accrue interval-based talk time. The call-based ACD talk time is stopped while the calls are on hold, until the agent reconnects to one of them.

Hold Tracking (G3, G2, System 85)

CentreVu CMS tracks and reports hold state for calls put on hold for Generic 3, Generic 2, and System 85 switches. This means that *CentreVu* CMS is notified when an agent puts a call on hold. For Generic 3 and Generic 2.2 switches, *CentreVu* CMS tracks **all** calls put on hold. For Generic 2.1 and System 85 switches, *CentreVu* CMS tracks **split** ACD calls put on hold.

Ringling (G3, G2, System 85)

CentreVu CMS displays the number of agents with split/skill ACD calls ringing at their voice terminals. This information is only meaningful if agents' voice terminals are administered to ring rather than receive zip tone. The switch sends a message to *CentreVu* CMS when a call is directed to an agent and alerting begins. Currently, this is only supported on System 85, Generic 2, and Generic 3 switches. If you do not have one of these switches, the ring state columns in standard reports display blanks.

Transfer Tracking

For Generic 3 and Generic 2.2 switches, *CentreVu* CMS tracks all transferred calls made by measured agents. For Generic 2.1 and System 85 switches, transferred calls to a VDN are tracked in the VDN tables. The agent and split/skill reports display these transfers.

Transfers into a split/skill, agent, or VDN are not tracked explicitly (for example, the party initiating the transfer is credited with a transfer, not the party receiving the transfer).

Conference Tracking (G2.2 and G3)

CentreVu CMS tracks conferenced calls for Generic 2.2 and Generic 3 switches. Agents who transfer a call by conferencing and then dropping off are credited with a conference and not a transfer.

Call Pickup

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

Agents in Multiple Splits/Skills

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

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

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

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

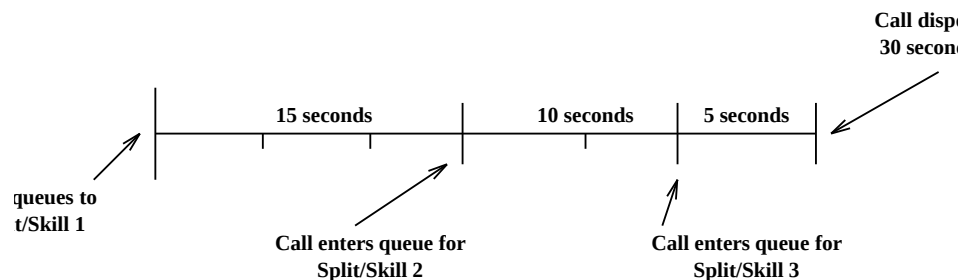
Multiple-Split/ Skill Queuing (G3)

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

Note

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

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



situation	Split/Skill 1	Split/Skill 2	Split/Skill 3
from queue	ABANCALLS ABNTIME = 30	DEQUEUECALLS DEQUETIME = 15	DEQUEUECALLS DEQUETIME = 15
answered	OUTFLOWCALLS OUTFLOWTIME = 30	ACDCALLS ANSTIME = 15 INFLOWCALLS	DEQUEUECALLS DEQUETIME = 15
VDN	OUTFLOWCALLS OUTFLOWTIME = 30	DEQUEUECALLS DEQUETIME = 15	DEQUEUECALLS DEQUETIME = 15
from Split/Skill 2	OUTFLOWCALLS OUTFLOWTIME = 30	ABANCALLS ABNTIME=15	DEQUEUECALLS DEQUETIME = 15

Figure A-2: Multiple-Split/Skill Queuing Example

Agent State Tracking at Login

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

For System 85 and Generic 2 switches, the time between logging in and moving to the AUX state depends on the time it takes for the agent logging in to release the call or go on-hook, completing the login sequence.

For Generic 1 and Generic 3 switches, the time between logging in and moving to the AUX state depends on the time it takes for the agent logging in to release the call or go on-hook or for the switch to time the call out (about 5 to 10 seconds).

Converse Vector Command (G3V2 and later)

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

Go To Vector

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

Outbound Call Management (OCM)

Outbound call management calls to splits/skills are included as a subset of the ACD call database items (talk time, ringing, ACW, etc.). OCM calls also have their own database items which start with **O_** in the agent, split/skill, trunk and trunk group tables. Inbound split/skill calls can be calculated as **ACDCALLS - O_ACDCALLS**.

Redirection on No Answer (G3V2 and later)

When a ringing call times out and is requeued to the same split/skill by the Redirection on No Answer feature (Generic 3 Version 2 and later switches), an outflow and an inflow are counted for the split/skill. Thus, the redirected call appears as two offered calls to the split/skill. The database item **NOANSREDIR** is also incremented. The unique calls offered to the split/skill can then be calculated by subtracting the value of **NOANSREDIR** from **CALLSOFFERED**.

Note

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

Tracking of Times/Duration

In the trunk, trunk group, and VDN tables, the **TIME** items are typically based on the IDLE message at the end of the call, unless the items are queue time or ring time or other similar items.

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

Trunk No Answer Timeout (G3V2 and later)

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

Vector Disconnect Timer (G3V2 and later)

The Vector Disconnect Timer is started when a call begins vector processing and stops when the call is routed successfully. This means that the call rings at a destination or the trunk is connected to a destination. In the case of adjunct routing, the timer is stopped at the point at which 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 (WAST)

This timer is started when a call begins ringing at an agent or station. It is stopped if the call is answered or 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.

Split/Skill Database Items

The Split/Skill database item descriptions (Table A-6) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time table. Status items only apply to the current interval real-time tables.

Real-Time split/skill database items apply to the Current Interval Split/Skill (csp`lit`) and Previous Interval Split/Skill (psp`lit`) tables. The real-time indexes are **ACD** and **SPLIT**.

Historical split/skill database items apply to the Intrahour Split/Skill (hspl`lit`), Daily Split/Skill (dspl`lit`), Weekly Split/Skill (wspl`lit`), and Monthly Split/Skill (mspl`lit`) tables, except as noted. The historical indexes are **SPLIT** and **ROW_DATE**.

Table A-6: Split/Skill Database Items

Database Item	Description	Type
ABNCALLS	Number of CALLSOFFERED that were abandoned while in queue or ringing at an agent position. For System 85, Generic 2.1, and Generic 3 switches with vectoring, this also includes calls that were queued to the split/skill and abandoned while listening to a forced disconnect announcement. When a call abandons while queued to multiple splits/skills, only the primary split/skill pegs ABNCALLS . Calls that are ringing an agent and then abandon peg as abandons for the split/skill they were ringing. ABNCALLS includes O_ABNCALLS and PHANTOMABNS .	C
ABNCALLS1-10	Number of ABNCALLS that were abandoned during the collection interval in each of the service level increments PERIOD1 through PERIOD9 (as defined on the ACD Administration: Call Profile window). ABNCALLS10 counts calls that abandoned after PERIOD9 .	C
ABNRINGCALLS	Number of ABNCALLS that abandoned while ringing at an agent position. Available with Generic 2 and Generic 3 switches.	C
ABNTIME	Time callers waited in queue and ringing before abandoning. For phantom abandon calls, this includes the time until the agent releases the call.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
ACCEPTABLE	Number of ACDCALLS answered by an agent within the acceptable service level (SERVICELEVEL), as defined on the ACD Administration: Call Profile window.	C
ACD (index)	ACD number for which data was collected.	A
ACDAUXOUTCALLS	Number of AUXOUTCALLS agents in the split/skill made with at least one split/skill ACD call on hold. For agents in multiple splits (Generic 3 switches), the call is counted for the split/skill of the last ACD call the agent put on hold. ACDAUXOUTCALLS includes calls made to transfer or conference the ACD call. Available with Generic 2.2 and Generic 3 switches.	C
ACDCALLS	Number of CALLSOFFERED calls that were answered by an agent in the split/skill. ACDCALLS includes BACKUPCALLS and O_ACDCALLS .	C
ACDCALLS1-10	Number of ACDCALLS during the collection interval that were answered in each of the service level increments PERIOD1 through PERIOD9 (as defined on the ACD Administration: Call Profile window). ACDCALLS10 is the number of calls answered after the last increment PERIOD9 .	C
ACDTIME	Talk time of all ACDCALLS (does not include HOLDTIME , but does include O_ACDTIME).	C
ACWINCALLS	Number of inbound extension calls received by agents while in ACW for split/skill ACD calls or in ACW not associated with a call.	C
ACWINTIME	Talk time of all ACWINCALLS . ACWINTIME does not include hold time on Generic 2.2 and Generic 3 switches. It does include time spent on calls received while in ACW not associated with an ACD call. ACWINTIME includes O_ACDTIME and O_ACWTIME .	C
ACWOUTADJCALLS	Number of ACWOUTCALLS agents in the split/skill made with at least one split/skill ACD call on hold. For agents in multiple splits (Generic 3 switches only), the call is counted for the split/skill of the last ACD call the agent put on hold. ACDAUXOUTCALLS includes calls made to transfer or conference the ACD call. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
ACWOUTCALLS	Number of outbound extension calls made by agents while in ACW for split/skill ACD calls or in ACW not associated with a call. ACWOUTCALLS includes ACWOUTADJCALLS and ACWOUTOFFCALLS .	C
ACWOUTOFFCALLS	Number of ACWOUTCALLS that were made to a destination outside the switch. If such calls are placed by an adjunct on behalf of an agent, they are also counted as ACWOUTADJCALLS . Available with Generic 2.2 and Generic 3 switches.	C
ACWOUTOFFTIME	Talk time of all ACWOUTOFFCALLS (does not include hold time). Available with Generic 2.2 and Generic 3 switches.	C
ACWOUTTIME	Talk time of all ACWOUTCALLS . ACWOUTTIME does not include hold time on Generic 2.2 and Generic 3 switches. It does include time spent on calls made while in ACW not associated with an ACD call. ACWOUTTIME includes ACWOUTOFFTIME .	C
ACWTIME	Duration of all after call work associated with ACDCALLS . ACWTIME includes ACWINTIME . It does not include time spent in ACW not associated with an ACD call (the agent pressed the ACW button while not on an ACD call).	C
AGINRING (real-time)	Current number of POSITIONS at which split/skill calls are ringing for this split/skill. When an agent makes or answers a personal call while an ACD call is ringing, that position is no longer counted in AGINRING (because the agent is then on an AUXIN/OUT call). Agents talking on ACD calls who receive a forced MCH call (Generic 3 Version 4 switches only) are also counted in AGINRING . Available with Generic 2 and Generic 3 switches.	S
ANSTIME	Time spent by callers in queue or ringing before being answered by an agent.	C
ASA (real-time)	Switch-provided rolling average speed of answer for this split/skill. This value is sent to <i>CentreVu</i> CMS whenever it changes on the switch (when a call is answered). EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
ASSISTS	Number of times supervisor was called (supervisor assists) by agents on split/skill calls, direct agent ACD calls, or in call-related ACW for this split/skill or for direct agent calls attributed to the split/skill.	C
AUXINCALLS	Number of inbound extension calls received by agents while in AUX (auxiliary work), AVAILABLE, or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold.	C
AUXINTIME	Talk time of all AUXINCALLS (does not include hold time on Generic 2.2 and Generic 3 switches).	C
AUXOUTADJCALLS	Number of AUXOUTCALLS an adjunct processor or host computer placed on behalf of an agent. If such calls are placed to off-switch destinations, then they are also counted as AUXOUTOFFCALLS . Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
AUXOUTCALLS	Number of outbound extension calls made by agents while in AUX (auxiliary work), AVAILABLE, or, for Generic 2.2 and Generic 3 switches with an ACD or AUXIN/AUXOUT call on hold. AUXOUTCALLS includes ACDAUXOUTCALLS , AUXOUTADJCALLS , and AUXOUTOFFCALLS .	C
AUXOUTOFFCALLS	Number of AUXOUTCALLS that were made to a destination outside the switch. If such calls are placed by an adjunct on behalf of an agent, they are also counted as AUXOUTADJCALLS . Available with Generic 2.2 and Generic 3 switches.	C
AUXOUTOFFTIME	Talk time of all AUXOUTOFFCALLS (does not include hold time). AUXOUTOFFTIME is included in AUXOUTTIME . Available on Generic 2.2 and Generic 3 switches.	C
AUXOUTTIME	Talk time of all AUXOUTCALLS . AUXOUTTIME does not include hold time, but does include AUXOUTOFFTIME .	C
AVAILABLE (real-time)	Current Number of POSITIONS that are available in this split/skill.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
BACKUPCALLS	Number of ACDCALLS that were delivered to this split/skill by a vector command other than “queue to main”. This includes calls delivered by “messaging split/skill”, “check backup”, “route to” split/skill, and “redirect on no answer” vector commands. BACKUPCALLS also includes direct agent calls. MAINCALLS does not include direct agent calls. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	C
BUSYCALLS	Number of CALLSOFFERED calls that were given a busy signal by the switch. This happens when a “busy” vector command is executed while the call is queued to this split/skill (and this is the primary split/skill the call is queued to) or if a call queued to this split/skill forwards to another split/skill whose queue is full.	C
BUSYTIME	Time the callers waited in queue until hearing busy tone for all BUSYCALLS.	C
CALLSOFFERED	Number of calls that queued to the split/skill. This does not include calls on Generic 1 and Generic 3 switches 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	C
CONFERENCE	Number of ACDCALLS that were conferenced. Available on Generic 2.2 and Generic 3 switches.	C
DA_ACWINCALLS	Number of in calls while ACW for direct agent call.	
DA_ACWINTIME	Duration of all DA_ACWINCALLS .	
DA_ACWOCALLS	Number of out calls while ACW for direct agent call.	
DA_ACWOTIME	Duration of all DA_ACWOCALLS .	
DA_INACW (real-time)	Current number of POSITIONS that are in after call work associated with direct agent calls. This includes agents who are on ACWIN/OUT calls. DA_INACW is a subset of OTHER. Total number of agents in after call work = INACW + DA_INACW. DA_INACW includes ONACWIN and ONACWOUT. Available on Generic 3 switches with ASAI or EAS.	S
DA_INQUEUE (real-time)	Current number of direct agent ACD calls waiting in this split/skill queue. Available on Generic 3 switches.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
DA_INRING (real-time)	Current number of direct agent ACD calls ringing at an agent in this split/skill. Available on Generic 3 switches with ASAI or EAS.	S
DA_OLDEST (real-time)	Time oldest call waiting was placed in agent queue.	S
DA_OLDESTCALL (real-time)	Length of time that the oldest direct agent ACD call has been waiting in queue or ringing at an agent position. Available on Generic 3 switches with ASAI or EAS.	S
DA_ONACD (real-time)	Current number of POSITIONS that are on direct agent ACD calls. DA_ONACD is a subset of OTHER . Total number of agents on split/skill and direct agent ACD calls = ONACD + DA_ONACD . Available on Generic 3 switches with ASAI or EAS.	S
DEQUECALLS	Number of calls that queued to this split/skill as a nonprimary split/skill, but whose disposition was recorded in another split/skill (as answered, abandoned, outflowed, busy, or forced disconnect). Available on Generic 2.2 switches with EAS and Generic 3 switches.	C
DEQUETIME	Amount of time DEQUECALLS waited in this split/skill queue before dequeuing. Available on Generic 2.2 switches with EAS and Generic 3 switches.	C
DISCCALLS	For Generic 2.2 and Generic 3 Version 2 and later Generic 3 switches, this is the number of INCALLS that were disconnected by the switch via the “disconnect” vector command. For System 85, Generic 2.1, and Generic 3 switches prior to Version 2 load 100, this is the number of INCALLS that were given a forced disconnect announcement, listened to the entire announcement, then were disconnected by the switch. For the Generic 3 Version 2 switch release, this also includes the number of INCALLS that were disconnected by the switch when the vector disconnect timer expired or that reached the end of vector processing without being queued.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
DISCTIME	Time all DISCCALLS spent in this VECTOR. For Generic 2.2 and Generic 3 Version 2 (load 100 and later) switches, this is the time until the end of the announcement or until the trunk drops (the caller hangs up without listening to the entire announcement). For System 85, Generic 2.1, and Generic 3 (prior to Version 2 load 100) switches, this is the time until the announcement ends, and the caller is disconnected by the switch. For the Generic 3 Version 2 switch, if the call is disconnected due to the expiration of the vector disconnect timer or because it reached the end of vector processing without queuing, this is the time until the caller is disconnected by the switch.	C
EVENT1-9	Number of times each event (stroke count) key (keys 1 to 9) was pressed by agents on split/skill or direct agent ACD calls or in after call work associated with an ACD call for this split/skill. Available with System 85, Generic 2, and Generic 3 switches.	C
EWTHIGH (real-time)	Switch-calculated expected wait time for calls queued at high priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at HIGH priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches.	S
EWTLLOW (real-time)	Switch-calculated expected wait time for calls queued at low priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at LOW priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
EWTMEDIUM (real-time)	Switch-calculated expected wait time for calls queued at medium priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at MEDIUM priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available on Generic 3 Version 4 switches.	S
EWTTOP (real-time)	Switch-calculated expected wait time for calls queued at top priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at TOP priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available on Generic 3 Version 4 switches.	S
HIGHCALLS	Number of ACDCALLS with high priority that were answered by agents in this split/skill. For Generic 3 switches with vectoring, this includes calls that were queued to a split with priority using the "route to" or "messaging split" vector commands, calls that queued directly to a non-vector-controlled split with priority, and calls that intraflowed to a split with priority. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	C
HOLDABNCALLS	Number of times split/skill ACD calls abandoned while on hold. Available on System 85, Generic 2, and Generic 3 switches.	C
HOLDCALLS	Number of split/skill ACD calls that were placed on hold at least once. Available on System 85, Generic 2, and Generic 3 switches.	C
HOLDTIME	Time spent by split/skill ACD callers on hold. Available on System 85, Generic 2, and Generic 3 switches.	C
I_ACD AUXINTIME	Time during the collection interval that POSITIONS were talking on AUXIN calls with at least one split/skill ACD call on hold. Available on Generic 2.2 and Generic 3 switches.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
I_ACD_AUX_OUTTIME	Time during the collection interval that POSITIONS spent dialing (Generic 2.2 switches) and talking on AUXOUT calls with at least one split/skill ACD call on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACD_OTHERTIME	Time during the collection interval that POSITIONS spent in the OTHER state (dialing an outgoing call with a Generic 3 switch, with a ringing personal call with Generic 3, or with calls on hold and with no other state selected) with at least one split/skill ACD call on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDTIME	Time during the collection interval that POSITIONS were on split/skill ACD calls. This includes time on O_ACD_CALLS as well as on ACD_CALLS .	C
I_ACWINTIME	Time during the collection interval that POSITIONS were in ACW for this split/skill and on inbound extension calls.	C
I_ACWOUTTIME	Time during the collection interval that POSITIONS were in ACW for this split/skill and on outbound extension calls.	C
I_ACWTIME	Time during the collection interval that POSITIONS were in ACW for split/skill ACD calls or were in ACW not associated with an ACD for this split/skill. I_ACWTIME includes I_ACWINTIME and I_ACWOUTTIME .	C
I_AUXINTIME	Time during the collection interval that POSITIONS were in AUX work, AVAILABLE, or, for Generic 2.2 and Generic 3 switches, had an ACD or AUXIN/AUXOUT call on hold and were on inbound extension calls. I_AUXINTIME includes I_ACD_AUXINTIME .	C
I_AUXOUTTIME	Time during the collection interval that POSITIONS were in AUX work, AVAILABLE or, for Generic 2.2 and Generic 3 switches, had an ACD or AUXIN/AUXOUT call on hold and were on outbound extension calls. I_AUXOUTTIME includes I_ACD_AUX_OUTTIME .	C
I_AUXTIME	Time during the collection interval that POSITIONS were in AUX. I_AUXTIME includes I_AUXINTIME and I_AUXOUTTIME .	C
I_AVAILTIME	Time during the collection interval that POSITIONS were available for calls from this split/skill.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
I_OTHERTIME	Time during the collection interval that POSITIONS were doing other work. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and performed no further action; the agent had a direct agent call ringing, was on a direct agent call or in ACW for a direct agent call; the agent dialed to place a call or activate a feature; or a personal call rang at the agent with no other activity. For Generic 1 and Generic 3 switches without EAS, agents were logged into multiple splits and doing work for a split other than this one (on an ACD call, in call-related ACW, or on a personal call attributed to a split other than this one). For Generic 2.2 and Generic 3 switches with EAS, agents were logged into multiple skills and doing work for a skill other than this one (on an ACD call, in call-related ACW or on a personal call attributed to a skill other than this one). For all switches, I_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the <i>CentreVu</i> CMS receives notification of the agent's state from the switch. I_OTHERTIME includes I_ACDOTHERTIME.	C
I_RINGTIME	Time during the collection interval that POSITIONS had split/skill ACD calls ringing. If an agent changes work modes or makes/answers another call instead of answering the ringing call, I_RINGTIME stops accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on Generic 2 and Generic 3 switches.	C
I_STAFFTIME	Time during the collection interval that POSITIONS were staffed (logged in). I_STAFFTIME = I_AVAILTIME + I_ACDTIME + I_ACWTIME + I_AUXTIME + I_RINGTIME + I_OTHERTIME	C
INACW (real-time)	Current number of POSITIONS that are in ACW for this split/skill. This includes agents on ACWIN/AUXOUT 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.	S
INAUX (real-time)	Current number of POSITIONS that are in AUX work for all splits/skills, or on AUXIN/AUXOUT calls attributed to this split. INAUX includes ON AUXIN and ON AUXOUT.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
INCOMPLETE	Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), protocol failures, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INFLOWCALLS	Number of calls that were redirected to the split/skill queue from another queue. When a call leaves a vector (by routing to a split/skill or routing to another VDN, for example), the next split/skill to which the call queues is not credited with an inflow. On Generic 3 switches with vectoring and Generic 2.2 switches with EAS with multiple split/skill queueing, calls answered by an agent in a nonprimary split/skill are counted as inflows to that split/skill. Calls that abandon from ringing an agent in a nonprimary split/skill are also counted as inflows to that split/skill. On Generic 2.2 switches with EAS, calls that queue to the zero skill after having been queued to a nonzero skill are counted as inflows to the zero skill. Similarly, calls that queue to a nonzero skill after having been queued to a zero skill are counted as inflows to the nonzero skill. Calls that are queued to one skill group and are subsequently queued to another are not counted as inflows to the subsequent skill group. On Generic 3 Version 2 switches, calls that ring at an agent and then are requeued to the same split/skill by the Redirect on No Answer feature are counted as inflows to the split/skill they are requeued to. INFLOWCALLS includes NOANSREDIR.	C
INQUEUE (real-time)	Current number of split/skill ACD calls waiting in queue.	S
INRING (real-time)	Current number of split/skill ACD calls which are ringing at agent positions for this split/skill. Available on Generic 2 and Generic 3 switches.	S
INTERFLOWCALLS	Number of OUTFLOWCALLS that were redirected to a destination outside the switch.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
INTRVL	Number of minutes in the intrahour interval (15, 30, 60). INTRVL applies to intrahour intervals only.	A
LOWCALLS	Number of ACDCALLS with low (applies to switches with vectoring) or no (applies to switches with no vectoring) priority that were answered by this split/skill.	C
MAXINQUEUE	Maximum number of calls in queue at any time during the collection interval.	C
MAXOCWTIME	Maximum time during the collection interval that a call waited in queue ringing before an agent answered in this split/skill, the caller abandoned, or the call was redirected, received a busy signal, or was disconnected.	C
MAXSTAFFED	Maximum number of agent POSITIONS that were staffed during the collection interval.	C
MEDCALLS	For switches with vectoring, the number of ACDCALLS with medium priority that were answered by agents in the split/skill. For Generic 3 switches with vectoring, MEDCALLS includes calls that were queued to a split 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 with no priority. For switches without vectoring, the number of ACDCALLS with "yes" priority that were answered by agents in the split/skill.	C
NOANSREDIR	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 by the Redirection on No Answer feature because they were not answered. Available on Generic 3 Version 2 and later switches.	C
O_ABNCALLS	Number of OUTCALLS on this trunk that were offered to ACD splits/skills and were abandoned by the far end. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDCALLS	Number of ACDCALLS that were placed by an adjunct (outbound predictive dialing). O_ACDCALLS includes DA_ACDCALLS . Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
O_ACDTIME	Talk time of all O_ACDCALLS (does not include HOLDTIME). Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACWTIME	Duration of all after call work associated with O_ACDCALLS . Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_OTHERCALLS	Number of outbound calls queued to this split/skill that were not answered or abandoned as ACD split/skill calls. These include forced busy calls and calls with unknown dispositions.	C
OLDESTCALL (real-time)	Current number of seconds the oldest split/skill ACD call has been waiting in queue or ringing at an agent position.	S
ONACD (real-time)	Current number of POSITIONS that are on inbound and outbound ACD calls to this split/skill. ONACD includes ONACDOUT .	S
ONACDAUXOUT (real-time)	Current number of POSITIONS that are on AUXOUT calls with one or more ACD calls on hold for this split/skill. ONACDAUXOUT is a subset of ONACDOUT .	S
ONACDOUT (real-time)	Current number of POSITIONS that are on outbound calls to this split/skill. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	S
ONACWIN (real-time)	Current number of POSITIONS that are in ACW and on inbound extension calls. These agents also appear in either INACW or DA_INACW . ONACWIN includes agents receiving or making extension calls from ACW associated with split/skill and direct agent ACD calls and from ACW not associated with an ACD call.	S
ONACWOUT (real-time)	Current number of POSITIONS that are in ACW and on outbound extension calls. These agents also appear in either INACW or DA_INACW . ONACWOUT includes agents receiving or making extension calls from ACW associated with split/skill and direct agent ACD calls and from ACW not associated with an ACD call.	S
ONAXIN (real-time)	Current number of POSITIONS that are in AUX work or AVAILABLE, or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold, and on inbound extension calls.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
ON_AUXOUT (real-time)	Current number of POSITIONS that are in AUX work or AVAILABLE or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold, and on outbound extension calls.	S
ON_HOLD (real-time)	Current number of split/skill calls on hold at agent positions. Available on System 85, Generic 2, and Generic 3 switches.	S
OTHER (real-time)	Current number of POSITIONS doing OTHER work. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and performed no further action; the agent 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; a personal call or a direct agent ACD call is ringing with no other activity. For Generic 1 and Generic 3 switches without EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call, in ACW, or on a personal call attributed to a split other than this one). For Generic 2.2 and Generic 3 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call, in call-related ACW, or on a personal call attributed to a skill other than this one). Agent POSITIONS shows up as in OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state. OTHER includes DA_ONACD and DA_INACW .	S
OTHERCALLS	Number of calls offered to this split/skill that did not abandon and were not answered by an ACD agent for this split/skill. OTHERCALLS = BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUEUECALLS	S
OTHERTIME	Time OTHERCALLS waited in queue until the disposition was known and the call left the split.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
OUTFLOWCALLS	Number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen if: The call intraflowed or interflowed. The split/skill call forwarding was active. This can happen with vectoring: • if the call was routed to another VDN • if the call routed to a number or digits • if the call queued to another split (Generic 2 switches) • if the call queued to a messaging split/skill (Generic 3 switches) • if the call queued to this split/skill as the primary split/skill, and the call left vector processing and was redirected • by queuing to multiple splits/skills and being answered by an agent in another • split/skill if queued to this split/skill as primary (Generic 3 and Generic 2.2 switches with EAS) • by queuing to multiple splits/skills if queued to this split/skill as primary • by ringing at an agent position in another split/skill and then abandoning if queued to this split/skill as primary (Generic 3 and Generic 2.2 switches with EAS) • by requeuing to the same split/skill via the Redirection on No Answer feature (Generic 3 Version 2 switches). On Generic 2.2 switches with EAS, if a call is queued to skills other than the zero skill and then is queued to the zero skill, the call is counted as an outflow from the primary skill to which it queued. Similarly, a call queued to the zero skill which is subsequently queued to a nonzero skill counts as an outflow from the zero skill. Calls that queue to one skill group and then subsequently queue to another skill group count as outflows from all the skills to which they were queued in the first skill group. OUTFLOWCALLS includes INTERFLOWCALLS and NOANSREDIR.	C
OUTFLOWTIME	Time OUTFLOWCALLS waited in queue or ringing before being redirected.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
PERIOD 1-9	Length, in seconds, of each service level increment as defined in the ACD Administration: Call Profile window. Each increment represents a progressively longer wait time. <i>CentreVu</i> CMS counts answered or abandoned calls that wait beyond the last increment (PERIOD9) in either ACDCALLS10 or ABNCALLS10 .	A
PERIODCHG	Indicates whether or not service level increments PERIOD1-9 (as defined on the ACD Administration: Call Profile window) changed during the collection interval. Valid values for PERIODCHG are YES and NO.	A
PHANTOMABNS	Number of split/skill ACD calls with talk time less than the value of the phantom abandoned call timer. Applies to Generic 3 switches only.	C
POSITIONS	For switches without EAS, current number of agent positions that are assigned to this SPLIT . For switches with EAS, current number of agent positions logged into this SPLIT .	A
RINGCALLS	Number of this split's/skill's calls that rang at agent positions. Available on Generic 2 and Generic 3 switches.	C
RINGTIME	Time this split/skill's calls spent ringing at agent positions independent of final disposition and other agent activity. I_RINGTIME is the time the agent spends with ringing calls and is affected by other agent activity. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on Generic 2 and Generic 3 switches.	C
ROW_DATE (index)	Date on which data was collected.	C
SERVICELEVEL	Number of seconds within which calls must be answered in order to be considered acceptable (as defined on the ACD Administration: Call Profile window).	A
SPLIT (index)	Split/skill number for which data was collected.	A
STAFFED (real-time)	Current number of POSITIONS that are staffed (logged in). STAFFED = AVAILABLE + AGINRING + ONACD + INACW + INAUX + OTHER	S
STARTTIME	Start time for the interval data was collected. Applies to the interval table only.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
SVCLEVELCHG	Indicates whether or not the service level was changed during the collection interval. Valid values for SVCLEVELCHG are YES and NO.	A
TOPCALLS	Number of ACDCALLS with top priority that were answered by agents in this split/skill. Available with System 85, Generic 2, and Generic 3 switches with vectoring.	C
TRANSFERRED	Number of ACDCALLS that were transferred to another destination. For Generic 1 switches, TRANSFERRED includes transfers to a measured split or transfers from a measured trunk to a measured trunk. For System 85 and Generic 2.1 switches, TRANSFERRED includes transfers to a VDN or a split/skill. For Generic 2.2 and Generic 3 switches, TRANSFERRED includes all split/skill calls transferred.	C

Switch Cross Reference

Table A-7 lists the Split/Skill database items and the switch(es) each item applies to.

Table A-7: Switch Cross Reference for Split/Skill Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ABNCALLS	X	X	X	X	X	X	X
ABNCALLS1-10	X	X	X	X	X	X	X
ABNRINGCALLS			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
ACDCALLS	X	X	X	X	X	X	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
ACWOUTCALLS	X	X	X	X	X	X	X
ACWOUTOFFCALLS				X	X	X	X
ACWOUTOFFTIME				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
ANSTIME	X	X	X	X	X	X	X
ASA							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

Table A-7: Switch Cross Reference for Split/Skill Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
AUXOUTCALLS	X	X	X	X	X	X	X
AUXOUTOFFCALLS				X	X	X	X
AUXOUTOFFTIME				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
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
DA_ACWINCALLS					X	X	X
DA_ACWINTIME					X	X	X
DA_ACWOCALLS					X	X	X
DA_ACWOTIME					X	X	X
DA_INACW					X	X	X
DA_INQUEUE					X	X	X
DA_INRING					X	X	X
DA_OLDEST					X	X	X
DA_OLDESTCALL					X	X	X
DA_ONACD					X	X	X
DEQUECALLS				X (EAS)	X	X	X
DEQUETIME				X (EAS)	X	X	X
DISCCALLS		X	X	X	X	X	X
DISCTIME		X	X	X	X	X	X
EVENT1-9		X	X	X	X	X	X
EWTHIGH							X
EWTLOW							X
EWTMEDIUM							X
EWTTOP							X

Table A-7: Switch Cross Reference for Split/Skill Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
HIGHCALLS		X	X	X	X	X	X
HOLDABNCALLS		X	X	X	X	X	X
HOLDCALLS		X	X	X	X	X	X
HOLDTIME		X	X	X	X	X	X
I_ACDAUXINTIME				X	X	X	X
I_ACDAUX_OUTTIME				X	X	X	X
I_ACDOThERTIME				X	X	X	X
I_ACDDTIME	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_AVALTIME	X	X	X	X	X	X	X
I_OTHERTIME	X	X	X	X	X	X	X
I_RINGTIME			X	X	X	X	X
I_STAFFTIME	X	X	X	X	X	X	X
INACW	X	X	X	X	X	X	X
IN_AUX	X	X	X	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
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

Table A-7: Switch Cross Reference for Split/Skill Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
MAXSTAFFED	X	X	X	X	X	X	X
MEDCALLS	X	X	X	X	X	X	X
NOANSREDIR							
O_ABNCALLS				X	X	X	X
O_ACDCALLS				X	X	X	X
O_ACDTIME				X	X	X	X
O_ACWTIME				X	X	X	X
O_OTHERCALLS				X	X	X	X
OLDESTCALL	X	X	X	X	X	X	X
ONACD	X	X	X	X	X	X	X
ONACDAUXOUT				X	X	X	X
ONACDOUT				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
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
POSITIONS	X	X	X	X	X	X	X
RINGCALLS			X	X	X	X	X
RINGTIME			X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X

Table A-7: Switch Cross Reference for Split/Skill Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
SERVICELEVEL	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
TOPCALLS		X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X

Agent Database Items

The Agent database item descriptions (Table A-8) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time table. Status items only apply to the current interval real-time tables.

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 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**.

Table A-8: Agent Database Items

Database Item	Description	Type
ABNCALLS	Number of split/skill ACD calls that were abandoned while ringing the agent's voice terminal (after being directed to the agent voice terminal, but before being answered). For Generic 3 switches, PHANTOMABNS are pegged as ABNCALLS . Available on Generic 2 and Generic 3 switches.	C
ABNTIME	Time split/skill ACD callers waited while ringing the agent before being abandoned. For Generic 3 switches, ABNTIME includes the time until the agent releases the call for phantom abandoned calls. Available on Generic 2 and Generic 3 switches.	C
ACD (index)	ACD number for which data was collected.	A
ACDAUXOUTCALLS	Number of AUXOUTCALLS the agent made with at least one split/skill or direct agent ACD call on hold. This includes calls made to transfer or conference the ACD call. Available on Generic 2.2 and Generic 3 switches.	C
ACDCALLS	Number of calls that were queued to SPLIT and answered by this agent in this SPLIT . ACDCALLS includes O_ACDCALLS .	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
ACDONHOLD (real-time)	Number of direct agent and split/skill ACD calls on hold for the agent. Available on System 85, Generic 2, and Generic 3 switches.	S
ACDTIME	Talk time of all ACDCALLS . ACDTIME includes O_ACDTIME . It does not include HOLDTIME .	C
ACWINCALLS	Number of inbound extension calls received by the agent while in ACW. This includes ACW for split/skill ACD calls and ACW not associated with a call.	C
ACWINTIME	Talk time of all ACWINCALLS (does not include HOLDTIME).	C
ACWOUTADJCALLS	Number of ACWOUTCALLS an adjunct processor or host computer placed on behalf of the agent (keyboard dialed). If such calls are placed to off-switch destinations, then they are also counted as ACWOUTOFFCALLS . Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
ACWOUTCALLS	Number of outbound extension calls made by the agent or on behalf of the agent while in ACW. This includes ACW for split/skill ACD calls and ACW not associated with a call. ACWOUTCALLS includes ACWOUTADJCALLS and ACWOUTOFFCALLS .	C
ACWOUTOFFCALLS	Number of ACWOUTCALLS that were made to a destination outside the switch. If these calls were placed by an adjunct on behalf of the agent (keyboard dialed), then they are also counted as ACWOUTADJCALLS . Available on Generic 2.2 and Generic 3 switches.	C
ACWOUTOFFTIME	Talk time of all ACWOUTOFFCALLS (does not include HOLDTIME). ACWOUTOFFTIME is included in ACWOUTTIME . Available on Generic 2.2 and Generic 3 switches.	C
ACWOUTTIME	Talk time of all ACWOUTCALLS (does not include HOLDTIME). This includes time on ACWOUTADJCALLS and on ACWOUTOFFCALLS . ACWOUTTIME includes ACWOUTOFFTIME .	C
ACWTIME	Duration of all ACW associated with ACDCALLS , including ACWINTIME , ACWOUTCALLS , and O_ACWTIME .	C
AGSTATE (real-time)	Agent's current WORKMODE and call DIRECTION , for example, AUXOUT.	S

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
AGTIME (real-time)	Current time since the last agent state change for any split/skill.	S
ANSRINGTIME	Time split/skill and direct agent ACD calls spent ringing at the agent's position before being answered. Available on Generic 2.2 and Generic 3 switches.	C
ASSIST (real-time)	Request for supervisor assistance is active for this agent for any split/skill.	S
ASSISTS	Number of times the agent requested assistance from the split/skill supervisor by pressing the ASSIST key or dialing the supervisor's extension. The agent must be handling an ACD call or in call-related ACW for this item to be recorded.	C
AUXINCALLS	Number of inbound extension calls the agent received while in AUX (auxiliary work), AVAILABLE, or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold.	C
AUXINTIME	Talk time of all AUXINCALLS (does not include HOLDTIME).	C
AUXOUTADJCALLS	Number of AUXOUTCALLS an adjunct processor or host computer placed on behalf of the agent (keyboard dialed). If such calls are placed to off-switch destinations, then they are also counted as AUXOUTOFFCALLS . Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
AUXOUTCALLS	Number of outbound extension calls made by the agent or on behalf of the agent while in AUX work, AVAILABLE or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold. AUXOUTCALLS includes ACDAUXOUTCALLS , AUXOUTADJCALLS , and AUXOUTOFFCALLS .	C
AUXOUTOFFCALLS	Number of AUXOUTCALLS the agent made to a destination outside the switch. If these calls were placed by an adjunct on behalf of the agent (keyboard dialed), they are also counted as AUXOUTADJCALLS . Available on Generic 2.2 and Generic 3 switches.	
AUXOUTOFFTIME	Talk time of all AUXOUTOFFCALLS (does not include HOLDTIME). This time is included in AUXOUTTIME . Available on Generic 2.2 and Generic 3 switches.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
AUXOUTTIME	Talk time of all AUXOUTCALLS (does not include HOLDTIME). This includes time on AUXOUTOFFCALLS and AUXOUTADJCALLS . AUXOUTTIME includes AUXOUTOFFTIME .	C
CHANGED (real-time)	Time of day that new agent activity started (for example, when WORKMODE or DIRECTION changed). Valid values are NULL and time-of-day.	S
CONFERENCE	Number of times the agent completed a conference (pushed the conference key a second time). Available on Generic 3 and Generic 2.2 switches.	C
DA_ABNCALLS	Number of direct agent ACD calls that were abandoned by callers while in queue or ringing the agent's voice terminal. On Generic 3 Version 4 switches, DA_ABNCALLS includes calls considered abandoned because their talk time was less than the phantom abandon call timer. Available on Generic 3 switches with the ASAI or EAS feature.	C
DA_ABNTIME	Time DA_ABNCALLS were waiting in queue or ringing before being abandoned. On Generic 3 Version 4 switches, DA_ABNTIME includes time waiting and "talking" for phantom abandoned calls. Available on Generic 3 switches with the ASAI or EAS feature.	C
DA_ACDCALLS	Number of direct agent ACD calls that the agent answered. Available on Generic 3 switches with the ASAI or EAS feature.	C
DA_ACDTIME	Talk time of all DA_ACDCALLS (does not include HOLDTIME). Available on Generic 3 switches with the ASAI or EAS feature.	C
DA_ACWINCALLS	Number of inbound extension calls received by the agent in ACW for direct agent ACD calls. Available on Generic 3 switches with the ASAI or EAS feature.	C
DA_ACWINTIME	Talk time of all DA_ACWINCALLS (does not include HOLDTIME). Available on Generic 3 switches with the ASAI or EAS feature.	C
DA_ACWOCALLS	Number of outbound extension calls made by the agent in ACW for direct agent ACD calls. DA_ACWOCALLS includes DA_ACWOADJCALLS and DA_ACWOFFCALLS . Available on Generic 3 switches with the ASAI or EAS feature.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
DA_ACWOTIME	Talk time of all DA_ACWOCALLS . DA_ACWOTIME includes DA_ACWOFFTIME . It does not include HOLDTIME . Available on Generic 3 switches with the ASAI or EAS feature.	C
DA_ACWOADJCALLS	Number of DA_ACWOCALLS that were placed by an ASAI adjunct on behalf of the agent (keyboard dialed). If these calls were placed to off-switch destinations, they are also counted as DA_ACWOFFCALLS . Available on Generic 3 switches with outbound ASAI.	C
DA_ACWOFFCALLS	Number of DA_ACWOCALLS that were made to an off-switch location. If these calls were placed by an adjunct on behalf of the agent (keyboard dialed), they are also counted as DA_ACWOADJCALLS .	C
DA_ACWOFFTIME	Talk time of all DA_ACWOFFCALLS (does not include HOLDTIME). This time is included in DA_ACWOTIME . Available on Generic 3 switches with the ASAI or the EAS feature.	C
DA_ACWTIME	Duration of ACW associated with DA_ACDCALLS , including time on DA_ACWINCALLS and DA_ACWOCALLS . DA_ACWTIME includes DA_ACWINTIME and DA_ACWOTIME . Available on Generic 3 switches with the ASAI or the EAS feature.	C
DA_ANSTIME	Time spent by callers in direct agent queue and ringing before being answered. Available on Generic 3 switches with the ASAI or EAS feature.	C
DA_INQUEUE (real-time)	Current number of direct agent calls waiting in any split/skill queue for this agent. Available on Generic 3 switches with the ASAI or EAS feature.	S
DA_OLDESTCALL (real-time)	Length of time that the current oldest direct agent call has waited in any split/skill queue for this agent. Available on Generic 3 switches with the ASAI or EAS feature.	S
DA_OTHERCALLS	Number of direct agent calls that were redirected to another destination. Available on Generic 3 switches with the ASAI or EAS feature.	C
DA_OTHERTIME	Time spent in queue or ringing by DA_OTHERCALLS before being redirected. Available on Generic 3 switches with the ASAI or EAS feature.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
DESTINATION (real-time)	Outbound call destination for the call the agent is active on for any split/skill (NULL, PBX, OFF, or as defined in Dictionary). If the agent is not handling an outbound call, the value is blank.	S
DIRECTION (real-time)	Direction of the call the agent is currently handling for any split/skill (NULL, IN or OUT, or as defined in Dictionary). If the agent is not on a call, the value is blank.	S
DURATION (real-time)	Duration of current WORKMODE and DIRECTION for this SPLIT (for example, length of time in current AGSTATE for this SPLIT).	S
EVENT1-9	Number of times each event (stroke count) key (1 to 9) was pressed while the agent was on an ACD call or in call-related ACW. Available on System 85, Generic 2, and Generic 3 switches.	C
EXTENSION	Extension number for which data was collected.	A
HOLDABNCALLS	Number of times callers abandoned from hold. For Generic 3 and Generic 2.2 switches, HOLDABNCALLS includes all calls. For System 85 and Generic 2.1 switches, HOLDABNCALLS includes split calls only.	C
HOLDCALLS	Number of calls that were placed on hold at least once. For Generic 3 and Generic 2.2 switches, HOLDCALLS includes all calls. For System 85 and Generic 2.1 switches, HOLDCALLS includes split calls only. HOLDCALLS includes HOLDABNCALLS .	C
HOLDTIME	Time spent by callers on hold. For Generic 3 and Generic 2.2 switches, HOLDTIME includes all calls. For System 85 and Generic 2.1 switches, HOLDTIME includes split calls only.	C
I_ACDAUXINTIME	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. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDAUX_OUTTIME	Time during the collection interval that the agent spent dialing (Generic 2.2) and talking on AUXOUT calls with at least one split/skill or direct agent ACD call on hold. Available on Generic 2.2 and Generic 3 switches.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
I_ACDOTHERTIME	Time during the collection interval that the agent spent in the OTHER state (dialing an outgoing call, with a ringing personal call [Generic 3 switches], or with calls on hold and with no other state selected) with at least one split/skill or direct agent ACD call on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDTIME	Time during the collection interval that the agent was talking on ACD calls for SPLIT . This includes time spent on O_ACDCALLS . For System 85 and Generic 2.1 switches, this also includes the time ACD calls spent on hold.	C
I_ACWINTIME	Time during the collection interval that the agent was in ACW and on inbound extension calls. This includes ACW for split/skill ACD calls and ACW not associated with a call. I_ACWINTIME does not include HOLDTIME .	C
I_ACWOUTTIME	Time during the collection interval that the agent was in ACW and on outbound extension calls. This includes ACW for split/skill ACD calls and ACW not associated with a call. I_ACWOUTTIME does not include HOLDTIME .	C
I_ACWTIME	Time during the collection interval that the agent was in ACW. This includes ACW for split/skill ACD calls and ACW not associated with a call. I_ACWTIME includes I_ACWINTIME and I_ACWOUTTIME .	C
I_AUXINTIME	Time during the collection interval that the agent was in AUX work, AVAILABLE , or for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold and on inbound extension calls and SPLIT was the OLDEST_LOGON . I_AUXINTIME includes I_ACDAUXINTIME . It does not include HOLDTIME .	C
I_AUXOUTTIME	Time during the collection interval that the agent was in AUX work, AVAILABLE , or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold and on outbound extension calls and SPLIT was the OLDEST_LOGON . I_AUXOUTTIME includes I_ACDAUX_OUTTIME . It does not include HOLDTIME .	C
I_AVAILTIME	Time during the collection interval that the agent was available for ACD calls in this split/skill.	C
I_DA_ACDTIME	Time during the collection interval that the agent spent talking on direct agent calls (does not include HOLDTIME). Available on Generic 3 switches with the ASAI or EAS feature.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
I_DA_ACWTIME	Time during the collection interval that the agent was doing after call work associated with direct agent ACD calls. Available on Generic 3 switches with ASAI or EAS.	C
I_OTHERTIME	Time during the collection interval that POSITIONS were doing other work. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and performed no further action; the agent had a direct agent call ringing, was on a direct agent call or in ACW for a direct agent call; the agent dialed to place a call or activate a feature; or a personal call rang at the agent with no other activity. For Generic 1 and Generic 3 switches without EAS, agents were logged into multiple splits and doing work for a split other than this one (on an ACD call, in call-related ACW, or on a personal call attributed to a split other than this one). For Generic 2.2 and Generic switches with EAS, agents were logged into multiple skills and doing work for a skill other than this one (on an ACD call, in call-related ACW or on a personal call attributed to a skill other than this one). For all switches, I_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the <i>CentreVu</i> CMS receives notification of the agent's state from the switch. I_OTHERTIME includes I_ACDOTHERTIME .	C
I_RINGTIME	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 stops accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on Generic 2 and Generic 3 switches.	C
I_STAFFTIME	Time during the collection interval that the agent was staffed (logged in) in this split/skill. I_STAFFTIME includes I_ACDTIME , I_ACWTIME , I_DA_ACDTIME , I_DA_ACWTIME , I_OTHERTIME , I_RINGTIME , TI_AUXTIME , ONHOLD , and TI_STAFFTIME .	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
INCOMPLETE	Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), protocol failures, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INTRVL	Number of minutes in the intrahour interval (15, 30, 60). INTRVL applies to intrahour intervals only.	A
LOGID (index)	Login ID that was used to staff the EXTENSION . Agents in multiple splits/skills have one LOGID .	S
LOGONSKILL (real-time)	First skill the agent logged in with. This is also stored in SPLIT . Requires a Generic 2.2 or Generic 3 switch with EAS.	S
LOGONSKILL2-5 (real-time)	Second through fifth skills the agent logged in with. LOGONSKILL5 is only used with Generic 2.2 switches. Requires a Generic 2.2 or Generic 3 switch with EAS.	S
LOGONSTART (real-time)	Time of day that the agent logon session started for this SPLIT . If the agent has not logged in during the collection interval, the value will be blank. Valid values are NULL and time-of-day.	S
MALICIOUS (real-time)	Indicates whether a malicious call trace is active for the agent for any split/skill. Available on Generic 2 and Generic 3 switches (except for Generic 3i Version 1 switches).	S

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
MOVEPENDING (real-time)	Keeps track of a pending move for an agent. This database item can be populated by either the CNRCODE or the NAGLOGON message. When a CNRCODE message is sent to <i>CentreVu</i> CMS in response to a MVAGSTFD message, if the RCODE for an agent is 45, indicating pending, the corresponding MOVEPENDING database item will be set to 1. Upon receiving the NAGLOGON message for this agent, <i>CentreVu</i> CMS will reset the MOVEPENDING bit to the value of the “p” bit in the NAGLOGON message. Once set, the MOVEPENDING database item is cleared for an agent when the conditions that caused the move to pend are resolved and <i>CentreVu</i> CMS attempts to make the requested change. The database item is cleared whether or not <i>CentreVu</i> CMS successfully completes the requested change. Available on Generic 3 Version 4 and later switches.	S
NOANSREDIR	Number of split/skill and direct agent ACD calls that rang at this agent and then were automatically requeued by the Redirection on No Answer feature because they were not answered. Split/skill ACD calls are requeued to the split/skill, direct agent ACD calls are redirected to the agent's coverage path. Available on Generic 3 Version 2 and later switches.	C
O_ACDCALLS	Number of outbound ACDCALLS that an adjunct processor or host computer placed. O_ACDCALLS includes DA_ACDCALLS. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDTIME	Talk time of all O_ACDCALLS (does not include HOLDTIME). This time is included in ACDTIME. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACWTIME	Duration of all ACW associated with the O_ACDCALLS. This time is included in ACWTIME. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
OLDEST_LOGON (real-time)	Current record of the split/skill the agent has been logged into the longest. For Generic 2.2 switches with EAS, this is always the default (zero) skill.	S

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
ONHOLD (real-time)	Current number of calls for any split/skill on hold at the agent's station. For Generic 2.2 and Generic 3 switches, ONHOLD includes all calls. For System 85 and Generic 2.1 switches, ONHOLD includes split calls only. ONHOLD includes ACDONHOLD .	S
ORIGIN (real-time)	Outbound call origination for the call the agent is currently talking on for any split/skill. Valid values for ORIGIN are NULL, PHONE, and KEYBOARD (adjunct-dialed).	S
PENDINGSPLIT (real-time)	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 up to four skills in one request, PENDINGSPLIT is set to the first new skill for the agent. It is possible for PENDINGSPLIT to be blank or 0, even when MOVEPENDING is set. This can happen when the link to the switch comes up and a move is pending for an agent. Available on Generic 3 Version 4 switches.	S
PHANTOMABNS	Number of ACD calls with talk time less than the value of the phantom abandoned call timer. Available on Generic 3 switches.	C
POSITION (index)	Position number associated with this EXTENSION . Agents in multiple splits without EAS have multiple POSITIONs . Agents in multiple skills with EAS have a single POSITION .	A
RINGCALLS	Number of split/skill (Generic 2 and Generic 3 switches) and direct agent ACD calls (Generic 3 switches) that rang at the agent's position. Available on Generic 2 and Generic 3 switches.	C
RINGTIME	Time split/skill and direct agent ACD calls spent ringing at the agent's position (independent of disposition or other agent activity). I_RINGTIME is the time the agent spends in the ringing state and is affected by other agent activity. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on Generic 2 and Generic 3 switches.	C
ROW_DATE (index)	Date on which data was collected.	C
SKILLTYPE (real-time)	Type (primary or secondary) of the first skill. Available on Generic 3 switches with EAS.	S

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
SKILLTYPE2-4 (real-time)	Type (primary or secondary) of the second, third, and fourth skills. Available on Generic 3 switches with EAS.	S
SPLIT (index)	Assigned split/skill number or skill number the agent is logged into for this EXTENSION .	A
STARTED (real-time)	Time of day that WORKMODE began. Values: NULL, time-of day	S
STARTTIME	Time of day that the INTRVL for data collection began.	C
TI_AUXTIME	Time during the collection interval that the agent was in AUX for all splits/skills or on AUXIN or AUXOUT calls and SPLIT was the OLDEST_LOGON . TI_AUXTIME time is only stored for the split/skill the agent has been logged into the longest. TI_AUXTIME needs to be summed across the splits/skills the agents may log into, in case the logon order changes. TI_AUXTIME includes I_AUXINTIME and I_AUXOUTTIME .	C
TI_AVAILTIME	Time during the collection interval that the agent was in the available state for split/skill or direct agent ACD calls in any split/skill. TI_AVAILTIME is collected for the split/skill that was the OLDEST_LOGON . For non-EAS operation, if an agent logged into multiple splits and is in AUX mode in one split and is available for ACD calls in another split, the agent will accrue I_AVAILTIME for the split in which the agent is available and TI_AVAILTIME in the split logged into the longest. TI_AUXTIME time is only stored for the split/skill the agent has been logged into the longest. TI_AUXTIME time needs to be summed across the splits/skills the agents may log into, in case the logon order changes.	C
TI_OTHERTIME	Time during the collection interval that the agent was doing other work in all splits/skills. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or a personal call rang with no further activity. For all switches, TI_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the <i>CentreVu</i> CMS receives notification of the agent's state from the switch. TI_AUXTIME time is only stored for the split/skill the agent has been logged into the longest. TI_AUXTIME time needs to be summed across the splits/skills the agent may be logged into, in case the logon order changes. TI_OTHERTIME includes I_ACDOTHERTIME .	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
TI_STAFFTIME	Time during the collection interval that the agent was staffed in any split/skill and SPLIT was OLDEST_LOGON. TI_AUXTIME time is only stored for the split/skill the agent has been logged into the longest. TI_AUXTIME time needs to be summed across the splits/skills the agent may be logged into, in case the logon order changes. TI_STAFFTIME = sum(I_ACDTIME + I_ACWTIME + I_DA_ACDTIME + I_DA_ACWTIME + I_RINGTIME + TI_AUXTIME + TI_AVAILTIME + TI_OTHERTIME) over all the splits/skills the agent was logged into.	C
TRANSFERRED	Number of times the agent completed a transfer, that is, pressed the transfer key the second time. For Generic 1 switches, TRANSFERRED includes measured call-to-measured split or measured trunk-to-measured trunk transfers. For System 85 and Generic 2.1 switches, TRANSFERRED includes to a VDN or split. For Generic 3 and Generic 2.2 switches, TRANSFERRED includes all calls.	C
TYPE (real-time)	In an EAS environment, TYPE is used to list the skill type ("p" for primary or "s" for secondary) of agent skills when the Find One and List All actions are specified for the ACD Administration: Multi-Agent Skill Change window. Applies to Generic 3 Version 4 switches with EAS.	S
VDN (real-time)	Vector directory number associated with the agent's current split/skill or direct agent ACD call. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	S
WORKMODE (real-time)	Current work mode of the agent. Agent work modes include: AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, and UNSTAFF. If the agent has not been logged in during the collection interval, the value will be blank.	S
WORKSKILL (real-time)	Current work state of the agent. The WORKSKILL can be ACW (agent is on a skill or direct agent call, or in ACW) or OLDEST_LOGON (agent is on an AUXIN/AUXOUT call). When the agent is in AUX or OTHER, the WORKSKILL is null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with EAS.	S

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
WORKSPLIT (real-time)	Current work state of the agent. When the agent is handling a split/skill or direct agent call or in ACW, this is the split/skill associated with the call or the ACW. When the agent is on an AUXIN or AUXOUT call, this is OLDEST_LOGON. When the agent is available, this is the last split/skill in which the agent was available. Available on Generic 1 and Generic 3 switches. For switch releases with the EAS feature active, it is recommended you use WORKSKILL instead of WORKSPLIT in reports.	S
WORKSPLIT2-3 (real-time)	For agents available in multiple splits/skills, other splits/skills in which the agent is available. Available on Generic 2.2 with EAS, Generic 1 and Generic 3 switches.	S
WORKSPLIT4 (real-time)	For agents available in multiple splits/skills, another splits/skills in which the agent is available. Available on Generic 2.2 with EAS and Generic 3 Version 2 switches.	S
WORKSPLIT5 (real-time)	For agents available in multiple splits/skills, another splits/skills in which the agent is available. Available on Generic 2.2 with EAS switches.	S

Switch Cross Reference

Table A-9 lists the Agent database items and the switch(es) each item applies to.

Table A-9: Switch Cross Reference for Agent Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ABNCALLS			X	X	X	X	X
ABNTIME			X	X	X	X	X
ACD	X	X	X	X	X	X	X
ACDAUXOUTCALLS				X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDONHOLD		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
ACWOUTCALLS	X	X	X	X	X	X	X
ACWOUTOFFCALLS				X	X	X	X
ACWOUTOFFTIME				X	X	X	X
ACWOUTTIME	X	X	X	X	X	X	X
ACWTIME	X	X	X	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
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
AUXOUTCALLS	X	X	X	X	X	X	X
AUXOUTOFFCALLS				X	X	X	X

Table A-9: Switch Cross Reference for Agent Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
AUXOUTOFFTIME				X	X	X	X
AUXOUTTIME	X	X	X	X	X	X	X
CHANGED	X	X	X	X	X	X	X
CONFERENCE				X	X	X	X
DA_ABNCALLS					X	X	X
DA_ABNTIME					X	X	X
DA_ACDCALLS					X	X	X
DA_ACDTIME					X	X	X
DA_ACWINCALLS					X	X	X
DA_ACWINTIME					X	X	X
DA_ACWOADJCALLS					X	X	X
DA_ACWOCALLS					X	X	X
DA_ACWOFFFCALLS					X	X	X
DA_ACWOFFFTIME					X	X	X
DA_ACWOTIME					X	X	X
DA_ACWTIME					X	X	X
DA_ANSTIME					X	X	X
DA_INQUEUE					X	X	X
DA_OLDESTCALL					X	X	X
DA_OTHERCALLS					X	X	X
DA_OTHERTIME					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
EXTENSION	X	X	X	X	X	X	X
HOLDABNCALLS		X	X	X	X	X	X
HOLDCALLS		X	X	X	X	X	X
HOLDTIME		X	X	X	X	X	X

Table A-9: Switch Cross Reference for Agent Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
I_ACDAUXINTIME				X	X	X	X
I_ACDAUX_OUTTIME				X	X	X	X
I_ACDOThERTIME				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_AVAILTIME	X	X	X	X	X	X	X
I_DA_ACDTIME				X	X	X	X
I_DA_ACWTIME				X	X	X	X
I_OTHERTIME	X	X	X	X	X	X	X
I_RINGTIME			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
LOGID	X	X	X	X	X	X	X
LOGONSKILL				X (EAS)		X (EAS)	X (EAS)
LOGONSKILL2-5				X (EAS)		X (EAS)	X (EAS)
LOGONSTART	X	X	X	X	X	X	X
MALICIOUS			X	X	X (not G3i)	X	X
MOVEPENDING							X
NOANSREDIR						X	X
O_ACDCALLS				X	X	X	X
O_ACDTIME				X	X	X	X
O_ACWTIME				X	X	X	X
OLDEST_LOGON	X	X	X	X	X	X	X

Table A-9: Switch Cross Reference for Agent Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ONHOLD		X	X	X	X	X	X
ORIGIN	X	X	X	X	X	X	X
PENDINGSPLIT							X
PHANTOMABNS					X	X	X
POSITION	X	X	X	X	X	X	X
RINGCALLS			X	X	X	X	X
RINGTIME			X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SKILLTYPE						X (EAS)	X (EAS)
SKILLTYPE2-4						X (EAS)	X (EAS)
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_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
TRANSFERRED	X	X	X	X	X	X	X
VDN		X	X	X	X	X	X
WORKMODE	X	X	X	X	X	X	X
WORKSKILL				X (EAS)	X (EAS)	X (EAS)	X (EAS)
WORKSPLIT	X	X	X	X	X	X	X
WORKSPLIT2-3	X			X (EAS)	X	X	X
WORKSPLIT4				X (EAS)		X	X
WORKSPLIT5				X (EAS)			

Trunk Group Database Items

The Trunk Group database item descriptions (Table A-10) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time table. Status items only apply to the current interval real-time tables.

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

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**.

Table A-10: Trunk Group Database Items

Database Item	Description	Type
ABNCALLS	Number of calls carried by this trunk that were abandoned by the caller before being answered by an agent. For Generic 2.2 and Generic 3 switches, this is all calls abandoned by the caller that were carried by this trunk, except for calls directly to unmeasured stations that did not go through a VDN or split/skill. For Generic 2.1 and System 85 switches, this is ACD calls that abandon from the split queue or from ringing, calls that abandon from vector processing and calls that abandon after being routed to an extension (via the "route to" vector command). For Generic 3, Generic 2.1, and System 85 switches, calls that abandon while listening to a forced disconnect announcement are also included. For Generic 1 switches, this is ACD calls that abandon from queue or ringing. PHANTOMABNS are pegged as ABNCALLS. ABNCALLS includes ABNVECCALLS.	C
ABNQUECALLS	Number of ABNCALLS that were abandoned while in a split/skill or direct agent queue.	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
ABNRINGCALLS	Number of ABNCALLS that were abandoned by the caller while ringing at an agent position. Available on Generic 2 and Generic 3 switches.	C
ABNVECCALLS	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. ABNVECCALLS includes ABNQUEECALLS and ABNRINGCALLS . Available on System 85, Generic 2, and Generic 3 switches with vectoring.	C
ACD (index)	ACD number for which data was collected	A
ACDCALLS	Number of INCALLS that were answered by an agent as a split/skill or direct agent ACD call. ACDCALLS includes BACKUPCALLS and O_ACD .	C
ADJUNCTOUT (real-time)	Current number of OUTBOUND calls an adjunct processor originated. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	S
ALLINUSE (real-time)	Current use status of all trunks in the trunk group (on calls or maintenance busy). Values: YES, NO	S
ALLINUSETIME	Length of time during the interval that all trunks in the trunk group were in use (on calls or maintenance busy).	C
AUDIO	Number of calls for which audio difficulty problems were reported for trunks in this trunk group. Available on System 85, Generic 2, and Generic 3 switches.	C
BACKUPCALLS	Number of ACDCALLS that were queued to the answering split/skill by a vector command other than a "queue to main" command. This includes calls delivered by "messaging split/skill", "check backup", "route to" split/skill, and "redirect on no answer" vector commands. MAINCALLS is calculated as ACDCALLS - BACKUPCALLS . BACKUPCALLS includes messaging split/skill calls, check backup calls, and route to split/skill calls. It also includes direct agent calls, if the feature is in use. MAINCALLS does not include direct agent calls. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	C
BH_ABNCALLS	Number of incoming calls carried by the trunk group that abandoned during the busy hour.	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
BH_ACDCALLS	Number of incoming calls carried by the trunk group during the busy hour that were answered by an agent as split/skill or direct agent ACD calls.	C
BH_ALLINUSETIME	Length of time during the busy hour that all trunks in the trunk group were in use.	C
BH_BUSYCALLS	Number of incoming calls carried by the trunk group during the busy hour that were given a busy signal by the switch.	C
BH_DISCCALLS	Number of incoming calls carried by the trunk group during the busy hour that were forced to disconnect by the switch.	C
BH_INCALLS	Number of incoming calls carried by the trunk group during the busy hour.	C
BH_INTIME	Trunk holding time during the busy hour of all incoming calls carried by the trunk group.	C
BH_OABNCALLS	Number of outgoing calls carried by the trunk group that abandoned during the busy hour.	C
BH_OACDCALLS	Number of outgoing calls carried by the trunk group during the busy hour answered by an agent as split/skill or direct agent ACD calls	C
BH_OOTHERCALLS	Number of outgoing calls carried by the trunk group during the busy hour that were not answered or abandoned.	C
BH_OTHERCALLS	Number of incoming calls carried by the trunk group during the busy hour that were not answered or abandoned.	C
BH_OUTCALLS	Number of outgoing calls carried by the trunk group during the busy hour.	C
BH_OUTTIME	Trunk holding time during the busy hour of all outgoing calls carried by the trunk group.	C
BH_STARTTIME	Starting time of the hour for which busy hour data was collected.	C
BLOCKAGE	Number of outbound call attempts that were blocked because all trunks were busy. Available on System 85 and Generic 2 switches.	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
BUSYCALLS	Number of INCALLS that were given a busy signal by the switch. This can occur on all switches via the "busy" vector command. On Generic 3 switches, BUSYCALLS can occur if a call is routed to a split with coverage set to "yes" where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to "yes", the agent is not logged in and there is no coverage path administered, an announcement has played, or the trunk is not a CO trunk.	C
COMPLETED	Number of OUTCALLS that were completed (far end answered). Available on Generic 1 and Generic 3 switches.	C
CONNECTCALLS	Number of INCALLS that were answered at a station and were not split/skill or direct agent ACD calls.	C
DISCCALLS	With Generic 2.2, Generic 3 Version 2 (load 100 and later), and Generic 3 Version 3 switches, the number of INCALLS that were disconnected by the switch via the "disconnect" vector command. With System 85, Generic 2.1, Generic 3 Version 1 and Generic 3 Version 2 (prior to load 100) switches, the number of INCALLS that were given a forced disconnect announcement by the "disconnect" vector command and listened to the entire announcement, then were disconnected by the switch. With Generic 3 Version 2 and later Generic 3 switches, the number also includes calls disconnected due to the expiration of the vector disconnect timer and those that were disconnected because they reached the end of vector processing without being queued.	C
FAILURES	Number of trunk failures for this TKGRP (System 85 and Generic 2 switches). No time or call is recorded in any of the <i>CentreVu</i> CMS tables. Trunk failures can be due to trunk sequencing failures (usually hardware problems on the trunk or incompatible trunk types on either end of a call) or due to internal switch errors (such as errors in call processing or vectoring translations). This item does not include calls with short holding times. When the Generic 1 and Generic 3 switches detect such a problem with trunks, they automatically place the trunks in the maintenance busy state. Available on System 85 and Generic 2 switches.	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
I_INOCC	Total trunk hold time for all inbound calls carried by trunks in this trunk group for this collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the caller drops, the agent releases the call, or the switch disconnects the call). If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
I_OUTOCC	Total trunk holding time for all outbound calls carried by trunks in this trunk group for this collection interval. Trunk hold time is the time from the initial trunk seizure until the trunk goes idle (i.e., until the far end drops, the agent releases the call, or the switch disconnects the call).	C
INBOUND (real-time)	Current number of NUMINUSE trunks that are busy on inbound calls.	S
INCALLS	Number of inbound calls that were carried by this TKGRP . INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS	C
INCOMPLETE	Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), protocol failures, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INTIME	Trunk holding time for all INCALLS carried by trunks in this trunk group. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the caller drops, the agent releases the call, or the switch disconnects the call). If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
INTRVL	Number of minutes in the interval. INTRVL applies to intrahour intervals only.	A
MBUSY (real-time)	Current number of NUMINUSE trunks that are maintenance busy.	S
MBUSYTIME	Total time during the collection interval that trunks in the trunk group were maintenance busy.	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
NUMINUSE (real-time)	Current number of TRUNKS that are busy (on calls or maintenance busy). NUMINUSE = INBOUND + OUTBOUND + MBUSY	S
O_ABNCALLS	Number of OUTCALLS that were offered to ACD splits/skills and were abandoned by the far end. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDCALLS	Number of OUTCALLS that were offered to one or more splits/skills and were answered by an agent in one of those splits/skills. O_ACDCALLS includes DA_ACDCALLS . Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_OTHERCALLS	Number of OUTCALLS on trunks in this trunk group that were not answered or abandoned as ACD split/skill calls. These include extension out calls, forced busy calls, short outgoing calls, and calls with unknown dispositions. O_OTHERCALLS includes SHORTCALLS .	C
OTHERCALLS	Number of INCALLS carried by this trunk group that were not answered or abandoned as split/skill or direct agent ACD calls. These include forced busy calls, forced disconnect calls, calls that were connected to a non-ACD destination, short inbound calls, and calls with unknown dispositions. OTHERCALLS includes BUSYCALLS , DISCCALLS , and SHORTCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	S
OUTBOUND (real-time)	Current number of NUMINUSE trunks that are busy on outbound calls. OUTBOUND includes ADJUNCTOUT .	S
OUTCALLS	Number of outbound calls that were carried by this TKGRP . OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS	C
OUTTIME	Trunk holding time for all OUTCALLS carried by trunks in this trunk group. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (for example, until the far end drops, the agent releases the call, or the switch disconnects the call).	C
ROW_DATE (index)	Date on which data was collected.	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
SETUPTIME	Amount of time until OUTCALLS completed. Available on Generic 1 and Generic 3 switches.	C
SHORTCALLS	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.	C
SPLIT	Split/skill this TKGRP terminates to.	A
STARTTIME (real-time)	Start time for the interval data was collected.	S
TKGRP (index)	Trunk group number for which data was collected.	A
TRANSFERRED	Number of calls that were transferred to another destination. For Generic 1 switches, TRANSFERRED includes measured call-to-measured split or measured trunk-to-measured trunk transfers. For System 85 and Generic 2.1 switches, TRANSFERRED includes to a VDN or split. For Generic 3 and Generic 2.2 switches, TRANSFERRED includes all calls.	C
TRUNKS	Current number of trunks assigned to this TKGRP .	A
VDN	VDN this TKGRP terminates to. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	A
VECTOR	Vector the VDN terminates to. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	A

Switch Cross Reference

Table A-11 lists the Trunk Group database items and the switch(es) each item applies to.

Table A-11: Switch Cross Reference for Trunk Group Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ABNCALLS	X	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X	X
ABNRINGCALLS			X	X	X	X	X
ABNVECCALLS		X	X	X	X	X	X
ACD (index)	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ADJUNCTOUT				X	X	X	X
ALLINUSE	X	X	X	X	X	X	X
ALLINUSETIME	X	X	X	X	X	X	X
AUDIO		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
BH_INCALLS		X	X	X	X	X	X
BH_INTIME		X	X	X	X	X	X
BH_OABNCALLS				X	X	X	X
BH_OACDCALLS				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

Table A-11: Switch Cross Reference for Trunk Group Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
BLOCKAGE		X	X	X			
BUSYCALLS	X	X	X	X	X	X	X
COMPLETED	X				X	X	X
CONNECTCALLS	X	X	X	X	X	X	X
DISCCALLS		X	X	X	X	X	X
FAILURES		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
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
O_ACDCALLS				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
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

Table A-11: Switch Cross Reference for Trunk Group Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
TRANSFERRED	X	X	X	X	X	X	X
TRUNKS	X	X	X	X	X	X	X
VDN		X	X	X	X	X	X
VECTOR		X	X	X	X	X	X

Trunk Database Items

The Trunk database item descriptions (Table A-12) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time table. Status items only apply to the current interval real-time tables.

Real-Time trunk database items apply to the Current Interval Trunk (ct trunk) and Previous Interval Agent (pt trunk) tables. The real-time indexes are **ACD**, **ITN**, and **TKGRP**.

Historical trunk database items apply to the Intrahour Trunk (ht trunk), Daily Trunk (dt trunk), Weekly Trunk Group (wt trunk), and Monthly Trunk (mt trunk) tables, except as noted. The historical indexes are **EQLOC**, **ROW_DATE** and **TKGRP**.

Table A-12: Trunk Database Items

Database Item	Description	Type
ABNCALLS	Number of calls carried by this trunk that were abandoned by the caller before being answered by an agent. For Generic 2.2 and Generic 3 switches, this is all calls abandoned by the caller that were carried by this trunk, except for calls directly to unmeasured stations that did not go through a VDN or split/skill. For Generic 3 switches, this includes ACD calls and calls that routed to an agent or extension with talk times less than the phantom abandoned call timer value. For Generic 2.1 and System 85 switches, this is ACD calls that abandon from the split queue or from ringing, calls that abandon from vector processing and calls that abandon after being routed to an extension by the "route to" vector command. For Generic 3, Generic 2.1, and System 85 switches, calls that abandon while listening to a forced disconnect announcement are also included here. For Generic 1 switches, this is ACD calls that abandon from queue or ringing. PHANTOMABNS are pegged as ABNCALLS.	C
ACD (index)	ACD number for which data was collected.	A

Table A-12: Trunk Database Items (Contd)

Database Item	Description	Type
ACDCALLS	Number of INCALLS on the trunk answered by an agent as a split/skill or direct agent ACD call. ACDCALLS includes BACKUPCALLS and O_ACDCALLS .	C
AUDIO	Number of calls for which audio difficulty was reported for this trunk. Available on System 85, Generic 2, and Generic 3 switches.	C
DIRECTION (real-time)	Current call direction of trunk (IN, OUT, or as defined in Dictionary). The value is blank (NULL) if the trunk is not seized (trunk idle).	S
DURATION (real-time)	Current length of time the trunk has been in TKSTATE .	S
EQLOC (index)	Physical equipment location (trunk number) for which data was collected.	A
EXTENSION (real-time)	Extension to which this trunk is currently queued, ringing, or connected.	S
FAILURES	Number of trunk failures for this trunk (System 85 and Generic 2 switches). No time or call is recorded in any of the <i>CentreVu</i> CMS tables. Trunk failures can be due to trunk sequencing failures (usually hardware problems on the trunk or incompatible trunk types on either end of a call) or due to internal switch errors (such as errors in call processing or vectoring translations). This item does not include calls with short holding times. When the Generic 1 and Generic 3 switches detect such a problem with trunks, they automatically place the trunks in the maintenance busy state. Available on System 85 and Generic 2 switches.	C
I_INOCC	Total trunk hold time for all inbound calls carried by trunks in this trunk group for this collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the caller drops, the agent releases the call, or the switch disconnects the call). If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
I_OUTOCC	Total trunk holding time for all outbound calls carried by trunks in this trunk group for this collection interval. Trunk hold time is the time from the initial trunk seizure until the trunk goes idle (for example, until the far end drops, the agent releases the call, or the switch disconnects the call).	C

Table A-12: Trunk Database Items (Contd)

Database Item	Description	Type
INCALLS	Number of inbound calls carried by this trunk. This includes calls with short holding times (SHORTCALLS), but does not include calls that had a trunk failure (FAILURES). INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS	C
INCOMPLETE	Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), protocol failures, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INTIME	Trunk holding time for all INCALLS carried by this trunk. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the caller drops, the agent releases the call, or the switch disconnects the call). If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
INTRVL	Number of minutes in the interval (15, 30, or 60). INTRVL applies to intrahour intervals only.	A
ITN (index)	Internal trunk number of the trunk.	A
LOGID (real-time)	Current agent (Login ID) handling the call. This is blank (NULL) when the trunk is idle.	S
MBUSYTIME	Length of time during the collection interval that this trunk was maintenance busy.	C
O_ABNCALLS	Number of OUTCALLS on this trunk that were offered to ACD splits/skills and were abandoned by the far end. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDCALLS	Number of OUTCALLS on this trunk that were offered to ACD splits/skills and were answered by an agent in one of those splits/skills. O_ACDCALLS includes DA_ACDCALLS . Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C

Table A-12: Trunk Database Items (Contd)

Database Item	Description	Type
O_OTHERCALLS	Number of OUTCALLS on this trunk that were not answered or abandoned as ACD split/skill calls. These include extension out calls, forced busy calls, short outgoing calls, and calls with unknown dispositions. O_OTHERCALLS includes SHORTCALLS .	C
OTHERCALLS	Number of INCALLS carried by this trunk that were not answered or abandoned as split/skill or direct agent ACD calls. These include forced busy calls, forced disconnect calls, calls that were connected to a non-ACD destination, short inbound calls, and calls with unknown dispositions. OTHERCALLS includes SHORTCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	S
OUTCALLS	Number of outbound calls that were carried by the trunk. OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS	C
OUTTIME	Trunk holding time for all OUTCALLS carried by this trunk. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (for example, until the far end drops, the agent releases the call, or the switch disconnects the call).	C
PRIORITY (real-time)	Priority at which call was queued. Without vectoring, the values are YES, NO, or as defined in Dictionary. With vectoring, the values are LOW, MED, HIGH, TOP, or as defined in Dictionary. This is blank (NULL) when the trunk idles, gets forced busy, or gets a forced disconnect. Generic 3 switches with vectoring use MED for “no priority” and HIGH for “priority” calls that queue directly to a split without going through a vector, calls that queue to a split/skill via “route to” number of “messaging split/skill” vector commands, and calls that intraflow to a split.	S
PRIORITY2-3 (real-time)	Priority at which call was queued to a second or third split/skill, the values are: YES, NO, or as defined in Dictionary. With vectoring, the values are: LOW, MED, HIGH, TOP, or as defined in Dictionary. This is blank (NULL) when the trunk idles, gets forced busy, or gets forced disconnect (announcement). Available on Generic 2.2 with vectoring and EAS, and Generic 3 switches with vectoring.	S
QUECOUNT (real-time)	Number of ACD split/skill queues that the call is in. This is blank (NULL) when the trunk goes idle, gets forced busy, gets a forced disconnect, connects to a station or agent, or forwards out of the queue. Values: NULL, 1-3	S

Table A-12: Trunk Database Items (Contd)

Database Item	Description	Type
QUETYPE (real-time)	Whether this call entered the queue via the “queue to main” or another vector step. QUEUETYPE is NULL for direct agent calls; when vectoring is not used; and when the trunk idles, gets forced busy, or gets a forced disconnect. Valid values are NULL, MAIN, and BACKUP.	S
QUETYPE2-3 (real-time)	Whether this call entered the second or third queue via the “queue to main” or another vector step. QUEUETYPE2 and QUEUETYPE3 are NULL when vectoring is not used; or when the trunk idles, gets forced busy, or gets a forced disconnect. Available on Generic 2.2 switches with EAS and Generic 3 switches.	S
ROW_DATE (index)	Date on which data was collected.	C
SHORTCALLS	Number of inbound and outbound calls that occupied a trunk in the 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.	C
SPLIT (real-time)	Current split/skill number of the call. This can be the first split/skill number the call was queued to or the split/skill number in which the call was answered. This is blank (NULL) when the trunk idles.	S
SPLIT2-3 (real-time)	Current split/skill numbers of second and third splits/skills to which the call is queued. This is blank (NULL) when the trunk idles. Available on Generic 2.2 switches with the vectoring and EAS, and Generic 3 switches with vectoring.	S
STARTED (real-time)	Time of day that TKSTATE started. The values are NULL, time-of-day	S
STARTTIME (real-time)	Start time for the interval data was collected.	S
TKGRP (index)	Trunk group number to which the trunk is assigned.	A
TKSTATE (real-time)	Current state of the call. Trunk states include: IDLE, SEIZED, QUEUED, CONN, RING, DABN, FBUSY, FDISC, HOLD, MBUSY, UNKNOWN, or as defined in Dictionary.	S
VDN (real-time)	VDN that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	S

Table A-12: Trunk Database Items (Contd)

Database Item	Description	Type
VECTOR (real-time)	Vector that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	S

Switch Cross Reference

Table A-13 lists the Trunk database items and the switch(es) each item applies to.

Table A-13: Switch Cross Reference for Trunk Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ABNCALLS	X	X	X	X	X	X	X
ACD	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
AUDIO		X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X
EQLOC	X	X	X	X	X	X	X
EXTENSION	X	X	X	X	X	X	X
FAILURES		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
LOGID	X	X	X	X	X	X	X
MBUSYTIME	X	X	X	X	X	X	X
O_ABNCALLS				X	X	X	X
O_ACDCALLS				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

Table A-13: Switch Cross Reference for Trunk Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
PRIORITY2-3				X (EAS)	X	X	X
QUECOUNT	X	X	X	X	X	X	X
QUETYPE		X	X	X	X	X	X
QUETYPE2-3				X (EAS)	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SHORTCALLS	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
SPLIT2-3				X (EAS)	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
VECTOR		X	X	X	X	X	X

Vector Database Items

Vector database items are available only if you have the vectoring feature.

The Vector database item descriptions (Table A-14) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time table. Status items only apply to the current interval real-time tables.

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

Table A-14: Vector Database Items

Database Item	Description	Type
ABNCALLS	Number of INCALLS that were abandoned while INPROGRESS for this vector. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing, and for the System 85, Generic 2.1, and Generic 3 (prior to Generic 3 Version 2 load 100) switches, calls that abandoned while listening to a forced disconnect announcement. ABNCALLS includes ABNQUECALLS , ABNRINGCALLS , and PHANTOMABNS .	C
ABNQUECALLS	Number of ABNCALLS that were abandoned while in a split/skill or direct agent ACD queue. System 85 switch calls that abandon from ringing are included here.	C
ABNRINGCALLS	Number of split/skill or direct agent ABNCALLS that were abandoned by the caller while ringing at an agent position. Available on Generic 2 and Generic 3 switches.	C

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
ABNTIME	Time caller waited while vector steps were executed, the call was queued, and ringing. For Generic 3 Version 4 switches phantom abandoned calls, this is the total time until the agent released the call.	C
ACD (index)	ACD number for which data was collected.	A
ACDCALLS	Number of split/skill and direct agent ACD calls that were answered by an agent. Includes calls from “queue to main”, “check backup”, “messaging”, “route to” split/skill or direct agent, and “adjunct routing” to split/skill or direct agent. ACDCALLS includes BACKUPCALLS and O_ACDCALLS .	C
ADJATTEMPTS	Number of adjunct routing attempts for calls in this VECTOR . Available on Generic 3 switches with the ASAI feature.	C
ADJROUTED	Number of adjunct-routing calls that were redirected by an adjunct processor or host computer. Available on Generic 3 switches with the ASAI feature.	C
ANSTIME	Time split/skill and direct agent ACD calls waited while executing vector steps, queuing and ringing before being answered by an agent.	C
BACKUPCALLS	Number of ACDCALLS that were delivered to this split/skill by a vector command other than a “queue to main” command. This includes calls delivered by “messaging”, “check backup”, “route to” split/skill, and “redirect on no answer” vector commands. MAINCALLS is then calculated as ACDCALLS - BACKUPCALLS . BACKUPCALLS includes messaging split/skill calls, check backup calls, and route to split/skill calls. It also includes direct agent calls, if the feature is in use. MAINCALLS does not include direct agent calls. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	C

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
BUSYCALLS	Number of INCALLS that were given a busy signal by the switch. This can occur on all switches via the "busy" vector command. On Generic 3 switches, BUSYCALLS can occur if a call is routed to a split with coverage set to "yes" where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to "yes", the agent is not logged in and there is no coverage path administered, an announcement has played, or the trunk is not a CO trunk.	C
BUSYTIME	Time BUSYCALLS waited before hearing a busy signal.	C
DISCCALLS	With Generic 2.2, Generic 3 Version 2 (load 100 and later), and Generic 3 Version 3 switches, the number of INCALLS that were disconnected by the switch via the "disconnect" vector command. With System 85, Generic 2.1, Generic 3 Version 1 and Generic 3 Version 2 (prior to load 100) switches, the number of INCALLS that were given a forced disconnect announcement by the "disconnect" vector command and listened to the entire announcement, then were disconnected by the switch. With Generic 3 Version 2 and later Generic 3 switches, the number also includes calls disconnected due to the expiration of the vector disconnect timer and those that were disconnected because they reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS.	C
DISCTIME	Time all DISCCALLS spent in this VECTOR. The time until the trunk drops following the forced disconnect command for those calls recorded as DISCCALLS. For Generic 2.2, Generic 3 Version 2 and later switches, if the caller hangs up during the forced disconnect announcement, this time is the time until the caller hung up. For System 85, Generic 2.1, and Generic 3 (prior to Version 2) switches, DISCTIME is the time until the announcement ends and the caller is disconnected by the switch. Generic 3 Version 2 and later Generic 3 switches also include the time until the trunk drops for calls disconnected due to the expiration of the vector disconnect timer or because they reached the end of vector processing without being queued.	C

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
GOTOCALLS	Number of OUTFLOWCALLS that were redirected to another vector by way of a "go to vector" command. Available on Generic 2.2 and Generic 3 switches.	C
GOTOTIME	Time all GOTOCALLS spent in the vector before being redirected to another vector. Available on Generic 2.2 and Generic 3 switches.	C
INCALLS	Number of inbound calls that were processed by the vector, including INFLOWCALLS . INCALLS includes ABNCALLS , ACDCALLS , INFLOWCALLS , and OTHERCALLS . INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS	C
INCOMPLETE	Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), protocol failures, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INFLOWCALLS	Number of calls that were redirected to the vector by way of a "go to vector" or "route to" VDN command.	C
INPROGRESS (real-time)	Current number of inbound calls that are being processed by this vector until the disposition of the call is known (answered, abandoned, or outflowed from the vector). INPROGRESS includes INQUEUE and INRING .	S
INQUEUE (real-time)	Current number of INPROGRESS calls that are in split/skill or direct agent ACD queues. System 85 calls that are ringing at agent positions are included here.	S
INRING (real-time)	Current number of INPROGRESS split/skill and direct agent ACD calls that are ringing at an agent position. Available on Generic 2 and Generic 3 switches.	S
INTERFLOWCALLS	Number of OUTFLOWCALLS that were redirected to a destination outside the switch. INTERFLOWCALLS includes LOOKFLOWCALLS .	C

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
INTIME	Time spent by INCALLS in the VECTOR executing steps. INTIME stops accruing when the "stop" vector step is executed, when a blank step in the vector is reached, when busy or disconnect is sent, when the call abandons, when a "route to" command succeeds, when a "messaging split/skill or "adjust routing" command succeeds, or when the split/skill or direct agent ACD call rings an agent.	C
INTRVL	Number of minutes in the interval (15, 30, 60). INTRVL applies to intrahour intervals only.	A
LOOKATTEMPTS	Number of look-ahead interflow attempts for calls processed by the vector. Available on Generic 2.2 and Generic 3 switches with the look-ahead Interflow feature.	C
LOOKFLOWCALLS	Number of INTERFLOWCALLS that were redirected to another switch by way of the look-ahead interflow feature. Available on Generic 2.2 and Generic 3 switches with the look-ahead interflow feature.	C
NUMVDNS	Current number of VDNs that are assigned to this vector.	A
OTHERCALLS	Number of INCALLS that connected to a non-ACD destination, were redirected out of the vector, were given a busy signal, or were disconnected. OTHERCALLS includes BUSYCALLS , DISCCALLS , and OUTFLOWCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	S
OTHERTIME	Time OTHERCALLS spent in the vector until the disposition was known. OTHERTIME includes BUSYTIME , DISCTIME , and OUTFLOWTIME .	C
OUTFLOWCALLS	Number of INCALLS that were redirected to another destination by way of a "go to vector", "route to", or "adjunct routing" command to a destination other than a split/skill or direct agent. (Calls that route to a split/skill or direct agent by way of a "route to," "adjunct routing," or "messaging split/skill" command are still tracked in the vector.) OUTFLOWCALLS includes GOTOCALLS and INTERFLOWCALLS .	C

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
OUTFLOWTIME	Time all OUTFLOWCALLS spent in the vector before being redirected. OUTFLOWTIME includes GOTOTIME .	C
PHANTOMABNS	Number of ACD calls and calls that routed to an agent or extension with talk time less than the value of the phantom abandoned call timer. Available on Generic 3 switches.	C
RINGCALLS	Number of split/skill and direct agent ACD calls that rang at agent positions. Available on Generic 2 and Generic 3 switches.	C
RINGTIME	Time split/skill and direct agent ACD calls spent ringing at agent positions independent of final disposition. Available on Generic 2 and Generic 3 switches.	C
ROW_DATE (index)	Date on which data was collected.	C
STARTTIME (real-time)	Start time for the interval data was collected.	S
VDISCCALLS	Number of calls forced to disconnect because the vector disconnect timer timed out or because the call reached a vector “stop” command without being queued. Available on Generic 3 Version 2 and later switches.	C
VECTOR (index)	Vector number that this row represents.	A

Switch Cross Reference

Table A-15 lists the Vector database items and the switch(es) each item applies to.

Table A-15: Switch Cross Reference for Vector Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ABNCALLS		X	X	X	X	X	X
ABNQUECALLS		X	X	X	X	X	X
ABNRINGCALLS			X	X	X	X	X
ABNTIME		X	X	X	X	X	X
ACD		X	X	X	X	X	X
ACDCALLS		X	X	X	X	X	X
ADJATTEMPTS					X	X	X
ADJROUTED					X	X	X
ANSTIME		X	X	X	X	X	X
BACKUPCALLS		X	X	X	X	X	X
BUSYCALLS		X	X	X	X	X	X
BUSYTIME		X	X	X	X	X	X
DISCCALLS		X	X	X	X	X	X
DISCTIME		X	X	X	X	X	X
GOTOCALLS				X	X	X	X
GOTOTIME				X	X	X	X
INCALLS		X	X	X	X	X	X
INCOMPLETE		X	X	X	X	X	X
INFLOWCALLS		X	X	X	X	X	X
INPROGRESS		X	X	X	X	X	X
INQUEUE		X	X	X	X	X	X
INRING		X	X	X	X	X	X
INTERFLOWCALLS		X	X	X	X	X	X
INTIME		X	X	X	X	X	X
INTRVL		X	X	X	X	X	X

Table A-15: Switch Cross Reference for Vector Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
LOOKATTEMPTS				X	X	X	X
LOOKFLOWCALLS				X	X	X	X
NUMVDNS		X	X	X	X	X	X
OTHERCALLS		X	X	X	X	X	X
OTHERTIME		X	X	X	X	X	X
OUTFLOWCALLS		X	X	X	X	X	X
OUTFLOWTIME		X	X	X	X	X	X
PHANTOMABNS					X	X	X
RINGCALLS			X	X	X	X	X
RINGTIME			X	X	X	X	X
ROW_DATE		X	X	X	X	X	X
STARTTIME		X	X	X	X	X	X
VDISCCALLS						X	X
VECTOR		X	X	X	X	X	X

VDN Database Items

VDN database items are available only if you have the vectoring feature.

The VDN Database Item descriptions (Table A-16) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables.

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 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**.

Table A-16: VDN Database Items

Database Item	Description	Type
ABNCALLS	Number of INCALLS that were abandoned while INPROGRESS for this VDN. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing, calls that abandon after being routed to an extension via the "route to" vector command, and for the System 85, Generic 2.1, and Generic 3 switches, calls that abandoned while listening to a forced disconnect announcement. PHANTOMABNS are pegged as ABNCALLS .	C
ABNCALLS1-10	Number of INCALLS that abandoned in each of the service level increments PERIOD1 through PERIOD9 (as defined on the ACD Administration: Call Profile window). ABNCALLS10 counts calls that abandoned after PERIOD9 .	C
ABNQUECALLS	Number of ABNCALLS that were abandoned while in a split/skill or direct agent queue. System 85 calls that abandon from ringing are included here.	C
ABNRINGCALLS	Number of split/skill and direct agent ABNCALLS that were abandoned by the caller while ringing at an agent position. Available on Generic 2 and Generic 3 switches.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
ABNTIME	Length of time caller waited before abandoning. For Generic 3 switch phantom abandon calls, ABNTIME is the total time until the agent released the call.	C
ACCEPTABLE	Number of ACDCALLS and CONNECTCALLS that were answered within the acceptable service level (as defined on the ACD Administration: VDN Call Profile window).	C
ACD (index)	ACD number for which data was collected.	A
ACDCALLS	Number of split/skill and direct agent ACD calls that were answered by an agent. This includes calls from vector commands: "queue to main", "check backup", "messaging split/skill", "route to" split/skill or direct agent, and "adjunct routing" to a split/skill or direct agent. ACDCALLS includes BACKUPCALLS and O_ACDCALLS .	C
ACDTIME	Talk time of all ACDCALLS , not including HOLDTIME . ACDTIME includes SKILLTIME1 through SKILLTIME3 .	C
ACTIVECALLS (real-time)	Switch-generated count of the number of active calls in the VDN. This includes only incoming trunk calls directly to the VDN. It does not include internal calls to the VDN, transfers to the VDN, or calls that route to the VDN after having been through another VDN. Available on Generic 3 Version 4 switches.	S
ACWTIME	Time that agents spent in ACW associated with split/skill or direct agent ACD calls. ACWTIME includes SKILLACWTIME1 through SKILLACWTIME3 .	C
ADJATTEMPTS	Number of adjunct-routing attempts for calls to this VDN. Available on Generic 3 switches with the ASAI feature.	C
ADJROUTED	Number of adjunct routing calls that were redirected by the adjunct. Available on Generic 3 switches with the ASAI feature.	C
ANSCONNCALLS1-10	Number of times callers were answered during each of the time periods set up for call profiles. This includes ACD calls and extension calls by a "route to" or "adjunct routing" vector command.	C
ANSTIME	Time split/skill and direct agent ACD calls waited to be answered, in vector processing, in queue, and ringing. For extension calls on System 85 and Generic 2.1 switches, ANSTIME is the time until ringing starts.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
ASA (real-time)	Switch-provided rolling average speed of answer for this VDN. This value is sent to <i>CentreVu</i> CMS whenever it changes on the switch (when a call is answered). Available on Generic 3 Version 4 switches.	S
ATAGENT (real-time)	Current number of INPROGRESS calls (ACD and non-ACD) that have been answered by an agent or a station.	S
BH_ABNCALLS	Number of incoming calls that were abandoned during the busy hour.	C
BH_ACDCALLS	Number of incoming calls that were answered during the busy hour.	C
BH_ACDTIME	Duration of busy hour answered calls.	C
BH_BUSYCALLS	Number of incoming calls that were forced busy during the busy hour.	C
BH_DISCCALLS	Number of incoming calls that were disconnected during the busy hour.	C
BH_OTHERCALLS	Number of other incoming busy hour calls.	C
BH_STARTTIME	Hour for which data was collected.	C
BH_VDNCALLS	Number of calls offered to the VDN during the busy hour.	C
BACKUPCALLS	Number of ACDCALLS that were delivered to this split/skill by a vector command other than a "queue to main split" command. This includes calls delivered by "messaging split/skill", "check backup", "route to" split/skill, and "redirect on no answer" vector commands. MAINCALLS is then calculated as ACDCALLS - BACKUPCALLS . BACKUPCALLS includes messaging split/skill calls, check backup calls, and route to split/skill calls. It also includes direct agent calls, if the feature is in use. MAINCALLS does not include direct agent calls. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
BUSYCALLS	Number of INCALLS that were given a busy signal by the switch. This can occur on all switches via the "busy" vector command. On Generic 3 switches, BUSYCALLS can occur if a call is routed to a split with coverage set to "yes" where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to YES, the agent is not logged in and there is no coverage path administered, an announcement has played, or the trunk is not a COtrunk.	C
BUSYTIME	Duration of all BUSYCALLS (until the trunk goes idle).	C
CONNECTCALLS	Number of non-ACD INCALLS that were delivered to a station (other than a VDN or direct agent login ID) by way of a "route to" or "adjunct routing" command and were not abandoned. For System 85 and Generic 2.1 switches, non-ACD abandons are not tracked, so all calls that route to a station extension are included in CONNECTCALLS for those switch releases.	C
CONNECTTIME	Time CONNECTCALLS waited before being answered (Generic 3 switches). For System 85 and Generic 2.1 switches, CONNECTTIME is the time before ringing starts.	C
CONNTALKTIME	Talk time for all CONNECTCALLS , not including HOLDTIME .	C
DISCCALLS	With Generic 2.2, Generic 3 Version 2 (load 100 and later), and Generic 3 Version 3 switches, the number of INCALLS that were disconnected by the switch via the "disconnect" vector command. With System 85, Generic 2.1, Generic 3 Version 1 and Generic 3 Version 2 (prior to load 100) switches, the number of INCALLS that were given a forced disconnect announcement by the "disconnect" vector command and listened to the entire announcement, then were disconnected by the switch. With Generic 3 Version 2 and later Generic 3 switch releases, the number also includes calls disconnected due to the expiration of the vector disconnect timer and those that were disconnected because they reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
DISCTIME	Time all DISCCALLS spent in this VDN. The time until the trunk drops following the forced disconnect command for those calls recorded as DISCCALLS. For Generic 2.2, Generic 3 Version 2 load 100, and later Generic 3 switches, if the caller hangs up during the forced disconnect announcement, this is the time until the caller hangs up. For System 85, Generic 2.1, and Generic 3 (prior to Version 2 load 100) switches, DISCTIME is the time until the announcement ends and the caller is disconnected by the switch.	C
HOLDABNCALLS	Number of times callers abandoned from hold. For Generic 2.2 and Generic 3 switches, HOLDABNCALLS includes all calls. For System 85 and Generic 2.1 switches, HOLDABNCALLS includes split calls only.	C
HOLDACDCALLS	Number of split/skill or direct agent ACD calls placed on hold at least one time.	C
HOLDACDTIME	Time spent by split/skill or direct agent ACD callers on hold.	C
HOLDCALLS	Number of calls that were placed on hold at least once. For Generic 2.2 and Generic 3 switches, HOLDCALLS includes all calls. For System 85 and Generic 2.1 switches, HOLDCALLS includes split calls only. HOLDCALLS includes HOLDABNCALLS and HOLDACDCALLS.	C
HOLDTIME	Time spent by callers on hold. For Generic 2.2 and Generic 3 switches, HOLDTIME includes all calls. For System 85 and Generic 2.1 switches, HOLDTIME includes split calls only. HOLDTIME includes HOLDACDTIME.	C
ILN	Internal line number of the VDN.	A
INCALLS	Number of inbound calls that were directed to this VDN. INCALLS includes ABNCALLS, ACDCALLS, INFLOWCALLS, and OTHERCALLS. INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
INCOMPLETE	Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), protocol failures, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INFLOWCALLS	Number of calls that were redirected into the VDN by way of a "route to" VDN command.	C
INPROGRESS (real-time)	Current number of inbound calls that are associated with this VDN. Calls are considered to be in progress in the VDN until they route to another VDN, route off the switch, are transferred, or the trunk carrying them goes idle. INPROGRESS includes ATAGENT and INVECTOR .	S
INQUEUE (real-time)	Current number of INPROGRESS calls that are in a split/skill or direct agent ACD queue. For System 85, this includes calls that are ringing at agent positions.	S
INRING (real-time)	Current number of INPROGRESS split/skill and direct agent ACD calls that are ringing at an agent position. Available on Generic 2 and Generic 3 switches.	S
INTERFLOWCALLS	Number of OUTFLOWCALLS that were redirected to a destination outside the switch. INTERFLOWCALLS includes LOOKFLOWCALLS .	C
INTIME	Time spent by INCALLS in this VDN. INTIME = ACDTIME + ABNTIME + OTHERTIME + ANSTIME + HOLDTIME On System 85 and Generic 2.1 switches, there are multiple call handling scenarios in which call-based ACDTIME is stopped before the call ends. In these scenarios, INTIME does not add up to ACDTIME + ABNTIME + ANSTIME + OTHERTIME + HOLDTIME , so hold time cannot be calculated. (The scenarios occur when an agent puts an ACD call on hold using the HOLD key when another ACD call is already on hold or when a call is dropped while an ACD call is on hold.)	C
INTRVL	Number of minutes in the timed period (15, 30, 60). INTRVL applies to intrahour intervals only.	A

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
INVECTOR (real-time)	Current number of INPROGRESS calls that are being processed by a vector. Calls that are in queue and calls that are ringing are still counted as INVECTOR . Calls are no longer counted as INVECTOR when they connect to a station, are answered by an agent, abandon, or outflow from the VDN. INVECTOR includes INQUEUE and INRING .	S
LOOKATTEMPTS	Number of look-ahead interflow attempts for calls in this VDN. Available on Generic 2.2 and Generic 3 switches.	C
LOOKFLOWCALLS	Number of INTERFLOWCALLS that were redirected by way of the look-ahead interflow feature. Available on Generic 2.2 and Generic 3 switches.	C
MAXOCWTIME	Maximum time during the collection interval that a caller waited in the VDN before being answered or connected, abandoning, being redirected, receiving busy signal or being disconnected. This applies only to the first disposition of the call.	C
MAXWAITING	Maximum number of calls in progress in the VDN during the collection interval.	C
NOANSREDIR	Number of split/skill ACD calls that rang at agent stations and then were automatically requeued to the split's/skill's queue by the Redirection on No Answer feature because they were not answered. Available on Generic 3 Version 2 and later Generic 3 switches.	C
NUMTGS	Number of trunk groups assigned to this VDN.	A
OLDESTCALL (real-time)	Amount of time the oldest call has been waiting in this VDN to be answered.	S
OTHERCALLS	OTHERCALLS include forced busy, forced disconnect, outflow calls and non-ACD calls that were answered. OTHERCALLS includes BUSYCALLS , CONNECTCALLS , DISCCALLS , and OUTFLOWCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	S
OTHERTIME	Duration of all OTHERCALLS until the calls leave the VDN (for example, calls drop, are sent to another VDN, are transferred, or are sent outside the switch). OTHERTIME includes BUSYTIME , CONNECTTIME , CONNTALKTIME , DISCTIME , and OUTFLOWTIME .	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
OUTFLOWCALLS	Number of INCALLS that were redirected to another VDN or to a destination outside the switch by way of a "route to" or "adjunct routing" command. OUTFLOWCALLS includes INTERFLOWCALLS .	C
OUTFLOWTIME	Time all OUTFLOWCALLS spent in this VDN before being redirected.	C
PERIOD1-9	Time periods defining the way answers/connects and abandons are collected for the call profiles.	A
PERIODCHG	Indicates whether or not the periods for call profiles were changed during the collection interval.	A
PHANTOMABNS	Number of ACD calls and calls that routed to an agent or extension with talk time less than the value of the phantom abandoned call timer. Available on Generic 3 switches.	C
RETURNCALLS	Number of calls that reached this VDN via the VDN return destination feature. Available on Generic 3 Version 3 and later switches.	C
RINGCALLS	Number of split/skill and direct agent ACD calls that rang at agent positions. Available on Generic 2 and Generic 3 switches.	C
RINGTIME	Time split/skill and direct agent ACD calls spent ringing at agent positions independent of final disposition. Available on Generic 2 and Generic 3 switches.	C
ROW_DATE (index)	Date the information was collected.	C
SERVICELEVEL	Number of seconds in which calls must be answered/connected to be considered acceptable.	A
SKILLACWTIME1-3	ACW time spent by agents for calls answered in each VDN skill preference. Available on Generic 2.2 and Generic 3 Version 2 switches with EAS.	C
SKILLCALLS1-3	Number of calls answered by agents in each VDN skill preference. Available on Generic 2.2 and Generic 3 Version 2 switches with EAS.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
SKILLTIME1-3	Time agents spent talking on calls answered by each VDN skill preference. Available on Generic 2.2 and Generic 3 Version 2 switches with EAS.	C
SKILL1-3	First, second, and third VDN skill assigned to this VDN. Available on Generic 2.2 and Generic 3 Version 2 and later switches with EAS.	A
STARTTIME	Start time for the interval data was collected.	C
SVCLEVELCHG	Indicates whether or not the service level was changed during the collection interval.	A
TRANSFERRED	Number of calls that were transferred to another destination. For Generic 1 switches, TRANSFERRED includes measured call-to-measured split or measured trunk-to-measured trunk transfers. For System 85 and Generic 2.1 switches, TRANSFERRED includes all calls to a VDN or split. For Generic 3 and Generic 2.2 switches, TRANSFERRED includes all calls.	C
VDISCCALLS	Number of calls forced disconnected because the vector disconnect timer timed out or because the call reached the vector "stop" command without being queued. Available on Generic 3 Version 2 and later Generic 3 switches.	C
VDN (index)	Vector directory number (extension) that this row represents.	A
VECTOR (index)	Number of the vector to which this VDN is assigned.	A

Switch Cross Reference

Table A-17 lists the VDN database items and the switch(es) each item applies to.

Table A-17: Switch Cross Reference for VDN Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ABNCALLS		X	X	X	X	X	X
ABNCALLS1-10		X	X	X	X	X	X
ABNQUECALLS		X	X	X	X	X	X
ABNRINGCALLS			X	X	X	X	X
ABNTIME		X	X	X	X	X	X
ACCEPTABLE		X	X	X	X	X	X
ACD		X	X	X	X	X	X
ACDCALLS		X	X	X	X	X	X
ACDTIME		X	X	X	X	X	X
ACTIVECALLS							X
ACWTIME		X	X	X	X	X	X
ADJATTEMPTS		X	X	X	X	X	X
ADJROUTED					X	X	X
ANSCONNCALLS1-10		X	X	X	X	X	X
ANSTIME		X	X	X	X	X	X
ASA							X
ATAGENT		X	X	X	X	X	X
BH_ABNCALLS		X	X	X	X	X	X
BH_ACDCALLS		X	X	X	X	X	X
BH_ACDTIME		X	X	X	X	X	X
BH_BUSYCALLS		X	X	X	X	X	X
BH_DISCCALLS		X	X	X	X	X	X
BH_OTHERCALLS		X	X	X	X	X	X
BH_STARTTIME		X	X	X	X	X	X
BH_VDNCALLS		X	X	X	X	X	X

Table A-17: Switch Cross Reference for VDN Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
BACKUPCALLS		X	X	X	X	X	X
BUSYCALLS		X	X	X	X	X	X
BUSYTIME		X	X	X	X	X	X
CONNECTCALLS		X	X	X	X	X	X
CONNECTTIME		X	X	X	X	X	X
CONNTALKTIME		X	X	X	X	X	X
DISCCALLS		X	X	X	X	X	X
DISCTIME		X	X	X	X	X	X
HOLDABNCALLS		X	X	X	X	X	X
HOLDACDCALLS		X	X	X	X	X	X
HOLDACDTIME		X	X	X	X	X	X
HOLDCALLS		X	X	X	X	X	X
HOLDTIME		X	X	X	X	X	X
ILN		X	X	X	X	X	X
INCALLS		X	X	X	X	X	X
INCOMPLETE		X	X	X	X	X	X
INFLOWCALLS		X	X	X	X	X	X
INPROGRESS		X	X	X	X	X	X
INQUEUE		X	X	X	X	X	X
INRING			X	X	X	X	X
INTERFLOWCALLS		X	X	X	X	X	X
INTIME		X	X	X	X	X	X
INTRVL		X	X	X	X	X	X
INVECTOR		X	X	X	X	X	X
LOOKATTEMPTS				X	X	X	X
LOOKFLOWCALLS				X	X	X	X
MAXOCWTIME			X	X	X	X	X
MAXWAITING			X	X	X	X	X
NOANSREDIR						X	X

Table A-17: Switch Cross Reference for VDN Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
NUMTGS		X	X	X	X	X	X
OLDESTCALL		X	X	X	X	X	X
OTHERCALLS		X	X	X	X	X	X
OTHERTIME		X	X	X	X	X	X
OUTFLOWCALLS		X	X	X	X	X	X
OUTFLOWTIME		X	X	X	X	X	X
PERIOD1-9		X	X	X	X	X	X
PERIODCHG		X	X	X	X	X	X
PHANTOMABNS					X	X	X
RETURNCALLS						X (V3)	X
RINGCALLS			X	X	X	X	X
RINGTIME			X	X	X	X	X
ROW_DATE		X	X	X	X	X	X
SERVICELEVEL		X	X	X	X	X	X
SKILL1-3				X (EAS)		X (EAS)	
SKILLACWTIME1-3				X (EAS)		X (EAS)	
SKILLCALLS1-3				X (EAS)		X (EAS)	
SKILLTIME1-3				X (EAS)		X (EAS)	
STARTTIME		X	X	X	X	X	X
SVCLEVELCHG		X	X	X	X	X	X
TRANSFERRED		X	X	X	X	X	X
VDISCCALLS						X	X
VDN		X	X	X	X	X	X
VECTOR		X	X	X	X	X	X

Call Work Codes Database Items

Call work codes are only available with Generic 3 and Generic 2.2 switches.

The Call Work Codes database item descriptions (Table A-18) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current previous interval real-time tables. Status items apply only to the current interval real-time table.

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 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**.

Table A-18: Call Work Codes Database Items

Database Item	Description	Type
ACD (index)	ACD number for this data.	A
ACDCALLS	Number of split/skill and direct agent ACD calls for which this call work code was entered.	C
ACDTIME	Talk time of all ACDCALLS with this call work code, not including HOLDTIME .	C
ACWTIME	Time that agents spent in ACW for ACDCALLS that were associated with the call work code.	C
CWC (index)	Call work code that this data row represents.	A

Table A-18: Call Work Codes Database Items

Database Item	Description	Type
INCOMPLETE	Indicates whether or not data collection is complete for this interval. Data collection is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), protocol failures, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data collection is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INTRVL	Number of minutes in the intrahour interval (15, 30, 60). INTRVL applies to intrahour intervals only.	A
ROW_DATE (index)	Date on which data was collected.	C
STARTTIME	Start time for the interval for which data was collected (Intrahour table only).	C

Switch Cross Reference

Table A-19 lists the Call Work Codes database items and the switch(es) each item applies to.

Table A-19: Switch Cross Reference for Call Work Codes

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ACD				X	X	X	X
ACDCALLS				X	X	X	X
ACDTIME				X	X	X	X
ACWTIME				X	X	X	X
CWC				X	X	X	X
INCOMPLETE				X	X	X	X
INTRVL				X	X	X	X
ROW_DATE				X	X	X	X
STARTTIME				X	X	X	X

Agent Login/Logout Database Items

The Agent Login/Logout database item descriptions (Table A-20) are **historical** items. They apply to the Agent Login/Logout (hag log) table. The indexes are **SPLIT** and **ROW_DATE**.

Table A-20: Agent Login/Logout Database Items

Database Item	Description
ACD (index)	ACD number for which information was collected.
EXTN	Extension number of the station that the agent staffed.
INFLAG	If not null, indicates that agent was already logged in when link came up. Values are NULL and <.
LOGID	Login ID that was used to staff the EXTN .
LOGIN	Time at which the agent logged into this extension and split/skill with the given login ID.
LOGONSKILL2-5	Skill number of the agent's second, third, fourth, and fifth skills. Note that the fifth skill is only applicable to Generic 2.2 switches with EAS. Available on Generic 2.2, Generic 3 Version 2, and later Generic 3 switches with EAS.
LOGOUT	Time at which the agent logged out.
LOGOUT_DATE	Date on which the agent logged out.
OUTFLAG	If not null, indicates that agent logged out while link was down. Values: NULL, ">".
ROW_DATE (index)	Date the agent logged in or out.
SKILLTYPE	Type of agent skill (primary or secondary) for agent's first skill. Available on Generic 3 Version 2 and later Generic 3 switches with EAS.
SKILLTYPE2-4	Type of agent skill (primary or secondary) for agent's second, third, and fourth skills. Available on Generic 3 Version 2 and later Generic 3 switches with EAS.
SPLIT (index)	Split number that this EXTN is assigned to or skill number that the agent logged into.
SPLIT2-5	Skill number of the agent's second, third, fourth, and fifth skills. SPLIT2-4 applies to Generic 3 Version 2 switches with EAS or Generic 2.2 switches with EAS. The fifth skill is only for Generic 2.2 switches with EAS.

Switch Cross Reference

Table A-21 lists the Agent Login/Logout database items and the switch(es) each item applies to.

Table A-21: Switch Cross Reference for Agent Login/Logout Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ACD	X	X	X	X	X	X	X
EXTN	X	X	X	X	X	X	X
INFLAG	X	X	X	X	X	X	X
LOGID	X	X	X	X	X	X	X
LOGIN	X	X	X	X	X	X	X
LOGONSKILL2-4				X (EAS)		X (EAS)	X (EAS)
LOGONSKILL5				X (EAS)			
LOGOUT	X	X	X	X	X	X	X
LOGOUT_DATE	X	X	X	X	X	X	X
OUTFLAG	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SKILLTYPE						X (EAS)	X (EAS)
SKILLTYPE2-4						X (EAS)	X (EAS)
SPLIT	X	X	X	X	X	X	X
SPLIT2-5	X	X	X	X	X	X	X

Agent Trace Database Items

The Agent Trace database item descriptions (Table A-22) are **historical** items. They apply to the Agent Trace (ag_actv) table. The indexes are **LOGID** and **ROW_DATE**.

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

Table A-22: Agent Trace Database Items

Database Item	Description
ACD (index)	ACD number for which information was collected.
DIRECTION	Direction of the call - NULL, IN, or OUT.
DURATION	Length of time in the given work state (work mode and direction).
EVENT_TIME	Time of day (hour, minute, and second) the WORKMODE or DIRECTION changed.
LOGID (index)	Login ID that was used to staff the extension.
RECONNECT	This event represents the agent reconnecting to the call after putting it on hold. Available on System 85, Generic 2, and Generic 3 switches.
ROW_DATE (index)	Date of the agent's work mode or direction change.
SPLIT	Split number that the agent's extension is assigned to or skill number that the agent logged into.
STARTTIME	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.
WMODE_SEQ	Sequence number for events that occur in the same second.
WORKMODE	Work mode the agent was in. Work modes include: NULL, AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, or UNSTAFF.

Table A-22: Agent Trace Database Items (Contd)

Database Item	Description
Optional Database Items	
ASSIST_ACTV	Agent requested supervisor assistance (pressed ASSIST key).
CALLER_HOLD	Agent put the caller on hold. For System 85 and Generic 2.1 switches, CALLER_HOLD includes split calls. For Generic 2.2 and Generic 3 switches, CALLER_HOLD includes all calls.
CALLING_PTY	Calling party identification. This is the ANI/SID, for Generic 2.2 and Generic 3 Version 4 switches with ISDN ANI delivery, extension or trunk equipment location identifying the originator of the call.
CONFERENCE	Agent activated a conference. For Generic 3 and Generic 2.2 switches all calls can be pegged towards CONFERENCE .
DIGITS_DIALED	Digits the agent dialed. Available on Generic 2.2 and Generic 3 switches.
EXT_CALL_ORIG	Agent originated an external call. Available on Generic 2.2 and Generic 3 switches.
KEYBD_DIALED	Call was keyboard-dialed. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.
MCT	Agent activated a malicious call trace. Available on System 85, Generic 2, and Generic 3 (except for Generic 3i Version 1) switches.
PROMPT_DIGITS	Digits the caller entered in response to call prompting. Available on Generic 3 switches with vectoring and call prompting.
TRANSFERRED	Agent transferred the call. For Generic 1 switches, TRANSFERRED includes measured call-to-measured split or measured trunk-to-measured trunk transfers. For System 85 and Generic 2.1 switches, TRANSFERRED includes calls to a VDN or split. For Generic 3 and Generic 2.2 switches, TRANSFERRED includes all calls.
WORKCODE	Call work code entered for the call. Available on Generic 3 and Generic 2.2 switches with call work codes.

Switch Cross Reference

Table A-23 lists the Agent Trace database items and the switch(es) each item applies to.

Table A-23: Switch Cross Reference for Agent Trace Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ACD	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
LOGID (index)	X	X	X	X	X	X	X
RECONNECT		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
WMODE_SEQ	X	X	X	X	X	X	X
WORKMODE	X	X	X	X	X	X	X
Optional Database Items							
ASSIST_ACTV	X	X	X	X	X	X	X
CALLER_HOLD		X	X	X	X	X	X
CALLING_PTY	X	X	X	X	X	X	X
CONFERENCE				X	X	X	X
DIGITS_DIALED				X	X	X	X
EXT_CALL_ORIG				X	X	X	X
KEYBD_DIALED				X	X	X	X
MCT		X	X	X	X	X	X
PROMPT_DIGITS				X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X
WORKCODE				X	X	X	X

Current Day Configuration Forecast Database Items

The Current Day Configuration database item descriptions (Table A-24) are **historical** items used to collect values entered in the Forecast: Current Day window. They apply to the Current Day (f_cday) table. The indexes are **ACD**, **ROW_DATE** and **SPLIT**.

Table A-24: Current Day Configuration Database Items

Database Item	Description
ACD (index)	ACD number for this data.
CHANGE	Additional change factor (percent).
CHPROF	Number of the call handling profile to use.
FMETHOD	Type of trending to use for forecast. Values are 0 = none, 1 = seasonal, 2 = current trending.
HDATE1	Date of first day of historical data to be used.
HDATE2	Date of second day of historical data to be used.
HDATE3	Date of third day of historical data to be used.
HDATE4	Date of fourth day of historical data to be used.
ROW_DATE (index)	Date of the forecast.
SPLIT (index)	Split/skill number.
TRENDBASE	Base date for seasonal trending.
WT1	Weight given to date 1.
WT2	Weight given to date 2.
WT3	Weight given to date 3.
WT4	Weight given to date 4.

Switch Cross Reference

Table A-25 lists the Current Day Configuration database items and the switch(es) each item applies to.

Table A-25: Switch Cross Reference for Current Day Configuration Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
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 Forecast Report Database Items

The Current Day Report database item descriptions (Table A-26) are **historical** items used to collect values entered in the Forecast: Current Day window. They apply to the Current Day Report (f_cdayrep) table. The indexes are **ACD**, **ROW_DATE** and **SPLIT**.

Forecast data 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).

Table A-26: Current Day Report Database Items

Database Item	Description
ACD (index)	ACD number for this current day data.
AGOCC	The objective maximum percentage of time that an agent will be on ACD calls (agent occupancy).
AVGAGSERV	Objective average number of seconds for an agent to service a call.
AVGSPEEDANS	Objective average speed of answer in seconds for this time of call.
FCALLS	Number of forecast calls carried.
INTRVL	Length of intrahour interval (15, 30, or 60 minutes). INTRVL applies to intrahour intervals only.
NUMAGREQ	Number of agents required to handle FCALLS .
RAGOCC	Resulting maximum percentage of time that an agent will be on ACD calls.
RAVGSPEEDANS	Resulting average speed of answer in seconds for this type of call.
ROW_DATE (index)	Date of the forecast.
RSERVLEVELP	Resulting percentage of calls to be handled within SERVLEVELT seconds.
SERVLEVELP	Objective percentage of calls to be handled within SERVLEVELT seconds.
SERVLEVELT	Number of seconds within which SERVLEVELP percent of calls are to be answered (service level time).
SPLIT (index)	Split/skill number.
STARTTIME	Start of intrahour interval (on 24-hour clock).

Switch Cross Reference

Table A-27 lists the Current Day Report database items and the switch(es) each item applies to.

Table A-27: Switch Cross Reference for Current Day Report Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
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

Call Record Database Items

The Call Record database item descriptions (Table A-28) are **historical** items. They apply to the Call Record (call_rec) table. The indexes are **ACD** and **ROW_DATE**.

Table A-28: Call Record Database Items

Database Item	Description
ACD (index)	Number of the ACD that handled this call.
ACWTIME	Time spent in ACW (after call work) related to this call by the answering agent in this segment, in seconds.
ANSHOLDTIME	Total time call was put on hold by the answering agent, in seconds, in this segment. In agent-to-agent calls, ANSHOLDTIME is accrued for the answering agent if the agent puts the call on hold, but not for the other agent (who continues to accrue talk time). Hold time is recorded for any type of call for Generic 2.2 and Generic 3 switches. Hold time is recorded only for ACD calls for System 85 and Generic 2.1 switches. Hold time is not recorded for Generic 1 switches.
ANSLOGIN	Login ID of the agent who answered the call in this segment.
ASSIST	Whether or not the answering agent in this segment requested supervisor assistance on this call (YES/NO).
AUDIO	Whether or not an agent in this segment reported an audio problem (YES/NO).
CALLID	A unique number assigned to this call and all its segments. For conferenced/transferred calls, two (or more) calls are tied together. When the entire call is recorded, one call ID is used to tie together all call segments. This may result in a "later" segment of the call starting earlier than the first segment. Call IDs are not necessarily strictly sequential, but will be unique for calls over a day.
CALLING_PTY	ANI/SID (Generic 2.2 or Generic 3 Version 4 switches with ANI delivery), extension or trunk equipment location identifying the originator of the call.
CONFERENCE	Whether or not the answering agent initiated a conference on this segment (YES/NO).
CONSULTTIME	Time an agent talked on any outbound call, while in AUX work or ACW. This includes the time the originating agent spent talking to the destination party. This is the time between the two presses of the transfer or conference key. It 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 CONSULTIME .

Table A-28: Call Record Database Items (Contd)

Database Item	Description
DA_QUEUED	Whether or not the call was queued as a direct agent call (YES/NO). Applies to Generic 3 switches only.
DIALED_NUM	Number the caller dialed (up to 24 digits). This will be the VDN for inbound vectoring calls and dialed digits for outbound calls. This will be zero for inbound calls without vectoring.
DISPIVECTOR	Number of the first vector associated with the disposition VDN.
DISPOSITION	Represents the call disposition and indicates whether the call was: connected (CONN, non-ACD call to a measured agent), answered (ANS, split/skill or Direct Agent call answered by an agent), abandoned (ABAN), interflowed, forced busy (FBUSY), forced disconnect (FDISC), or other (OTHER) in the segment. A connected call is a non-ACD call to a measured agent for which <i>CentreVu</i> CMS receives an indication that the call was connected or, in the case of System 85 and Generic 2.1 switches, any call that was delivered to an extension by a "route to" vector command (<i>CentreVu</i> CMS receives no indication the call abandons). An answered call is any split/skill or direct agent ACD call for which <i>CentreVu</i> CMS receives an indication that the call was answered by an agent. An abandoned call is any call for which <i>CentreVu</i> CMS receives notification that the caller abandoned. An interflowed call is any call interflowed to another destination. Forced busy calls are calls that <i>CentreVu</i> CMS records as BUSYCALLS for the trunk group that carried them. These calls can be VDN calls that received a forced busy from the vector command or, on the Generic 1 and Generic 3 switches, a split/skill call for a nonvector-controlled split that received a busy indication from the switch because the split queue was full. For Generic 2.2 switches, forced disconnect calls are VDN calls that are disconnected by the switch due to the execution of a disconnect vector command. For System 85, Generic 2.1, and Generic 3 switches, forced disconnect calls are calls that were given a forced disconnect announcement and listened to the entire announcement, then were disconnected by the switch. For Generic 3 Version 2 and later switches, disconnect calls also include calls disconnected because of the vector disconnect timer or because they reached the end of vector processing without being queued. Other calls are any other calls.

Table A-28: Call Record Database Items (Contd)

Database Item	Description
DISPPRIORITY	Priority the call had at its disposition. Priorities can be LOW, MED, HIGH, or TOP (with vectoring) or YES/NO (without vectoring). If the call never queued to a split/skill, the priority will be null.
DISPSPLIT	Number of the split or skill associated with the call at its disposition in this segment. Calls that were not queued to a split or skill at the time of disposition will have DISPLIT set to -1. Calls that were queued to an unmeasured split or skill at the time of disposition will have DISPLIT set to zero.
DISPTIME	Wait time (in the vector, in queue, ringing) until the disposition recorded in DISPOSITION for the call segment. For extension calls made directly to agents (not through a VDN), this will always be zero.
DISPVDN	Number of the VDN associated with the call at its disposition for this segment. DISPVDN will be zero for calls that are not associated with a VDN at their disposition.
DURATION	Total time the trunk was in use. This is the overall trunk holding time from the beginning of the segment until the caller is disconnected. Trunk holding time for the trunk in this segment can involve two trunks, each of which has a holding time. For the first segment of a call, this will be the trunk holding time for the caller for the entire call. With a transfer, the original trunk remains associated with both segments until the call ends. Thus, the DURATION for the first segment is the time from the SEIZED to IDLE state for the trunk
EQLOC	Equipment location of the trunk that carried the call. This will be zero if the trunk is not measured.
EVENT1-9	Number of times each event (stroke count) key was entered for this call segment. Available on System 85, Generic 2, and Generic 3 switches.
FIRSTVECTOR	Number of the first vector associated with the first VDN for the call segment. This will be zero if no vector is involved.
FIRSTVDN	Number of the first VDN associated with the call segment. This will be zero for calls not associated with a VDN.
HELD	Total number of times this call was placed on hold by the answering agent in this segment. With agent-to-agent calls, this count is incremented for the answering agent who puts the call on hold, but not for the calling agent. With System 85 and Generic 2.1 switches, this equals split/skill calls. With Generic 2.2 and Generic 3 switches, this is all calls.

Table A-28: Call Record Database Items (Contd)

Database Item	Description
HOLDABN	Whether this call abandoned from hold in this segment (YES/NO). With System 85 and Generic 2.1 switches, this is only for ACD calls. With Generic 2.2 and Generic 3 switches, this is for any call.
LASTCWC	Last call work code (up to 16 digits) entered by the answering agent in this segment. Applies to Generic 2.2 and Generic 3 switches only.
LASTDIGITS	Last set of prompted digits sent to the <i>CentreVu</i> CMS by the switch. These are digits the switch sends to <i>CentreVu</i> CMS when it executes a “send digits to CMS” vector command. The digits may have been entered through a “collect digits” vector command or through a “converse” vector command. Currently, no switch release supports this database item.
LASTOBSERVER	Login ID of the last agent that service-observed or bridged on to this call.
MALICIOUS	Was malicious call trace activated for this call segment (YES/NO)? Applies to Generic 2, Generic 3, but not Generic 3i Version 1 switches.
OBSERVINGCALL	Whether this call represents an agent observing or bridging on to an existing call (YES/NO).
ORIGLOGIN	Login ID of the agent originating the call. This is used for calls an agent originates to another agent, to an on-switch extension or to an external destination.
ROW_DATE (index)	Date the call started.
ROW_TIME (index)	Start time for this call segment.
SEGMENT	Number identifying the segment. Segment numbers are from 1 up to the number of segments in the call.
SEGSTART	<i>UNIX</i> [*] time and date when the segment started. (<i>UNIX</i> time and date is the number of seconds since midnight, 01/01/70.) Segments start when <i>CentreVu</i> CMS receives the first message for the call, since each segment represents a call. (When an agent transfers or conferences a call, the agent makes another call to effect the transfer/conference.)

Table A-28: Call Record Database Items (Contd)

Database Item	Description
SEGSTOP	UNIX time and date when the segment ended. A segment ends when all trunks and agents associated with the segment have dropped off the call. This means that after call work time for the agent is included when calculating the segment stop time.
SEQNUM	Unique sequence number for this call record.
SPLIT1	First split/skill the call queued to in the first VDN with which it was associated.
SPLIT2	Second split/skill the call was also queued to in the first VDN with which it was associated. This is for Generic 2.2 with EAS and Generic 3 switches with multiple-split/skill queuing only.
SPLIT3	Third split/skill the call was also queued to in the first VDN with which it was associated. (This is for Generic 2.2 with EAS and Generic 3 switches with multiple-split/skill queuing only.)
TALKTIME	Total talk time for the answering agent in this segment.
TKGRP	Number of the trunk group that carried the call. This will be zero if the trunk group carrying the call is not measured.
TRANSFERRED	Whether or not an answering agent initiated a transfer on this segment (YES/NO). For Generic 1 switches, TRANSFERRED includes measured call-to-measured split or measured trunk-to-measured trunk transfers. For System 85 and Generic 2.1 switches, TRANSFERRED includes to a VDN or split. For Generic 3 and Generic 2.2 switches, TRANSFERRED includes all calls.

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Switch Cross Reference

Table A-29 lists the Call Record database items and the switch(es) each item applies to.

Table A-29: Switch Cross Reference for Call Record Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
ACD	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X
ANSHOLDTIME		X	X	X	X	X	X
ANSLOGIN	X	X	X	X	X	X	X
ASSIST	X	X	X	X	X	X	X
AUDIO		X	X	X	X	X	X
CALLID	X	X	X	X	X	X	X
CALLING_PTY	X	X	X	X	X	X	X
CONFERENCE				X	X	X	X
CONSULTTIME	X	X	X	X	X	X	X
DA_QUEUED					X	X	X
DIALED_NUM		X	X	X	X	X	X
DISPIVECTOR		X	X	X	X	X	X
DISPOSITION	X	X	X	X	X	X	X
DISPPRIORITY	X	X	X	X	X	X	X
DISPSPLIT	X	X	X	X	X	X	X
DISPTIME	X	X	X	X	X	X	X
DISPVDN		X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X
EQLOC	X	X	X	X	X	X	X
EVENT1-9	X	X	X	X	X	X	X
FIRSTIVECTOR		X	X	X	X	X	X
FIRSTVDN		X	X	X	X	X	X
HELD		X	X	X	X	X	X
HOLDABN		X	X	X	X	X	X

Table A-29: Switch Cross Reference for Call Record Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4
LASTCWC				X	X	X	X
LASTDIGITS							
LASTOBSERVER					X	X	X
MALICIOUS			X	X	X (not G3iV1)	X	X
OBSERVINGCALL					X	X	X
ORIGLOGIN	X	X	X	X	X	X	X
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 (EAS)	X	X	X
SPLIT3				X (EAS)	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

Exceptions Historical Database Items

In Table A-30 through Table A-35, the database item **EXTYPE** lists numerical values associated with exception types. The database item **REASON** in Table A-36 lists numerical values associated with exception types.

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

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

Agent Exceptions Database Items

The Agent Exception database item descriptions (Table A-30) are **historical** items. They apply to the Agent Exception (agex) table.

Table A-30: Agent Exception Database Items

Database Item	Description																																																																
ACD (index)	ACD the agent was logged into.																																																																
EXTYPE	Type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr><td>1</td><td>Time Available</td></tr> <tr><td>2</td><td>Time on inbound ACD call (min)</td></tr> <tr><td>3</td><td>Time on inbound ACD call (max)</td></tr> <tr><td>4</td><td>Time in after call work</td></tr> <tr><td>5</td><td>Time on outbound ACW call</td></tr> <tr><td>6</td><td>Time on inbound ACW call</td></tr> <tr><td>7</td><td>Time in AUX work</td></tr> <tr><td>8</td><td>Time on outbound AUX call</td></tr> <tr><td>9</td><td>Time on inbound AUX call</td></tr> <tr><td>10</td><td>Number of outbound ACW calls/agent</td></tr> <tr><td>11</td><td>Number of inbound ACW calls/agent</td></tr> <tr><td>12</td><td>Number of outbound AUX calls/agent</td></tr> <tr><td>13</td><td>Number of inbound AUX calls/agent</td></tr> <tr><td>14</td><td>Login identification</td></tr> <tr><td>15</td><td>Time ACD call spent on hold*</td></tr> <tr><td>16</td><td>Number ACD calls placed on hold*</td></tr> <tr><td>17</td><td>Number ACD calls abandoned while on hold*</td></tr> <tr><td>18</td><td>Time on outbound ACD call (min)</td></tr> <tr><td>19</td><td>Time on outbound ACD call (max)[†]</td></tr> <tr><td>20</td><td>Number calls transferred**</td></tr> <tr><td>21</td><td>Time on external outbound ACW calls[†]</td></tr> <tr><td>22</td><td>Time on external outbound AUX call[†]</td></tr> <tr><td>23</td><td>Time on direct agent call[‡]</td></tr> <tr><td>24</td><td>Number of external outbound ACW calls/agent**</td></tr> <tr><td>25</td><td>Number external outbound AUX calls/agent**</td></tr> <tr><td>26</td><td>Time ACD call spends ringing**</td></tr> <tr><td>27</td><td>Multiple logons</td></tr> <tr><td>30</td><td>Number calls in direct agent queue[‡]</td></tr> <tr><td>31</td><td>Time call waited in direct agent queue[‡]</td></tr> <tr><td>32</td><td>Number calls abandoned from direct agent queue[‡]</td></tr> <tr><td>34</td><td>Number calls outflowed from direct agent queue[‡]</td></tr> </table>	Numerical Value	Type	1	Time Available	2	Time on inbound ACD call (min)	3	Time on inbound ACD call (max)	4	Time in after call work	5	Time on outbound ACW call	6	Time on inbound ACW call	7	Time in AUX work	8	Time on outbound AUX call	9	Time on inbound AUX call	10	Number of outbound ACW calls/agent	11	Number of inbound ACW calls/agent	12	Number of outbound AUX calls/agent	13	Number of inbound AUX calls/agent	14	Login identification	15	Time ACD call spent on hold*	16	Number ACD calls placed on hold*	17	Number ACD calls abandoned while on hold*	18	Time on outbound ACD call (min)	19	Time on outbound ACD call (max) [†]	20	Number calls transferred**	21	Time on external outbound ACW calls [†]	22	Time on external outbound AUX call [†]	23	Time on direct agent call [‡]	24	Number of external outbound ACW calls/agent**	25	Number external outbound AUX calls/agent**	26	Time ACD call spends ringing**	27	Multiple logons	30	Number calls in direct agent queue [‡]	31	Time call waited in direct agent queue [‡]	32	Number calls abandoned from direct agent queue [‡]	34	Number calls outflowed from direct agent queue [‡]
Numerical Value	Type																																																																
1	Time Available																																																																
2	Time on inbound ACD call (min)																																																																
3	Time on inbound ACD call (max)																																																																
4	Time in after call work																																																																
5	Time on outbound ACW call																																																																
6	Time on inbound ACW call																																																																
7	Time in AUX work																																																																
8	Time on outbound AUX call																																																																
9	Time on inbound AUX call																																																																
10	Number of outbound ACW calls/agent																																																																
11	Number of inbound ACW calls/agent																																																																
12	Number of outbound AUX calls/agent																																																																
13	Number of inbound AUX calls/agent																																																																
14	Login identification																																																																
15	Time ACD call spent on hold*																																																																
16	Number ACD calls placed on hold*																																																																
17	Number ACD calls abandoned while on hold*																																																																
18	Time on outbound ACD call (min)																																																																
19	Time on outbound ACD call (max) [†]																																																																
20	Number calls transferred**																																																																
21	Time on external outbound ACW calls [†]																																																																
22	Time on external outbound AUX call [†]																																																																
23	Time on direct agent call [‡]																																																																
24	Number of external outbound ACW calls/agent**																																																																
25	Number external outbound AUX calls/agent**																																																																
26	Time ACD call spends ringing**																																																																
27	Multiple logons																																																																
30	Number calls in direct agent queue [‡]																																																																
31	Time call waited in direct agent queue [‡]																																																																
32	Number calls abandoned from direct agent queue [‡]																																																																
34	Number calls outflowed from direct agent queue [‡]																																																																
LOGID	Login ID of the agent who had the exception.																																																																
ROW_DATE	Date on which the exception occurred.																																																																

Table A-30: Agent Exception Database Items (Contd)

Database Item	Description
ROW_TIME	Time at which the exception occurred.
SPLIT	Split or skill in which the agent was doing work when the exception occurred.
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the agent's activity falls outside of that limit.
TIME	Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the agent's activity falls outside of that limit.

- * Available only on System 85, Generic 2, and Generic 3 switches.
- † Available only with Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.
- ** Available only with Generic 2.1 or later and Generic 3 switches.
- ‡ Available only with Generic 3 switches with the ASAI or EAS feature.

Split/Skill Exceptions Database Items

The Split/Skill Exception database item descriptions (Table A-31) are **historical** items. They apply to the Split/Skill Exception (sgex) table.

Table A-31: Split/Skill Exception Database Items

Database Item	Description																						
ACD (index)	ACD of the split or skill.																						
EXTYPE	Type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr> <td>30</td><td>Number calls waiting</td></tr> <tr> <td>31</td><td>Time call has waited in queue</td></tr> <tr> <td>32</td><td>Number calls abandoned</td></tr> <tr> <td>33</td><td>Number intraflowed-in calls</td></tr> <tr> <td>34</td><td>Number intraflowed-out calls</td></tr> <tr> <td>35</td><td>Number interflowed-out calls</td></tr> <tr> <td>36</td><td>Number calls offered while queue full*</td></tr> <tr> <td>37</td><td>Number calls handled as backup[†]</td></tr> <tr> <td>38</td><td>Number calls transferred**</td></tr> <tr> <td>39</td><td>Average speed of answer (seconds)</td></tr> </table>	Numerical Value	Type	30	Number calls waiting	31	Time call has waited in queue	32	Number calls abandoned	33	Number intraflowed-in calls	34	Number intraflowed-out calls	35	Number interflowed-out calls	36	Number calls offered while queue full*	37	Number calls handled as backup [†]	38	Number calls transferred**	39	Average speed of answer (seconds)
Numerical Value	Type																						
30	Number calls waiting																						
31	Time call has waited in queue																						
32	Number calls abandoned																						
33	Number intraflowed-in calls																						
34	Number intraflowed-out calls																						
35	Number interflowed-out calls																						
36	Number calls offered while queue full*																						
37	Number calls handled as backup [†]																						
38	Number calls transferred**																						
39	Average speed of answer (seconds)																						
ROW_DATE	Date on which the exception occurred.																						
ROW_TIME	Time at which the exception occurred.																						
SPLIT	Split or skill in which the exception occurred.																						
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the split's/skill's activity falls outside of that limit.																						
TIME	Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the split's/skill's activity falls outside of that limit.																						

* Available only on System 85, Generic 2, and Generic 3 switches.

† Available only with Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.

** Available only with Generic 2.1 or later and Generic 3 switches.

Trunk Group Exceptions Database Items

The Trunk Group Exception database item descriptions (Table A-32) are **historical** items. They apply to the Trunk Group Exception (tgex) table.

Table A-32: Trunk Group Exception Database Items

Database Item	Description																				
ACD (index)	ACD of the trunk group.																				
EXTYPE	Type of exception that occurred: <table><tr><th>Numerical Value</th><th>Type</th></tr><tr><td>50</td><td>Time trunk in use (min)</td></tr><tr><td>51</td><td>Time trunk in use (max)</td></tr><tr><td>52</td><td>Number of trunks in use</td></tr><tr><td>53</td><td>Time any trunk maintenance busy</td></tr><tr><td>54</td><td>Number of trunks maintenance busy</td></tr><tr><td>55</td><td>Length of time all trunks busy</td></tr><tr><td>56</td><td>Number of trunk failures in group</td></tr><tr><td>57</td><td>Number of failures on a single trunk</td></tr><tr><td>58</td><td>Audio difficulty on a trunk</td></tr></table>	Numerical Value	Type	50	Time trunk in use (min)	51	Time trunk in use (max)	52	Number of trunks in use	53	Time any trunk maintenance busy	54	Number of trunks maintenance busy	55	Length of time all trunks busy	56	Number of trunk failures in group	57	Number of failures on a single trunk	58	Audio difficulty on a trunk
Numerical Value	Type																				
50	Time trunk in use (min)																				
51	Time trunk in use (max)																				
52	Number of trunks in use																				
53	Time any trunk maintenance busy																				
54	Number of trunks maintenance busy																				
55	Length of time all trunks busy																				
56	Number of trunk failures in group																				
57	Number of failures on a single trunk																				
58	Audio difficulty on a trunk																				
EQLOC	Trunk location where the exception occurred.																				
LOGID	Login ID of the agent reporting audio difficulty.																				
ROW_DATE	Date on which the exception occurred.																				
ROW_TIME	Time at which the exception occurred.																				
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the trunk group's activity falls outside of that limit.																				
TIME	Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the trunk group's activity falls outside of that limit.																				
TRKGRP	Number of the trunk group where the exception occurred.																				

VDN Exceptions Database Items

The VDN Exception database item descriptions (Table A-33) are **historical** items. They apply to the Agent Exception (vdnex) table. VDN exceptions are available only with the vectoring feature.

Table A-33: VDN Exception Database Items

Database Item	Description																												
ACD (index)	ACD of the VDN.																												
EXTYPE	Type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr> <td>2</td><td>Time at agent (min)</td></tr> <tr> <td>3</td><td>Time at agent (max)</td></tr> <tr> <td>30</td><td>Number calls in an ACD split/skill queue</td></tr> <tr> <td>32</td><td>Number calls abandoned while in vector</td></tr> <tr> <td>33</td><td>Number calls that flowed into VDN</td></tr> <tr> <td>34</td><td>Number calls that flowed out of VDN</td></tr> <tr> <td>35</td><td>Number calls interflowed out of VDN</td></tr> <tr> <td>37</td><td>Number calls handled by backup split/skill</td></tr> <tr> <td>71</td><td>Time in vector (max)</td></tr> <tr> <td>72</td><td>Number calls forced busy</td></tr> <tr> <td>73</td><td>Number calls disconnected</td></tr> <tr> <td>74</td><td>Number unsuccessful look-ahead interflow attempts</td></tr> <tr> <td>75</td><td>Adjunct routing</td></tr> </table>	Numerical Value	Type	2	Time at agent (min)	3	Time at agent (max)	30	Number calls in an ACD split/skill queue	32	Number calls abandoned while in vector	33	Number calls that flowed into VDN	34	Number calls that flowed out of VDN	35	Number calls interflowed out of VDN	37	Number calls handled by backup split/skill	71	Time in vector (max)	72	Number calls forced busy	73	Number calls disconnected	74	Number unsuccessful look-ahead interflow attempts	75	Adjunct routing
Numerical Value	Type																												
2	Time at agent (min)																												
3	Time at agent (max)																												
30	Number calls in an ACD split/skill queue																												
32	Number calls abandoned while in vector																												
33	Number calls that flowed into VDN																												
34	Number calls that flowed out of VDN																												
35	Number calls interflowed out of VDN																												
37	Number calls handled by backup split/skill																												
71	Time in vector (max)																												
72	Number calls forced busy																												
73	Number calls disconnected																												
74	Number unsuccessful look-ahead interflow attempts																												
75	Adjunct routing																												
ROW_DATE	Date on which the exception occurred.																												
ROW_TIME	Time at which the exception occurred.																												
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the VDN activity falls outside of that limit.																												
TIME	Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the VDN activity falls outside of that limit.																												
VDN	VDN for which the exception occurred.																												
VECTOR	Vector number associated with the exception.																												

Vector Exceptions Database Items

The Vector Exception database item descriptions (Table A-34) are **historical** items. They apply to the Vector Exception (vecex) table. Vector exceptions are available only with the vectoring feature.

Table A-34: Vector Exception Database Items

Database Item	Description														
ACD (index)	ACD of the vector.														
EXTYPE	Type of exception that occurred: <table><tr><th>Numerical Value</th><th>Type</th></tr><tr><td>30</td><td>Number calls in an ACD split/skill queue</td></tr><tr><td>72</td><td>Number calls forced busy</td></tr><tr><td>73</td><td>Number calls disconnected</td></tr><tr><td>74</td><td>Number unsuccessful look-ahead interflow attempts</td></tr><tr><td>80</td><td>Time in vector (min)</td></tr><tr><td>81</td><td>Time in vector (max)</td></tr></table>	Numerical Value	Type	30	Number calls in an ACD split/skill queue	72	Number calls forced busy	73	Number calls disconnected	74	Number unsuccessful look-ahead interflow attempts	80	Time in vector (min)	81	Time in vector (max)
Numerical Value	Type														
30	Number calls in an ACD split/skill queue														
72	Number calls forced busy														
73	Number calls disconnected														
74	Number unsuccessful look-ahead interflow attempts														
80	Time in vector (min)														
81	Time in vector (max)														
ROW_DATE	Date on which the exception occurred.														
ROW_TIME	Time at which the exception occurred.														
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the vector activity falls outside of that limit.														
TIME	Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the vector activity falls outside of that limit.														
VECTOR	Vector number for which the exception occurred.														

Malicious Call Trace Exceptions Database Items

The Malicious Call Trace Exception database item descriptions (Table A-35) are **historical** items. They apply to the Malicious Call Trace Exception (mctex) table.

Table A-35: Malicious Call Trace Exception Database Items

Database Item	Description				
ACD (index)	ACD on which the malicious call was recorded.				
ANI_SID	Billing number or phone number from which the malicious call originated (available only if the switch has ANI/SID service).				
EQLOC	Location of the trunk that carried the malicious call.				
EXTYPE	Type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr> <td>90</td><td>Malicious call</td></tr> </table>	Numerical Value	Type	90	Malicious call
Numerical Value	Type				
90	Malicious call				
LOGID	Login ID of the agent reporting the malicious call.				
ROW_DATE	Date on which the malicious call was reported.				
ROW_TIME	Time at which the malicious call was reported.				
SPLIT	Split/skill of the agent reporting the malicious call.				
TKGRP	Number of the trunk group that carried the malicious call.				
VDN	VDN that carried the malicious call. Available with System 85, Generic 2, and Generic 3 switches with vectoring.				

Data Collection Exceptions Database Items

The Data Collection Exception database item descriptions (Table A-36) are **historical** items. They apply to the Data Collection Exception (linkex) table.

Table A-36: Data Collection Exception Database Items

Database Item	Description																
ACD (index)	ACD for which data collection was interrupted.																
DURATION	Length of time for which data collection was off.																
REASON	Reason for the interruption of data collection. The reasons may be as follows: <table> <tr> <th>Numerical Value</th><th>Reason</th></tr> <tr> <td>91</td><td>Data collection started</td></tr> <tr> <td>92</td><td>Data collection of new translations started</td></tr> <tr> <td>93</td><td>Data collection turned off</td></tr> <tr> <td>94</td><td>Data collection busied out</td></tr> <tr> <td>95</td><td>Data collection timed out</td></tr> <tr> <td>96</td><td>Data collection clock was reset</td></tr> <tr> <td>97</td><td>Data collection session down</td></tr> </table>	Numerical Value	Reason	91	Data collection started	92	Data collection of new translations started	93	Data collection turned off	94	Data collection busied out	95	Data collection timed out	96	Data collection clock was reset	97	Data collection session down
Numerical Value	Reason																
91	Data collection started																
92	Data collection of new translations started																
93	Data collection turned off																
94	Data collection busied out																
95	Data collection timed out																
96	Data collection clock was reset																
97	Data collection session down																
ROW_DATE	Date on which data collection was interrupted.																
ROW_TIME	Time at which data collection was interrupted.																

Agent State and Row Search Values Cross-Reference

Use Table A-37 to identify how *CentreVu* CMS stores Agent State (names) and the applicable row search values.

Table A-37: Agent State and Row Search Values Cross-Reference

Status Database Items	State Names	Numerical Values for Row Search
AG_DEST	PBX	1
	OFF	2
AG_DIR	OUT	1
	IN	2
AG_ORIG	BLANK	0
	PHONE	1
	KEYBOARD	2
ALL_BUSY	YES	1
	NO	0
PER_CHG	YES	1
	NO	0
SLVL_CHG	YES	1
	NO	0
TKSTATE	UNKNOWN	0
	IDLE	1
	SEIZED	2
	QUEUED	3
	CONN	4
	DABN	5
	MBUSY	6
	FBUSY	7
	FDISC	8
	HOLD	9
	RING	80
TK_DIR	IN	2
	OUT	1
TK_PRI	YES	1
	NO	0

Table A-37: Agent State and Row Search Values Cross-Reference (Contd)

Status Database Items	State Names	Numerical Values for Row Search
TK_QTYPE	MAIN	1
	BACKUP	2
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

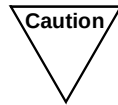
Use Table A-38 to identify how *CentreVu* CMS stores Call Disposition and the applicable row search values.

Table A-38: Call Disposition and Row Search Values Cross-Reference

Status Database Items	State Names	Numerical Values for Row Search
DISPOSITION	CONN	1
	ANS	2
	ABAN	3
	IFLOW	4
	FBUSY	5
	FDISC	6
	OTHER	7

Standard Dictionary Calculations

Table A-39 lists all of the standard *CentreVu* CMS Dictionary calculations. These calculations are used in real-time and historical reports. You can also use them in custom reports.



Do **NOT** modify any of the standard *CentreVu* CMS Dictionary calculations.

Table A-39: Standard Dictionary Calculations

Calculation Name	Calculation	Description
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
AVG_ACW_TIME_SUM	sum(ACWTIME) / sum(ACDCALLS)	Total average ACW time
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_SUM	sum(ANSTIME) / sum(ACDCALLS)	Total average answer speed
AVG_CONNECT_TIME	CONNECTTIME / CONNECTCALLS	Average amount of time for call to connect to agent
AVG_CONNECT_TIME_SUM	sum(CONNECTTIME) / sum(CONNECTCALLS)	Total average amount of time for call to connect to agent
AVG_HOLD_TIME	HOLDTIME / HOLDCALLS	Average hold time
AVG_HOLD_TIME_SUM	sum(HOLDTIME) / sum(HOLDCALLS)	Total average hold time

Table A-39: Standard Dictionary Calculations (Contd)

Calculation Name	Calculation	Description
AVG_INB_ACD_TIME_SUM	$(\text{sum}(\text{TOTAL\_ACD\_TIME} - \text{O\_ACD\_TIME})) / \text{INBOUND\_ACDCALLS}$	Average inbound ACD time
AVG_INB_ACW_TIME_SUM	$(\text{sum}(\text{TOTAL\_ACW\_TIME} - \text{O\_ACW\_TIME})) / \text{INBOUND\_ACDCALLS}$	Average inbound ACW time
AVG_OUTB_ACD_SUM	$\text{sum}(\text{O\_ACD\_TIME}) / \text{sum}(\text{O\_ACDCALLS})$	Total outbound average ACD talk time
AVG_OUTB_ACD_TIME	$\text{O\_ACD\_TIME} / \text{O\_ACDCALLS}$	Outbound average ACD talk time
AVG_OUTB_ACW_SUM	$\text{sum}(\text{O\_ACW\_TIME}) / \text{sum}(\text{O\_ACDCALLS})$	Total outbound average ACW talk time
AVG_OUTB_ACW_TIME	$\text{O\_ACW\_TIME} / \text{O\_ACDCALLS}$	Outbound average ACW talk time
AVG_POS_STAFF	$\text{I\_STAFF\_TIME} / (\text{INTRVL} * 60)$	Average positions staffed
AVG_POS_STAFF_SUM	$\text{sum}(\text{I\_STAFF\_TIME}) / \text{sum}(\text{INTRVL} * 60)$	Average positions staffed total
AVG_TALK_TIME_IN	$(\text{ACWINTIME} + \text{AUXINTIME}) / (\text{ACWINCALLS} + \text{AUXINCALLS})$	Extension in calls average talk time
AVG_TALK_TIME_IN_SUM	$\text{sum}(\text{ACWINTIME} + \text{AUXINTIME}) / \text{sum}(\text{ACWINCALLS} + \text{AUXINCALLS})$	Extension in calls total average talk time
AVG_TALK_TIME_OUT	$(\text{ACWOUTTIME} + \text{AUXOUTTIME}) / (\text{ACWOUTCALLS} + \text{AUXOUTCALLS})$	Extension out calls average talk time
AVG_TALK_TIM_OUT_SUM	$\text{sum}(\text{ACWOUTTIME} + \text{AUXOUTTIME}) / \text{sum}(\text{ACWOUTCALLS} + \text{AUXOUTCALLS})$	Extension out calls total average talk time
AVG_TRK_HOLD_IN_SUM	$\text{sum}(\text{INTIME}) / \text{sum}(\text{INCALLS})$	Inbound total average trunk holding time
AVG_TRK_HOLD_OUT_SUM	$\text{sum}(\text{OUTTIME}) / \text{sum}(\text{OUTCALLS})$	Outbound total average trunk holding time
AVG_TRK_HOLD_TIME	$(\text{INTIME} + \text{OUTTIME}) / (\text{INCALLS} + \text{OUTCALLS})$	Average trunk holding time
AVG_TRK_HOLD_TIME_IN	$\text{INTIME} / \text{INCALLS}$	Inbound average trunk holding time
AVG_TRK_HOLD_TIM_OUT	$\text{OUTTIME} / \text{OUTCALLS}$	Outbound average trunk holding time
AVG_VDN_TIME	$(\text{INTIME} / \text{INCALLS})$	Average VDN time
AVG_VDN_TIME_SUM	$\text{sum}(\text{INTIME}) / \text{sum}(\text{INCALLS})$	Average time in VDN total
AVG_VEC_TIME	$\text{INTIME} / \text{INCALLS}$	Average vector time
AVG_VEC_TIME_SUM	$\text{sum}(\text{INTIME}) / \text{sum}(\text{INCALLS})$	Average vector time total
BUSY_DISCONNECT	$(\text{BUSYCALLS} + \text{DISCCALLS})$	Number of calls that were busy and disconnected

Table A-39: Standard Dictionary Calculations (Contd)

Calculation Name	Calculation	Description
CALLS_PER_POS	$(60 * \text{INTRVL} * \text{ACDCALLS}) / \text{I\_STAFFTIME}$	Calls per position
CALLS_PER_POS_SUM	$(\text{sum}(60 * \text{INTRVL}) * \text{sum}(\text{ACDCALLS})) / \text{sum}(\text{I\_STAFFTIME})$	Calls per position total
EXT_CALL_IN	$(\text{ACWINCALLS} + \text{AUXINCALLS})$	Incoming extension calls
EXT_CALL_OUT	$(\text{ACWOUTCALLS} + \text{AUXOUTCALLS})$	Outgoing extension calls
EXT_IN_TIME	$(\text{I\_ACWINTIME} + \text{I\_AUXINTIME})$	Time on incoming extension calls
EXT_OUT_TIME	$(\text{I\_ACWOUTTIME} + \text{I\_AUXOUTTIME})$	Time on outgoing extension calls
INBOUND_ACDCALLS	$(\text{sum}(\text{TOTAL\_ACDCALLS} - \text{O\_ACDCALLS}))$	Total inbound ACD calls
INT_AUXTIME	$\text{I\_STAFFTIME} - \text{I\_AVAILTIME} - \text{I\_ACD\_TIME} - \text{I\_ACW\_TIME} - \text{I\_OTHER\_TIME} - \text{I\_RING\_TIME} - \text{I\_DA\_ACD\_TIME} - \text{I\_DA\_ACW\_TIME}$	Total AUX time
PERCENT_ACD_TIME	$100 * ((\text{I\_ACD\_TIME} + \text{I\_ACW\_TIME}) / \text{I\_STAFFTIME})$	Percent ACD time
PERCENT_ACD_TIME_SUM	$100 * (\text{sum}(\text{I\_ACD\_TIME} + \text{I\_ACW\_TIME}) / \text{sum}(\text{I\_STAFFTIME}))$	Percent ACD time total
PERCENT_ALL_BUSY	$100 * (\text{ALLINUSETIME} / \text{SECS\_PER\_DAY})$	Percentage of time all trunks in use
PERCENT_ALL_BUSY_D	$100 * (\text{ALLINUSETIME} / \text{d\_secs.SECSPERDAY})$	Percentage of time all trunks in use in the day
PERCENT_ALL_BUSY_M	$100 * (\text{ALLINUSETIME} / \text{m\_secs.SECSPERMN})$	Percentage of time all trunks in use in the month
PERCENT_ALL_BUSY_W	$100 * (\text{ALLINUSETIME} / \text{w\_secs.SECSPERWK})$	Percentage of time all trunks in use in the week
PERCENT_ALL_BUSY_SUM	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{SECS\_PER\_DAY}))$	Percentage of time all trunks in use
PERCENT_AL_BSY_SUM_D	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{d\_secs.SECSPERDAY}))$	Percentage of time all trunks in use in the day
PERCENT_AL_BSY_SUM_M	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{m\_secs.SECSPERMN}))$	Percentage of time all trunks in use in the month
PERCENT_AL_BSY_SUM_W	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{w\_secs.SECSPERWK}))$	Percentage of time all trunks in use in the week

Table A-39: Standard Dictionary Calculations (Contd)

Calculation Name	Calculation	Description
PERCENT_AUX_WORK	$100 * (I\_AUXTIME / I\_STAFFTIME)$	Percent AUX time
PERCENT_AUX_WORK_SUM	$100 * (\text{sum}(I\_AUXTIME) / \text{sum}(I\_STAFFTIME))$	Total percent AUX time
PERCENT_CALL_ABAN	$100 * (ABNCALLS / (CALLSOFFERED))$	Percentage of calls abandoned
PERCENT_CALL_ANS	$100 * (ACDCALLS / CALLSOFFERED)$	Percentage of calls offered that were answered
PERCENT_CALL_ANS_SUM	$100 * (\text{sum}(ACDCALLS) / \text{sum}(CALLSOFFERED))$	Total percent of calls offered that were answered
PERCENT_MBUSY	$100 * (MBUSYTIME / (\text{SECS\_PER\_DAY} * TRUNKS))$	Percent of time all trunks in use
PERCENT_MBUSY_D	$100 * (MBUSYTIME / (d\_secs.\text{SECS\_PERDAY} * TRUNKS))$	Percent of time all trunks busied-out in the day
PERCENT_MBUSY_M	$100 * (MBUSYTIME / (m\_secs.\text{SECS\_PERMN} * TRUNKS))$	Percent of time all trunks busied-out in the month
PERCENT_MBUSY_W	$100 * (MBUSYTIME / (w\_secs.\text{SECS\_PERWK} * TRUNKS))$	Percent of time all trunks busied-out in the week
PERCENT_MBUSY_SUM_D	$100 * (\text{sum}(MBUSYTIME) / (\text{avg}(d\_secs.\text{SECS\_PERDAY}) * \text{sum}(TRUNKS)))$	Percent of time all trunks busied-out in the day
PERCENT_MBUSY_SUM_M	$100 * (\text{sum}(MBUSYTIME) / (\text{avg}(m\_secs.\text{SECS\_PERMN}) * \text{sum}(TRUNKS)))$	Percent of time all trunks busied-out in the month
PERCENT_MBUSY_SUM_W	$100 * (\text{sum}(MBUSYTIME) / (\text{avg}(w\_secs.\text{SECS\_PERWK}) * TRUNKS))$	Percent of time all trunks busied-out in the week
PERCENT_MBUSY_SUM	$100 * (\text{sum}(MBUSYTIME) / (\text{avg}(\text{SECS\_PER\_DAY}) * \text{sum}(TRUNKS)))$	Percent time all trunks in use
PERCENT_SERV_LVL_SPL	$100 * (ACCEPTABLE / CALLSOFFERED)$	Percent of calls answered in service level for split
PERCENT_SERV_LVL_VDN	$100 * (\text{sum}(ACCEPTABLE) / \text{sum}(INCALLS))$	Percent of calls answered within service level for VDN
PERCENT_SLVL_SPL_SUM	$100 * (\text{sum}(ACCEPTABLE) * \text{sum}(CALLSOFFERED))$	Percent of total split calls answered in service level
PERCENT_VDN_ABAN	$100 * (\text{sum}(ABNCALLS) / \text{sum}(INCALLS))$	Percent of calls abandoned
PERCENT_VDN_ANSCONN	$100 * (\text{sum}(ACDCALLS + \text{CONNECTCALLS}) / \text{sum}(INCALLS))$	Percent of calls answered in service level

Table A-39: Standard Dictionary Calculations (Contd)

Calculation Name	Calculation	Description
SECS_PER_DAY	$(24 * 60 * 60)$	Seconds per day
TOTAL_ACDCALLS	$(ACDCALLS + DA\_ACDCALLS)$	Total ACD calls
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_ACWTIME	$(I\_ACWTIME + I\_DA\_ACWTIME)$	Total interval-based ACW time

Glossary

3332 Platform	<i>INTEL</i> [*] -based CMS platform
6386/25 Platform	<i>INTEL</i> -based CMS platform
6386/33 Platform	<i>INTEL</i> -based CMS platform
Abandoned Call	A call in which a caller hangs up before receiving an answer from an agent. The call could be queued to a split or in a vector/VDN before it is abandoned.
Abandoned Call Search	An ACD capability that enables the system to make sure that the caller is on the line before passing the call to an agent.
Access Permissions	Permissions assigned to a CMS user so that the user can access different subsystems in CMS or administer specific elements (splits/skills, trunks, vectors, etc.) of the ACD. Access permissions are specified as read or write permission. Read permission means the CMS user can access and view data (for example, run reports or view the Dictionary subsystem). Write permission means the CMS user can add, modify, or delete data and execute processes.
ACD	See <i>Automatic Call Distribution</i> .
ACD Call	A call that queued to a split/skill and was answered by an agent in that split/skill, or a call that queued as a direct agent call and was answered by the agent for whom it was queued.
Acknowledgment	A window that requires you to confirm an action or to acknowledge a system message (for example, system going down, warning, or fatal error for the user window). This window cannot be moved, sized, or scrolled and disappears only when you confirm the message.
Action List	A menu in the upper-right corner of most user windows. The menu lists the actions available for that particular user window (for example, add, modify, delete, etc.). You select an action after entering necessary data in the user window.
Activate Agent Trace	From this window you can start CMS tracing of agent activities. These activities include all agent state changes until the trace is turned off. You must activate an agent trace to obtain an Agent Trace report.

^{*}INTEL is a registered trademark of Intel Corporation.

Active VDN Calls	The number of calls currently active in a VDN. The G3V4 vector enhancement “VDN Calls Routing” refers to the ability to program a vector step according to the number of active VDN calls. The number of active calls is referred to as “counted-calls” in the vector step.
ACW	See <i>After Call Work</i> .
Add	A CMS Action that adds the data entered in the given window to the database.
Adjunct/Switch Applications Interface (ASAI)	An AT&T recommendation for interfacing adjuncts and communications systems, based on the CCITT Q.932 specification for layer 3. ASAI supports activities such as event notification and call control. See Chapter 3, “Computer Telephony Integration,” of the <i>DEFINITY Call Center Planning, Configuration, and Implementation (AT&T 585-215-010)</i> for more details.
After Call Work (ACW)	An agent state generally representing work related to the preceding ACD call. Going on-hook after an ACD call during MANUAL-IN operation places the call in ACW. With Generic 1 and Generic 3, ACW is accessible by a key on the agent's set and may not be related to an ACD call.
Agent	A person who answers calls to an extension in an ACD split/skill. The agent is known to CMS by a login identification keyed into a voice terminal.
Agent Login ID	A 1- to 4-digit number (Generic 2/System 85) or a 1- to 9-digit number (Generic 1/Generic 3) entered by an ACD agent from a voice terminal to activate the agent position. Agent logins are required for all CMS-measured ACD agents.
Agent Occupancy	The average percentage of time that you are expecting or targeting for each split/skill agent to spend, while logged in, on ACD calls and in ACW.
Agent Position (Non-EAS)	The combination of agent login ID and split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected separately for each agent/split combination.
Agent Position (EAS)	The combination of agent login ID and the skills the agent is assigned. Data are collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.

Agent Skill	An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to four skills. The meaning of each Agent Skill is defined by the customer. Examples are the ability to speak a particular language or the expertise to handle a certain product. See also <i>Primary Skill</i> and <i>Secondary Skill</i>.
Agent State	A feature of agent call handling. Agent states are the different call work modes an agent can be in (ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RING). Data about these states is displayed in real-time and historical reports. See the definition of each state for additional information.
Agent Terminal	The voice terminal used by a call-center agent.
Agent Trace	You must start an agent trace before you can obtain an Agent Trace report. You can activate traces for a maximum of 25 agents at any one time. You can select the dates in which the trace will receive information. This report lists each agent activity and the time it occurred. The Agent Trace report can be helpful when evaluating how well individual agents are using their time.
AI	See <i>Auto-In</i>.
Algorithm	A prescribed set of well-defined rules or instructions for the solution of a problem; for example, the performance of a calculation, in a finite number of steps. Expressing an algorithm in a formal notation is one of the main parts of a software program.
ANI	See <i>Automatic Number Identification</i>.
Announcement	A recorded message that normally tells the caller what destination the call has reached. The announcement also often tries to persuade the caller to stay on the line. With Call Vectoring, announcements can be part of a vector's call processing. An announcement is assigned to a vector by entering an announcement number.
ASA	See <i>Average Speed of Answer</i>.
ASAI	See <i>Adjunct/Switch Applications Interface</i>.

Auto-Available Split	An ACD capability that ensures that after a power failure or a system restart, Voice Response Units (for example, the CONVERSANT Voice Information System) are brought on line again immediately, without time-consuming reprogramming.
Auto-In (AI)	An ACD work mode that makes the agent available to receive calls and allows the agent to receive a new ACD call immediately after disconnecting from the previous call.
Automatic Call Distribution (ACD)	A switch feature. Automatic Call Distribution (ACD) is software that channels high-volume incoming call traffic to agent groups (splits or skills). Also an agent state where the extension is engaged in an ACD call (with the agent either talking to the caller or the call waiting on hold). See also <i>Redirect on no Answer</i> and <i>Auto-Available Split</i>.
Automatic Number Identification (ANI)	A general industry term referring to knowledge of the calling party number (CPN). When the calling party is behind a switch, the number provided can be either a billing number for the switch or the station identification number.
AUX	See <i>Auxiliary Work</i> .
Auxiliary Work (AUX)	An agent state. For example, the agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. An agent can reach this state by pressing the AUX WORK button or dialing the proper access code from the voice terminal. The agent can also reach the state by going off-hook to make or answer an extension call while in AVAIL or with a call on hold.
AVAIL	See <i>Available</i> .
Available (AVAIL)	An agent state. The extension is able to accept an ACD call.
Average Agent Service Time	The average time you are expecting or targeting for each agent to spend on an ACD call, including talk time and after-call-work time.
Average Speed of Answer (ASA)	The average amount of time a caller waits in queue before connecting to an agent. ASA is usually an objective set by your call center's management. The ASA for a split/skill includes the time spent in queue and the time ringing an agent. ASA for a VDN includes the time spent in vector processing (including the time spent in queue and the time ringing) for the VDN that the call was answered in.

Interval ASA has been used for BCMS and pre-R3V4 CMS reporting where the ASA is calculated on reporting interval boundaries and the ASA is cleared to zero at the start of each reporting interval. Rolling ASA is used, beginning with R3V4 CMS, for vector routing. Rolling ASA is a running weighted average calculation without regard to any interval boundaries. Rolling ASA is calculated on the G3V4 switch and sent to R3V4 CMS.

Backup

The process of protecting data by writing the contents of the disk to an archive (or tape) that can be removed from the computer environment and stored safely.

Basic Call Management System (BCMS)

A smaller call center operation (fewer than 200 agents) that has the same basic MIS reporting capabilities as larger systems. A call center that allows DEFINITY Generic 3 ACD call data to be collected and processed within the switch; an adjunct processor is not required to produce BCMS reports.

BCMS

See *Basic Call Management System*.

Calculation

A menu selection in the CMS Dictionary subsystem which gives the abbreviated name (calculation name) for the calculation that generates the data for a field in a report.

Call-Based Items

The category of database items in CMS that are committed to the database after the call completes. If a call starts and ends in different intrahour intervals, all of the call-based data is recorded in the interval in which the call completed. Most database items are call-based.

Call-Handling Profile

A set of objectives describing how you want a split/skill to handle calls.

Call Management System (CMS)

A software product used by business customers that have AT&T telecommunications switches and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch. The CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch.

Call Prompting

A switch feature that routes incoming calls based on information entered by the calling party, such as an account number. The caller receives an announcement and is prompted to select an option from those listed in the announcement.

Call Vectoring	A switch feature that provides a highly flexible method for processing ACD calls using VDNs and vectors as processing points between trunk groups and splits. Call vectoring permits treatment of calls that is independent of splits. Similar to a computer program, a call vector is a set of instructions that control the routing of incoming calls based on conditions that occur in a call center environment. Examples of call vector conditions include time of day and the number of calls in queue.
Call Work Code (CWC)	An ACD capability that makes sure that during or after the call, the agent can enter a string of digits and send these digits to the DEFINITY Call Management System for management reporting.
Caller Needs	The reason(s) a customer calls your call center (used with the Expert Agent Selection feature).
Calls Carried	Trunk data. The number of inbound/outbound calls carried.
Cancel	A CMS action that cancels the current Backup, Restore, or Migration that is in progress.
Caution Condition	A graph term. The bars in the graph report have changed color or intensity indication that the data being displayed met your defined first threshold limit, or the bars have changed from the Warning condition back to the Caution condition.
Central Office (CO)	The location housing telephone switching equipment that provides local telephone service and access to toll facilities for long-distance calling.
CentreVu Supervisor	The Call Management System application for the Microsoft Windows operating environment.
Change Agent Skills	An agent's skills may be changed from CMS by using the Change Agent Skills Window. The Change Agent Skills Window allows the user to change the skill assignments for one agent. Through this window a user can quickly see what skills are currently assigned to an agent and the user can easily change the agent's skill assignment. Users can close a window using the Close command on the Control menu. Closing an application's main window is the same as quitting it.
CMS	See <i>Call Management System</i>.
CMS Large	High Performance Platform only. One of two hardware configurations for the CMS product line. Handles 64MB RAM, 3GB hard disk, 1 processor.

CMS Options	The optional features available with CMS. CMS options include graphics, forecast, and vectoring.
CMSQL	A relation database management system used to organize most of the CMS data. CMS QL is used in place of <i>INFORMIX</i> [*] SQL.
CMS X-Large	High Performance Platform only. One of two hardware configurations for the CMS product line. Handles 128MB RAM, 3GB hard disk, 2 processors.
CO	See <i>Central Office</i> .
CONN	See <i>Connected</i> .
Connected (CONN)	A trunk state. A caller and an agent are connected on an ACD call.
Connected Call	A non-ACD call is considered to be connected to an extension (not a VDN or direct agent) when the call rings at the station and the caller does not abandon.
Continue	A CMS action that resumes the suspended Restore or Migration operation.
CONVERSANT	<i>CONVERSANT</i> is a powerful system which interfaces with the caller. This system may include such functions as: automated call routing, announcement, storage, message retrieval, and callback.
Copy Group or Profile	A CMS action that creates a new group or profile from an existing one.
Current	A CMS action that displays data from the current interval.
Current Interval	Represents the current intrahour interval, which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.
Current Window	The user window in which you are actively working.
Custom Reports	Real-time or historical reports that have been customized from standard reports or created from scratch.
CWC	See <i>Call Work Code</i>
DABN	See <i>Direct Abandon</i> .

^{*}INFORMIX is a registered trademark of Informix Software, Inc.

DACD	See <i>Direct Agent ACD</i> .
DACW	See <i>Direct Agent ACW</i> .
Daily Data	Interval data that has been converted to a 1-day summary.
Data Collection Off	CMS is not collecting ACD data. If you turn off data collection, CMS will not void data on current call activity.
Data Collection On	CMS is collecting ACD data.
Data Points	Points of historical data. A data point should include data for each interval of the working day.
Database	A group of tables that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.
Database Item	A name for a specific type of data stored in one of the CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, etc.) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, etc.).
Database Tables	CMS uses these tables to collect, store, and retrieve ACD data. Standard CMS items (database items) are names of columns in the CMS database tables.
Date Format	The standard format for entering dates on CMS reports. Acceptable formats are: • Month/day/year (for example, 3/21/93). • A "-" offset based on today's date (for example, -1 for yesterday). • Separating individual data entry items using a semicolon (for example, 3/21/93;3/23/93;3/25/93) • Entering ranges by placing a hyphen between entries (for example, 3/21/93-3/25/93). When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <i>No records found</i> displays in the status line. The month start date must be the first day of the month.

Default Skill (Generic 2.2 with EAS)	Every skill that ends with a "0" is called a default skill, since every agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.
Delete	A CMS action that removes the entry on the window from the database.
Dialed Number Identification Service (DNIS)	An ACD capability that enables calls to be routed based on the number dialed by the caller (for example, a specific 800 number set up for a promotion).
Dictionary	A CMS subsystem that can be used to assign names to various call center elements such as login IDs, splits/skills, trunk groups, VDNs and vectors. These names appear on reports, making them easier to interpret.
DID	See <i>Direct Inward Dialing</i> .
Dimmed	Unavailable or disabled. A dimmed menu item, button, or command is displayed in a lighter shade than the standard display and cannot be selected. See also <i>Grayed Out</i> .
Direct Abandon (DABN)	A trunk state. The caller abandoned the call, and the trunk quickly goes to idle.
Direct Agent ACD (DACD)	An agent state. The agent is on a direct agent ACD call.
Direct Agent ACW (DACW)	An agent state. The agent is in the after call work state for a direct agent ACD call.
Direct Agent Calling	An EAS capability that makes it possible for a caller to reach the same agent every time and still include the call in the management tracking of the call center. This is ideal for claims processing, where a client needs to speak with the agent handling the claim. This flexibility ensures a high level of customer service without reducing management control.
Direct Inward Dialing (DID)	An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.
DNIS	See <i>Dialed Number Identification Service</i> .
EAD	See <i>Expert Agent Distribution</i> .

EAS	See <i>Expert Agent Selection</i> .
Entity	A generic term that refers to one of the following: Agent, Agent Group, Split/Skill, Trunk, Trunk Group, VDN, Vector, or Call Work Code.
Error Message	A response from a program indicating that a problem has arisen or something unexpected has happened, requiring your attention.
EWI	See <i>Expected Wait Time</i> .
Exception	A type of activity on the ACD which falls outside of the limits you have defined. An exceptional condition is defined in the CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance on the ACD (by agents, splits/skills, VDNs, vectors, trunks, or trunk groups).
Exception Reports	Display occurrences of unusual call-handling events.
Expected Delay	See <i>Expected Wait Time</i> .
Expected Wait Time (EWT)	Also referred to as <i>expected delay</i>. An estimate of how long a caller will have to wait to be served by a call center while in queue considering the current and past traffic, handling time, and staffing conditions. Time spent in vector processing before being queued and the time spent ringing an agent with manual answering operation is not included in the EWT prediction. With the G3V4 and R3V4 CMS, the EWT is a switch-based calculation.
Expert Agent Distribution (EAD)	A call queued for a skill will go to the most idle agent (primary skill agent). Agents who are idle and have secondary agent skills will receive the call queued for a skill if there are no primary agents available.
Expert Agent Selection (EAS)	Expert Agent Selection (EAS) is an optional switch feature that builds on the power of the Call Vectoring and ACD features of the switch to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. The ACD queuing and the vector commands <i>Queue-to-Main</i> and <i>Check-Backup</i> are used to route a call to an agent with the appropriate skill to handle that call. With EAS call distribution is based on skill. You can match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. CMS collects data on skills in the same manner as it collects data on splits. Real-Time agent reports generally indicate which skills the agents have, and in which skill they are currently working. Skill reports show the

performance of the skill overall, displaying such items as the ASA, the number of calls, and the percentage of calls answered within the target service level for the skill.

CMS also reports VDN data by VDN skill preference, so that customers can assess the call center performance relative to calls requiring particular skills. CMS reports how many calls were handled, how long these calls waited for service, and the average talk time for calls queued to a particular skill preference in a particular VDN.

Extension Call	Extension calls are any calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches, these include calls an agent makes to set up a conference or transfer.
FBUSY	See <i>Forced Busy</i> .
FDISC	See <i>Forced Disconnect</i> .
Find One	A CMS action that searches the database for entries that match the input value.
First Threshold	A graph term. The lower limit you enter for a particular condition in a graph report. The bar(s) change color/intensity when the defined limit is met. You are telling the system that when this limit is met, you want to be notified that a Caution condition could exist.
Flexible Routing	An ACD capability that allows customers to choose how incoming calls should be routed to agents within a split. Calls can be routed to the first available agent or to the most idle agent.
FMCH	See <i>Forced Multiple Call Handling</i> .
Forced Busy (FBUSY)	A trunk state. The caller receives a forced busy signal.
Forced Disconnect (FDISC)	A trunk state. The caller receives a forced disconnect.
Forced Multiple Call Handling (FMCH)	A feature available with G3V4 or later switches that, when activated for a split/skill, allows calls to be automatically delivered to an idle line appearance, if the agent is in the Auto-In/Manual-In work mode and an unrestricted line appearance is available on the voice terminal.
Get Contents	A CMS action that gives access to the steps of a vector program, agent group, or timetable.

Graphics	A CMS reporting option that allows you to view some reports in bar graph format.
Grayed Out	When you do not have access to a menu or action list item, it will be grayed out (that is, dimmed or displayed in a different color from the rest of the menu or action list). See also <i>Dimmed</i>.
Historical Database	Contains intrahour records for up to 62 days, daily records for up to 5 years, and weekly/monthly records for up to 10 years for each CMS-measured agent, split/skill, trunk, trunk group, vector, and VDN.
Historical Reports	Display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. A report summary of call data into daily, weekly or monthly totals.
HOLD	A trunk state. The agent has put the call on this trunk on hold.
IDLE	A trunk state. The trunk is not in use and waiting for a call.
II	See <i>Information Indicator</i> .
Information Indicator (II)	A two-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls.
INFORMIX	A relational database management system used to organize CMS data.
INFORMIX SQL	The interactive interface typically used to view the <i>INFORMIX</i> database. For CMS purposes, CMS QL is used instead of <i>INFORMIX SQL</i> .
Input Fields	Text boxes for input fields. Text boxes shall be used when the user must enter arbitrary text or numeric data.
Integrated Services Digital Network (ISDN)	A digital standard for telephony that enables, among other things, telephone, television, and computer signals on the same lines. This system may someday replace our existing telephone lines.
Interval-Based Items	A category of database items. These items represent 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. Interval-based items should only be used to show amount of time in an interval for an activity or to calculate percentages of time spent in an interval. Interval-based items should not be used to calculate averages (such as average hold time).

Intrahour Interval	A 15, 30, or 60 minute segment of time starting on the hour. An intrahour interval is the basic unit of CMS report time.
ISDN	See <i>Integrated Services Digital Network</i> .
LAI	See <i>Look Ahead Interflow</i> .
LAN	See <i>Local Area Network</i> .
List All	A CMS action that lists all the entries that matched the current field values.
List Devices	A CMS action that lists all the devices which have been specified in the Backup/Restore Devices.
Local Area Network (LAN)	Two or more computers connected by cable and use a suitable operating system and application software so they can directly share hard disks, printers, and other peripherals, and files.
Logical Agent	An EAS feature that associates the agent's login ID with the physical extension when the agent logs in. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set. Agents are assigned a single set of work mode buttons, rather than one set per skill. This simplifies the agent's interface to the work mode buttons. When the "MI" or "AI" button is lit, the agent is available to take a call in any assigned skills. The Logical Agent capability allows calling agents by dialing their login IDs. Calls to login IDs may be treated as direct agent ACD calls, given the proper class of restriction, or may be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related from personal calls.
LOGOFF	An agent trace work mode. An agent is logged out and not available to take ACD calls.
LOGON	An agent trace work mode. An agent is logged in and available to take ACD calls.

Look-Ahead Interflow (LAI)	A software application that is used when multiple call centers are linked through the DEFINITY System over ISDN PRI lines, the LAI capability works with call vectoring to intelligently route calls between them. This allows multiple call centers to share work loads, expands hours of coverage, and allows calls to be transparently handled by call centers in different time zones.
Maintenance	A CMS subsystem that is used for doing routine maintenance of the <i>CentreVu</i> CMS, such as backing up data, checking on the status of the connection to the switch, and scanning the error log.
Maintenance Busy (MBUSY)	A trunk state. The trunk is maintenance busy, out of service for maintenance purposes.
Manual In (MI)	An ACD work mode. MI makes the agent available to receive an ACD call and automatically places the agent into the ACW state upon release from the call.
MBUSY	See <i>Maintenance Busy</i> .
MCH	See <i>Multiple Call Handling</i> .
Measured	A term that means an ACD element (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to CMS for collection of data. If the ACD element is not measured, no data is collected.
Messages	Temporary windows used only for displaying information like “field help” and syntactical field errors. Message windows cannot be moved, sized, or scrolled and do not count in the user window count. Messages windows are automatically removed when you correct the error or move to the next field.
MI	See <i>Manual In</i> .
MIA	See <i>Most Idle Agent</i> .
Migration	The process of importing CMS data, as a result of executing the “R3 Migrate Data” or “R2 Migrate Data” menu item after selecting System Setup from the main menu. Migration is sometimes necessary in order to move the customer’s data to a new release. Migration is usually, but not always, driven by a hardware platform change.
Modify	A CMS action that changes the database entry to reflect the new values entered in the current primary window.

Monthly Data	Daily data that has been converted to a Monthly summary.
More Help	More help displays a user window containing expanded information about the current primary user window or menu selection. More help is for primary windows only, not output windows (like list all windows).
Most Idle Agent (MIA)	An ACD distribution method that maintains a queue of idle agents. An agent is put at the end of the list for a particular split when the agent completes an ACD call for that split. The agent continues to advance in the list as long as the agent remains staffed and in ACW, available, or on AUXIN/OUT extension calls from the available state. In G3V2, if the agent is in ACW or is on an AUXIN/OUT extension call from the available state, then the agent is marked as unavailable to take an ACD call but remains in the list, moving up. An agent in the AUX mode (either by pressing the AUX button or by logging in) is not in the list of eligible agents. Agents in multiple splits/skills are in multiple “eligible agent” lists, one list for each split/skill. An agent who is in ACW, on an AUXIN/OUT extension call from the AVAIL state, or on an ACD call for another split/skill continues to move up the list of eligible agents for other split/skills. With EAS, if there are no calls waiting in queue for an agent’s primary skill(s), the agent is put into the MIA queue for primary and secondary skills, and then receives the next call for any of the skills logged into.
Multi-Agent Skill Change Window	This window allows the user to perform the following administration actions: add one or more agents to a skill; move one or more agents from one skill to another; and remove one or more agents from a skill.
Multiple Call Handling (MCH)	Allows an agent to receive an ACD call while other calls are active on the agent’s station. The agent must put the current call on hold and press AI/MI in order to receive another ACD call.
Multiple Split Queuing	With Call Vectoring, a call can be directed to up to four splits at the same time, with the first agent who is free getting the call.
Multiuser Mode	Any administered CMS user can log into CMS. Data continues to be collected if data collection is “on.”
Name (Synonym) Fields	Fields in which you may enter a name (synonym) that has been entered in the Dictionary subsystem (for example, names of agents, splits/skills, agent groups, trunk groups, vectors, VDNs).
Next (disabled)	A CMS action that is not available because a “Find One” has not been executed.

Next (enabled)	A CMS action that displays the next match if more than one was found.
Night Service	An switch capability that assists calls that come in after business hours or on weekends to be automatically rerouted to a split or an announcement specifically set up for after-hours coverage.
Nonprimary Split/Skill	When a call is queued to multiple splits/skills, the second and third splits/skills to which the call queues in a VDN are called nonprimary splits/skills. They are also referred to as secondary and tertiary splits/skills, respectively.
Nonzero (0) Skill (Generic 2.2 with EAS)	Any skill that does not end in "0" is called a nonzero skill.
Normal Condition	A graph term. The bars in the graph report are within your defined acceptable limits.
Open Window	A user window that remains open because you have not yet closed it with the Exit SLK. An open window becomes the current window when it initially appears on the screen or when you make it the current window using the Current SLK.
OTHER	An agent state. The agent is working on a direct agent call, working on a call for another split or skill, or has put a call on hold and has not chosen another work mode.
Percent (%) Within Service Level	The percentage of calls that you are expecting or targeting to be answered by an agent within a specific number of seconds.
Phantom Abandon Call Timer	A CMS capability that tracks information about abandoned calls. When the capability is enabled, calls with a duration shorter than the administered value (zero to ten seconds) are counted as phantom abandon calls. Setting the timer to zero disables it.
Previous (disabled)	A CMS action that is not available because a "Find One" has not been executed.
Previous (enabled)	A CMS action that displays the previous match found.
Previous Interval	Represents one intrahour interval and is part of the real-time database. At the end of each intrahour interval, the contents of the current intrahour interval are copied to the previous intrahour interval portion of the real-time database.

Primary Skill	Skills assigned to an agent. Primary skills are the areas in which the agent has the most expertise. See also <i>Agent Skill</i>.
Primary Window	The first window opened in response to a menu selection. A primary window may also generate another user window (secondary window). A primary window can be moved, sized, or scrolled, and counts in the window count.
Private Report	A custom report that only the creator and the <i>CentreVu</i> CMS administrator(s) can access.
Pseudo-ACD	An area you create on your CMS to place previously backed-up ACD data. A pseudo-ACD is not a <i>live</i> (real) ACD and does not communicate with any switch.
Queue	A holding area for calls waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.
QUEUED	A trunk state. An ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.
R3V2	See <i>Release 3 Version 2</i>.
R3V4	See <i>Release 3 Version 4</i>.
Read Permission	The CMS user can access and view data (for example, run reports or view the Dictionary subsystem). Read permission is granted from the User Permissions subsystem.
Real-Time Database	Consists of the current and previous intrahour data on each CMS-measured agent, split, trunk, trunk group, vector, and Vector Directory Number (VDN).
Real-Time Reports	Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs for the current or previous intrahour interval. Current intrahour interval real-time reports are constantly updated as data changes during the interval. Previous intrahour interval real-time reports show data totals for activity that occurred in the previous intrahour interval.

Recorded Announcements	An ACD capability that, in a typical call center, if no agent is available to handle a call, the caller hears a recorded announcement and the call is placed in a queue where the caller can hear music or another announcement.
Redirect On No Answer	An ACD capability that assists the user if a call is not answered in a specified number of rings (preset by the call center Manager). The terminal extension, including ports with VRUs, is busied out and the call goes back into the queue at top priority.
Refresh Rate	The number of seconds CMS should wait for each update of the real-time report data. A user's fastest allowable refresh rate is defined in the User Permissions — User Data window as a minimum refresh rate. The default refresh rate when a user brings up the report input window is the administered minimum refresh rate plus 15 seconds.
Release 3 Version 2 (R3V2)	The CMS software release immediately preceding R3V4. When the term R3V2 is used in this document, it applies to the R3V2 software, regardless of which hardware platform it is being run on.
Release 3 Version 4 (R3V4)	The call center 1995 release of the CMS software. R3V4 can refer to <i>CentreVu</i> CMS or <i>CentreVu</i> Supervisor.
RING	An agent state. The time a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. <i>Available only with Generic 2, Load 3.1 or later with the ring state enabled and with Generic 3.</i> A trunk state. A call is ringing at the agent's voice terminal.
Rolling ASA	See <i>Average Speed of Answer (ASA)</i> .
Run	A CMS action that Starts the process for the current window.
Screen-Labeled Key (SLK)	The first eight function keys at the top of your keyboard that correspond to the screen labels at the bottom of your terminal screen. The screen labels indicate the function each key performs.
Scrolling	Moving backward or forward, up or down, and right or left within the query results in CMS.
Second Threshold	A graph term. The upper limit you enter for a particular condition in a graph report. When this limit is met, the bar(s) change color/intensity. You are telling the system that when this second limit is met, you want to be notified that a possible Warning condition exists.

Secondary Skill	Skills assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise. See also <i>Agent Skill</i>.
Secondary Window	A user window that is generated from a primary window. Secondary windows can be moved, sized, or scrolled and do not count in the user window count.
SEIZED	A trunk state. A call is using the trunk either incoming or outgoing.
Select Tables	A CMS action that allows you to select specific tables to Backup or Restore.
Service Level	A time specified in seconds within which all calls should be answered. Normally set as an objective by management.
Service Observing— Remote Single-User Mode	Only one person can log into CMS. Data collection continues if data collection is “on.” This mode is required to change some CMS administration.
Service Observing— VDNs	A feature available with G3V4 or later switches that gives a voice terminal user the ability to monitor the treatment a call receives as it is processed by a VDN.
Services	See <i>Technical Support Center (TSC)</i>.
Shortcut	A CMS capability that enables series of tasks to run immediately on your screen. Shortcut is a fast, easy way to select windows that you might look at every day.
Single-User Mode	Only one person can log into CMS. Data continues to be collected if data collection is “on.” This mode is required to change some CMS administration.
Skill	An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call which requires one of those skills. In relationship to your call center, think of skill as a specific customer need/requirement or perhaps a business need of your call center. You will be defining your skills based on the needs of your customers and your call center.

Skill Hunt Group	Calls route to specific skill hunt groups, and these skill hunt groups are usually based on the needs of your customers. Agents are not assigned to a skill group (like split hunt groups), but agents are assigned specific skills that become active when they log in.
Skill, Primary	See <i>Primary Skill</i> .
Skill, Secondary	See <i>Secondary Skill</i> .
SLK	See <i>Screen-Labeled Key</i> .
SPARCserver 5	See <i>Sun[*] SPARCserver[†] Computers</i> .
SPARCserver 10	See <i>Sun SPARCserver Computers</i> .
SPARCserver 20	See <i>Sun SPARCserver Computers</i> .
SPARCstation	A workstation client for the <i>SPARCserver</i> .
Split	A group of extensions that receives special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive primarily over one or a few trunk groups.
Split/Skill ACD Call	A split/skill ACD call is a call that queued to a split/skill and was answered by an agent in that split/skill.
SQL	See <i>INFORMIX SQL</i> .
Staffed Agent	An Agent who is currently logged in to the switch.
Standard Reports	The set of reports that are delivered with the CMS or <i>CentreVu</i> Supervisor software.
StarServer Platform	<i>INTEL</i> -based platform.
Station	An unmeasured extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group.
Stop	A CMS action that stops the Restore or Migration that is in progress.

* Sun is a registered trademark of Sun Microsystems, Inc.

† SPARCserver is a trademark of Sun Microsystems, Inc.

String Values	The descriptive words that appear on reports dealing with agents, splits/skill, and trunks. A <i>word</i> is used to describe the value of the data (for example, HOLD, AVAIL, YES, etc.).
Structured Query Language (SQL)	A language used to interrogate and process data in a relational database (such as <i>INFORMIX</i>). See <i>INFORMIX SQL</i> .
Structured Query Language Criteria	The SQL text box allows the user to type any SQL text. The user can change the selection point by clicking anywhere in the text. They can select text and replace it using the AND or OR buttons.
Submenu	A menu that appears as a result of a menu selection. All menu selections followed by a ">" have submenus.
Subsystem	Each CMS main menu selection (for example, Reports, Dictionary, System Setup, Exceptions, etc.) along with Timetable and Shortcut is referred to as a subsystem of the Call Management System throughout this document.
Sun Microsystems	Manufactures the <i>Sun SPARCserver</i> 5, 10, and 20, the host computer for the CMS High-Performance Platform, and the <i>SPARCstation</i> clients.
Sun SPARCserver Computers	A host computer that is attached to a network and provides services other than simply acting as a store-and-forward processor or communication switch. The <i>Sun SPARCserver</i> 5, 10, and 20 computers are capable of hosting the CMS application software.
Switch	A private switching system providing voice-only or voice and data communications services (including access to public and private networks) for a group of terminals within a customer's premises.
System Setup	A CMS tool that opens the Form Selector dialog box with the caption, "System Setup." This menu item fills the Form Selector list box with the names of System Setup forms.
Technical Service Center (TSC)	Also referred to as <i>Services</i>. The organization within AT&T that supports call center customers. The telephone number for the TSC is: 1-800-344-9670
Terminal	A combination of monitor (video display) and keyboard used to communicate with a remote computer to type and display information. See also <i>Agent Terminal</i>.

Tertiary Split/Skill	Generic 3 with vectoring, Generic 2.2 with EAS only. When a call is queued to multiple splits/skills, the third split/skill the call queued to in a VDN is called the tertiary split/skill.
Time Format	The standard format for entering times on CMS reports. Acceptable formats are: • AM/PM format (for example, 7:30AM-5:00PM). • Military time format (for example, 7:30-17:00).
Timetable	An activity task or group of activities tasks (like reports) scheduled for completion at a time that is convenient and nondisruptive for your call center's operation.
Translations	A CMS action that requests a full set of translations from the switch.
Trunk	A telephone circuit that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.
Trunk Group	A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.
TSC	See <i>Technical Service Center</i> .
UCD	See <i>Uniform Call Distribution</i> .
Uniform Call Distribution (UCD)	The most idle agent for the skill will receive the call (if the agent is available).
UNIX[*] System	A multi-user operating system developed by AT&T in 1969. The operating system on the computer on which CMS runs. A user can access the UNIX system from the Commands SLK.
UNKNOWN	An agent state. CMS does not recognize the current state. A trunk state. CMS does not recognize the state of the trunk.
UNSTAF	Unstaffed, an agent state. The agent is not logged in and, therefore is not being tracked by CMS.
Upgrade	Moving an existing CMS customer from one release/load to another, giving the customer the additional functionality provided in the new release. Depending on which release the customer is upgrading from,

* UNIX is a registered trademark of Novell, Inc.

and to, the upgrade may involve upgrading the software only, or may involve upgrading software and hardware. When an upgrade involves a major release, then data migration may be a necessary part of the upgrade procedure.

User ID	The login ID for a CMS user.
User Permissions	A CMS subsystem that allows the CSM administrator to define user access permissions.
User Window	A window you can move, size, or scroll. It may contain input fields, reports, or help information.
Vector	A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing via VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.
Vector Command	A vector step that describes the action to be executed for a call (for example, "queue to main", "check backup", and "disconnect").
Vector Directory Number (VDN)	An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group and the final digits match the VDN. The VDN by itself may be dialed to access the vector from any extension connected to the switch.
Vector Step	One processing step in a vector. A vector step consists of a command and one or more conditions or parameters.
Vector Step Condition	A condition accompanying a vector command that defines the circumstances in which the command will be applied to a call.
VDN	See <i>Vector Directory Number</i> .

VDN Calls-Counted	Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with G3V4 or later switches. Counted-calls to VDN is a parameter of the “go to step” and “go to vector” commands that provides conditional branching (to a different step in the same vector or to a different vector) based on the number of incoming trunk calls a VDN is currently processing.
VDN of Origin Announcement (VOA)	A short announcement that is assigned to a VDN through switch administration. The VOA identifies the origin or purpose of a call for the call center agent who answers the call.
VDN Skill Preference	Up to three skill(s) can be assigned to a VDN. Calls use VDN skills for routing based on your preference (as you administer it in the vector). VDN skill preferences are referred to in the vector as “1st,” “2nd,” or “3rd.” A prioritized list of agent skills administered for a VDN that are required or preferred for the answering agent. VDN Skill Preferences represent the requirement that a call be routed to an ACD agent with a particular ability or set of abilities.
VOA	See <i>VDN of Origin Announcement</i> .
Voice Terminal	A telephone set, usually with buttons, that gives an agent some control over the way calls are handled.
Warning Condition	A graph term. The bars in the graph report have changed color or intensity indicating that the data being displayed met your defined second threshold limit.
Weekly Data	Daily data that have been converted to a weekly summary.
Window	Any rectangle on your CMS screen that encloses a menu, data entry fields, reports, or messages.
Window Count	The number of primary windows that can be open at any one time.
Write Permission	The CMS user can add, modify, or delete data and execute processes. Write permission is granted from the User Permissions subsystem.
Zero (0) Skill (Generic 2.2 with EAS)	Every skill that ends with a “0” is called a zero skill. The zero skill is the first skill for each skill group.

Index

Symbols

Times Occur 5-3
 % ACD Time 3-51, 3-62, 3-69, 3-79
 % Ans 3-51, 3-62, 3-69, 3-79
 % Ans/Conn 2-64
 % Answered Within Service Level 2-31, 2-34
 % Occ 3-92
 % Time All Trunks Busy 3-90, 3-92
 % Time Maint Busy 3-90
 % Within Service Level 2-49, 2-53, 2-55, 2-63, 3-40, 3-54, 3-97, 3-105, 3-107, 3-112, 3-120
 % Witin Service Level 2-21
 <AVG_ABANDON_TIME> 2-18, 2-22, 2-42, 2-48, 2-57, 2-60, 2-64, 2-66, 3-48, 3-54, 3-59, 3-66, 3-76, 3-112, 3-116, 3-121, 3-134
 <AVG_ACD_TALK_TIME> 2-17, 2-41, 2-60, 2-66, 3-48, 3-59, 3-66, 3-76, 3-109, 3-115
 <AVG_ACW_TIME> 3-48, 3-59, 3-66, 3-76, 3-109
 <AVG_AGENT_ACW_SUM> 3-7, 3-32
 <AVG_AGENT_ACW_TIME> 3-43
 <AVG_AGENT_TALK_SUM> 3-7, 3-32
 <AVG_AGENT_TALK_TIME> 3-43
 <AVG_ANSWER_SPEED> 2-17, 2-21, 2-41, 2-48, 2-57, 2-60, 2-66, 3-48, 3-54, 3-59, 3-66, 3-76, 3-102, 3-112, 3-115, 3-134
 <AVG_CONNECT_TIME> 3-116
 <AVG_HOLD_TIME> 3-45
 <AVG_HOLD_TIME_SUM> 3-8
 <AVG_POS_STAFF> 3-51
 <AVG_TALK_TIM_OUT_SUM> 3-7, 3-32
 <AVG_TALK_TIME_IN_SUM> 3-7, 3-32
 <AVG_TALK_TIME_OUT> 3-50, 3-62, 3-68, 3-78
 <AVG_TRK_HOLD_IN_SUM> 3-86, 3-89
 <AVG_TRK_HOLD_OUT_SUM> 3-86, 3-89
 <AVG_TRK_HOLD_TIM_OUT> 3-83
 <AVG_TRK_HOLD_TIME_IN> 3-83
 <AVG_VDN_TIME> 3-117
 <AVG_VEC_TIME> 3-135
 <BUSY_DISCONNECT> 2-57, 2-60, 3-130
 <CALLS_PER_POS> 3-51, 3-62
 <EXT_CALL_IN> 3-7, 3-11, 3-16, 3-20, 3-32, 3-36
 <EXT_CALL_OUT> 3-7, 3-11, 3-16, 3-20, 3-32, 3-36, 3-50, 3-57, 3-61, 3-68, 3-78
 <EXT_IN_TIME> 3-11, 3-15, 3-19
 <EXT_OUT_TIME> 3-11, 3-15, 3-19
 <INBOUND_ACDCALLS> 3-36
 <INT_AUXTIME> 3-44
 <PERCENT_ACD_TIME> 3-51, 3-69, 3-79
 <PERCENT_ACDTIME> 3-62
 <PERCENT_CALL_ABAN> 2-22, 3-54
 <PERCENT_CALL_ANS> 2-22, 3-51, 3-54, 3-62, 3-69, 3-79
 <PERCENT_SERV_LEVL_VDN> 3-107, 3-112, 3-120

<PERCENT_SERV_LVL_SPL> 2-21, 2-31, 2-34, 2-53, 3-54, 3-97, 3-99
 <PERCENT_SERV_LVL_VDN> 3-105
 <PERCENT_SLVL_SPL_SUM> 3-40
 <PERCENT_VDN_ABAN> 2-64, 3-121
 <PERCENT_VDN_ANSCONN> 2-64, 3-121
 <TOTAL_ACDCALLS> 3-11
 <TOTAL_I_ACDTIME> 3-11
 <TOTAL_ACDCALLS> 3-7, 3-15, 3-19, 3-29, 3-32, 3-43
 <TOTAL_ACWTIME> 3-11
 <TOTAL_I_ACDTIME> 3-8, 3-15, 3-19, 3-32, 3-43
 <TOTAL_I_ACWTIME> 3-8, 3-15, 3-19, 3-33, 3-43

Numerics

1001 5-6, 5-7
 1050 5-8
 1053 5-8
 1100 5-8
 1302 5-8, 5-9
 1350 5-9, 5-10, 5-11, 5-12
 1351 5-12, 5-13, 5-14
 1400 5-15
 1404 5-15, 5-16, 5-17
 1406 5-17
 1407 5-17
 1409 5-18
 1501 5-18
 1600 5-18, 5-19
 1700 5-19
 1701 5-19
 1702 5-19
 1703 5-19
 1704 5-20
 1705 5-20
 1706 5-20
 1707 5-20
 1708 5-20
 1709 5-20
 1710 5-21
 1711 5-21
 1750 5-21
 1751 5-21
 1800 5-21
 1801 5-21
 1802 5-21
 1803 5-22
 1804 5-22
 1805 5-22
 1806 5-22
 1850 5-22
 1851 5-22
 1900 5-23
 1901 5-23, 5-24, 5-25
 1902 5-25, 5-26
 1st Skill ACD Calls Ans 3-124

1st Skill Avg After Call 3-124
 1st Skill Avg Talk Time 3-124
 1st Skill No 3-124
 2000 5-26, 5-27
 2100 5-27
 2200 5-27
 2300 5-28
 2400 5-28, 5-29
 2500 5-29
 2600 5-29, 5-30
 2700 5-30
 2701 5-30
 2702 5-30
 2703 5-30
 2704 5-30
 2706 5-31
 2708 5-31
 2750 5-31
 2751 5-31
 2nd Skill ACD Calls Ans 3-125
 2nd Skill Avg After Call 3-125
 2nd Skill Avg Talk Time 3-125
 2nd Skill No 3-124
 3332 Platform GL-1
 3rd Skill ACD Calls Ans 3-125
 3rd Skill Avg After Call 3-125
 3rd Skill Avg Talk Time 3-125
 3rd Skill No 3-125
 500 5-4
 505 5-4, 5-5
 555 5-5
 556 5-5, 5-6
 557 5-6
 6386/25 Platform GL-1
 6386/33 Platform GL-1

A

Aban 2-55, 2-63, 3-54, 3-120
 Aban Calls 3-48, 3-59, 3-66, 3-76
 Aban Time 2-57
 Abandoned 2-21, 2-53, 3-97, 3-105
 Abandoned Call A-5, GL-1
 Abandoned Call Search GL-1
 Abandoned Calls 2-17, 2-41, 3-40, 3-112, A-15
 ABNCALLS 2-17, 2-18, 2-22, 2-41, 2-42, 2-48, 2-49,
 2-57, 2-60, 2-64, 2-66, 3-40, 3-48, 3-54, 3-59, 3-66,
 3-76, 3-83, 3-86, 3-89, 3-112, 3-116, 3-121, 3-124,
 3-130, 3-134, A-23, A-45, A-63, A-73, A-81, A-89
 ABNCALLS1 3-105, 3-120
 ABNCALLS1-10 2-21, 2-53, 2-55, 2-63, 3-54, 3-97,
 A-23, A-89
 ABNCALLS2-10 3-105, 3-120
 ABNQUECALLS A-63, A-81, A-89
 ABNRINGCALLS A-23, A-64, A-81, A-89
 ABNTIME 2-18, 2-22, 2-42, 2-48, 2-57, 2-60, 2-64,
 2-66, 3-40, 3-48, 3-54, 3-59, 3-66, 3-76, 3-112,

3-116, 3-121, 3-124, 3-134, A-23, A-45, A-82, A-90
 ABNVECCALLS A-64
 ACCEPTABLE 2-21, 2-31, 2-34, 2-49, 2-53, 2-55,
 2-63, 3-40, 3-54, 3-97, 3-99, 3-105, 3-107, 3-112,
 3-120, A-24, A-90
 Acceptable Service Changed 3-54, 3-97, 3-120
 Access Permissions GL-1
 ACD 1-3, 2-41, 2-48, 3-7, 3-8, 3-11, 3-15, 3-19, 3-22,
 3-24, 3-26, 3-29, 3-32, 3-36, 3-40, 3-43, 3-48, 3-54,
 3-57, 3-59, 3-66, 3-76, 3-83, 3-86, 3-89, 3-92, 3-97,
 3-99, 3-102, 3-105, 3-107, 3-109, 3-112, 3-115,
 3-124, 3-127, 3-130, 3-134, 3-137, 4-4, 4-6, 4-8,
 4-10, 4-12, 4-14, 4-16, 5-3, GL-1
 ACD (index) A-24, A-45, A-64, A-73, A-82, A-90,
 A-101, A-104, A-106, A-109, A-111, A-113, A-121,
 A-123, A-124, A-125, A-126, A-127, A-128
 ACD Call A-5, GL-1, GL-20
 ACD Call Ans 3-124
 ACD Calls 2-17, 2-18, 2-31, 2-34, 2-41, 2-42, 2-57,
 2-60, 3-7, 3-11, 3-15, 3-19, 3-29, 3-32, 3-43, 3-48,
 3-59, 3-66, 3-76, 3-109
 ACD Calls Ans 2-66
 ACD Calls Answered 3-92, 3-112
 ACD Time 3-15, 3-19
 ACDAUXOUTCALLS A-24, A-45
 ACDCALLS 2-17, 2-21, 2-22, 2-38, 2-41, 2-48, 2-57,
 2-60, 2-63, 2-64, 2-66, 3-7, 3-11, 3-15, 3-19, 3-29,
 3-32, 3-36, 3-40, 3-43, 3-48, 3-51, 3-54, 3-59, 3-62,
 3-66, 3-69, 3-76, 3-79, 3-89, 3-102, 3-109, 3-112,
 3-115, 3-116, 3-120, 3-121, 3-124, 3-130, 3-134,
 A-24, A-45, A-64, A-74, A-82, A-90, A-101
 ACDCALLS + DA_ACDCALLS 3-43
 ACDCALLS1-10 2-21, 2-53, 3-54, 3-97, A-24
 ACDONHOLD (real-time) A-46
 ACDOTHER (real-time) A-24
 ACDs 2-41
 ACDTIME 2-17, 2-41, 2-60, 2-66, 3-36, 3-43, 3-48,
 3-59, 3-66, 3-76, 3-109, 3-115, 3-124, A-24, A-46,
 A-90, A-101
 Acknowledgment GL-1
 Action List GL-1
 Activate Agent Trace GL-1
 Active VDN Calls 2-61, GL-2
 ACTIVECALLS (real-time) A-90
 ACW 1-3, 2-48, 3-8, 3-33, 3-43, A-6, GL-2
 ACW Time 3-11, 3-15, 3-19
 ACWINCALLS 3-7, 3-11, 3-16, 3-20, 3-32, 3-36, A-24,
 A-46
 ACWINTIME 3-7, 3-32, 3-36, A-24, A-46
 ACWOUTADJCALLS 3-57, A-24, A-46
 ACWOUTCALLS 3-7, 3-11, 3-16, 3-20, 3-32, 3-36,
 3-50, 3-57, 3-61, 3-62, 3-68, 3-78, A-25, A-46
 ACWOUTOFFCALLS 3-37, A-25, A-46
 ACWOUTOFFTIME 3-37, A-25, A-46
 ACWOUTTIME 3-7, 3-32, 3-36, 3-50, 3-57, 3-62, 3-68,
 3-78, A-25, A-46
 ACWTIME 2-66, 3-36, 3-43, 3-48, 3-59, 3-66, 3-76,

3-109, 3-115, 3-124, 3-139, A-25, A-46, A-90, A-101, A-113	ACW.	1-3
Add, definition	AUX	1-4
ADJATTEMPTS	AVAIL	1-3
ADJROUTED	DACD	1-4
Adjunct Routing Attempts	DACW.	1-4
Adjunct Routing Completions	OTHER	1-4
ADJUNCTOUT (real-time).	RING	1-5
Adjunct-Placed and Adjunct-Routed Calls.	UNKNOWN	1-5
Administrative data, definition	UNSTAF.	1-5
After Call.	Agent Summary Report	3-5
After Call Work	Agent Switch Cross Reference.	A-59
After Call Work (ACW).	Agent Terminal.	GL-3
AG_DEST	Agent Trace	GL-3
AG_DIR	Agent Trace Database Items.	A-106
AG_ORIG	Agent Trace Report	3-25
Agent	Agent Trace Switch Cross Reference	A-108
2-9, 2-14, 2-36, 3-7, 3-11, 3-15, 3-19, 3-22, 3-24, 3-26, 3-29, 3-32, 3-36, 3-43, 4-8, 4-14, A-6, GL-2	Agents in Multiple Splits/Skills	A-18
Agent Attendance Report	Agents Staffed	2-38
Agent Database Items.	AGENTS_ON_EXT_CALLS	A-132
Agent Exceptions Database Items	ageX	A-12
Agent Exceptions Report	AGINRING	2-18, 2-31, 2-34, 2-42
Agent Group.	AGINRING (real-time)	A-25
Agent group	AGOCC	A-111
Agent Group Attendance Report	AGSTATE (real-time)	A-46
Agent Group Report	AGTIME	2-10, 2-15, 2-25, 2-28, 2-32
Agent ID	AGTIME (real-time)	A-47
Agent Login ID.	AI	GL-3
Agent Login/Logout Database Items	Algorithm	GL-3
Agent Login/Logout Switch Cross Reference	ALL_BUSY	A-129
Agent Name	ALLINUSE (real-time)	A-64
Agent Occupancy	ALLINUSETIME	3-90, A-64
Agent Position	ANI	GL-3
EAS.	ANI/SID.	4-14
Non-EAS	ANI_SID	A-127
Agent Position, EAS	Announcement	GL-3
Agent Position, No EAS	Ans	3-54
Agent Report	Ans Agent	3-139
Agent Reports	Ans/Conn.	2-55, 2-63, 3-105, 3-120, 3-121
Agent Login/Logout for Skill	ANSCONNCALLS1	3-105, 3-120
Agent Login/Logout for Split	ANSCONNCALLS10	3-105
Attendance	ANSCONNCALLS1-10.	2-55, 2-63, A-90
Event Count	ANSCONNCALLS2	3-105
Group Attendance	ANSCONNCALLS2-10.	3-120
Inbound/Outbound Call	ANSOLDTIME	3-139, A-113
Split/Skill	ANSLOGIN.	3-139, A-113
Summary	ANSRINGTIME.	A-47
Trace	ANSTIME.	2-17, 2-21, 2-41, 2-48, 2-57, 2-60, 2-63, 2-66, 3-40, 3-48, 3-54, 3-59, 3-66, 3-76, 3-102, 3-112, 3-115, 3-121, 3-124, 3-134, A-25, A-82, A-90
Agent Skill	Answered.	2-21, 3-97
Agent Split/Skill Report	Answered Call	A-7
Agent State	ASA	GL-3
Agent State and Row Search Values Cross-Reference	ASA (real-time).	A-25, A-91
Agent State Tracking at Login	ASAI	GL-3
Agent States	ASSIST.	3-139, A-113
ACD.	ASSIST (real-time)	A-47
	ASSIST_ACTV.	A-107

ASSISTS 3-11, 3-37, 3-44, A-26, A-47
 Assists 3-11, 3-37, 3-44
 Ast 3-139
 ATAGENT 2-57, 2-60
 ATAGENT (real-time) A-91
 Attempt to Stop and Restart X.25 5-32
 Attendance Report 3-13
 AUDIO A-64, A-74, A-113
 Audio Difficulty A-16
 Auto-Available Split GL-3
 AUTO-IN
 Multiple splits 2-3
 Auto-In (AI) GL-3
 Automatic Call Distribution (ACD) GL-4
 Automatic Number Identification (ANI) GL-4
 Auto-paced Avg After Call 3-57
 Auto-paced Avg Talk Time 3-57
 Auto-paced Calls 3-57
 AUX 1-4, 2-48, 3-8, 3-33, 3-44, GL-4
 AUX Time 3-15, 3-19
 Aux Work 2-19, 2-43
 Auxiliary Work (AUX) GL-4
 AUXINCALLS 3-7, 3-11, 3-16, 3-20, 3-32, 3-36, A-26,
 A-47
 AUXINTIME 3-7, 3-32, 3-36, A-26, A-47
 AUXOUTADJCALLS 3-57, A-26, A-47
 AUXOUTCALLS 3-7, 3-11, 3-32, 3-36, 3-50, 3-57,
 3-61, 3-62, 3-68, 3-78, A-26, A-47
 AUXOUTOFFCALLS 3-37, A-26, A-47
 AUXOUTOFFTIME 3-37, A-26, A-47
 AUXOUTTIME 3-7, 3-16, 3-20, 3-32, 3-36, 3-50, 3-57,
 3-62, 3-68, 3-78, A-26, A-47
 AVAIL 1-3, GL-4
 Avail 2-48, 3-8, 3-33, 3-44
 Avail Time 3-15, 3-19
 AVAILABLE 2-18, 2-31, 2-34, 2-42, 2-48
 Available 2-18, 2-31, 2-34, 2-42
 Available (AVAIL) GL-4
 AVAILABLE (real-time) A-26
 Average Agent Service Time GL-4
 Average Speed of Answer 2-21, 3-54
 Average Speed of Answer (ASA) GL-4
 Average Speed of Answer/Connect 2-63
 Average Time to Abandon 2-22, 2-64, 3-54, 3-121
 Avg Aban Time 2-60, 2-66, 3-48, 3-59, 3-66, 3-76,
 3-116, 3-124, 3-134
 Avg Aband 2-48
 Avg ACD Talk 2-60
 Avg ACD Talk Time 2-17, 2-41
 Avg After Call. 2-66, 3-7, 3-32, 3-36, 3-43, 3-48, 3-59,
 3-66, 3-76, 3-109, 3-115, 3-124
 Avg Ans 2-48
 Avg Connect Time 3-116
 Avg Hold Time 3-8, 3-45
 Avg Pos Req 3-62
 Avg Pos Stf. 3-51, 3-62
 Avg Speed Ans. 3-48, 3-59, 3-66, 3-76, 3-124

Avg Speed Answer 2-57, 2-60, 2-66
 Avg Speed Answer Graph Report 3-100
 Avg Speed of Answer. 2-17, 2-41, 3-40, 3-112, 3-115,
 3-134
 Avg Talk Time. 2-66, 3-7, 3-32, 3-36, 3-37, 3-43, 3-48,
 3-50, 3-59, 3-62, 3-66, 3-68, 3-76, 3-78, 3-109,
 3-115, 3-124, 3-127
 Avg Time in VDN 3-117
 Avg Time in Vector 3-135
 Avg Time to Abandon. 2-18, 2-42, 3-40, 3-112
 Avg Time to Connect 3-112
 Avg Trk Holding Time 3-92
 AVG_ABANDON_TIME A-132
 AVG_ABANDON_TIME_SUM A-132
 AVG_ACD_TALK_TIM_SUM A-132
 AVG_ACD_TALK_TIME A-132
 AVG_ACW_TIME A-132
 AVG_ACW_TIME_SUM A-132
 AVG_AGENT_ACW_SUM A-132
 AVG_AGENT_ACW_TIME A-132
 AVG_AGENT_TALK_SUM A-132
 AVG_AGENT_TALK_TIME A-132
 AVG_ANSWER_SPEED A-132
 AVG_ANSWER_SPEED_SUM A-132
 AVG_CONNECT_TIME A-132
 AVG_CONNECT_TIME_SUM A-132
 AVG_HOLD_TIME A-132
 AVG_HOLD_TIME_SUM A-133
 AVG_INB_ACD_TIME_SUM A-133
 AVG_INB_ACW_TIME_SUM A-133
 AVG_OUTB_ACD_SUM A-133
 AVG_OUTB_ACD_TIME A-133
 AVG_OUTB_ACW_SUM A-133
 AVG_OUTB_ACW_TIME A-133
 AVG_POS_STAFF A-133
 AVG_POS_STAFF_SUM A-133
 AVG_TALK_TIM_OUT_SUM A-133
 AVG_TALK_TIME_IN A-133
 AVG_TALK_TIME_IN_SUM A-133
 AVG_TALK_TIME_OUT A-133
 AVG_TRK_HOLD_IN_SUM A-133
 AVG_TRK_HOLD_OUT_SUM A-133
 AVG_TRK_HOLD_TIM_OUT A-133
 AVG_TRK_HOLD_TIME A-133
 AVG_TRK_HOLD_TIME_IN A-133
 AVG_VDN_TIME A-133
 AVG_VDN_TIME_SUM A-133
 AVG_VEC_TIME A-134
 AVG_VEC_TIME_SUM A-134
 AVGAGSERV A-111
 AVGSPEEDANS A-111

B

Backup GL-5
 BACKUPCALLS 3-116, 3-130, 3-134, A-27, A-64,
 A-82, A-91

Basic Call Management System (BCMS)	GL-5
BCMS	GL-5
BH_ABNCALLS	3-92, 3-127, A-64, A-91
BH_ACDCALLS	3-92, 3-127, A-65, A-91
BH_ACDTIME	3-127, A-91
BH_ALLINUSETIME	3-92, A-65
BH_BUSYCALLS	3-127, A-65, A-91
BH_DISCCALLS	3-127, A-65, A-91
BH_INCALLS	3-92, A-65
BH_INTIME	3-92, A-65
BH_OABNCALLS	3-92, A-65
BH_OACDCALLS	3-92, A-65
BH_OTHERCALLS	3-92, A-65
BH_OTHERCALLS	3-92, 3-127, A-65, A-91
BH_OUTCALLS	3-92, A-65
BH_OUTTIME	3-92, A-65
BH_STARTTIME	3-92
BH_STARTTIME	A-65, A-91
BH_VDNCALLS	3-127, A-91
BLOCKAGE	3-90, A-65
Busy Hour	3-92, 3-127
Busy Hour by Trunk Group Report	3-91
Busy Hour by VDN Report	3-126
Busy/Disc	2-57, 2-60
BUSY_DISCONNECT	A-134
BUSYCALLS	2-57, 2-60, 3-116, 3-130, 3-134, A-27, A-66, A-83, A-92
BUSYTIME	A-27, A-83, A-92
Buttons	
Event count	2-37
Stroke count	2-37

C

cagent	A-10
Calculation	GL-5
Calculations	A-1, A-132
Call Disp	3-138
Call Disposition and Row Search Values Cross-Reference	A-131
Call Management System (CMS)	GL-5
Call Pickup	A-18
Call Profile (VDN)	3-118
Call Profile Report	2-20, 2-62, 3-52
Call Profile Reports	
Service Level Increments	2-4
Call Prompting	GL-5
Call Record Database Items	A-113
Call Record Report	3-136
Roadmap	3-136
Call Record Switch Cross Reference	A-118
Call Vectoring	GL-5
Call Work Code	3-109
Call Work Code (CWC)	GL-6
Call Work Code Name	3-109
Call Work Code Report	3-108
Roadmap	3-108

Call Work Codes Database Items	A-101
Call Work Codes Switch Cross Reference	A-103
call_rec	A-11
Call-based data, definition	A-3
Call-Based Items	GL-5
Caller Needs	GL-6
CALLER_HOLD	A-107
Call-Handling Profile	GL-5
CALLID	3-137, A-113
Callid	3-137
Calling Party	3-137
CALLING_PTY	3-137, A-107, A-113
Calls	2-57, 3-36
Calls Aban2-57, 2-60, 2-66, 3-92, 3-116, 3-124, 3-127, 3-130, 3-134	
Calls Abandoned	2-49
Calls Ans	3-115, 3-130
Calls Ans In Backup	3-134
Calls Ans in Backup	3-116
Calls Ans in Main	3-116, 3-134
Calls Answered	2-53, 3-127
Calls Answered by Skill 1st, 2nd, 3rd	2-66
Calls Busy/Disc	3-130
Calls Carried	3-92, GL-6
Calls Forced Busy	3-116, 3-127, 3-134
Calls Forced Disc	3-116, 3-127, 3-135
Calls Handled/Backup	3-130
Calls Held	3-8, 3-11, 3-45
Calls Offered	2-66, 3-115, 3-124, 3-127, 3-130, 3-134
Calls Per Pos	3-51, 3-62
Calls Wait	2-48, 2-57, 2-60
Calls Waiting	2-8, 2-13, 2-17, 2-31, 2-34, 2-41
CALLS_PER_POS	A-134
CALLS_PER_POS_SUM	A-134
CALLSOFFERED	2-21, 2-22, 2-31, 2-34, 2-49, 2-53, 3-40, 3-51, 3-54, 3-62, 3-69, 3-79, 3-97, 3-99, A-27
Cancel	GL-6
Caution Condition	GL-6
Caution condition	2-46, 3-95
CCS	3-81, 3-84, 3-87
ccwc	A-10
Central Office (CO)	GL-6
CentreVu Supervisor	GL-6
CHANGE	A-109
Change Agent Skills	GL-6
CHANGED (real-time)	A-48
CHPROF	A-109
CMS	GL-6
CMS Documents	P-6
CMS is Down When a Data Summarizing Timetable is Scheduled	5-33
CMS Large	GL-6
CMS Options	GL-6
CMS QL	GL-6
CMS X-Large	GL-7
Cnf	3-139
CO	GL-7

COMPLETED 3-90, A-66
 CONFERENCE . . . 3-139, A-27, A-48, A-107, A-113
 Conference Tracking (G2.2 and G3) A-18
 CONN 1-6, GL-7
 CONNECTCALLS . . 2-63, 2-64, 3-112, 3-116, 3-120,
 3-121, A-66, A-92
 Connected (CONN) GL-7
 Connected Call A-7, GL-7
 CONNECTTIME . . . 2-63, 3-112, 3-116, 3-121, A-92
 CONNTALKTIME A-92
 CONSULTTIME A-113
 Continue GL-7
 Conventions Used P-3
 CONVERSANT GL-7
 Converse Vector Command (G3V2 and later) . . A-20
 Copy Group or Profile GL-7
 csplit A-10
 ctkgrp A-10
 ctrunk A-10
 Cumulative data, definition A-3
 Current GL-7
 Current Day Configuration Forecast Database Items .
 A-109
 Current Day Configuration Switch Cross Reference . .
 A-110
 Current Day Forecast Report Database Items . A-111
 Current Day Report Switch Cross Reference . A-112
 Current Interval GL-7
 Current Interval, Definition P-4
 Custom Reports P-2, GL-7
 Custom Reports, Definition P-4
 cvdn A-10
 cvector A-10
 CWC 3-109, GL-7
 CWC (index) A-101

D

DA_ABNCALLS A-48
 DA_ABNTIME A-48
 DA_ACDCALLS . . . 2-38, 3-7, 3-11, 3-15, 3-19, 3-29,
 3-32, 3-36, 3-43, A-48
 DA_ACDTIME 3-36, 3-43, A-48
 DA_ACWINCALLS A-27, A-48
 DA_ACWINTIME A-27, A-48
 DA_ACWOADJCALLS A-49
 DA_ACWOCALLS A-27, A-48
 DA_ACWOFFFCALLS A-49
 DA_ACWOFFFTIME A-49
 DA_ACWOTIME A-27, A-49
 DA_ACWTIME 3-36, 3-43, A-49
 DA_ANSTIME A-49
 DA_INACW (real-time) A-27
 DA_INQUEUE 2-31, 2-34
 DA_INQUEUE (real-time) A-27, A-49
 DA_INRING 2-31, 2-34
 DA_INRING (real-time) A-28

DA_OLDEST (real-time) A-28
 DA_OLDESTCALL (real-time) A-28, A-49
 DA_ONACD (real-time) A-28
 DA_OTHERCALLS A-49
 DA_OTHERTIME A-49
 DA_QUEUED A-114
 DABN 1-6, GL-7
 DACD 1-4, GL-7
 DACW 1-4, GL-7
 dagent A-11
 Daily Data GL-7
 Daily Data, Definition P-4
 Daily Reports 3-3
 Data Collection Exceptions Database Items . . A-128
 Data Collection Off GL-8
 Data Collection On GL-8
 Data Collection Report 4-15
 Data Points GL-8
 Database GL-8
 Database Item GL-8
 Database Items A-1
 Agent A-45
 Agent Login/Logout A-104
 Agent Trace A-106
 Call Record A-113
 Call Work Codes A-101
 Current Day Configuration Forecast A-109
 Current Day Forecast Report A-111
 Exceptions A-120
 Agent A-121
 Data Collection A-128
 Malicious Call Trace A-127
 Split/Skill A-123
 Trunk Group A-124
 VDN A-125
 Vector A-126
 Split/Skill A-23
 Terminology A-5
 Trunk A-73
 Trunk Group A-63
 VDN A-89
 Vector A-81
 Database Rules A-13
 Database Table Names A-10
 Database Tables GL-8
 Date . . . 3-7, 3-11, 3-15, 3-19, 3-26, 3-29, 3-32, 3-36,
 3-40, 3-43, 3-48, 3-54, 3-57, 3-59, 3-66, 3-76, 3-83,
 3-86, 3-89, 3-92, 3-97, 3-99, 3-102, 3-105, 3-107,
 3-109, 3-112, 3-115, 3-120, 3-124, 3-127, 3-130,
 3-134, 4-4, 4-6, 4-8, 4-10, 4-12, 4-14, 4-16
 Date Format GL-8
 Date Occurred 5-3
 Dates 3-107
 dcwc A-11
 Default Skill (G2.2 with EAS) A-7
 Default Skill (Generic 2.2 with EAS) GL-8

Delete GL-8
 DEQUECALLS 3-51, 3-62, A-28
 DEQUETIME 3-51, 3-62, A-28
 Dequeued Avg Queue Time 3-51, 3-62
 Dequeued Calls 3-51, 3-62
 DESTINATION (real-time) A-50
 Dialed Number 3-137
 Dialed Number Identification Service (DNIS) GL-9
 DIALED_NUM 3-137, A-114
 Dictionary GL-9
 Calculations A-132
 DID GL-9
 DIGITS_DIALED A-107
 Dimmed GL-9
 Dir 2-36
 Direct Abandon (DABN) GL-9
 Direct Agent ACD (DACD) GL-9
 Direct Agent ACD Call (G3) A-7
 Direct Agent Calling GL-9
 Direct Agent Calling (G3) A-16
 Direct Agent Calls Waiting 2-31, 2-34
 Direct Inward Dialing (DID) GL-9
 DIRECTION . 2-9, 2-15, 2-25, 2-28, 2-32, 2-36, 3-26,
 A-106
 DIRECTION (real-time) A-50, A-74
 DISCCALLS . 2-57, 2-60, 3-116, 3-130, 3-135, A-28,
 A-66, A-83, A-92
 DISCTIME A-29, A-83, A-93
 Disp Time 3-138
 DISPIVECTOR A-114
 DISPOSITION 3-138, A-114, A-131
 DISPPRIORITY A-115
 DISPSPLIT 3-139, A-115
 DISPTIME 3-138, A-115
 DISPVDN A-115
 DNIS GL-9
 Document Numbers P-6
 dsplit A-11
 dtkgrp A-11
 dtrunk A-11
 DURATION 2-36, 3-26, A-106, A-115, A-128
 Duration 3-26
 DURATION (real-time) A-50, A-74
 dvdn A-11
 dvector A-11

E

EAD GL-9
 EAS GL-9
 Entity GL-9
 EQLOC 2-36, 3-83, 3-86, A-115, A-124, A-127
 EQLOC (index) A-74
 Error Code 5-3
 Error Codes 5-4
 1001 5-6, 5-7
 1050 5-8

1053 5-8
 1100 5-8
 1302 5-8, 5-9
 1350 5-9, 5-10, 5-11, 5-12
 1351 5-12, 5-13, 5-14
 1400 5-15
 1404 5-15, 5-16, 5-17
 1406 5-17
 1407 5-17
 1409 5-18
 1501 5-18
 1600 5-18, 5-19
 1700 5-19
 1701 5-19
 1702 5-19
 1703 5-19
 1704 5-20
 1705 5-20
 1706 5-20
 1707 5-20
 1708 5-20
 1709 5-20
 1710 5-21
 1711 5-21
 1750 5-21
 1751 5-21
 1800 5-21
 1801 5-21
 1802 5-21
 1803 5-22
 1804 5-22
 1805 5-22
 1806 5-22
 1850 5-22
 1851 5-22
 1900 5-23
 1901 5-23, 5-24, 5-25
 1902 5-25, 5-26
 2000 5-26, 5-27
 2100 5-27
 2200 5-27
 2300 5-28
 2400 5-28, 5-29
 2500 5-29
 2600 5-29, 5-30
 2700 5-30
 2701 5-30
 2702 5-30
 2703 5-30
 2704 5-30
 2706 5-31
 2708 5-31
 2750 5-31
 2751 5-31
 500 5-4
 505 5-4, 5-5
 555 5-5

556	5-5, 5-6
557	5-6
Attempt to Stop and Restart X.25	5-32
CMS is Down When a Data Summarizing Timetable is Scheduled	5-33
Lack of Unmeasured Trunk Facilities	5-33
No Reply From SPI for ACD	5-32
Successful Backup Using a New Volume	5-32
Error Log Messages	5-4
Error Log Report	5-2
Error Message	GL-9
Event	4-16
Event Count	2-38
Event Count 1-9	3-29
Event Count Report	3-27
Event Count Summary	2-37
Event counts	2-37
EVENT_TIME	3-26, A-106
EVENT1-9	2-38, 3-29, A-50, A-115
Event1-9	A-29
EWT	GL-10
EWTHIGH	2-8, 2-13
EWTHIGH (real-time)	A-29
EWTLOW	2-9, 2-14
EWTLOW (real-time)	A-29
EWTMEDIUM	2-9, 2-14
EWTMEDIUM (real-time)	A-30
EWTTOP	2-8, 2-13
EWTTOP (real-time)	A-30
Exception	4-4, 4-6, 4-8, 4-10, 4-12, GL-10
Exception Reports	GL-10
Definition	P-4
Exceptions	4-1
Exceptions Historical Database Items	A-120
Exceptions Reports	4-1
Agent Exceptions	4-3
Data Collection	4-15
Malicious Call Trace	4-13
Roadmap	4-1
Split/Skill	4-5
Trunk Group	4-7
VDN	4-9
Vector	4-11
Expected Delay	GL-10
Expected Wait Time (EWT)	GL-10
Expected Wait Time High	2-8, 2-13
Expected Wait Time Low	2-9, 2-14
Expected Wait Time Medium	2-9, 2-14
Expected Wait Time Top	2-8, 2-13
Expert Agent Distribution (EAD)	GL-10
Expert Agent Selection (EAS)	GL-10
EXT_CALL_IN	A-134
EXT_CALL_ORIG	A-107
EXT_CALL_OUT	A-134
EXT_IN_TIME	A-134
EXT_OUT_TIME	A-134
EXTENSION	2-25, 2-28, 2-32, 2-36, A-50

EXTENSION (real-time)	A-74
Extension Adjunct-Dialed Calls	3-57
Extension Avg Talk Time	3-57
Extension Call	A-7, GL-11
Extension Calls	3-57
EXTN	3-22, 3-24, A-104
Extn	2-25, 2-28, 2-32, 2-36, 3-22, 3-24
Extn In Calls	3-7, 3-11, 3-16, 3-20, 3-32, 3-36
Extn In Time	3-15, 3-19
Extn Out Calls	3-7, 3-11, 3-16, 3-20, 3-32, 3-36, 3-50, 3-61, 3-68, 3-78
Extn Out External Calls	3-37
Extn Out Time	3-15, 3-19
EXTYPE	A-121, A-123, A-124, A-125, A-126, A-127

F

f_cday	A-12
f_cdayrep	A-12
FAILURES	3-86, A-66, A-74
FBUSY	1-6, GL-11
FCALLS	3-62, A-111
Fcst Calls	3-62
FDISC	1-6, GL-11
Find One	GL-11
First Threshold	GL-11
First threshold	2-46, 3-95
FIRSTVDN	A-115
FIRSTVECTOR	A-115
Flexible Routing	GL-11
Flow In	3-49, 3-60, 3-67, 3-77
Flow Out	3-50, 3-61, 3-68, 3-78
FMETHOD	A-109
Forced Busy (FBUSY)	GL-11
Forced Disconnect (FDISC)	GL-11
Forced Multiple Call Handling (FMCH)	GL-11
Forecast Reports	P-2
Forecast Summary Report	3-58

G

Get Contents	GL-11
Go To Vector	A-20
GOTOCALLS	A-84
GOTOTIME	A-84
Graph Reports	2-44, 3-93
Avg Speed Answer Graph	3-100
Queue	2-50
Roadmap	2-44, 3-93
Split/Skill	2-47
Split/Skill Call Profile	2-52
Split/Skill Call Profile Graph	3-96
Split/Skill Service Level Graph	3-98
VDN Call Profile	2-54, 3-103
VDN Service Level	3-106
Graph Terms	2-46, 3-95
Graphics	GL-11

Graphs	
Caution condition	2-46, 3-95
First threshold	2-46, 3-95
Normal condition	2-46, 3-95
Second threshold	2-46, 3-95
Warning condition	2-46, 3-95
Grayed Out	GL-11
Group Attendance Report	3-17
GRPNAME	2-28

H

hagent	A-11
hcwc	A-11
HDATE1	A-109
HDATE2	A-109
HDATE3	A-109
HDATE4	A-109
HELD	A-115
HIGHCALLS	A-30
Historical Database	GL-12
Historical Database, Definition	P-4
Historical Reports	GL-12
Agent Attendance	3-13
Agent Event Count	3-27
Agent Group Attendance	3-17
Agent Inbound/Outbound Call	3-34
Agent Login/Logout for Skill	3-23
Agent Login/Logout for Split	3-21
Agent Reports	3-4
Agent Split/Skill	3-9
Agent Summary	3-5
Agent Trace	3-25
Avg Speed Answer Graph	3-100
Busy Hour by Trunk Group	3-91
Busy Hour by VDN	3-126
Call Profile	3-52
Call Record	3-136
Call Work Code Report	3-108
Daily Reports	3-3
Graph Reports	3-93
Interval Reports	3-3
Monthly Reports	3-3
Multi-ACD	3-70
Multi-ACD by Split/Skill	3-74
Multi-ACD Call Flow by VDN	3-128
Outbound Split/Skill	3-55
Roadmap	3-2
Split/Skill Call Profile Graph	3-96
Split/Skill Forecast Summary	3-58
Split/Skill Report	3-41
Split/Skill Reports	3-38
Split/Skill Service Level Graph	3-98
Split/Skill Status	3-39
Split/Skill Summary	3-46
System Report	3-64
System Reports	3-63

Trunk Group Reports	3-84
Trunk Group Summary	3-87
Trunk Report	3-81
Trunk/Trunk Group Reports	3-80
VDN Call Profile	3-118
VDN Call Profile Graph	3-103
VDN Report	3-113
VDN Reports	3-110
VDN Service Level Graph	3-106
VDN Skill Preference	3-122
VDN Status	3-111
Vector Report	3-132
Weekly Reports	3-3
Historical Reports Cross Reference	3-140
Historical Reports, Definition	P-4
HOLD	1-6, GL-12
Hold	A-7
Hold Time	3-139
Hold Tracking (G3, G2, System 85)	A-17
HOLDABN	A-116
HOLDABNCALLS	A-30, A-50, A-93
HOLDACDCALLS	A-93
HOLDACDTIME	A-93
HOLDCALLS	3-8, 3-11, 3-45, A-30, A-50, A-93
HOLDTIME	3-8, 3-12, 3-45, A-30, A-50, A-93
How Database Items and Calculations Are Presented	A-2
hsplit	A-11
htkgrp	A-11
htrunk	A-11
hvdn	A-11
hvector	A-11

I

I_ACDAUX_OUTTIME	A-31, A-50
I_ACDAUXINTIME	A-30, A-50
I_ACDOTHERTIME	A-31, A-51
I_ACDTIME	3-8, 3-11, 3-15, 3-19, 3-32, 3-43, 3-51, 3-62, 3-69, 3-79, A-31, A-51
I_ACWINTIME	3-11, 3-15, 3-19, A-31, A-51
I_ACWOUTTIME	3-11, 3-15, 3-19, A-31, A-51
I_ACWTIME	3-8, 3-11, 3-15, 3-19, 3-33, 3-43, 3-51, 3-62, 3-69, 3-79, A-31, A-51
I_AUXINTIME	3-11, 3-15, 3-19, A-31, A-51
I_AUXOUTTIME	3-11, 3-15, 3-19, A-31, A-51
I_AUXTIME	A-31
I_AVAILTIME	3-44, A-31, A-51
I_DA_ACDTIME3-8, 3-11, 3-15, 3-19, 3-32, 3-43, A-51	
I_DA_ACWTIME	3-8, 3-11, 3-15, 3-19, 3-33, 3-43, A-52
I_INOCC	3-83, 3-86, 3-89, A-67, A-74
I_OTHERTIME	3-44, A-32, A-52
I_OUTOCC	3-83, 3-86, 3-89, A-67, A-74
I_RINGTIME	3-8, 3-15, 3-19, 3-33, 3-44, A-32, A-52
I_STAFFTIME	3-51, 3-62, 3-69, 3-79, A-32, A-52
ICM	GL-12

IDLE 1-6, GL-12
 II GL-12
 ILN A-93
 INACW 2-18, 2-32, 2-34, 2-42, 2-48
 INACW (real-time) A-32
 INAUX 2-19, 2-43, 2-48
 INAUX (real-time) A-32
 INBOUND (real-time). A-67
 Inbound Avg Trk Holding Time. 3-83, 3-86, 3-89
 Inbound Calls Aban 3-86
 Inbound Calls Abandoned 3-83, 3-89
 Inbound Calls Answered 3-89
 Inbound Calls Carr 3-86
 Inbound Calls Carried 3-83, 3-89, 3-92
 Inbound Other Calls 3-89
 Inbound Total CCS. 3-83, 3-86, 3-89
 Inbound/Outbound Call Report. 3-34
 INBOUND_ACDCALLS A-134
 INCALLS 2-55, 2-63, 2-64, 2-66, 3-83, 3-86, 3-89,
 3-105, 3-107, 3-112, 3-115, 3-120, 3-121, 3-124,
 3-130, 3-134, 3-135, A-67, A-75, A-84, A-93
 INCOMPLETE A-33, A-53, A-67, A-75, A-84, A-94,
 A-102
 INFLAG. A-104
 Inflag 3-22
 INFLOWCALLS 2-57, 2-60, 3-49, 3-60, 3-67, 3-77,
 3-115, 3-130, 3-135, A-33, A-84, A-94
 Information Indicator (II) GL-12
 INFORMIX GL-12
 INFORMIX SQL GL-12
 INPROGRESS 2-57, 2-60, 2-61
 INPROGRESS (real-time) A-84, A-94
 Input Fields. GL-12
 INQUEUE 2-8, 2-13, 2-17, 2-31, 2-34, 2-41, 2-48, 2-51
 INQUEUE (real-time). A-33, A-84, A-94
 INRING. 2-8, 2-13, 2-17, 2-31, 2-34, 2-41, 2-48, 2-51
 INRING (real-time) A-33, A-84, A-94
 INT_AUXTIME A-134
 Integrated Services Digital Network (ISDN) GL-12
 Interactions with Switch Features A-13
 INTERFLOWCALLS 3-130, A-33, A-84, A-94
 Interval Reports 3-3
 Interval-based data, definition A-3
 Interval-Based Items GL-12
 INTIME. 3-83, 3-86, 3-89, 3-117, 3-135, A-67, A-75,
 A-85, A-94
 Intrahour Interval GL-12
 INTRVL. 3-51, 3-59, 3-62, 3-90, 3-124, 3-134, A-34,
 A-53, A-67, A-75, A-85, A-94, A-102, A-111
 INVECTOR (real-time) A-95
 ISDN GL-12
 ITN (index) A-75

K

KEYBD_DIALED A-107

L

Lack of Unmeasured Trunk Facilities 5-33
 LAI GL-13
 LAN GL-13
 Last Call Work Code 3-139
 LASTCWC 3-139, A-116
 LASTDIGITS A-116
 LASTOBSERVER. A-116
 linkex A-12
 List All. GL-13
 List Devices GL-13
 Logical Agent GL-13
 LOGID 2-9, 2-14, 2-25, 2-28, 2-32, 2-36, 2-38, 3-7,
 3-11, 3-15, 3-19, 3-22, 3-24, 3-26, 3-29, 3-32, 3-36,
 3-43, A-104, A-121, A-124, A-127
 LOGID (index) A-53, A-106
 LOGID (real-time). A-75
 LOGIN 3-22, 3-24, A-104
 Login date. 3-22, 3-24
 Login ID 4-4, 4-8, 4-14
 Login Skill(s) 2-14
 Login Time 3-22, 3-24
 Login/Logout (Skill) Report 3-23
 Login/Logout (Split) Report 3-21
 LOGINSKILL 2-14
 LOGINSKILL2. 2-14
 LOGINSKILL3. 2-14
 LOGINSKILL4. 2-14
 LOGINSKILL5. 2-14
 LOGOFF GL-13
 LOGON GL-13
 LOGONSKILL (real-time) A-53
 LOGONSKILL2 3-24
 LOGONSKILL2-5 A-104
 LOGONSKILL2-5 (real-time) A-53
 LOGONSKILL3 3-24
 LOGONSKILL4 3-24
 LOGONSTART (real-time) A-53
 LOGOUT 3-22, 3-24, A-104
 Logout Date. 3-22, 3-24
 Logout Time. 3-22, 3-24
 LOGOUT_DATE 3-22, A-104
 Lookahead Interflow (LAI) GL-13
 Lookahead Interflow Attempts 3-131
 Look-Ahead Interflow Calls A-13
 Lookahead Interflow Completions 3-131
 LOOKATTEMPTS 3-131, A-85, A-95
 LOOKFLOWCALLS. 3-131, A-85, A-95
 LOWCALLS. A-34

M

magent A-11
 Maintenance GL-13
 Maintenance Busy (MBUSY) GL-13
 Maintenance Error Log 5-1

MALICIOUS A-116
 MALICIOUS (real-time) A-53
 Malicious Call Trace Exceptions Database Items . . .
 A-127
 Malicious Call Trace Exceptions Report. 4-13
 Manual In (MI) GL-14
 Max Delay 3-48, 3-59, 3-66, 3-76
 MAXINQUEUE A-34
 MAXOCWTIME . . . 3-48, 3-59, 3-66, 3-76, A-34, A-95
 MAXSTAFFED A-34
 MAXWAITING A-95
 MBUSY 1-6, GL-14
 MBUSY (real-time) A-67
 MBUSYTIME 3-83, 3-90, A-67, A-75
 MCH GL-14
 MCT A-107
 mctex A-12
 mcwc A-11
 Measured GL-14
 MEDCALLS A-34
 Messages GL-14
 MI GL-14
 MIA GL-14
 Migration GL-14
 Modify GL-14
 Month Starting 3-7, 3-11, 3-15, 3-19, 3-29, 3-36, 3-43,
 3-48, 3-54, 3-57, 3-120
 Month starting . . 3-66, 3-86, 3-89, 3-97, 3-105, 3-115,
 3-124, 3-130, 3-134
 Monthly Data GL-14
 Monthly Data, Definition P-4
 Monthly Reports 3-3
 More Help GL-14
 Most Idle Agent (MIA) GL-15
 MOVEPENDING (real-time) A-54
 msplit A-11
 mtkgrp A-11
 mtrunk A-11
 Multi-ACD by Split/Skill Report 3-74
 Multi-ACD Call Flow by VDN Report 3-128
 Multi-ACD Report 2-39, 3-70
 Multi-Agent Skill Change Window GL-15
 Multiple Call Handling (G2, System 85, G3V4) . . . A-17
 Multiple Call Handling (MCH) GL-15
 Multiple Split Queuing GL-15
 Multiple Splits/Skills 2-3
 Multiple-Split/ Skill Queuing (G3) A-19
 Multiuser Mode GL-15
 Multiuser Mode, Definition P-4
 mvdn A-11
 mvector A-11

N

Name (Synonym) Fields GL-15
 Next (disabled) GL-15
 Next (enabled) GL-15

Night Service GL-15
 No Reply From SPI for ACD 5-32
 No. Calls Waiting 2-51
 NOANSREDIR A-34, A-54, A-95
 Nonprimary Split/Skill GL-16
 Nonzero (0) Skill (Generic 2.2 with EAS) . . . GL-16
 Normal Condition GL-16
 Normal condition 2-46, 3-95
 NUMAGREQ 3-62, A-111
 Number of trunks 3-89
 NUMINUSE (real-time) A-68
 NUMTGS A-95
 NUMVDNS A-85

O

O_ABNCALLS . . . 3-83, 3-86, 3-89, A-34, A-68, A-75
 O_ACDCALLS . . . 3-36, 3-57, 3-89, A-34, A-54, A-68,
 A-75
 O_ACDTIME 3-36, 3-57, A-35, A-54
 O_ACWTIME 3-36, 3-57, A-35, A-54
 O_OTHERCALLS 3-89, A-35, A-68, A-76
 OACDCALLS 3-36
 OBSERVINGCALL A-116
 OCM GL-16
 Oldest Call 2-60
 Oldest Call Waiting. 2-8, 2-13, 2-17, 2-31, 2-34, 2-41,
 2-51
 Oldest Wait 2-48
 OLDEST_LOGON (real-time) A-54
 OLDESTCALL 2-8, 2-13, 2-17, 2-31, 2-34, 2-41, 2-48,
 2-51, 2-60
 OLDESTCALL (real-time) A-35, A-95
 ONACD 2-18, 2-31, 2-34, 2-42, 2-48
 ONACD (real-time) A-35
 ONACDAUXIN (real-time) A-35
 ONACDAUXOUT (real-time) A-35
 ONACDOUT (real-time) A-35
 ONACWIN (real-time) A-35
 ONACWOUT (real-time) A-35
 ONAUXIN (real-time) A-36
 ONAUXOUT (real-time) A-36
 ONHOLD (real-time) A-36, A-55
 Open Window GL-16
 Organization and Use of This Document. P-2
 ORIGIN (real-time) A-55
 ORIGLOGIN A-116
 OTHER 1-4, 2-19, 2-43, GL-16
 Other 2-19, 2-43, 3-44
 OTHER (real-time) A-36
 Other Calls 3-92, 3-127, 3-135
 Other Calls Connect 3-116,
 Other Calls Connected 3-112
 OTHERCALLS . . 3-89, 3-135, A-36, A-68, A-76, A-85,
 A-95
 OTHERTIME A-36, A-85, A-95
 OUTBOUND (real-time) A-68

Outbound Avg Trk Holding Time . . . 3-83, 3-86, 3-89
 Outbound Call Management (OCM) A-20
 Outbound Calls Aban 3-83, 3-86, 3-89
 Outbound Calls Ans 3-89
 Outbound Calls Bldkd 3-90
 Outbound Calls Carr 3-83, 3-86, 3-89
 Outbound Calls Carried 3-92
 Outbound Far End Comp 3-90
 Outbound Other Calls 3-89
 Outbound Split/Skill Report 3-55
 Outbound Total CCS 3-83, 3-86, 3-89
 OUTCALLS 3-83, 3-86, 3-89, A-68, A-76
 OUTFLAG A-104
 Outflag 3-22
 OUTFLOWCALLS . 2-57, 2-61, 3-50, 3-61, 3-68, 3-78,
 3-117, 3-130, 3-135, A-37, A-85, A-96
 OUTFLOWTIME A-37, A-86, A-96
 OUTTIME 3-83, 3-86, 3-89, A-68, A-76

P

pagent A-10
 pcwc A-10
 PENDINGSPILT (real-time) A-55
 PER_CHG A-129
 Percent (%) Within Service Level GL-16
 PERCENT_ACD_TIME A-134
 PERCENT_ACD_TIME_SUM A-134
 PERCENT_AL_BSY_SUM_D A-134
 PERCENT_AL_BSY_SUM_M A-135
 PERCENT_AL_BSY_SUM_W A-135
 PERCENT_ALL_BUSY A-134
 PERCENT_ALL_BUSY_D A-134
 PERCENT_ALL_BUSY_M A-134
 PERCENT_ALL_BUSY_SUM A-134
 PERCENT_ALL_BUSY_W A-134
 PERCENT_AUX_WORK A-135
 PERCENT_AUX_WORK_SUM A-135
 PERCENT_CALL_ABAN A-135
 PERCENT_CALL_ANS A-135
 PERCENT_CALL_ANS_SUM A-135
 PERCENT_MBUSY A-135
 PERCENT_MBUSY_D A-135
 PERCENT_MBUSY_M A-135
 PERCENT_MBUSY_SUM A-135
 PERCENT_MBUSY_SUM_D A-135
 PERCENT_MBUSY_SUM_M A-135
 PERCENT_MBUSY_SUM_W A-135
 PERCENT_MBUSY_W A-135
 PERCENT_SERV_LVL_SPL A-135
 PERCENT_SERV_LVL_VDN A-135
 PERCENT_SLVL_SPL_SUM A-136
 PERCENT_VDN_ABAN A-136
 PERCENT_VDN_ANSCONN A-136
 Percentage 3-99
 Percentage Abandoned 2-22, 2-64, 3-54, 3-121
 Percentage Answered 2-22, 3-54

Percentage Answered/ Connected 3-121
 PERIOD 1-9 A-38
 PERIOD1-9 2-21, 2-53, 2-55, 2-63, 3-54, 3-97, 3-105,
 3-107, 3-120, A-96
 PERIODCHG 3-54, 3-97, 3-105, A-38, A-96
 Personal Call Tracking A-13
 Abandoned Calls A-15
 Audio Difficulty A-16
 Phantom Abandoned Calls A-15
 Transferred and Conferenced Calls A-16
 Phantom Abandon Call Timer GL-16
 Phantom Abandon Calls A-15
 PHANTOMABNS A-38, A-55, A-86, A-96
 POSITION (index) A-55
 POSITIONS A-38
 Presentation
 Administrative data A-3
 Calculations A-4
 Call-based data A-3
 Cumulative data A-3
 Database Items A-2
 Inter-based data A-3
 Status data A-3
 Switch Reference Tables A-4
 Previous (disabled) GL-16
 Previous Interval GL-16
 Previous Interval, Definition P-4
 Primary Skill GL-16
 Primary Window GL-17
 Printed . 3-7, 3-11, 3-15, 3-19, 3-22, 3-24, 3-26, 3-29,
 3-32, 3-36, 3-40, 3-43, 3-48, 3-54, 3-57, 3-59, 3-66,
 3-76, 3-83, 3-86, 3-89, 3-92, 3-97, 3-99, 3-102,
 3-105, 3-107, 3-109, 3-112, 3-115, 3-120, 3-124,
 3-127, 3-130, 3-134, 3-137, 4-4, 4-6, 4-8, 4-10, 4-14,
 4-16
 PRIORITY (real-time) A-76
 PRIORITY2-3 (real-time) A-76
 Private Report GL-17
 PROMPT_DIGITS A-107
 Pseudo-ACD GL-17
 psplit A-10
 ptkgrp A-10
 ptrunk A-10
 pvdn A-10
 pvector A-10

Q

QUECOUNT (real-time) A-76
 QUETYPE (real-time) A-77
 QUETYPE2-3 (real-time) A-77
 Queue GL-17
 Queue Graph Report 2-50
 Queue/Agent Status Report 2-29
 Queue/Agent Summary Report 2-33
 QUEUED 1-6, GL-17
 Queued A-8

R

R3V2.	GL-17
R3V4.	GL-17
RAGOC.	A-111
RAVGSPEEDANS.	A-111
Read Permission	GL-17
Real-Time Database.	GL-17
Real-Time Database, Definition	P-5
Real-Time Reports	2-16, GL-17
Agent	2-23
Agent Group	2-26
Call Profile	2-20, 2-62
Event Count Summary	2-37
Graph Reports	2-44
Graph Terms	2-46, 3-95
Multi-ACD.	2-39
Queue Graph	2-50
Queue/Agent Status	2-29
Queue/Agent Summary.	2-33
Report (VDN)	2-59
Roadmap	2-2
Skill Status	2-11
Split Status	2-6
Split/Skill Call Profile Graph	2-52
Split/Skill Graph.	2-47
Split/Skill Reports	2-5
Trunk Group	2-35
VDN Call Profile Graph	2-54
VDN Reports	2-58
VDN Skill Preference	2-65
Vector.	2-56
Real-Time Reports Cross Reference	2-67
Real-Time Reports, Definition	P-5
REASON	A-128
RECONNECT	3-26, A-106
Reconnect.	3-26
Recorded Announcements	GL-17
Redirect On No Answer	GL-18
Redirection on No Answer (G3V2 and later)	A-21
Refresh Rate	GL-18
Related Documents	P-6
Release 3 Version 2 (R3V2).	GL-18
Release 3 Version 4 (R3V4).	GL-18
Report (split/skill)	2-16
Report (VDN)	2-59
Report Intervals	3-3
Results of Daily, Weekly, and Monthly Data Summaries/Results of Daily, Weekly, and Monthly Data Summaries.	5-33
RETURNCALLS.	A-96
RING.	1-5, 1-6, GL-18
Ring	3-8, 3-33, 3-44
RINGCALLS.	A-38, A-55, A-86, A-96
Ringing	2-18, 2-31, 2-34, 2-42
Ringing (G3, G2, System 85)	A-17
Ringing Time	3-15, 3-19

RINGTIME	A-38, A-55, A-86, A-96
Roadmap	
Exceptions Reports	4-1
Historical Call Record Report	3-136
Historical Call Work Code Report	3-108
Historical Graph Reports	3-93
Historical Split/Skill Reports	3-38
Historical System Reports.	3-63
Historical Trunk/Trunk Group Reports	3-80
Historical VDN Reports	3-110
Historical Vector Report	3-132
Real-Time Graph Reports.	2-44
Real-Time Reports	2-2
Real-Time Split/Skill Reports	2-5
Real-Time VDN Reports	2-58
Rolling ASA	GL-18
ROW	A-126
ROW_DATE	3-7, 3-11, 3-15, 3-19, 3-22, 3-24, 3-26, 3-29, 3-32, 3-36, 3-40, 3-43, 3-48, 3-54, 3-57, 3-59, 3-66, 3-76, 3-83, 3-86, 3-89, 3-92, 3-97, 3-99, 3-102, 3-105, 3-107, 3-109, 3-112, 3-115, 3-120, 3-124, 3-127, 3-130, 3-134, 3-137, A-121, A-123, A-124, A-125, A-126, A-127, A-128
ROW_DATE (index)	A-38, A-55, A-68, A-77, A-86, A-96, A-102, A-104, A-106, A-109, A-111, A-116
ROW_TIME	3-137, A-121, A-123, A-124, A-125, A-126, A-127, A-128
ROW_TIME (index)	A-116
RSERVLEVELP	A-111
Run.	GL-18

S

Screen-Labeled Key (SLK).	GL-18
Scrolling	GL-18
Second Threshold	GL-18
Second threshold.	2-46, 3-95
Secondary Skill.	GL-18
Secondary Window.	GL-19
Seconds	3-102
Secs	2-21, 3-54, 3-97, 3-99, 3-105, 3-107, 3-120
Secs.	2-53, 2-55, 2-63
SECS_PER_DAY	A-136
Seg No	3-137
SEGMENT	3-137, A-116
SEGSTART	A-116
SEGSTOP	A-117
SEIZED.	1-6, GL-19
Select Tables.	GL-19
Seq.	3-26
SEQNUM.	A-117
Service Intervals Changed	3-54, 3-97, 3-105, 3-120
Service Level.	GL-19
Service Level Increments	2-4
Service Observing—Remote Single-User Mode	GL-19
Service Observing—VDNs.	GL-19
SERVICELEVEL	A-38, A-96

Services	GL-19	Split(s)	2-10
SERVLEVEL	3-99	Split(s)/Skill(s).	2-51
SERVLEVELP	A-111	Split/Skill	2-21, 2-25, 2-31, 2-34, 2-38, 2-48, 2-53, 3-11, 3-26, 3-40, 3-43, 3-48, 3-54, 3-57, 3-59, 3-66, 3-76, 3-97, 3-99, 3-102, 3-139, 4-4, 4-6, 4-14
SERVLEVELT	A-111	ACD Call	A-8
SETUPTIME	A-69	Nonprimary (G3 vectoring, G2.2 EAS).	A-8
Severity.	5-3	Nonzero (G2.2 EAS).	A-8
SHORTCALLS	A-69, A-77	Primary (G3 vectoring, G2.2 EAS).	A-8
Shortcut	GL-19	Secondary (G3 vectoring, G2.2 EAS).	A-8
Single-User Mode	GL-19	Tertiary (G3 vectoring, G2.2 EAS).	A-9
Single-User Mode, Definition.	P-5	Zero (G2.2 EAS).	A-9
Skill.	2-13, 2-15, 3-24, GL-19	Split/Skill ACD Call	GL-20
Skill Group (G2.2 EAS).	A-8	Split/Skill ACD Calls	3-40
Skill Hunt Group	GL-19	Split/Skill Call Profile Graph Report.	2-52, 3-96
Skill Preference Report (VDN).	3-122	Split/Skill Database Items.	A-23
Skill Status Report	2-11	Split/Skill Exceptions Database Items	A-123
Skill type	3-24	Split/Skill Exceptions Report	4-5
Skill, Primary	GL-19	Split/Skill Graph.	2-47
Skill, Secondary	GL-20	Split/Skill Graph Report	2-47
SKILL1	3-117, 3-124	Split/Skill Report	3-41
SKILL1-3	A-97	Split/Skill Report, Agent.	3-9
SKILL2	3-117, 3-124	Split/Skill Reports	3-38
SKILL3	3-117, 3-125	Call Profile	2-20, 3-52
SKILLACWTIME1	3-124	Forecast Summary.	3-58
SKILLACWTIME1-3	A-96	Outbound Split/Skill	3-55
SKILLACWTIME2	3-125	Report	2-16, 3-41
SKILLACWTIME3	3-125	Roadmap.	2-5, 3-38
SKILLCALLS1	2-66, 3-124	Skill Status.	2-11
SKILLCALLS1-3	A-96	Split Status.	2-6
SKILLCALLS2	2-66, 3-125	Status	3-39
SKILLCALLS3	2-66, 3-125	Summary.	3-46
Skills 1-4	3-24	Split/Skill Service Level Graph Report	3-98
SKILLTIME1	3-124	Split/Skill Status Report.	3-39
SKILLTIME1-3	A-97	Split/Skill Summary Report	3-46
SKILLTIME2	3-125	Split/Skill Switch Cross Reference	A-40
SKILLTIME3	3-125	SPLIT1	A-117
SKILLTYPE	2-14, 3-24, A-104	SPLIT2	A-117
SKILLTYPE (real-time).	A-55	SPLIT2-3 (real-time)	A-77
SKILLTYPE2	2-14, 3-24	SPLIT2-5	A-104
SKILLTYPE2-4.	A-104	SPLIT3	A-117
SKILLTYPE2-4 (real-time)	A-56	Splits/Skills	2-17, 2-25, 2-28, 2-32, 2-41
SKILLTYPE3	2-14, 3-24	SQL	GL-20
SKILLTYPE4	2-14, 3-24	Staff.	3-8, 3-33, 3-44
SLK.	GL-20	STAFFED	2-19, 2-31, 2-34, 2-38, 2-43
SLVL_CHG.	A-129	Staffed	2-19, 2-31, 2-34, 2-43
SPARCserver 10.	GL-20	STAFFED (real-time)	A-38
SPARCserver 20.	GL-20	Staffed Agent	GL-20
SPARCserver 5	GL-20	Standard Dictionary Calculations	A-132
SPARCstation	GL-20	Standard Reports	GL-20
spex	A-12	StarServer Platform.	GL-20
SPLIT.	2-8, 2-13, 2-17, 2-21, 2-25, 2-31, 2-34, 2-36, 2-38, 2-41, 2-48, 2-51, 2-53, 3-11, 3-22, 3-24, 3-26, 3-40, 3-43, 3-48, 3-54, 3-57, 3-59, 3-66, 3-76, 3-97, 3-99, 3-102, A-69, A-106, A-122, A-123, A-127	Start.	3-137
Split.	2-8, 2-36, 3-22, GL-20	Start Date	3-137
SPLIT (index).	A-38, A-56, A-104, A-109, A-111	Start Time.	3-137
SPLIT (real-time).	A-77	STARTED (real-time).	A-56, A-77
Split Status Report	2-6	STARTTIME	3-7, 3-11, 3-29, 3-36, 3-48, 3-57, 3-59, 3-83, 3-89, 3-107, 3-115, 3-124, 3-134, A-38, A-56,

A-97, A-102, A-106, A-111
 STARTTIME (real-time) A-69, A-77, A-86
 State 2-9, 2-15, 2-25, 2-28, 2-32, 2-36, 3-26
 Station A-8, GL-20
 Status data, definition A-3
 Status Report (VDN). 3-111
 Status Report, Split/Skill 3-39
 Stop 3-137, GL-20
 String Values GL-20
 Stroke Count. 3-27
 Stroke counts 2-37
 Structured Query Language (SQL) GL-20
 Structured Query Language Criteria. GL-21
 Submenu GL-21
 Subsystem. GL-21
 Subsystem, Definition P-5
 Successful Backup Using a New Volume 5-32
 Summary Report, Agent. 3-5
 Summary Report, Split/Skill 3-46
 Sun Microsystems GL-21
 Sun SPARCserver Computers GL-21
 SVCLEVELCHG. 3-54, 3-97, 3-120, A-39, A-97
 Switch GL-21
 Switch Clock. 2-3
 Switch Cross Reference
 Agent A-59
 Agent Login/Logout. A-105
 Agent Trace. A-108
 Call Record A-118
 Call Wrok Codes A-103
 Current Day Configuration A-110
 Current Day Report. A-112
 Split/Skill A-40
 Trunk A-79
 Trunk Group A-70
 VDN. A-98
 Vector. A-87
 System Report. 3-64
 System Reports 3-63
 Multi-ACD. 3-70
 Multi-ACD by Split/Skill 3-74
 Report 3-64
 Roadmap 3-63
 System Setup GL-21

T

Table Names A-10
 Talk Time 3-139
 TALKTIME. 3-139, A-117
 Technical Service Center (TSC). GL-21
 Terminal GL-21
 Terminology P-4, 2-46, 3-95, A-5
 Tertiary Split/Skill GL-21
 tgex A-12
 THRESHOLD A-122, A-123, A-124, A-125, A-126
 Threshold 4-4, 4-6, 4-8, 4-10, 4-12

TI_AUXTIME 3-8, 3-15, 3-19, 3-33, 3-44, A-56
 TI_AVAILTIME 3-8, 3-15, 3-19, 3-33, A-56
 TI_OTHERTIME A-56
 TI_STAFFTIME 3-8, 3-15, 3-19, 3-33, A-57
 TIME A-122, A-123, A-124, A-125, A-126
 Time 2-10, 2-15, 2-25, 2-28, 2-32, 2-36, 3-7, 3-11,
 3-26, 3-29, 3-36, 3-48, 3-57, 3-59, 3-83, 3-89, 3-115,
 3-124, 3-134, 4-4, 4-6, 4-8, 4-10, 4-12, 4-14, 4-16
 Time Format GL-22
 Time Limit 4-4, 4-6, 4-8, 4-10, 4-12
 Time Maint Busy 3-83
 Time Occurred 5-3
 Time Staffed 3-15, 3-19
 Times. 3-107
 Timetable. GL-22
 TK_DIR. A-129
 TK_PRI. A-129
 TK_QTYPE. A-130
 TKGRP 2-36, 3-83, 3-86, 3-89, 3-92, A-117, A-127
 TKGRP (index). A-69, A-77
 TKSTATE 2-36, A-129
 TKSTATE (real-time). A-77
 TOPCALLS. A-39
 Total After Call 3-109
 Total Calls Abandoned 2-22, 2-64, 3-54, 3-121
 Total Calls Answered. 2-21, 3-54
 Total Calls Answered / Connected 3-120
 Total Calls Answered/Connected 2-63
 Total Hold Time 3-12
 Total Talk Time. 3-11, 3-109
 TOTAL_ACDCALLS 3-7, 3-32, A-136
 TOTAL_ACDTIME 3-7, 3-32, A-136
 TOTAL_ACWTIME. 3-7, 3-32, A-136
 TOTAL_I_ACDTIME A-136
 TOTAL_I_ACWTIME. A-136
 Trace Report, Agent 3-25
 Tracking of Times/Duration A-21
 Trans Out. 3-8, 3-12, 3-37, 3-44
 Transfer Tracking A-17
 TRANSFERRED 3-8, 3-12, 3-37, 3-44, 3-139, A-39,
 A-57, A-69, A-97, A-107, A-117
 Transferred and Conferenced Calls A-16
 Translations GL-22
 TRENDBASE. A-109
 TRKGRP A-124
 Trs 3-139
 Trunk 2-36, 4-8, 4-14, GL-22
 Trunk Database Items A-73
 Trunk Failures 3-86
 Trunk Group 4-8, 4-14, GL-22
 Trunk group 2-36, 3-83, 3-86, 3-89, 3-92
 Trunk Group Database Items A-63
 Trunk Group Exceptions Database Items A-124
 Trunk Group Exceptions Report 4-7
 Trunk Group Report 2-35, 3-84
 Trunk Group Summary Report. 3-87
 Trunk Group Switch Cross Reference A-70

Trunk location	3-83, 3-86
Trunk No Answer Timeout (G3V2 and later)	A-21
Trunk Report	3-81
Trunk States	
CONN	1-6
DABN	1-6
FBUSY	1-6
FDISC	1-6
HOLD	1-6
IDLE	1-6
MBUSY	1-6
QUEUED	1-6
RING	1-6
SEIZED	1-6
UNKNOWN	1-6
Trunk Switch Cross Reference	A-79
Trunk/Trunk Group Reports	3-80
Busy Hour by Trunk Group	3-91
Roadmap	3-80
Trunk Group Report	3-84
Trunk Group Summary	3-87
Trunk Report	3-81
TRUNKS	3-89, 3-90, A-69
TSC	GL-22
TYPE (real-time)	A-57

U

UCD	GL-22
Uniform Call Distribution (UCD)	GL-22
UNIX System	GL-22
UNKNOWN	1-5, 1-6, GL-22
UNSTAF	GL-22
UNSTAFF	1-5
Upgrade	GL-22
User ID	GL-23
User Permissions	GL-23
User Window	GL-23

V

VDISCCALLS	A-86, A-97
VDN	2-10, 2-15, 2-25, 2-28, 2-32, 2-36, 2-55, 2-60, 2-63, 2-66, 3-105, 3-107, 3-112, 3-115, 3-120, 3-124, 3-127, 3-130, 4-10, 4-14, A-69, A-125, A-127, GL-23
VDN (index)	A-97
VDN (real-time)	A-57, A-77
VDN Call Profile Graph Report	2-54, 3-103
VDN Calls-Counted	GL-24
VDN Database Items	A-89
VDN Exceptions Database Items	A-125
VDN Exceptions Report	4-9
VDN Flow In	2-60, 3-115, 3-130
VDN Flow Interflow	3-130
VDN Flow Out	2-61, 3-117, 3-130
VDN of Origin Announcement (VOA)	GL-24
VDN Report	3-113

VDN Reports	2-58, 3-110
Busy Hour	3-126
Call Profile	2-62
Multi-ACD Call Flow	3-128
Report	2-59, 3-113
Roadmap	2-58, 3-110
Skill Preference	2-65, 3-122
VDN Call Profile	3-118
VDN Status	3-111
VDN Service Level Graph Report	3-106
VDN Skill Preference	3-117, GL-24
VDN Skill Preference Report	2-65
VDN Status Report	3-111
VDN Switch Cross Reference	A-98
vdnex	A-12
vecex	A-12
VECTOR	2-57, 3-115, 3-124, 3-134, A-69, A-125, A-126
Vector	2-57, 3-134, 4-10, 4-12, GL-23
VECTOR (index)	A-86, A-97
VECTOR (real-time)	A-78
Vector Command	GL-23
Vector Database Items	A-81
Vector Directory Number (VDN)	GL-23
Vector Disconnect Timer (G3V2 and later)	A-21
Vector Exceptions Database Items	A-126
Vector Exceptions Report	4-11
Vector Flow In	2-57, 3-135
Vector Flow Out	2-57, 3-135
Vector No	3-115, 3-124
Vector Report	2-56, 3-132
Roadmap	3-132
Vector Step	GL-23
Vector Step Condition	GL-23
Vector Switch Cross Reference	A-87
VOA	GL-24
Voice Terminal	GL-24

W

wagent	A-11
Wait Answer Supervision Timer (WAST)	A-22
Warning Condition	GL-24
Warning condition	2-46, 3-95
wcwc	A-11
Week	3-134
Week Starting	3-7, 3-11, 3-15, 3-19, 3-29, 3-36, 3-43, 3-48, 3-54, 3-57, 3-120
Week starting	3-66, 3-86, 3-89, 3-97, 3-105, 3-115, 3-124, 3-130
Weekly Data	GL-24
Weekly Data, Definition	P-5
Weekly Reports	3-3
Window	GL-24
Window Count	GL-24
WMODE_SEQ	3-26, A-106
WORKCODE	A-107

WORKMODE 2-9, 2-15, 2-25, 2-28, 2-32, 3-26, A-106,
 A-130
 WORKMODE (real-time) A-57
 WORKSKILL. 2-15
 WORKSKILL (real-time). A-57
 WORKSPLIT 2-10, 2-25, 2-28, 2-32
 WORKSPLIT (real-time). A-58
 WORKSPLIT2 2-10, 2-25, 2-28, 2-32
 WORKSPLIT2-3 (real-time) A-58
 WORKSPLIT3 2-10, 2-25, 2-28, 2-32
 WORKSPLIT4 2-10, 2-25, 2-28, 2-32
 WORKSPLIT4 (real-time) A-58
 WORKSPLIT5 (real-time) A-58
 Write Permission GL-24
 wsplit. A-11
 WT1 A-109
 WT2 A-109
 WT3 A-109
 WT4 A-109
 wtkgrp A-11
 wtrunk A-11
 wvdn A-11
 wvector A-11

Z

Zero (0) Skill (Generic 2.2 with EAS) GL-24