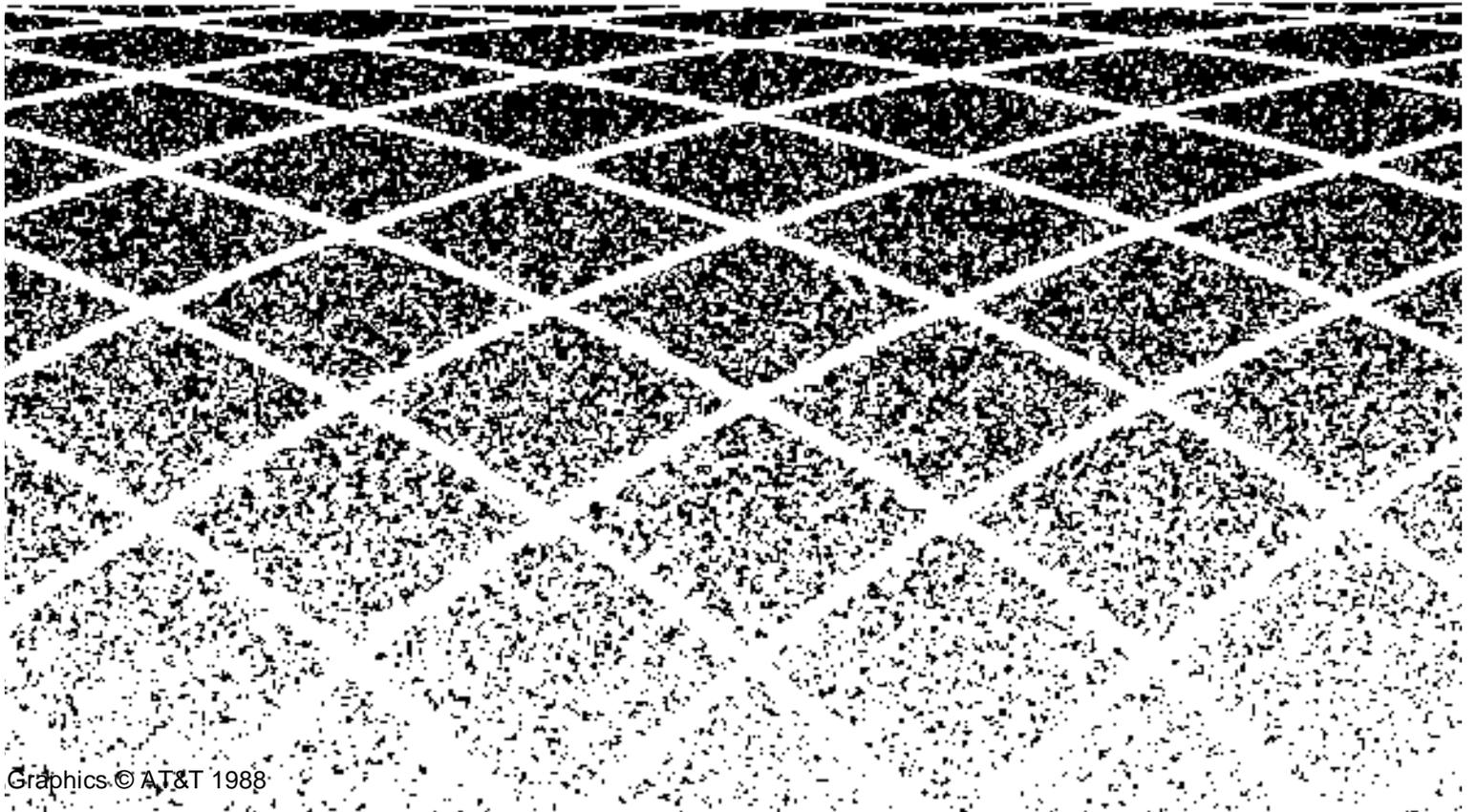




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*CentreVu*<sup>™</sup>  
**Call Management System**  
**Release 3 Version 4**  
**Custom Reports**





# CentreVu™ Call Management System

## Custom Reports

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## General Information

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### Audience

This book is written for all *CentreVu*<sup>™</sup> Call Management System (*CentreVu* CMS) Release 3 Version 4 (R3V4) administrators and split/skill supervisors who are interested in creating custom reports.

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### Introduction

The *CentreVu*<sup>™</sup> CMS R3V4 Custom Reports (AT&T 585-215-802) document was written primarily for the *CentreVu* CMS administrator who has access to all parts of the *CentreVu* CMS, and secondarily for administrators (such as split/skill supervisors) who have limited access to the *CentreVu* CMS.

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# Organization and Use of This Document

This document takes you through creating a custom report from beginning to end, starting with Chapter 2, "Getting Started" and ending with Chapter 6, "Advanced Report Design".

For a first-time user of the Custom Reports subsystem, start at the beginning of the document and read the Preface and Chapter 1, "Introduction to CentreVu CMS Custom Reports", to become familiar with the content and structure of the book.

---

## Organization of Document

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

### *Chapter 1*    **Introduction to CentreVu CMS Custom Reports**

Chapter 1 gives the following information:

- Defines a custom report, the Screen Painter, and how *CentreVu* CMS stores and retrieves data
- Gives the tasks for creating a custom report
- Lists the standard *CentreVu* CMS reports that cannot be customized
- Lists the *CentreVu* CMS database items that are not in any standard reports but can be used in custom reports.

### *Chapter 2*    **Getting Started**

Chapter 2 shows you how to:

- Define a custom report's name, access, and type
- Change a custom report's access or description
- Delete a custom report.

*Chapter 3*     **Using Screen Painter Editing Tools**

Chapter 3 shows you how to:

- Access the Screen Painter
- Copy an existing report
- Edit a report with blocks
- Enter report text
- Save your work.

*Chapter 4*     **Defining the Data for a Custom Report**

Chapter 4 shows you how to:

- Define fields for the report input window
- Define report fields
- Define bars in a report
- Define the rows of data for a report
- Define fields on the report to show when the report was run and what items the report covers.

*Chapter 5*     **Completing Your Custom Report**

Chapter 5 shows you how to:

- Highlight fields
- Define no-scroll areas
- Save and test a report design
- Understand test design error messages
- Run a custom report.

*Chapter 6*     **Advanced Report Design**

Chapter 6 shows you how to:

- Create a custom data table
- Include forecast data in a custom report
- Select rows from more than one table
- Do other alternative row search conditions
- Repeat aggregate function values in historical reports.

*Appendix A* **Database Items and Calculations**

This appendix describes:

- CMS database tables and items in the database tables
- Standard Dictionary calculations that use the database items
- Interactions with switch features
- Database rules.

*Glossary* Defines Custom Reports terms and some *CentreVu* CMS terms.

Note

For a description of the *CentreVu* CMS system, see the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document.

For examples and explanations of standard reports, see the *CentreVu™ CMS R3V4 Reports* (AT&T 585-215-801) document.

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 Forecast subsystem and read the reports.

---

## Use of Document

Use this document to step you through the process of creating CMS custom reports. It includes all of the information needed to learn how to create the reports, including Appendix A, "Database Items and Calculations".

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# Conventions Used in This Document

The following conventions are used consistently throughout this document:

|                                  |                                                                                                                                                                                                                                          |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Related document callouts</i> | Includes 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 <code>Report destination:</code> field.<br>Also designates an <i>INFORMIX*</i> table name. For example, the <code>csplit</code> table. |
| <b>Courier bold font</b>         | Designates something you type into the system. For example, type an <b>x</b> next to <code>Printer</code> , <code>Terminal</code> , or <code>File</code> .                                                                               |
| “Chapter Names”                  | Are always in quotes.                                                                                                                                                                                                                    |
| <i>italic</i>                    | Highlights references to file names and directories. For example, <i>/cms</i> .                                                                                                                                                          |
| 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 initial capitalized.                                                                                                                                                                                                          |

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# Terminology

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

|                            |                                                                                                                                                                                                                                     |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Current Interval</b>    | Represents the current intrahour interval which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.                                                                                               |
| <b>Custom Reports</b>      | Real-time or historical reports that have been customized from standard reports or created from scratch. See the <i>CMS R3V4 Custom Reports</i> (AT&T 585-215-802) document for more information.                                   |
| <b>Daily Data</b>          | Interval data that has been converted to a 1-day summary.                                                                                                                                                                           |
| <b>Exception Reports</b>   | Display occurrences of unusual call-handling events.                                                                                                                                                                                |
| <b>Historical Database</b> | 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 CMS-measured agent, split/skill, trunk, trunk group, vector, and VDN. |
| <b>Historical Reports</b>  | Display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities.                                                                                                                                |
| <b>Monthly Data</b>        | Daily data that has been converted to a monthly summary.                                                                                                                                                                            |
| <b>Multiuser Mode</b>      | Any administered CMS user can log into CMS. Data continues to be collected if data collection is "on."                                                                                                                              |
| <b>Previous Interval</b>   | 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.                                      |
| <b>Real-Time Database</b>  | Current and previous intrahour data on each CMS-measured agent, split/skill, trunk, trunk group, vector, and Vector Directory Number (VDN).                                                                                         |

|                          |                                                                                                                                                              |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Real-Time Reports</b> | Display current Automatic Call Distribution (ACD) activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs.                                |
| <b>Single-User Mode</b>  | 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.        |
| <b>Subsystem</b>         | Each CMS Main Menu selection (for example, Reports, Dictionary, System Setup, Exceptions, along with Timetable and Shortcut, are referred to as subsystems.) |
| <b>Weekly Data</b>       | Daily data that has been converted to a weekly summary.                                                                                                      |

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## Related Documents

There are many documents that can help you use the *CentreVu* CMS software to its maximum capability. The most important ones are listed below.

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### ***CentreVu* CMS Publications**

The following documents, relevant to *CentreVu* CMS, have also been published.

- *CentreVu™ Call Management System Release 3 Version 4 Administration* (AT&T 585-215-800)
- *CentreVu™ Call Management System Release 3 Version 4 Reports* (AT&T 585-215-801)
- *CentreVu™ Call Management System Release 3 Version 4 Change Description* (AT&T 585-215-803)
- *CentreVu™ Call Management System Release 3 Version 4 External Call History Interface* (AT&T 585-215-804)
- *CentreVu™ Call Management System Release 3 Version 4 Forecast* (AT&T 585-215-812)
- *CentreVu™ Call Management System Release 3 Version 4 Upgrades and Migration* (AT&T 585-215-806)
- *CentreVu™ Call Management System Release 3 Version 4 Sun\* SPARCserver† Computers Installation and Maintenance* (AT&T 585-215-807)
- *CentreVu™ Call Management System Release 3 Version 4 Sun® SPARCserver™ Computers Connectivity Diagram* (AT&T 585-215-808)
- *CentreVu™ Supervisor User's Guide* (AT&T 585-215-809)
- *CentreVu™ Supervisor Installation and Getting Started* (AT&T 585-215-810)
- *CentreVu™ Supervisor Report Designer* (AT&T 585-215-811)
- *DEFINITY® Call Center Planning* (AT&T 585-215-011)
- *DEFINITY® Call Center Planning, Configuration, and Implementation* (AT&T 585-215-010).

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

†SPARCserver is a trademark of Sun Microsystems, Inc.

## Other Useful Publications

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At times you may need to reference other documents. You need to know where the documentation that was sent with the following is kept:

- Switch
- Terminals
- Printers
- *UNIX*<sup>\*</sup> system.

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<sup>\*</sup>UNIX is a registered trademark of Novell, Inc.



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## General Information

This chapter provides the following *CentreVu*<sup>™</sup> Call Management System (*CentreVu* CMS) information:

- Definition of a custom report
- Definition of the Screen Painter
- Tasks to create a custom report
- Standard *CentreVu* CMS reports that cannot be customized
- *CentreVu* CMS database items that are not in any standard reports, but can be used in custom reports
- How *CentreVu* CMS stores and retrieves data.

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# Custom Reports and the Screen Painter

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## What Is a Custom Report?

A custom report is a report that you create and design using the Custom Reports subsystem. Like standard *CentreVu* CMS reports, a custom report displays information about Automatic Call Distribution (ACD) activity in your call center. For a custom report, you determine what specific ACD information is displayed and how it is displayed.

Like standard reports, custom reports fall into two categories: real-time and historical. A single custom report can contain either real-time data or historical data, but **not** both.

Also, you run a custom report via the Custom Reports subsystem, **not** from the Reports subsystem.

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## The Screen Painter

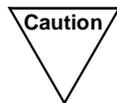
You design custom reports with a tool called the Screen Painter.

When creating *historical and real-time custom reports*, the Screen Painter tool lets you:

- Copy existing report designs, including standard report designs
- Edit reports using block moves, copies, and deletions
- Define ACD data for report fields
- Define ACD data for bar graphs (if you have the *CentreVu* CMS Graphics feature)
- Arrange report fields and bars
- Enter text for field labels, column headers, row headers, or special instructions
- Emphasize text and fields with highlighting options
- Define stationary (no-scroll) areas.

For *historical custom reports only*, the Screen Painter lets you:

- Merge data in a report field to include data from different ACD entities (for example, defining a field that represents the percentage of calls an agent answered compared to all calls handled by that agent's split or skill)
- Merge data in a report field to include data with different time frames (for example, defining a field that represents the percentage of calls answered in an intrahour interval compared to all calls answered in the day)
- Include data from custom data tables that you create and populate within the *CentreVu* CMS database. If you want to create custom data tables. See Chapter 6, "Advanced Report Design".



If you create custom data tables, then you need to make sure there is enough disk space available to store the data. *CentreVu* CMS does not automatically check the available space. If you fill up your disk with custom data, then you will lose or damage stored custom and ACD data.

See the *CentreVu*™ *CMS R3V4 Administration* (AT&T 585-215-800) document for more information about disk storage.



Do **not** tamper with standard ACD data in the *CentreVu* CMS database. If you do, then you will lose stored data.



You **cannot** merge real-time data with historical data.

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# Tasks to Create a Custom Report

There are 14 tasks you need to complete to create a custom report. If you consistently do **all** of these tasks for each report you create, then your reports will run properly and you will be able to create them efficiently. The 14 tasks are:

**1. Defining a Report's Name, Access, and Type (Chapter 2).**

Define the *name* that you use both to run the report and to access the report design if you want to change the design. Define *access* to determine whether other users can run the report and copy the report's design to create their own custom reports. Define the *type* as either real-time or historical.

**2. Accessing the Screen Painter (Chapter 3).**

Access the Screen Painter so that you can design the report. You can access the Screen Painter only after defining the report's name, access, and type.

**3. Copying an Existing Report Design (Chapter 3). (optional)**

Copy an existing design so that you start with existing report headings, data fields, bars, and other report features. While this is an optional step, you normally save a lot of time and trouble by copying and modifying an *existing* report design. Both standard and custom report designs can be copied.

**4. Editing a Report with Blocks (Chapter 3).**

Edit a report design using block moves, copies, and deletions. Editing with blocks lets you rearrange and delete sections of a report design quickly and easily. Block editing is particularly convenient when you have just copied an existing report design.

**5. Entering Report Text (Chapter 3).**

Enter text to provide headings for the data fields in the report. Entering report text should be one of the first things you do so that:

The text provides a skeleton layout for positioning data fields.

The text helps you remember what data is supposed to go in the data fields.

If you copy a report design the text of that report is copied. Using the Custom Reports subsystem, you can modify the text as required.

**6. Defining Fields for the Report Input Window (Chapter 4).**

Define fields for the report input window so that users can run the report using parameters they choose (that is, what split, agent, time, date, and so on, the report is for).

If you copy a report design, the definition of that report's input window is copied. You can then modify the input fields as required.

**7. Defining Report Fields and Defining Bars in a Report (Chapter 4).**

Define the location of fields and bars in the report, as well as the field length, bar height/length, and the data that should appear in the fields/bars. Defining data consists primarily of specifying which database items supply data to the fields/bars. Your definition of report data is not complete, however, until you complete Task 8.

If you copy a report design, the definition of that report's data fields/bars is copied. You can then modify the data fields/bars as required.

**8. Defining the Rows of Data for a Report (Chapter 4).**

Define which rows of data in a table will supply data for the fields and bars you defined in Task 7.

If you copy a report design, the definition of that report's rows of data will be copied. You can then modify the selection of rows as required.

**9. Defining Fields to Show Run Time/Date and User Inputs (Chapter 4).**

Define fields on the report to show when the report was run and what items the report covers (as defined in the report input window).

If you copy a report design these fields are copied. You can modify them as required.

**10. Highlighting Fields (Chapter 5).**

Emphasize or de-emphasize individual fields and text in the report by changing brightness levels (or color if you have a color terminal) and by using underlines and reverse video.

If you copy a report design, the highlighting and other video attributes will be copied. You can then modify them as required.

**11. Defining Stationary (No-Scroll) Areas (Chapter 5).**

Define parts of the report that will stay in the same place in the report window even when you are scrolling up and down or right and left. You will normally define no-scroll areas for column headers, column totals, and row identifiers.

If you copy a report design, no-scroll areas are copied. You can then modify them as required.

**12. Saving the Report Design (Chapter 5).**

Save any work on the design of a custom report. Otherwise, any work you did will be lost.

**13. Testing the Report Design (Chapter 5).**

Test your report immediately after designing and saving it. Testing helps eliminate wasted time in running a report whose design still has errors.

**14. Run the report.**

---

## Reports That Cannot Be Customized

The following standard *CentreVu* CMS reports **cannot** be customized:

- Real-time: Multi-ACD report
- Historical: Split/Skill: Status report
- Historical: VDN: Status report
- Historical: System: Multi-ACD by Split/Skill report (daily, weekly, monthly)
- Historical: Trunk Group: Busy Hour report
- Historical: VDN: Busy Hour report

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## Database Items Not in Standard Reports

The following database items are not included in any standard *CentreVu* CMS reports, but are available for custom reports.

Real-Time status database items:

- ACDONHOLD (Agent table)
- DA\_INRING (Split table)

Historical database items:

- ACDAUXOUTCALLS (Agent and Split tables)
- I\_ACDAUX\_OUTTIME (Agent and Split tables)
- I\_ACDAUXINTIME (Agent and Split tables)
- I\_ACDOThERTIME (Agent and Split tables)
- HOLDACDCALLS (VDN table)
- HOLDACDTIME (VDN table)

Definitions of all database items can be found in Appendix A, "Database Items and Calculations," of the *CentreVu*™ CMS R3V4 Reports (AT&T 585-215-801) document.

# How *CentreVu* CMS Stores and Retrieves Data

The most important and difficult part of designing a custom report is defining the data that goes in the report. To define custom report data, you must first understand how *CentreVu* CMS stores and retrieves data.

## How *CentreVu* CMS Stores Data

*CentreVu* CMS stores data in the *CentreVu* CMS database. The database is divided into 52 different tables. A **table** is an array of columns and rows that stores data for a type of ACD element (split/skill, agent, trunk, trunk group, VDN, vector, call work code, forecasting, agent trace, call records, or exceptions) and for a specific time frame (for the current intrahour interval, for past intrahour intervals, for past day - summarized by day, and so on). Figure 1-1 shows how a small piece of a table (the Current Interval Agent table, in this case) might look in the database.

| ACD | LOGID | SPLIT | EXTENSION | WORKMODE* | ACDCALLS | ACDTIME |
|-----|-------|-------|-----------|-----------|----------|---------|
| 1   | 1001  | 1     | 3201      | 1         | 21       | 988     |
| 1   | 1002  | 1     | 4440      | 1         | 19       | 777     |
| 1   | 1003  | 1     | 3002      | 2         | 15       | 400     |
| 1   | 1004  | 1     | 3003      | 2         | 9        | 58      |
| 1   | 1005  | 1     | 4003      | 2         | 11       | 644     |
| 1   | 1006  | 1     | 5671      | 4         | 20       | 245     |
| 1   | 1007  | 5     | 7835      | 3         | 7        | 851     |
| 1   | 1008  | 1     | 6666      | 3         | 18       | 603     |
| 1   | 1010  | 1     | 3241      | 1         | 18       | 203     |
| 1   | 2001  | 2     | 7762      | 4         | 13       | 789     |
| 1   | 2002  | 5     | 5642      | 2         | 14       | 549     |
| 1   | 2003  | 2     | 2221      | 2         | 10       | 402     |
| 1   | 2004  | 2     | 2242      | 4         | 19       | 452     |
| 1   | 2005  | 2     | 2287      | 1         | 21       | 616     |
| 1   | 2006  | 2     | 3982      | 3         | 19       | 569     |
| 1   | 2007  | 2     | 6543      | 2         | 15       | 745     |
| 1   | 2008  | 2     | 2345      | 2         | 9        | 109     |
| 1   | 2009  | 5     | 2022      | 2         | 11       | 367     |
| 1   | 2010  | 2     | 4323      | 4         | 20       | 322     |
| 1   | 3001  | 3     | 7655      | 1         | 7        | 188     |
| 1   | 3002  | 3     | 3425      | 1         | 18       | 704     |
| 1   | 3003  | 3     | 4563      | 1         | 18       | 256     |
| 1   | 3004  | 5     | 8885      | 2         | 13       | 980     |
| 1   | 3005  | 3     | 5544      | 2         | 14       | 589     |
| 1   | 3006  | 3     | 3789      | 2         | 10       | 340     |
| 1   | 3007  | 3     | 8675      | 2         | 19       | 299     |
| 1   | 3008  | 6     | 3009      | 1         | 21       | 688     |
| 1   | 3009  | 3     | 4477      | 2         | 19       | 901     |

\* The numeric values for WORKMODE represent agent states that appear in reports. For example, 1 = AVAIL, 2 = ACD, 3 = ACW, and 4 = AUX.

Figure 1-1: Sample *CentreVu* CMS Table (Current Interval Agent Table)

**Note** The example in Figure 1-1 shows data for the current intrahour interval for agents 1001 to 3009. Because data in this table is in real time, data changes second by second. The example represents a snapshot (or the most recent update) of the table.

Figure 1-2 shows how a small piece of the Historical Intrahour Interval Split table looks.

| ROWDATE | STARTTIME | ACD | SPLIT | ACDCALLS | ABANDONS | ACDTIME | ABNTIME |
|---------|-----------|-----|-------|----------|----------|---------|---------|
| 070193  | 0800      | 1   | 1     | 443      | 48       | 36898   | 988     |
| 070193  | 0800      | 1   | 2     | 234      | 37       | 20012   | 777     |
| 070193  | 0800      | 1   | 3     | 111      | 20       | 13111   | 400     |
| 070193  | 0900      | 1   | 1     | 652      | 59       | 53442   | 1058    |
| 070193  | 0900      | 1   | 2     | 451      | 32       | 27635   | 644     |
| 070193  | 0900      | 1   | 3     | 93       | 11       | 15321   | 245     |
| 070193  | 1000      | 1   | 1     | 509      | 43       | 35401   | 851     |
| 070193  | 1000      | 1   | 2     | 391      | 31       | 19768   | 603     |
| 070193  | 1000      | 1   | 3     | 142      | 10       | 9786    | 203     |
| 070193  | 1100      | 1   | 1     | 480      | 39       | 33389   | 789     |
| 070193  | 1100      | 1   | 2     | 491      | 22       | 26789   | 549     |
| 070193  | 1100      | 1   | 3     | 297      | 15       | 12530   | 402     |
| 070293  | 0800      | 1   | 1     | 399      | 36       | 37651   | 1452    |
| 070293  | 0800      | 1   | 2     | 299      | 20       | 29602   | 7616    |
| 070293  | 0800      | 1   | 3     | 138      | 13       | 11523   | 2569    |
| 070293  | 0900      | 1   | 1     | 400      | 46       | 36178   | 1745    |
| 070293  | 0900      | 1   | 2     | 300      | 33       | 24303   | 1109    |
| 070293  | 0900      | 1   | 3     | 225      | 12       | 15628   | 367     |
| 070293  | 1000      | 1   | 1     | 394      | 40       | 40002   | 1322    |
| 070293  | 1000      | 1   | 2     | 323      | 34       | 29881   | 1188    |
| 070293  | 1000      | 1   | 3     | 105      | 14       | 12115   | 704     |
| 070293  | 1100      | 1   | 1     | 418      | 41       | 34819   | 1256    |
| 070293  | 1100      | 1   | 2     | 246      | 30       | 21173   | 980     |
| 070293  | 1100      | 1   | 3     | 100      | 18       | 10281   | 589     |
| 070393  | 0800      | 1   | 1     | 417      | 34       | 37856   | 1340    |
| 070393  | 0800      | 1   | 2     | 247      | 24       | 26308   | 1299    |
| 070393  | 0800      | 1   | 3     | 141      | 14       | 12567   | 688     |
| 070393  | 0900      | 1   | 1     | 444      | 43       | 39003   | 1001    |
| 070393  | 0900      | 1   | 2     | 301      | 31       | 27034   | 809     |
| 070393  | 0900      | 1   | 3     | 206      | 8        | 14230   | 445     |
| 070393  | 1000      | 1   | 1     | 420      | 51       | 39045   | 1733    |
| 070393  | 1000      | 1   | 2     | 299      | 39       | 29562   | 1303    |
| 070393  | 1000      | 1   | 3     | 198      | 24       | 12400   | 899     |
| 070393  | 1100      | 1   | 1     | 403      | 50       | 30990   | 1812    |
| 070393  | 1100      | 1   | 2     | 320      | 31       | 25410   | 904     |
| 070393  | 1100      | 1   | 3     | 99       | 21       | 10222   | 587     |

Figure 1-2: Sample CentreVu CMS Table (Historical Intrahour Interval Split Table)

**Note** The example in Figure 1-2 shows data from July 1 to July 3, 1993, and simulates data for an ACD that has only three splits, 60-minute intrahour intervals, and activity each day from 8:00 a.m. to 12:00 p.m. only.

The *CentreVu* CMS database uses names to refer to columns of data in a table. These names are called **database items** in *CentreVu* CMS. In Figure 1-1 and Figure 1-2, database items are indicated with arrows pointing to their associated columns. The Current Interval Agent and Intrahour Interval Split tables actually contain many more columns (and hence many more database items) than are shown in the figures. For a complete listing of database items, see Appendix A, "Database Items and Calculations," in the *CentreVu™ CMS R3V4 Reports* (AT&T 585-215-801) document.

Each **row** in a table contains data that is related by the value(s) of one or more of the columns. In Figure 1-1, each row in the Current Interval Agent table contains data related by agent login ID. If you look at the row for login ID 1006 (displayed in bold), you see that the agent is logged into Split 1 on extension 5671 and is currently in AUX work mode. In addition, up to this point in the current interval, the agent has had:

- 20 ACD calls (ACDCALLS)
- 245 seconds of ACD talk time (ACDTIME).

A column that causes the values in a row to be related is called an **index**. An index stores data sequentially and adds structure for the storage of data in the other columns. For each value in an index column, the remaining values in the corresponding row are related to that value. Thus, in Figure 1-1, the LOGID database item is an index.

In Figure 1-2, each row in the Intrahour Interval Split table contains data related by date, interval, and split. If you look at the row for Split 1 for the 10 o'clock interval on July 1, 1993 (displayed in bold), you see that Split 1 had:

- 509 ACD calls (ACDCALLS)
- 43 abandoned calls (ABANDONS)
- 35,401 cumulative seconds of ACD talk time for all ACD calls (ACDTIME)
- 851 cumulative seconds of wait time for all calls that abandoned before being answered (ABNTIME).

## How *CentreVu* CMS Retrieves Data

*CentreVu* CMS retrieves data from the database based on three types of information you supply when you design a custom report:

- The name of the table
- The database items in the table
- The rows of data in the table.

For example, say that you want a custom real-time agent report that lists the agents in a split. The report design might appear as shown in Figure 1-3:

**Note** Each series of v's in the illustration represents a report field for which it is expected that *CentreVu* CMS will find multiple values (in this case, values for more than one agent) and will display the values vertically in a column.

The x's by the Split: label represent the fact that only one value (in this case, a single split's name or number) is expected for the field.

|                     |               |           |          |                   |
|---------------------|---------------|-----------|----------|-------------------|
| Split: xxxxxxxxxxxx |               |           |          |                   |
| Agent ID:           | Current State | ACD Calls | ACD Time | Average Talk Time |
| vvvv                | vvvvv         | vvv       | vvv      | vv:vv             |
| ↓                   | ↓             | ↓         | ↓        | ↓                 |

**Figure 1-3: Sample 1 Custom Report Design**

To tell *CentreVu* CMS how to retrieve data, you must tell *CentreVu* CMS to access the `cagent` (Current Interval Agent) table. Then, for each report field, you assign the appropriate database items. When you run the report, *CentreVu* CMS will find, in the `cagent` table, the columns of data associated with the database items (columns 2, 5, 6, and 7 in Figure 1-4).

**Note** For the report field `Average Talk Time`, you actually assign a calculation, `ACDTIME/ACDCALLS`.

| ACD | LOGID | SPLIT | EXTENSION | WORKMODE | ACDCALLS | ACDTIME |
|-----|-------|-------|-----------|----------|----------|---------|
| 1   | 1001  | 1     | 3201      | 1        | 21       | 988     |
| 1   | 1002  | 1     | 4440      | 1        | 19       | 777     |
| 1   | 1003  | 1     | 3002      | 2        | 15       | 400     |
| 1   | 1004  | 1     | 3003      | 2        | 9        | 58      |
| 1   | 1005  | 1     | 4003      | 2        | 11       | 644     |
| 1   | 1006  | 1     | 5671      | 4        | 20       | 245     |
| 1   | 1007  | 5     | 7835      | 3        | 7        | 851     |
| 1   | 1008  | 1     | 6666      | 3        | 18       | 603     |
| 1   | 1010  | 1     | 3241      | 1        | 18       | 203     |
| 1   | 2001  | 2     | 7762      | 4        | 13       | 789     |
| 1   | 2002  | 5     | 5642      | 2        | 14       | 549     |
| 1   | 2003  | 2     | 2221      | 2        | 10       | 402     |
| 1   | 2004  | 2     | 2242      | 4        | 19       | 452     |
| 1   | 2005  | 2     | 2287      | 1        | 21       | 616     |
| 1   | 2006  | 2     | 3982      | 3        | 19       | 569     |
| 1   | 2007  | 2     | 6543      | 2        | 15       | 745     |
| 1   | 2008  | 2     | 2345      | 2        | 9        | 109     |
| 1   | 2009  | 5     | 2022      | 2        | 11       | 367     |
| 1   | 2010  | 2     | 4323      | 4        | 20       | 322     |
| 1   | 3001  | 3     | 7655      | 1        | 7        | 188     |
| 1   | 3002  | 3     | 3425      | 1        | 18       | 704     |
| 1   | 3003  | 3     | 4563      | 1        | 18       | 256     |
| 1   | 3004  | 5     | 8885      | 2        | 13       | 980     |
| 1   | 3005  | 3     | 5544      | 2        | 14       | 589     |
| 1   | 3006  | 3     | 3789      | 2        | 10       | 340     |
| 1   | 3007  | 3     | 8675      | 2        | 19       | 299     |
| 1   | 3008  | 6     | 3009      | 1        | 21       | 688     |
| 1   | 3009  | 3     | 4477      | 2        | 19       | 901     |

**Figure 1-4: Sample 1 of Selection of Database Item**

Next, you identify the appropriate rows that supply data. If you want agents in Split 1, you must tell *CentreVu* CMS to find rows that have the value 1 for the SPLIT database item. When you run the report, *CentreVu* CMS finds the appropriate rows of data in the `cagent` table (see rows with arrows in Figure 1-5).

|  | ACD | LOGID | SPLIT | EXTENSION | WORKMODE | ACDCALLS | ACDTIME |
|--|-----|-------|-------|-----------|----------|----------|---------|
|  | 1   | 1001  | 1     | 3201      | 1        | 21       | 988     |
|  | 1   | 1002  | 1     | 4440      | 1        | 19       | 777     |
|  | 1   | 1003  | 1     | 3002      | 2        | 15       | 400     |
|  | 1   | 1004  | 1     | 3003      | 2        | 9        | 58      |
|  | 1   | 1005  | 1     | 4003      | 2        | 11       | 644     |
|  | 1   | 1006  | 1     | 5671      | 4        | 20       | 245     |
|  | 1   | 1007  | 5     | 7835      | 3        | 7        | 851     |
|  | 1   | 1008  | 1     | 6666      | 3        | 18       | 603     |
|  | 1   | 1010  | 1     | 3241      | 1        | 18       | 203     |
|  | 1   | 2001  | 2     | 7762      | 4        | 13       | 789     |
|  | 1   | 2002  | 5     | 5642      | 2        | 14       | 549     |
|  | 1   | 2003  | 2     | 2221      | 2        | 10       | 402     |
|  | 1   | 2004  | 2     | 2242      | 4        | 19       | 452     |
|  | 1   | 2005  | 2     | 2287      | 1        | 21       | 616     |
|  | 1   | 2006  | 2     | 3982      | 3        | 19       | 569     |
|  | 1   | 2007  | 2     | 6543      | 2        | 15       | 745     |
|  | 1   | 2008  | 2     | 2345      | 2        | 9        | 109     |
|  | 1   | 2009  | 5     | 2022      | 2        | 11       | 367     |
|  | 1   | 2010  | 2     | 4323      | 4        | 20       | 322     |
|  | 1   | 3001  | 3     | 7655      | 1        | 7        | 188     |
|  | 1   | 3002  | 3     | 3425      | 1        | 18       | 704     |
|  | 1   | 3003  | 3     | 4563      | 1        | 18       | 256     |
|  | 1   | 3004  | 5     | 8885      | 2        | 13       | 980     |
|  | 1   | 3005  | 3     | 5544      | 2        | 14       | 589     |
|  | 1   | 3006  | 3     | 3789      | 2        | 10       | 340     |
|  | 1   | 3007  | 3     | 8675      | 2        | 19       | 299     |
|  | 1   | 3008  | 6     | 3009      | 1        | 21       | 688     |
|  | 1   | 3009  | 3     | 4477      | 2        | 19       | 901     |

Figure 1-5: Sample 1 of Selection of Table Rows

The data that *CentreVu* CMS plugs into the report is the data found in the intersection of the selected database items and rows. Therefore, the report shows data as shown in Figure 1-6:

| Split: 1  |               |           |          |                   |
|-----------|---------------|-----------|----------|-------------------|
| Agent ID: | Current State | ACD Calls | ACD Time | Average Talk Time |
| 1001      | AVAIL         | 21        | 988      | 47:00             |
| 1002      | AVAIL         | 19        | 777      | 40:09             |
| 1003      | ACD           | 15        | 400      | 26:07             |
| 1004      | ACD           | 9         | 58       | 6:44              |
| 1005      | ACD           | 11        | 644      | 58:54             |
| 1006      | AUX           | 20        | 245      | 12:25             |
| 1008      | ACW           | 18        | 603      | 33:50             |
| 1010      | AVAIL         | 18        | 203      | 11:28             |

Figure 1-6: Sample Custom Report 1

**Note** Actually, when you design a custom report, you normally set up the row selection so that the users running the report can choose the rows in the report's input window. For example, to run the report in Figure 1-6, you would set up the row selection so users would fill out a Report Input window that asked them for a Split number. See Defining Fields for the Report Input Window in Chapter 4 of this manual for more information.

As mentioned earlier, *CentreVu* CMS uses indexes to create a structure for storing data. Similarly, *CentreVu* CMS uses these indexes to search for data. Indexes allow *CentreVu* CMS to find data much faster than if data were stored more randomly. Therefore, when you design a custom report, the rows of data for the report should be defined on the basis of index values. See "Defining Fields for the Report Input Window" in Chapter 4 of this manual.

**Note** The indexes for each standard table are fixed and cannot be changed, deleted or added to. However, if you define a custom table in the *CentreVu* CMS database via *INFORMIX\** SQL, you can define any indexes desired for that new table.

As another example of how *CentreVu* CMS retrieves report data, say that you want a custom intrahour interval split report that lists, by intrahour interval, data for a split in a single day. The report design might appear as shown in Figure 1-7:

|                     |       |          |
|---------------------|-------|----------|
| Split: xxxxxxxxxxxx |       |          |
| Date: xxxxxxxxx     |       |          |
|                     | ACD   |          |
| Interval            | Calls | Abandons |
| vvvvvvv             | vvvv  | vvvv     |

**Figure 1-7: Sample 2 Custom Report Design**

To tell *CentreVu* CMS how to retrieve data, you must tell *CentreVu* CMS to access the `hsplit` (Intrahour Interval Split) table. You must then assign the appropriate database items to the fields. When you run the report, *CentreVu* CMS finds the columns of data associated with the database items in the `hsplit` table (see Figure 1-8).

---

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| ROWDATE | STARTTIME | ACD | SPLIT | ACDCALLS | ABANDONS | ACDTIME | ABNTIME |
|---------|-----------|-----|-------|----------|----------|---------|---------|
| 070193  | 0800      | 1   | 1     | 443      | 48       | 36898   | 988     |
| 070193  | 0800      | 1   | 2     | 234      | 37       | 20012   | 777     |
| 070193  | 0800      | 1   | 3     | 111      | 20       | 13111   | 400     |
| 070193  | 0900      | 1   | 1     | 652      | 59       | 53442   | 1058    |
| 070193  | 0900      | 1   | 2     | 451      | 32       | 27635   | 644     |
| 070193  | 0900      | 1   | 3     | 93       | 11       | 15321   | 245     |
| 070193  | 1000      | 1   | 1     | 509      | 43       | 35401   | 851     |
| 070193  | 1000      | 1   | 2     | 391      | 31       | 19768   | 603     |
| 070193  | 1000      | 1   | 3     | 142      | 10       | 9786    | 203     |
| 070193  | 1100      | 1   | 1     | 480      | 39       | 33389   | 789     |
| 070193  | 1100      | 1   | 2     | 491      | 22       | 26789   | 549     |
| 070193  | 1100      | 1   | 3     | 297      | 15       | 12530   | 402     |
| 070293  | 0800      | 1   | 1     | 399      | 36       | 37651   | 1452    |
| 070293  | 0800      | 1   | 2     | 299      | 20       | 29602   | 7616    |
| 070293  | 0800      | 1   | 3     | 138      | 13       | 11523   | 2569    |
| 070293  | 0900      | 1   | 1     | 400      | 46       | 36178   | 1745    |
| 070293  | 0900      | 1   | 2     | 300      | 33       | 24303   | 1109    |
| 070293  | 0900      | 1   | 3     | 225      | 12       | 15628   | 367     |
| 070293  | 1000      | 1   | 1     | 394      | 40       | 40002   | 1322    |
| 070293  | 1000      | 1   | 2     | 323      | 34       | 29881   | 1188    |
| 070293  | 1000      | 1   | 3     | 105      | 14       | 12115   | 704     |
| 070293  | 1100      | 1   | 1     | 418      | 41       | 34819   | 1256    |
| 070293  | 1100      | 1   | 2     | 246      | 30       | 21173   | 980     |
| 070293  | 1100      | 1   | 3     | 100      | 18       | 10281   | 589     |
| 070393  | 0800      | 1   | 1     | 417      | 34       | 37856   | 1340    |
| 070393  | 0800      | 1   | 2     | 247      | 24       | 26308   | 1299    |
| 070393  | 0800      | 1   | 3     | 141      | 14       | 12567   | 688     |
| 070393  | 0900      | 1   | 1     | 444      | 43       | 39003   | 1001    |
| 070393  | 0900      | 1   | 2     | 301      | 31       | 27034   | 809     |
| 070393  | 0900      | 1   | 3     | 206      | 8        | 14230   | 445     |
| 070393  | 1000      | 1   | 1     | 420      | 51       | 39045   | 1733    |
| 070393  | 1000      | 1   | 2     | 299      | 39       | 29562   | 1303    |
| 070393  | 1000      | 1   | 3     | 198      | 24       | 12400   | 899     |
| 070393  | 1100      | 1   | 1     | 403      | 50       | 30990   | 1812    |
| 070393  | 1100      | 1   | 2     | 320      | 31       | 25410   | 904     |
| 070393  | 1100      | 1   | 3     | 99       | 21       | 10222   | 587     |

**Figure 1-8: Sample 2 of Database Item Selection**

Next, you must identify the appropriate rows that supply data. You might want data for the following:

- Split 1, which means you must identify rows that have the value 1 for the SPLIT database item.
- The date 07/02/93, which means you must identify rows with the value 070293 for the ROWDATE database item.
- The intrahour intervals 8:00 a.m. to 11:00 a.m., which means you must identify rows with the values 0800 through 1100 for the one database item.

CentreVu CMS then finds the appropriate rows of data (see the boxed rows in Figure 1-9).

| ROWDATE  | INTERVAL | ACD | SPLIT | ACDCALLS | ABANDONS | ACDTIME | ABNTIME |
|----------|----------|-----|-------|----------|----------|---------|---------|
| 070193   | 0800     | 1   | 1     | 443      | 48       | 36898   | 988     |
| 070193   | 0800     | 1   | 2     | 234      | 37       | 20012   | 777     |
| 070193   | 0800     | 1   | 3     | 111      | 20       | 13111   | 400     |
| 070193   | 0900     | 1   | 1     | 652      | 59       | 53442   | 1058    |
| 070193   | 0900     | 1   | 2     | 451      | 32       | 27635   | 644     |
| 070193   | 0900     | 1   | 3     | 93       | 11       | 15321   | 245     |
| 070193   | 1000     | 1   | 1     | 509      | 43       | 35401   | 851     |
| 070193   | 1000     | 1   | 2     | 391      | 31       | 19768   | 603     |
| 070193   | 1000     | 1   | 3     | 142      | 10       | 9786    | 203     |
| 070193   | 1100     | 1   | 1     | 480      | 39       | 33389   | 789     |
| 070193   | 1100     | 1   | 2     | 491      | 22       | 26789   | 549     |
| 070193   | 1100     | 1   | 3     | 297      | 15       | 12530   | 402     |
| → 070293 | 0800     | 1   | 1     | 399      | 36       | 37651   | 1452    |
| 070293   | 0800     | 1   | 2     | 299      | 20       | 29602   | 7616    |
| 070293   | 0800     | 1   | 3     | 138      | 13       | 11523   | 2569    |
| → 070293 | 0900     | 1   | 1     | 400      | 46       | 36178   | 1745    |
| 070293   | 0900     | 1   | 2     | 300      | 33       | 24303   | 1109    |
| 070293   | 0900     | 1   | 3     | 225      | 12       | 15628   | 367     |
| → 070293 | 1000     | 1   | 1     | 394      | 40       | 40002   | 1322    |
| 070293   | 1000     | 1   | 2     | 323      | 34       | 29881   | 1188    |
| 070293   | 1000     | 1   | 3     | 105      | 14       | 12115   | 704     |
| → 070293 | 1100     | 1   | 1     | 418      | 41       | 34819   | 1256    |
| 070293   | 1100     | 1   | 2     | 246      | 30       | 21173   | 980     |
| 070293   | 1100     | 1   | 3     | 100      | 18       | 10281   | 589     |
| 070393   | 0800     | 1   | 1     | 417      | 34       | 37856   | 1340    |
| 070393   | 0800     | 1   | 2     | 247      | 24       | 26308   | 1299    |
| 070393   | 0800     | 1   | 3     | 141      | 14       | 12567   | 688     |
| 070393   | 0900     | 1   | 1     | 444      | 43       | 39003   | 1001    |
| 070393   | 0900     | 1   | 2     | 301      | 31       | 27034   | 809     |
| 070393   | 0900     | 1   | 3     | 206      | 8        | 14230   | 445     |
| 070393   | 1000     | 1   | 1     | 420      | 51       | 39045   | 1733    |
| 070393   | 1000     | 1   | 2     | 299      | 39       | 29562   | 1303    |
| 070393   | 1000     | 1   | 3     | 198      | 24       | 12400   | 899     |
| 070393   | 1100     | 1   | 1     | 403      | 50       | 30990   | 1812    |
| 070393   | 1100     | 1   | 2     | 320      | 31       | 25410   | 904     |
| 070393   | 1100     | 1   | 3     | 99       | 21       | 10222   | 587     |

rows where  
 .RT = 1,  
 DATE = 07/02/93,  
 STARTTIME from  
 11:00am.

Figure 1-9: Sample 2 of Selection of Table Rows

The data that *CentreVu* CMS plugs into the report is the data found in the intersection of the selected database items and columns. Thus, the report shows data as follows:

|                |       |          |
|----------------|-------|----------|
| Split: 1       |       |          |
| Date: 07/02/93 |       |          |
|                | ACD   |          |
| Interval       | Calls | Abandons |
| 08:00am        | 399   | 36       |
| 09:00am        | 400   | 46       |
| 10:00am        | 394   | 40       |
| 11:00am        | 418   | 41       |

**Figure 1-10: Sample Custom Report 2**

Defining data is the central task of creating and designing a custom report. However, you must do many other tasks to create a custom report. Chapter 2, "Getting Started", walks you through these tasks.

---

## General Information

This chapter tells you how to perform the following tasks in *CentreVu*<sup>™</sup> Call Management System (*CentreVu* CMS):

- Define a custom report's name, access, and type (the **first** task in designing a custom report)
- Change a custom report's access or description
- Delete a custom report.

You do these tasks via the Edit Report: Report Select window.

To complete the design of a custom report, you must also follow the procedures in Chapter 3, Chapter 4, and Chapter 5, and, optionally, Chapter 6.

To create, change, or delete a custom report, you must have **read** and **write** permission for the Custom Reports subsystem.

---

## Defining a Report's Name, Access, and Type

Use the steps in this section to define a new custom report's:

- Name
- Access
- Type.

These are the first steps in designing a new custom report.



If you are a *CentreVu* CMS administrator, you can also specify the owner of the report you are defining (see "Step 4: Define the User ID" in this procedure). If you are not a *CentreVu* CMS administrator, you can define a report with only you as the owner.

You cannot define a custom report with a timetable.

## Step 1: Access the Report Select Window

- 1a. Select the Custom Reports option on the Main Menu and press the **Return** key. → *The Custom Reports submenu displays.*

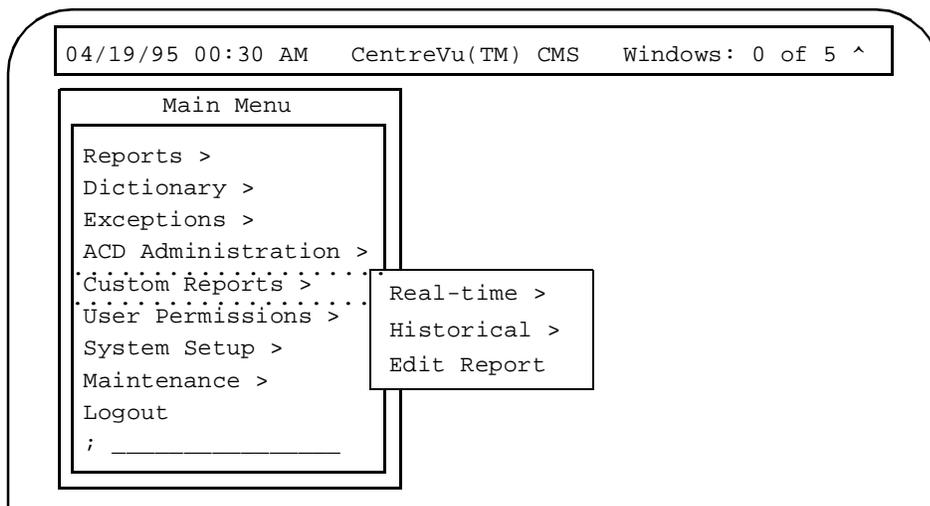
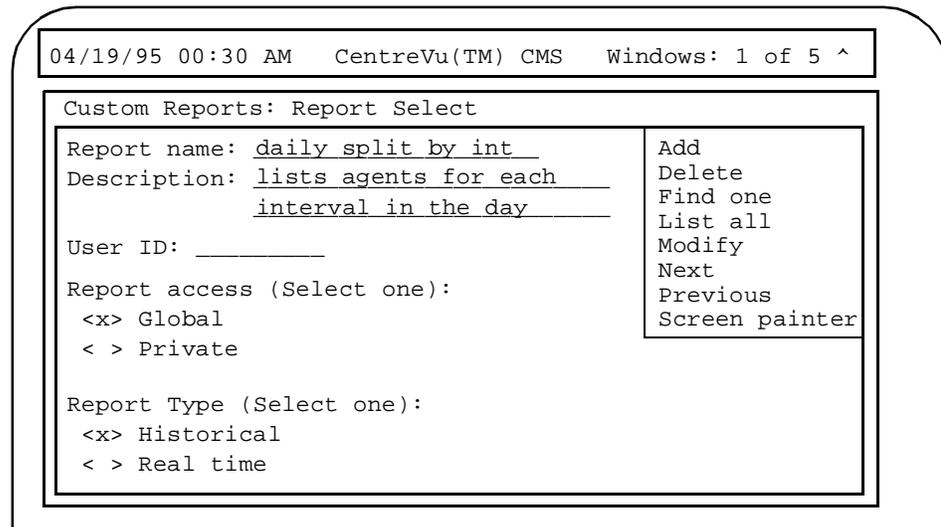


Figure 2-1: Custom Reports Main Menu

- 1b. Select the Edit Reports submenu option. → *The Report Select window displays.*



**Figure 2-2: The Report Select Window**

---

## Step 2: Assign a Name to the Report

Enter a name for your report in the `Report name` field. The name can have up to 20 characters, including blanks. Because the name you give your report must be unique, you may want to look at existing custom report names before entering a name for your report.

Use the following steps to list existing report names.

**2a.** Enter an `x` to select a report access—global or private.

**2b.** Enter an `x` to select a report type—Historical or Real-time.

**2c.** Press the `Return` key, select `List all`, and press the `Return` key again.

→ *The List All window displays all global or private custom report names for the specified report type.*

**2d.** Check the list to ensure that the name you want to give your report has not already been used. If you are creating a *global* report, its name must be different from any name in the list. If you are creating a *private* report, its name must be different from names of any existing global or private reports you have created.

**Note** Your private report names can be the same as another user's private report names.

**2e.** Press the **Exit** key to return to the Report Select window → *The List All window disappears, and the cursor returns to the Report Select window.*

**2f.** Enter the name you want for your report.

**Note** You can List all reports based on different combinations of field entries. You must always select a report type, Historical or Real-time.

### Step 3: Enter a Report Description

If desired, enter a description of the report in the `Description` field. The description can have up to 50 characters, including blanks.

Your description should be detailed enough to describe the report's contents accurately.



**Do not use** the following characters:

- \      backslash
- ;
- '      grave accent
- ~      tilde
- "      double quotes
- |      pipe
- \*
- ?      question mark

## Step 4: Define the User ID

Enter the user ID of the owner of the report. The default is your user ID. If you are a *CentreVu* CMS administrator, you can enter another user's ID if you wish to create a custom report for that user. This might be the case if you want only that user to be able to run the report.

**Note**

If you want to list another user's existing custom reports, you can enter that user's ID and do a `List All`. You do not have to be an administrator to list other users' custom reports.

## Step 5: Define Access to the Report

Enter an `x` to select a report access option, either `global` or `private`.

**Note** It is a good idea *initially* to make your reports private until they have been debugged and run successfully. This prevents the possibility of other users running reports you have saved but not yet tested.

`Global` access to the report gives other users the following capabilities:

- Other users can run the report.
- Other users can copy the report design when designing their own custom report (see "Copying an Existing Report Design" in Chapter 3 of this document).

If you select `global`, your report's name must be different from the name of any other custom report — `global` or `private`.

`Private` access to the report means that only you (and the *CentreVu* CMS administrator(s)) can run the report. In addition, no other users, except for *CentreVu* CMS administrators, can copy the report design for use in their own custom reports.

If you select `private`, your report's name must be different from the names of the following:

- Any other private report you have created of the same type
- Any user's global custom report of the same type.

**Note** No other *CentreVu* CMS user other than a *CentreVu* CMS administrator can modify a report design you create, regardless of whether the report is `global` or `private`. A *CentreVu* CMS administrator always has the ability to modify your report design, even if you make it `private`.

## Step 6: Define the Report as Real-Time or Historical

Enter an **x** to select a report type option, `Real-time` or `Historical`.

When you design the report on the Screen Painter, you are able to access data only for the category you select here. For example, if you select `Real-time`, you are not able to specify historical data in the report design.

Also, when you go to run the report, *CentreVu* CMS lists the report under the appropriate submenu, `Real-time` or `Historical`.

You **must** select the `Historical` option if you want to include:

- Exceptions data
- Forecast data
- Call work code data
- Agent trace data
- Call record data.

## Step 7: Save the Report Name

1. Press the **Return** key, select Add, and press the **Return** key again. → *Successful appears on the status line. If **CentreVu CMS** will not add the report name because the name is not unique, *List all* to see what names already exist, and go back to "Step 2: Assign a Name to the Report" in this procedure.*

After you have added the report name, you can access the Screen Painter to begin designing the report (see Chapter 3).

---

## Changing a Report's Access or Description

**Note** You cannot change a report's name, type, or owner once you have added the report. Instead, you must create a new report with the desired name, type, or owner, and then copy the design of the old report to the new report.

1. On the Report Select window, complete the fields you wish to search on. (Report type is a required field for *CentreVu CMS*.) Press the **Return** key, and select List all. Press the **Return** key again. → *A List All window displays a list of all custom reports for the specified type and user ID.*

**Note** You can change the User ID field to list another user's custom reports. You **cannot** change the user ID of a report that already exists.

2. Find the report you want to change, and press **Exit** to return to the Report Select window. → *The cursor returns to the first field of the Report Select window.*
3. In the Report name field on the Report Select window, enter the name of the report whose description or access you want to change.
4. If necessary, change the default Report type selection (*CentreVu CMS* only). Then, press the **Return** key, select Find one, and press the **Return** key again. → ***CentreVu CMS*** fills in all fields with the report's characteristics.
5. Change the description or report access as desired. Then press the **Return** key, select Modify, and press the **Return** key again. → *Successful appears on the status line.*

**Note** You cannot change a report's name or user ID using Modify. To change a report name or user ID, you must add a new report name (with the desired user ID), access the Screen Painter, copy the old report's design to the new report, and finally delete the old report name. **Also, you can only change the user ID if you are a *CentreVu CMS* administrator.**

---

## Deleting a Custom Report

**Note** You cannot delete another user's custom reports unless you are a *CentreVu* CMS administrator.

1. On the Report Select window, complete the fields you wish to search on, and select `List all`. (Report type is a required field for *CentreVu* CMS.) → *A List All window displays a list of all global and private custom reports for the specified type and user ID.*

**Note** You can change the `User ID` field to list another user's custom reports. However, you cannot delete another user's report unless you are a *CentreVu* CMS administrator.

2. In the List All window, find the report you want to delete, and press `Exit` to return to the Report Select window → *The List all window disappears, and the cursor returns to the first field of the Report Select window.*
3. In the `Report name` field on the Report Select window, enter the name of the report you want to delete.
4. Press the `Return` key, select `Find one`, and press the `Return` key again. → ***CentreVu** CMS fills in all fields with the report's characteristics.*

**Note** If more than one report has the same name, you may have to use `Next` to find the report you want.

5. Press the `Return` key, select `Delete`, and press the `Return` key again. → *Successful appears on the status line.*

---

# Accessing the Screen Painter

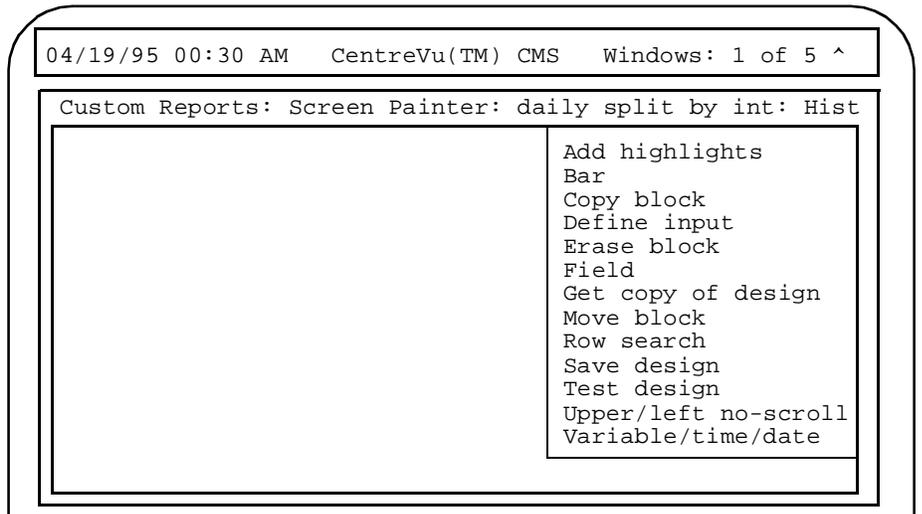
To design your *CentreVu™* Call Management System (*CentreVu* CMS) custom report, use the Screen Painter (Figure 3-1). On the Screen Painter, you can enter report text, data fields, and data bars in a layout that closely resembles the layout of the actual report.

You must define the report name and its select characteristics in the Edit Report: Report Select window before you can access the Screen Painter for that report.

**Note** You can access the Screen Painter for a report that someone else designed only if you are a *CentreVu* CMS administrator. However, if another user's report has global access, you can add your own report name and then copy that user's report design on the Screen Painter (see the "Copying an Existing Report Design" section in this chapter).

Access the Screen Painter using the following steps.

1. On the Report Select window, enter the name of the report in the `Report name` field, and select `Find one`. → *The select characteristics of the report appear.*
2. Select the `Screen painter` action list option. → *The Screen Painter appears.*



**Figure 3-1: The Screen Painter**

## Special Properties of the Screen Painter

On the Screen Painter, cursor movement, scrolling, and data entry all differ from those operations in normal *CentreVu* CMS windows.

### Moving the Cursor on the Screen Painter

Since the Screen Painter has no predefined fields, you can freely move the cursor around the interior of the Screen Painter with the following keys:

Arrow keys (↓, ↑, →, ←) Move the cursor one space in the direction of the arrow.

**Tab** Moves the cursor eight spaces to the right. You can also use **Tab** when you are defining blocks (see the “Editing a Report with Blocks” section in this chapter).

**Shift Tab** This means you must **press and hold** the **Shift** key; then press the **Tab** key. This convention applies throughout this document when any set of two keys are shown side by side.

Moves the cursor eight spaces to the left. You can also use **Shift Tab** when you are defining blocks (see the “Editing a Report with Blocks” section in this chapter).

**Note** **Shift Tab** may not be available on some terminals.

**Back Space** Moves the cursor one space to the left.

**Ctrl f** (Forward) Moves the cursor to the far right edge (132nd column) of the Screen Painter.

**Ctrl b** (Back) Moves the cursor to the left edge (1st column) of the Screen Painter.

**Ctrl d** (Down) Moves the cursor to the bottom (Line 25) of the Screen Painter.

**Ctrl u** (Up) Moves the cursor to the top (Line 1) of the Screen Painter.

## The Screen Painter Size

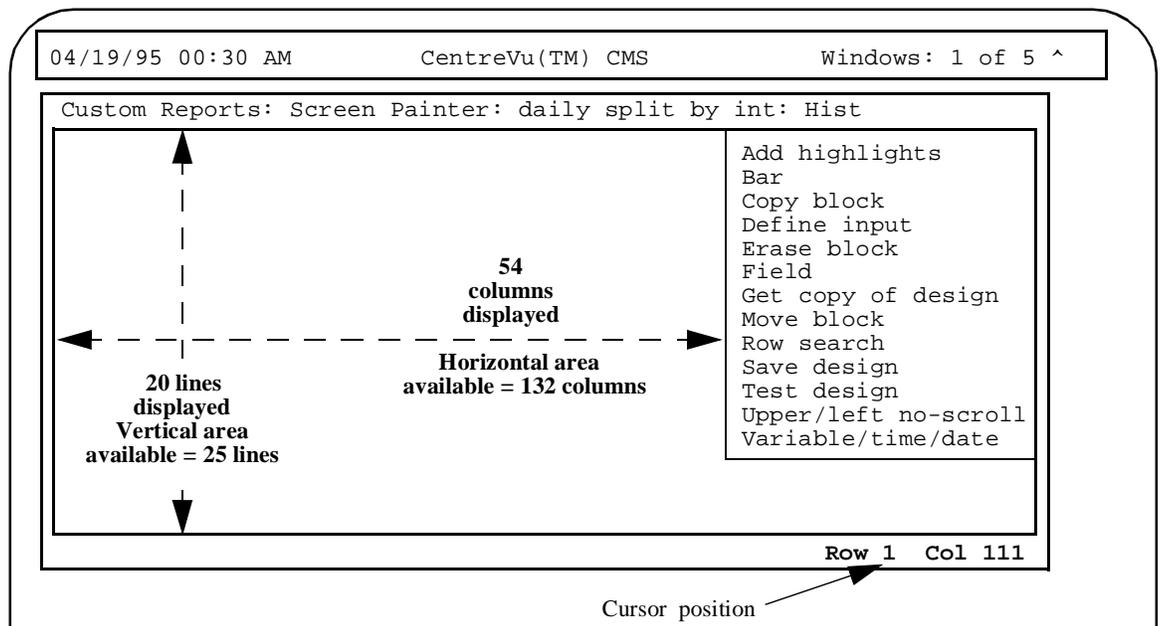
The Screen Painter allows you to create a report design with maximum dimensions as follows:

- A horizontal size of 132 columns (character spaces)
- A vertical size of 25 lines.

For most terminals, *CentreVu* CMS displays (in the lower right border of the Screen Painter) the exact position of the cursor within the Screen Painter's 25 column by 132 column grid (see Figure 3-2). However, because the interior of the Screen Painter window is only 54 columns wide and 20 lines high, you may need to scroll the Screen Painter horizontally or vertically to access areas that do not fit within the window.



The widest custom report that you can display on your terminal without scrolling is 78 columns wide. The terminal actually displays 80 columns, but the side borders of the report window use two of the columns.



**Figure 3-2: Screen Painter Size and Cursor Position**

## Scrolling the Screen Painter

The Screen Painter scrolls automatically when the cursor hits the left, right, top, or bottom border. The Screen Painter scrolls one column or one line at a time when you use the arrow keys, but scrolls eight columns at a time when you use **Tab** for horizontal scrolling. Right scrolling beeps when the 132nd column appears. Left scrolling beeps when the first column reappears. Down scrolling stops when the 25th line appears. Up scrolling stops when the top line reappears.

## Properties of Secondary Windows

For most tasks on the Screen Painter, you must complete a secondary window. These secondary windows pop up after you select an action list option. Some secondary windows automatically disappear when you are finished entering data and select an action list option. However, for some secondary windows, you must press the **Exit** Screen Labeled Key (SLK) to close the window and return to the Screen Painter.

If you use the **Current** SLK to leave a secondary window and return to the Screen Painter, the secondary window remains open. However, until you close the secondary window, the Screen Painter is locked and you cannot enter text or select any other action list options.

## Editing Keys in Secondary Windows

In the secondary windows only, you can use the standard field editing keys. These keys, which offer you considerable convenience, are as follows:

- |                      |                                                                                                                        |
|----------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>Ctrl</b> <b>e</b> | Turns insert mode on or off. With insert mode on, you insert characters at the cursor's current position in the field. |
| <b>Ctrl</b> <b>x</b> | Erases characters in a field from the current position to the end of the field.                                        |
| <b>Ctrl</b> <b>y</b> | Erases all characters in a field.                                                                                      |
| <b>Ctrl</b> <b>z</b> | Erases inputs in all fields in a window.                                                                               |

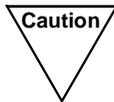
**Note** These keys are **not** available on the Screen Painter itself.

---

# Copying an Existing Report Design

In the majority of cases, you should begin your design of a custom report by copying an existing report design, then making desired changes. Copying, then modifying, an existing report design is usually the quickest, easiest method for designing a custom report.

You can copy standard report designs or custom report designs. You can also copy more than one report design into a single custom report. However, if your report is a historical report, you cannot copy a real-time report onto the Screen Painter. Likewise, if your report is a real-time report, you cannot copy a historical report onto the Screen Painter.



Run test design on a report copy before modifying it. This ensures the copy is working before you do any modification to it.



Items in the report you are copying may overlap text, fields, or bars you previously entered on the Screen Painter. If items in the copied report overlap existing items, *CentreVu* CMS copies to the Screen Painter only those parts of the report that **do not** overlap. To prevent overlapping, you may need to clear the area in the upper left portion of the Screen Painter before copying a report design. You can clear the area easily by moving or deleting all data as a block (see the “Editing a Report with Blocks” section in this chapter). Be sure the cleared space is large enough to contain the report design you are copying.

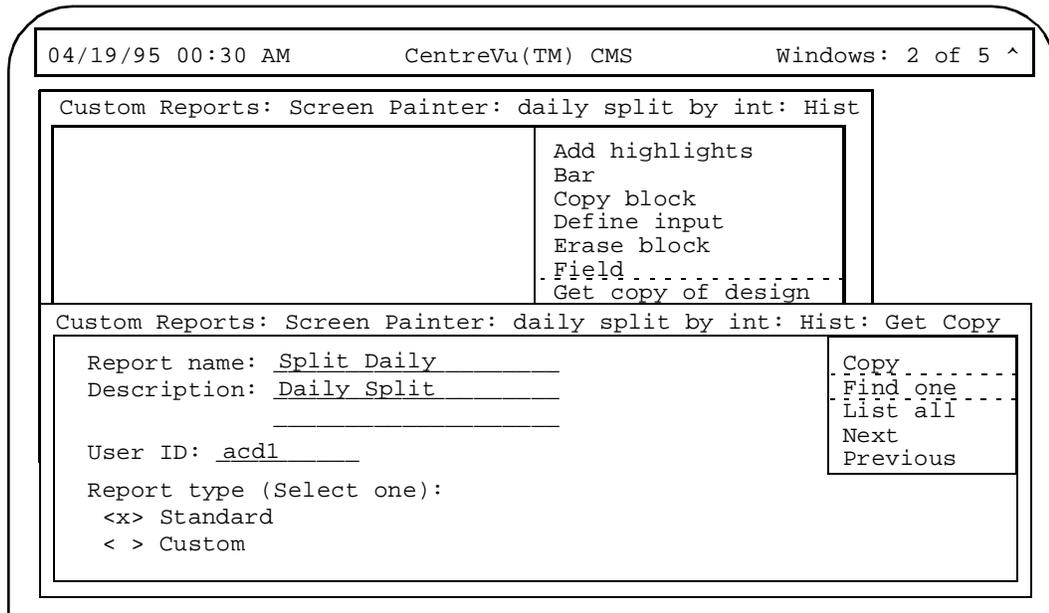


You **cannot** copy the Multi-ACD By Split/Skill and Busy Hour By Trunk Group standard reports.

To copy an existing report design, do the following:

## Step 1: Access the Get Copy Window

On the Screen Painter, select the Get copy of design action list option. → *The Get Copy window appears.*



**Figure 3-3: The Get Copy Window**

## Step 2: Enter a Report Name

In the `Report name` field, enter the name of the report you want to copy. You can copy standard report designs, global report designs, and private report designs. However, you **cannot** copy another user's private report designs unless you are a *CentreVu* CMS administrator.

If you do not know the report name, first select `List all`. For `List all`, you can leave the `Report name` blank, but you **must** complete the `Report type` field, described later. After you `List all`, you can go back and enter the report name.

|      |
|------|
| Note |
|------|

Because of the need to shorten names of standard reports for this window, the name you must enter in this window does not always match the exact names of standard reports.

### **Step 3: Enter a User ID**

---

In the `User ID` field, enter a user ID only if one of the following is true:

- You are a *CentreVu* CMS administrator and you want to copy another user's private report.
- You want to list the custom reports of a specific user only.

## Step 4: Select a Report Type

---

Enter **x** to select the `Report type` option (either `standard` or `custom`) for the type of report you want to copy. If the wrong option is selected, *CentreVu* CMS may not find or copy the report you actually want.

## Step 5: Verify the Report

Select `Find one` to verify that the report is the one you want to copy.

→ *The user ID appears in the User ID field and, if it exists, the report description appears in the Description field.*



---

## Editing a Report with Blocks

A **block** is a rectangular area on the Screen Painter that you define and use to quickly rearrange fields and text. You can erase blocks, copy blocks, or move blocks.

You define a block with the cursor by marking two opposite corners of a rectangle. When you define a block *CentreVu* CMS highlights the defined area. A block can contain a single character of text, a single field or bar, several words of text, several fields/bars, a combination of fields/bars and text, or a whole report design.

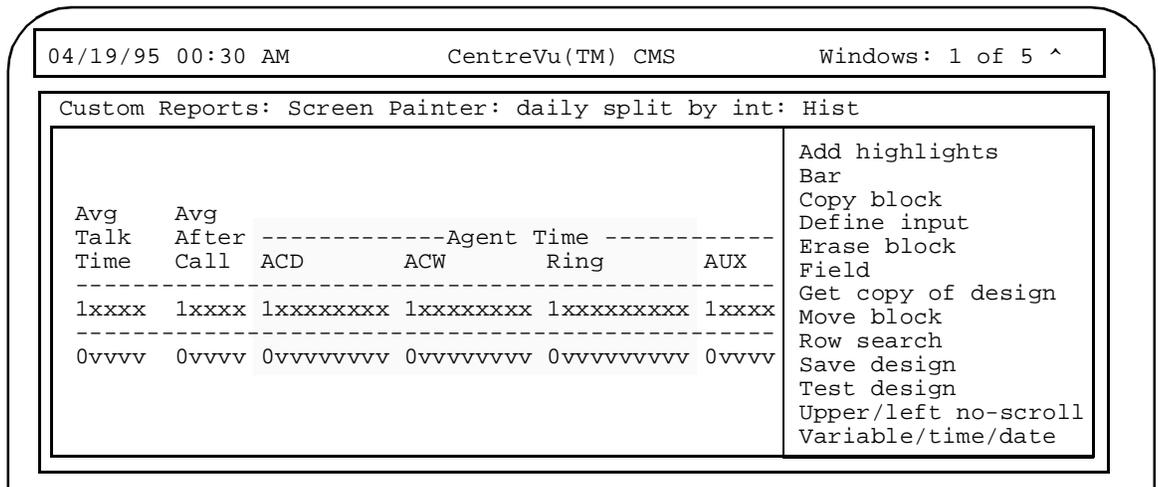
**Note** If a block includes any part of a field/bar, then *CentreVu* CMS automatically includes the entire field in the block. You should therefore use care when deleting blocks to avoid unintentionally deleting a field/bar.

You can edit a report in blocks using the steps described in the following pages.

## Erasing a Block

**Note** Prior to completing a block erase, you can press **Ctrl** **c** to cancel the erasure.

1. On the Screen Painter, place the cursor in a position where you want one corner of the block to be, and select **Erase block**. → *The cursor returns to its original position, and the following message appears on the status line: Move cursor to define opposite corner of block, press RETURN.*
2. Move the cursor to a position where you want the opposite corner of the block to be. The block should include all fields and text you want to erase. → *The block is highlighted as you move the cursor.*

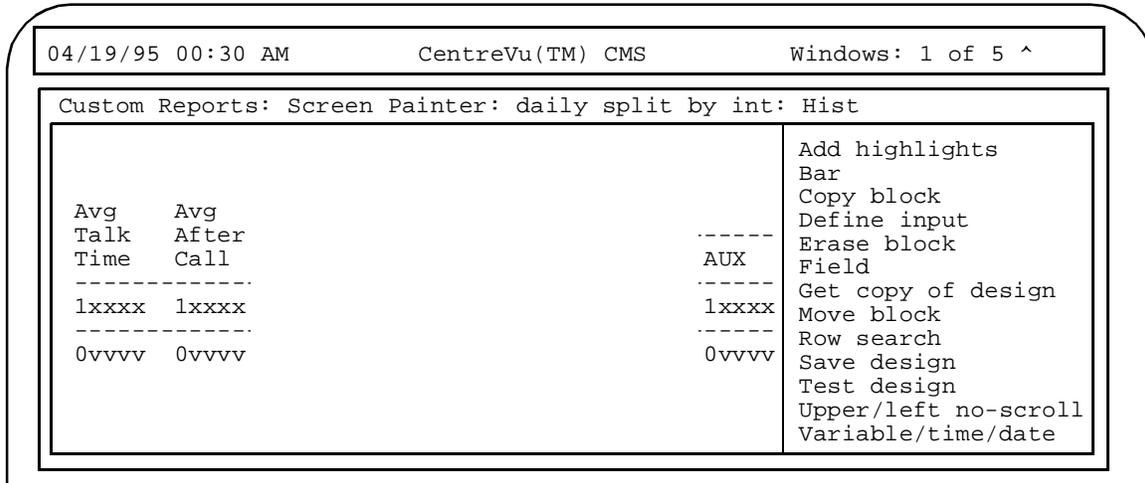


**Figure 3-5: Sample Case Study — Defining a Block to Erase**

**Note** In our case study sample, we want to erase the middle section of the copied report design. Therefore, in Figure 3-5, we have scrolled horizontally to the middle section and defined the block we want to erase.

3. Press **Return**. → *An Acknowledgment window appears.*

4. Enter `y`, and press `Return` . → *All fields and text within the block disappear.*

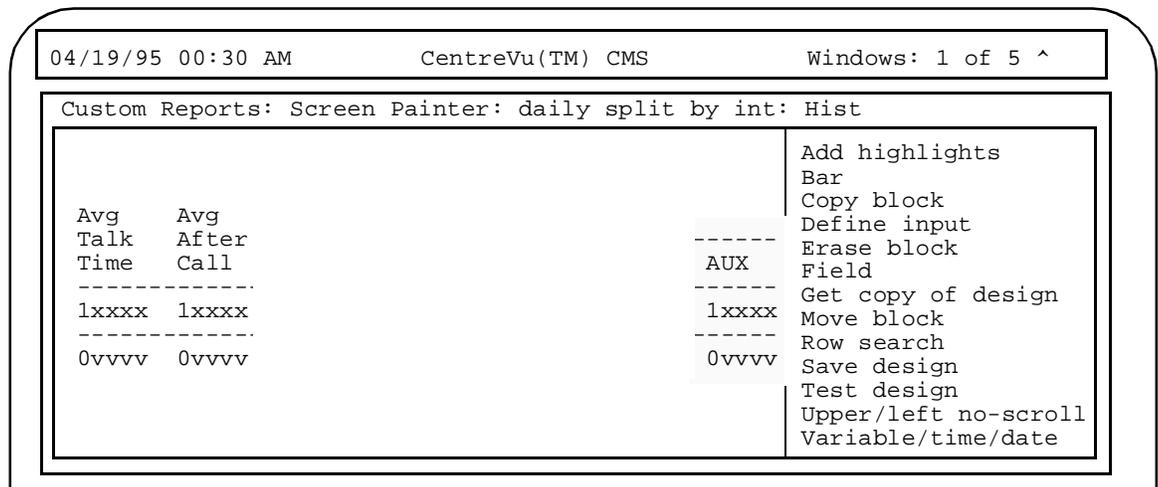


**Figure 3-6: Sample Case Study — Erasing the Block**

## Moving a Block

**Note** Prior to completing a block move, you can press **Ctrl** **c** to cancel the move.

1. On the Screen Painter, place the cursor in a position where you want one corner of the block to be, and select `Move block`. → *The cursor returns to its original position, and the following message appears on the status line: Move cursor to define opposite corner of block, press RETURN.*
2. Move the cursor to a position where you want the opposite corner of the block to be. The block should include all fields and text you want to move. → *The block you are defining becomes highlighted as you move the cursor.*



**Figure 3-7: Sample Case Study — Defining a Block to Move**

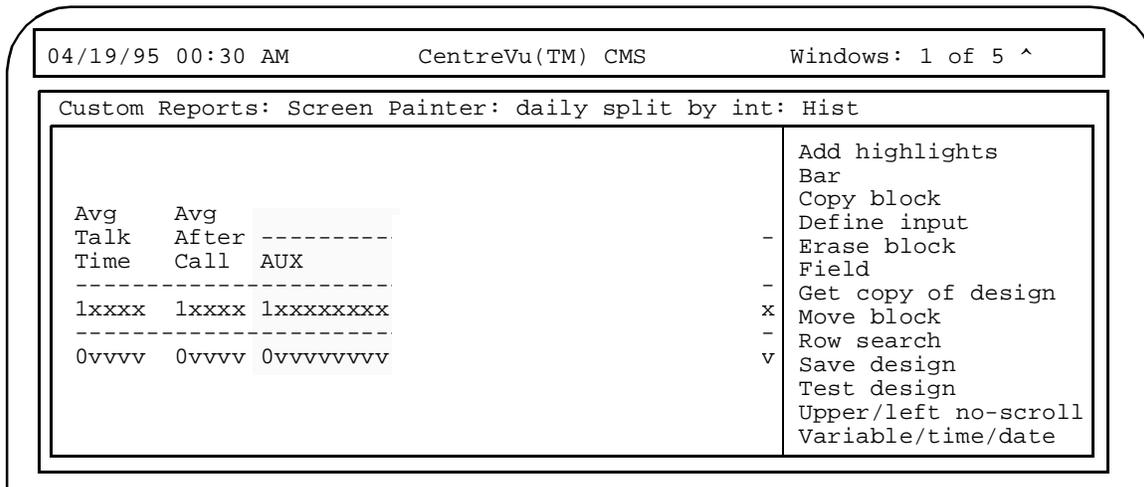
**Note** In our case study, we want to keep the AUX time column, but we want to move it over to the left next to the other report items we want to keep.

3. Press **Return** .

→ *The following message appears in the status line:  
Move cursor to locate upper left corner of move, press RETURN.*

4. Move the cursor to a new position for the upper left corner of the block, and press **Return** .

→ *All fields and text within the block move to the new location.*



**Figure 3-8: Case Study Sample — Completing a Block Move**

When the block moves to its new location, the block's text or fields **cannot** overlap any other text or fields. If you do try to move a block to a location where it will overlap existing text or fields, an Error message displays in the status line.

---

## Copying a Block

**Note**

Prior to completing a block copy, you can press **Ctrl** **c** to cancel the copy.

1. On the Screen Painter, place the cursor in a position where you want one corner of the block to be, and select `Copy block`.  
→ *The cursor returns to its original position, and the following message appears on the status line: Move cursor to define opposite corner of block, press RETURN.*
2. Move the cursor to a position where you want the opposite corner of the block to be. The block should include all fields and text you want to copy.  
→ *The block you are defining becomes highlighted as you move the cursor.*
3. Press **Return** .  
→ *The following message appears in the status line: Move cursor to locate upper left corner of copy, press Return.*
4. Move the cursor to a new position for the upper left corner of the block, and press **Return** .  
→ *All fields and text within the block are copied to the new location.*

When you copy a block, the block's text or fields **cannot** overlap any other text or fields. If you do try to copy a block to a location where it will overlap existing text or fields, an Error message displays in the status line.

---

## Entering Report Text

You can enter text on the Screen Painter to label your fields, enter a report title, or include special instructions for the report. You should normally enter text to label each data field so that when you run the report you will know what data the field is showing.

You should enter text **before** defining the data fields for two reasons:

- The text provides a skeleton layout to help you position your data fields.
- The text helps you remember what each data field represents. If you have to change fields, this text saves you time.

To enter text, simply position the cursor where you want the text and type the characters. You can use the space bar to create spaces and to delete text. You can also simply overwrite existing text with new text.

Note You cannot overwrite a data field.

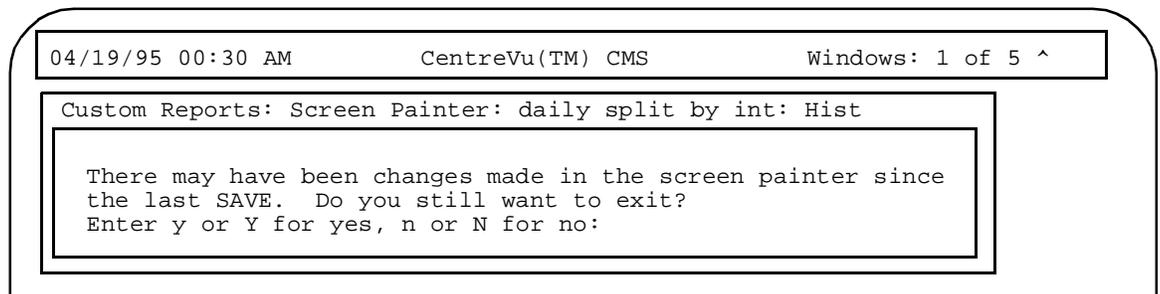
To delete large portions of text, use the `Erase block` action list option (see the “Erasing a Block” section in this chapter).

---

## Saving Your Work

If you want to save your work up to this point, select the `Save design` action and press the `Return` key.

If you press `Exit` at this point, then the following message appears:



**Figure 3-9: Save Report Message**

If you enter `n` (or `N`), you are returned to the Screen Painter without saving any changes. If you enter `y` (or `Y`), you are returned to the Report Select window.



---

## Defining Fields for the Report Input Window

To run a standard *CentreVu*<sup>™</sup> Call Management System (*CentreVu* CMS) report, you first access a Report Input window (see Figure 4-1). The Report Input window gives you control over what data (which splits/skills, trunks, dates, intrahour intervals, and so on) are included in the report.

The diagram shows a window titled "Reports: Historical: daily split by int" with a "Run" button in the top right corner. The window contains the following text and input fields:

- Prompt:** "Reports: Historical: daily split by int" (indicated by an arrow from the label "Prompt" on the left).
- Input Field:** "Date: \_\_\_\_\_" (indicated by an arrow from the label "Input Field" above).
- Input Field:** "Interval(s): \_\_\_\_\_" (indicated by an arrow from the label "Input Field" above).
- Destination Fields:** "Report destination (Select one:)" (indicated by an arrow from the label "Destination Fields" above).
- Destination Fields:** "<x> Terminal" (indicated by an arrow from the label "Destination Fields" above).
- Destination Fields:** "< > Printer, Printer name: \_\_\_\_\_" (indicated by an arrow from the label "Destination Fields" above).
- Destination Fields:** "< > File, File name: \_\_\_\_\_" (indicated by an arrow from the label "Destination Fields" above).

**Figure 4-1: Sample Report Input Window**

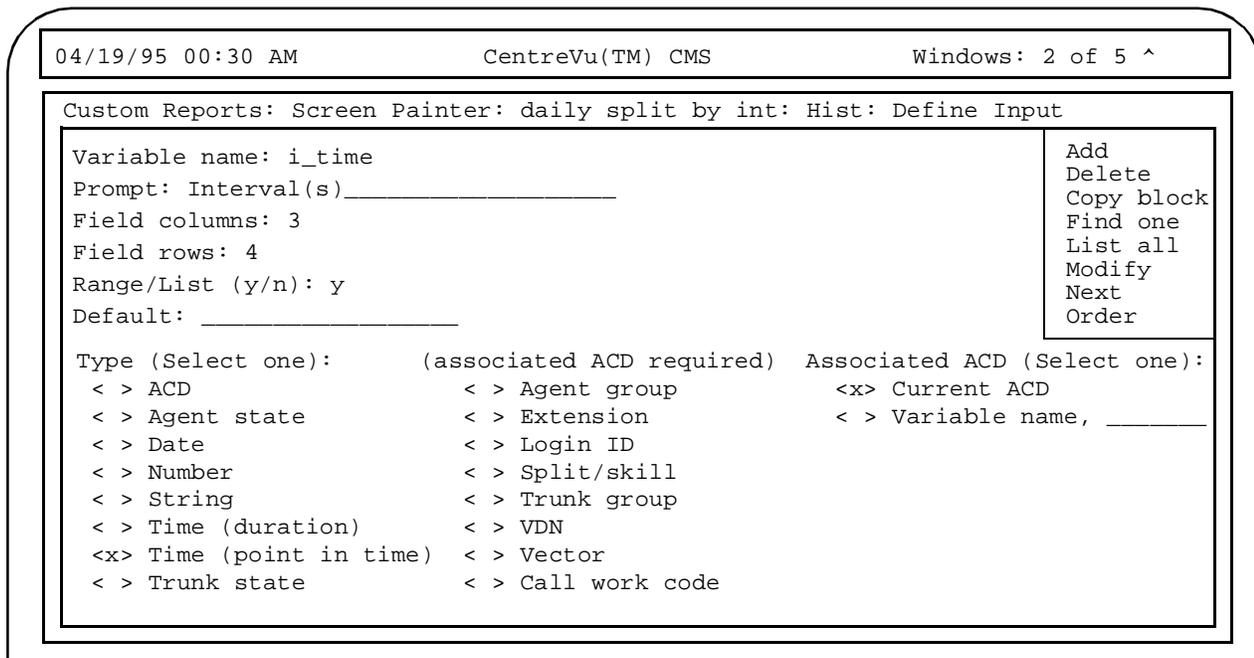
To define report input fields, use the Define Input window (Figure 4-2). You must complete a Define Input window for each input field. When you are done, you will have created a Report Input window. When you or another user prepares to run your custom report, this input window appears with the field prompt(s) and the input field(s) you defined (like those shown in Figure 4-1).

You define fields for the Report Input window using the steps described in the following pages.

## Step 1: Access the Define Input Window

On the Screen Painter, select the Define input action list option.

→ *The Define Input window appears.*



**Figure 4-2: The Define Input Window (with Sample Inputs)**

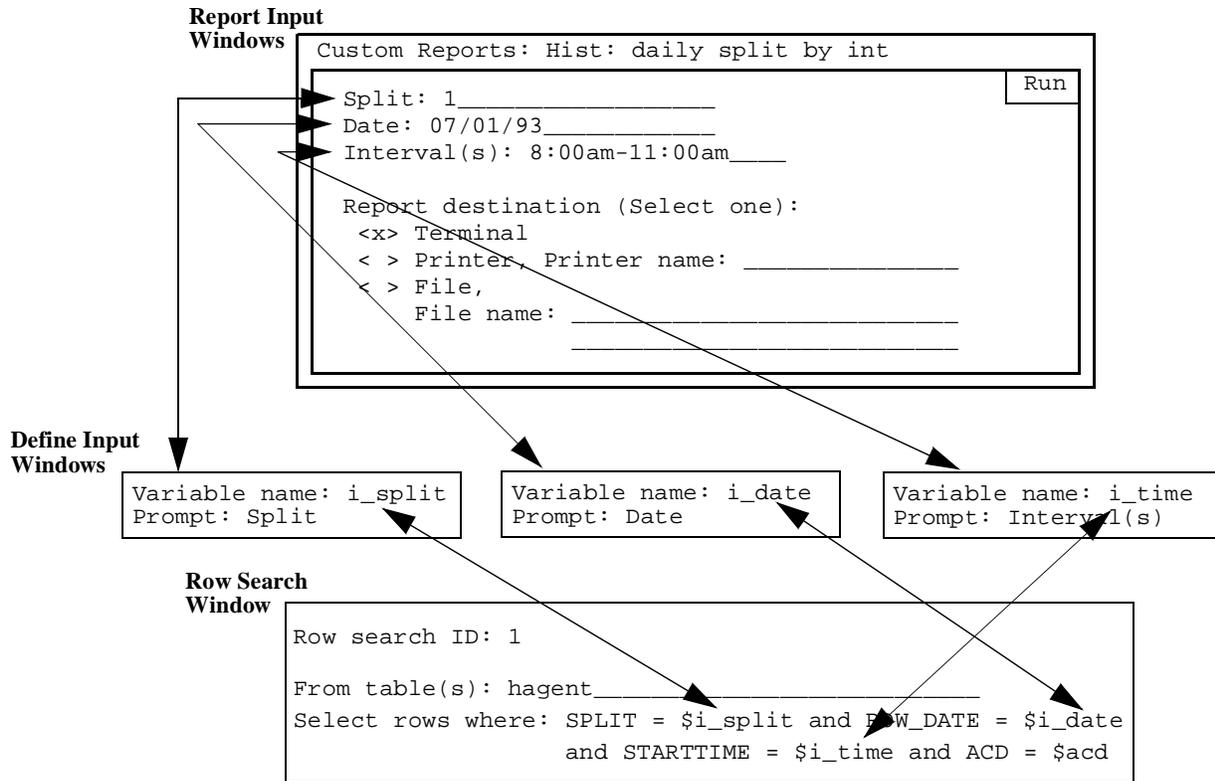
## Step 2: Define the Variable Name

Enter a name of up to eight alphanumeric characters in the `Variable name` field. You must use this exact variable name again in the Row Search window when you define your row search conditions (see the “Defining the Rows of Data for a Report” section in this chapter). The variable name links the report input field to the row search conditions. This link enables *CentreVu* CMS to use the value(s) a user enters when running the report to search the database for appropriate report data. See Figure 4-3.

If you copy a report (via Get Copy), then that report's input fields and row search conditions are also copied. Before entering any variable names, you may first want to `List all` to see the report input fields that are already defined and the variable names they use. If you then add, delete, or change a variable name for a report input field, then you must also add, delete, or change that variable name in the row search conditions.

You cannot `List all` or `Find one` in the Define Input window by searching on multiple fields. For a `Find one` search, *CentreVu* CMS uses only the entry in the `Variable name` field. *CentreVu* CMS ignores the other fields. For a `List all` search, *CentreVu* CMS ignores all fields.

Figure 4-3 shows an example of how the report input fields are linked to a report's search conditions.



**Figure 4-3: How a Variable Links the Report Input and Row Search**

In the example, the user enters a split number of 1, a date of 07/01/93, and intrahour intervals from 8:00 a.m. to 11:00 a.m. *CentreVu* CMS identifies 1 as the value for variable name `i_split`, 07/01/93 as the value for variable name `i_date`, and 8:00 a.m. to 11:00 a.m. as the values for variable name `i_time`. *CentreVu* CMS then searches the specified database items (SPLIT, ROW\_DATE, and STARTTIME) in the Intrahour Agent (`hagent`) table for rows that have those values. Finally, *CentreVu* CMS extracts data from those rows and displays the data in the report's fields.

### **Step 3: Enter a Field Prompt**

---

In the `Prompt` field, enter a name of up to 30 characters to appear next to the input field on the Report Input window. Because you can use blanks, your prompt can be more than one word.

This name should describe the information (what split/skill, what date, what time, etc.) a user must enter in the field when ordering the report. For example, if you want the user to enter a date, "Date" would be an appropriate prompt. However, if the user can enter more than one date in the field, "Date(s)" would be more appropriate.

## **Step 4: Define the Number of Field Columns and Rows**

The size of the input field is determined by the *product* of the numbers entered in the `Field columns` and the `Field rows` fields on the Report Input window. The maximum *product* of the two numbers you enter here cannot exceed 50. If the user will order the report with names (for example, split names) instead of numbers, make sure the field is large enough for the user to enter the complete name (up to 20 characters). If the user can enter a range of values, make sure the field is large enough for any range the user might possibly enter.

## Step 5: Define the Field as Single Value or Range/List

Enter **y** in the `Range/List` field to allow the user to enter a range or list of values in the input field. If you enter **n**, the user will be able to enter only one value in the input field when ordering the report. For example, if you define a “Date” input field so that the report will show data for only one day, type **n**. If you define a “Times” or “Intervals” input field so the report can show data for multiple intrahour intervals in a day, type **y**.

**Note**

If you specify a range/list for a variable name in the Define Input window, then in the Row Search window you **must** use the equals (=) sign in the “where” clause for that variable name. See the “Defining the Rows of Data for a Report” section in this chapter.

## **Step 6: Provide a Default Value for the Field**

---

Enter a value in the `Default` field of up to 50 characters. This value appears in the input field when the user first accesses the Report Input window. The user can then choose to overtype this value with another value or order the report with this value.

You can also leave the `Default` field blank. In this case, the input field will be blank when the user accesses the Report Input window.

## Step 7: Select a Field Type

Enter an **x** to select an item in the `Type` list. The field type tells *CentreVu* CMS what kind of values it should expect the user to enter.

Field types are listed in Table 4-1.

If *CentreVu* CMS knows what to expect, *CentreVu* CMS can do the following:

- Check that the user's entries are valid system values and are values *CentreVu* CMS can use to search the database tables.
- Check that the user has permissions to run a report for the entries.
- Allow the user to enter names defined in the Dictionary subsystem.

For example, say that you define an input field for the user to select a split/skill for the report. If you assign the "Split/Skill" field type to the input field, the following would be possible:

- If the user enters a number, *CentreVu* CMS can check, **before searching the database**, to see that the number is within system limits (for example, 1 to 60 for System 85/G2).
- The user can enter the name of the split/skill as defined in the Dictionary subsystem. *CentreVu* CMS can check the Dictionary: `Split/Skill Names` list to find the split/skill number associated with the name.
- *CentreVu* CMS can check to see that the user has read permission for the split/skill.

Similarly, if your variable's input field requires a date, then by specifying a "Date" field type *CentreVu* CMS can check that the user does not enter a date like `070193` — which is not in a format that *CentreVu* CMS can use.

**Table 4-1: Report Input Field Types**

| Type                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ACD</b>                  | The user must enter an ACD number or name.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Agent group</b>          | The user must enter an agent group name (as defined in the Dictionary subsystem).                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Agent state</b>          | The user must enter an agent state name (standard or new name as defined in the Dictionary subsystem). Standard names are ACD, AUX, ACW, and so on.                                                                                                                                                                                                                                                                                                                   |
| <b>Call Work Code</b>       | The user must enter a call work code name or number.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Date</b>                 | The user must enter a date in mm/dd/yy format or as a relative number (for example, -7 for 7 days ago).                                                                                                                                                                                                                                                                                                                                                               |
| <b>Extension</b>            | The user must enter an extension number of one to five digits (as administered for System 75/Generic 1/Generic 3) or three to five digits (as administered for System 85/Generic 2).                                                                                                                                                                                                                                                                                  |
| <b>Login ID</b>             | The user must enter a login ID of one to nine digits (as administered for System 75/Generic 1/Generic 3) or four digits (as administered for System 85/Generic 2).                                                                                                                                                                                                                                                                                                    |
| <b>Number</b>               | The user enters a number, which may include digits to the right of the decimal point. This type applies if your variable field asks for specific values about ACD performance (for example, number of ACD calls or percent within service level).                                                                                                                                                                                                                     |
| <b>Split/Skill</b>          | The user must enter a split/skill number or name.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>String</b>               | The user enters a character string. Select this type only if one of the following is true:<br>1. Your variable field is linked to a custom database item that you identify in <i>INFORMIX*</i> as a CHAR column.<br>2. Your variable field is linked to a standard database item that is a CHAR column, <b>AND</b> you want to allow the user to do pattern searching when running the report. See the following section, "Input Fields That Allow Pattern Matching". |
| <b>Time (duration)</b>      | The user enters a number, including decimals, of seconds. This type only applies if your variable field asks for specific values regarding ACD performance (for example, time in AUX work, average speed of answer, or average talk time).                                                                                                                                                                                                                            |
| <b>Time (point in time)</b> | The user enters a specific time of day in hh:mm format, either as military time or with <i>am</i> or <i>pm</i> appended.                                                                                                                                                                                                                                                                                                                                              |
| <b>Trunk group</b>          | The user must enter the number or name of a trunk group.                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Trunk state</b>          | The user must enter a trunk state name (standard name or new name as defined in the Dictionary subsystem). Standard names are <i>IDLE</i> , <i>SEIZED</i> , <i>QUEUED</i> , and so on.                                                                                                                                                                                                                                                                                |
| <b>VDN</b>                  | The user must enter a Vector Directory Number of one to five digits (as administered for System 75/Generic 1/Generic 3) or three to five digits (as administered for System 85/Generic 2).                                                                                                                                                                                                                                                                            |
| <b>Vector</b>               | The user must enter a vector number or name.                                                                                                                                                                                                                                                                                                                                                                                                                          |

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

Note

If you select a `String` or `Number` field type, *CentreVu* CMS does **not** accept any names (for VDNs, Splits/Skills, Login IDs, Agent Groups, and so on) defined in the Dictionary subsystem. Also, *CentreVu* CMS does **not** check permissions or system limits.

The `Number` type allows the user to enter any number. The `String` type allows the user to enter any number, letter of the alphabet, or keyboard symbol in any format.

Note

The field type **does not** determine what database item(s) the variable represents. The database item(s) linked to the variable is specified in the Row Search window.

## Input Fields That Allow Pattern Matching

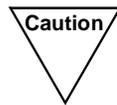
*CentreVu* CMS can search for values in certain database items according to wildcard search patterns. As a result, you can create a custom report that allows report inputs based on character strings, plus either \* (matches on blank and all characters) or ? (matches on any single character). *CentreVu* CMS then includes data for all items that match the character strings the user entered.

The standard database items that allow this type of searching are:

- VDN (the value is a VDN number)
- EXTENSION (the value is an extension number)
- LOGID (the value is an agent login ID)
- EQLOC (the value is a 9-digit trunk location number)
- CWC (the value is a call work code)
- ROW\_DATE (the value is a date)

In addition, any custom database items that you define as CHAR columns in *INFORMIX* also allow this type of searching.

As an example of matching with \*, if an input field were a `String` type and were associated with the LOGID database item, the user could enter `1*`, and *CentreVu* CMS would include data for all agents with login IDs that start with 1 (1, 10, 1238, 190, and so on, depending on the switch's administered login length). As an example of matching with ?, if an input field were a `String` type and were associated with the VDN database item, the user could enter `21?0`, and *CentreVu* CMS would include data for all VDNs that start with 21, end with 0, and have any single character appearing between the 21 and the 0 (2100, 2110, 2120, 2130, and so on).



If you select `String` for an input field, *CentreVu* CMS does not check a user's inputs in that field for appropriate read permissions or valid switch parameters. If you want *CentreVu* CMS to check permissions for a VDN input field, you must select the `VDN` field type. If you want *CentreVu* CMS to check switch parameters for a VDN, login ID, extension, or call work code input field, you must select that field type, **not** `String`. In addition, if you select `String` for a field, the user will not be able to enter Dictionary names. So, again, if you want to let the user enter VDN, login ID, or call work code names to run a report, you must select that specific field type, **not** `String`.

## Step 8: Associate an ACD with the Variable Field

Enter an **x** in the `Associated ACD` list to associate the variable field with either the current ACD or a user-selected ACD. You **must** select an associated ACD if the input field you are defining is a type listed under the heading (`associated ACD required`). These field types require an associated ACD because they are administered for each ACD. For other field types not administered per ACD, *CentreVu* CMS ignores any selection of an associated ACD.

Select `Current ACD` if either of the following conditions is true:

- You have only one ACD.
- You always want the report to show data for the user's current ACD.

Select `Variable name` if you want to let the user select the ACD. If you select `Variable name`, you must also enter a name of up to eight characters in the field next to the `Variable name` list item.

Using a variable name for the associated ACD is most useful when you are creating a multi-ACD report. For example, the Report Input window in Figure 4-4 is for a multi-ACD system report.

**Figure 4-4: Sample Multi-ACD Report Input Window**

**Note**

Select `Variable name` only if the user(s) who will run the report has read permission for more than one ACD.

**Before** you can select `Variable name` for an input field's associated ACD, you must define a separate report input field for the ACD number/name. This field must have:

- An assigned field type of ACD
- The same variable name you are assigning to the associated ACD.

## Step 9: Save a Variable Input Field

Select the `Add` action list option to save the definition of the variable input field.

**Note** `Add` saves newly defined input fields. If you have previously saved an input field definition and you are changing it, then you must use `Modify` instead.

To define more input fields, press `Ctrl` `Z` to clear the Define Input window, and repeat steps 2 through 9.

**Note** If you are defining a real-time report, you **cannot** and **do not need to** define an “Update Rate in Seconds” input field. *CentreVu* CMS puts this field in the Report Input window automatically.

If you are defining a historical report, you **cannot** and **do not need to** define fields for “Report Destination.” *CentreVu* CMS puts this field in the Report Input window automatically.

## Defining the Order in Which Input Fields Appear

On the Report Input window, *CentreVu* CMS displays your input fields in the same order you defined them in. However, you have the option of changing this order. To change the order in which the input fields appear, do the following steps.

1. After you have defined (**and saved**) all of your input fields, select the `Order` action list option. → *The Define Input: Order window appears. The window displays the prompts for each input field you have defined.*

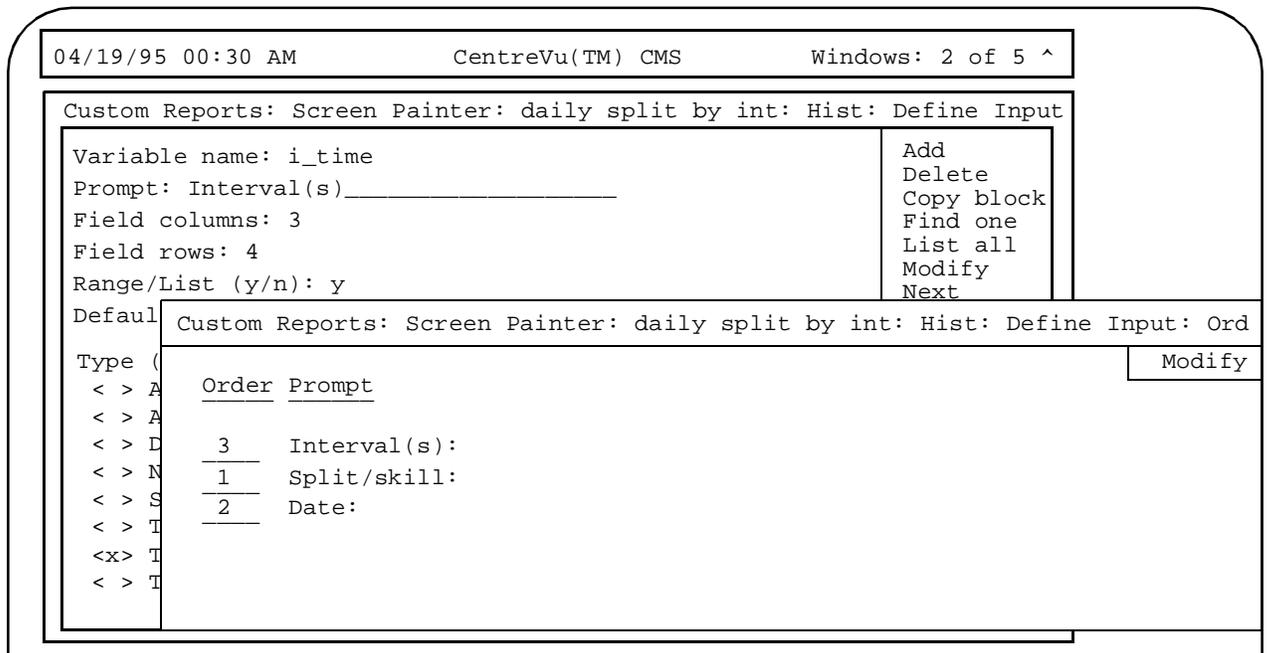


Figure 4-5: The Define Input: Order Window

2. Enter `1` next to the prompt you want to appear first on the Report Input window. Enter `2` for the second prompt, `3` for the third, and so on.
3. Select the `Modify` action list option to save the display order. → *The Define Input: Order window disappears, and the cursor returns to its previous position on the Define Input window.*

## Changing Report Input Fields

1. On the Screen Painter, select the Define input action list option. → *The Define Input window appears.*
2. Enter the desired name in the Variable name field, and select Find one. → *The defined characteristics of the variable name appear.*

Before entering any variable names, you may first want to do a List all to see what report input fields you have already defined. If you copied an existing report design, report input fields defined for that report are also copied and available in the Define Input window.

**Note** You cannot do a List all or a Find one search, on multiple fields in the Define Input window. For a Find one search, you can only have an entry in the Variable name field. The other fields are ignored. For a List all search, all fields are ignored.

3. Change data in any field(s) except Variable name, and select the Modify action list option. → *Successful appears in the window's status line to indicate that the input field definition has been changed.*

**Note** If you wish to change a variable name, you must delete the variable and then add a new one.

---

# Defining Report Fields

A report consists of fields of data. Defining those fields is the central task of creating a custom report.

To define a field, you must specify the following items:

- The **specific data** that goes in the field.
- The **position** of the field
- The **length** of the field
- The **format** of the field's data

You do all of these tasks in a predefined sequence described in the following pages.

## What the x's, v's, and h's Mean in a Field

If you copy the design of an existing report, the field(s) on the Screen Painter appears filled with x's, v's, or h's.

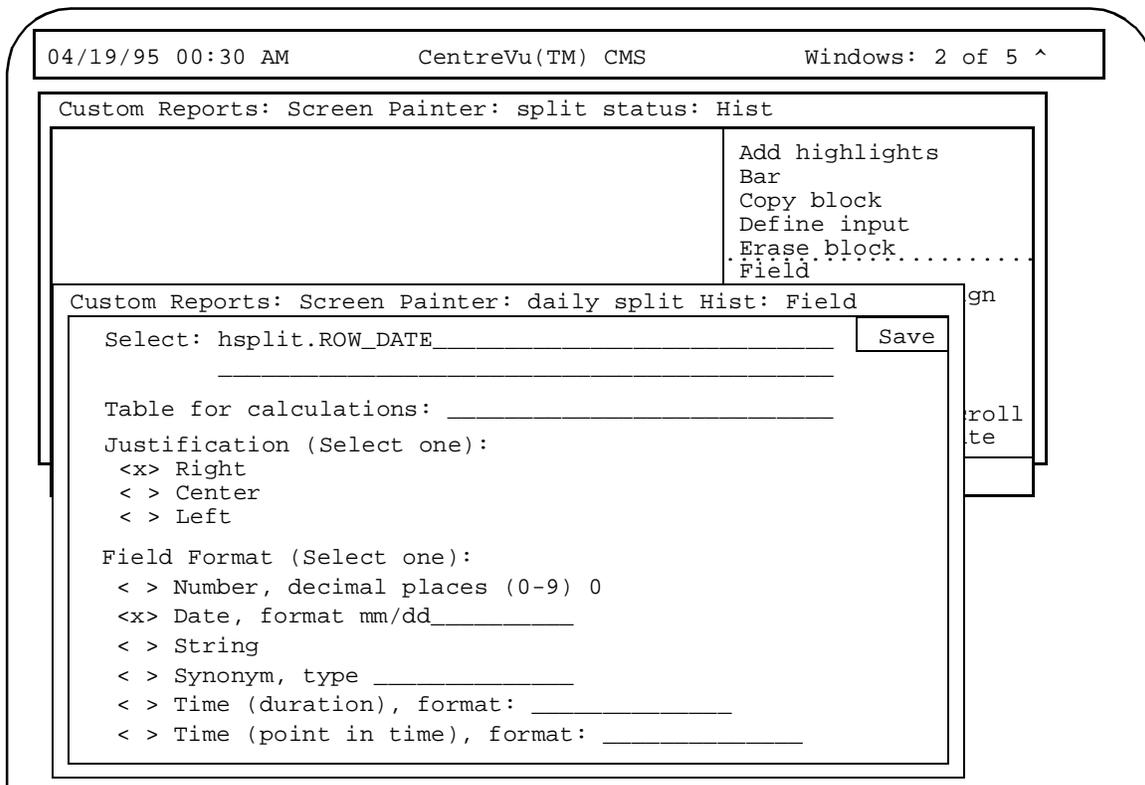
- x's indicate that the field is *discrete*. That is, the field appears as a single field in the report because, based on the row search conditions assigned to the field, *CentreVu* CMS finds only one value.
- v's indicate that the field is repeated *vertically* in the report. That is, the field appears as a column of fields because, based on the row search conditions assigned to the field, *CentreVu* CMS finds multiple values.
- h's indicate that the field is repeated *horizontally* in the report. That is, the field appears as a row of fields because, based on the row search conditions assigned to the field, *CentreVu* CMS finds multiple values.

See the “Assign a Row Search ID to Report Field(s) and Bar(s)” section in this chapter for illustrations of discrete and repeated fields.

---

## Step 1: Define the Position and Length of a Field

- 1a.** On the Screen Painter, position the cursor where you want a field to begin, and select `Field` from the action list. → *The cursor returns to its original position, and the following message appears:* Move cursor to define opposite corner of field and press RETURN.
- 1b.** Move the cursor using the arrow keys to define a field length, and press `Return`. Be sure the field is long enough to contain the data. If the field is too short for a value, the report shows asterisks (\*) in the field or, if the data is a word, cut letters off. → The field appears as a question mark (?) followed by x's. The question mark indicates that you have not yet assigned a Row Search ID to the field. The Field window also appears.



**Figure 4-6: The Field Window**

## Step 2: Define the Field's Data Expression

In the `select` field (shown in Figure 4-6), enter a data expression to tell *CentreVu* CMS two things:

- What table column(s) should supply data to the field.
- How to manipulate that data.

*CentreVu* CMS picks out values from a table with **both** row and column identifiers. *CentreVu* CMS identifies rows of data according to the user's inputs and the row search conditions you define (see the "Defining the Rows of Data for a Report" section in this chapter). *CentreVu* CMS identifies columns according to the data expression you define here.

You can enter the following types of data expressions:

### Database Items

A database item is the name of a column of data in a table, either standard or custom. When you enter a database item, you must always add the name of a table and a period (.) as a prefix. The format is as follows:

```
<table name>.<database item>
```

Examples:

```
dsplit.ACDCALLS
```

```
hagent.STARTTIME
```

```
ctkgrp.NUMINUSE
```

### Standard database items

Standard database items are listed in the Dictionary subsystem as having all upper-case letters (as in the preceding examples).

A standard database item can store:

- Identifiers (for example, `SPLIT`, `VDN`, `LOGID`, and so on)
- Timed data (for example, `ACDTIME`, `ABANTIME`, `AUXOUTIME`, and so on)
- Event counts (for example, `ACDCALLS`, `INTERFLOWCALLS`, `ABNCALLS`, and so on)
- **For real-time and agent trace reports**, current state data (for example, `WORKMODE`, `DURATION`, `NUMINUSE`, and so on).

See Appendix A for a description of database tables and items including the exceptions, forecast, and login/logout tables. See Chapter 6, "Advanced Report Design", for more information about custom reports that include exceptions and forecast data.

**Note**

Standard database items are often shared by more than one table. For example, ABNCALLS can identify a column in the Current Interval Split, Daily Split, or Intrahour Agent tables (or many other tables).

*CentreVu* CMS can determine the exact database item only when it is identified with a table.

### Custom database items

You must enter a custom database item, with the custom table name as a prefix, exactly as you defined it in the Dictionary subsystem. The data identified by a custom database item depends entirely on the data you entered for the item in the custom table (see Chapter 6, "Advanced Report Design").

## Constants

A constant is the name of a fixed numerical value (whole number or decimal) that you define in the Dictionary subsystem. Constant names can be up to 20 characters long. A constant could represent a per-minute usage rate for trunks, a daily or hourly wage rate, or a service objective (like number of abandons, number of ACD calls, or percent within service level). A constant could also represent an average for the estimated dollar loss of an abandoned call, which could then be used to calculate daily loss of revenue due to abandoned calls. No standard constants exist in *CentreVu* CMS when it is first installed. Therefore, you must define every constant you want to use.

Using constants makes sense only if you have a fixed value that you want to use under one or both of the following conditions:

- The constant is a value that you will use in a number of different custom reports (for example, an average wage rate).
- You would not be able to remember the numerical value, but could remember a name assigned to the value (for example, for the \$9.00 hourly wage rate for an agent called Smith, you could have a constant called Smithwage.)

**Note**

The *CentreVu* CMS real-time database only allows whole numbers in queries. If you need a value to be a decimal (for example, 9.5), use whole numbers and division to arrive at the correct number (so, in order to have 9.5 in a query, you would use 19/2 as the query entry).

## Calculations

A calculation is a combination of database items and arithmetic operators. You can also include constants in a calculation. The arithmetic operators are:

|    |               |
|----|---------------|
| +  | add           |
| -  | subtract      |
| *  | multiply      |
| /  | divide        |
| () | perform first |

Some examples of calculations are:

```
dsplit.ACDCALLS/dsplit.ACETIME
```

```
hagent.AUXOUTTIME+hagent.ACWOUTTIME
```

```
100*((cagent.I_ACETIME+cagent.I_ACWTIME)/
cagent.I_STAFFTIME)
```

Arithmetic operations are generally performed in order from left to right. However, multiplication and division operations are performed before addition and subtraction operations, unless the addition or subtraction operations are enclosed in parentheses. Operations in parentheses are always performed first. If more than one set of parentheses is used, the operation in the set farthest to the left is performed first. If one set of parentheses is inside of another set, the operation of the inner set is performed first.

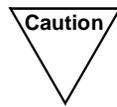
## Calculation names

A calculation name is a name, as defined in the Dictionary subsystem, that can substitute for the actual calculation. The calculation name can be a standard name (used in standard reports) or a name you define. You cannot append a table name to a calculation name. Therefore, you must specify a table name in the `Table for calculations` field.

**Note** *CentreVu* CMS differentiates between uppercase and lowercase letters in calculation names. Therefore, be sure you enter the desired calculation name *exactly* as it appears in the Dictionary subsystem.

A calculation name normally reflects the purpose of the calculation. As a result, entering a name is an easier, more meaningful way to define data for a report field. More importantly, if you use a calculation name in many custom reports and later decide to change the calculation, you can simply make your changes once in the Dictionary subsystem. *CentreVu* CMS then applies those changes to every report that uses the calculation name.

For example, say that you have several different custom split reports, and in each report, a field uses the standard calculation name <PERCENT\_ACD\_TIME>. <PERCENT\_ACD\_TIME> represents the calculation  $100*((I\_ACD\_TIME+I\_ACW\_TIME)/I\_STAFF\_TIME)$ . This calculation, when assigned to the Intrahour Split table, finds the percentage of time a split's agents spent on ACD calls while logged in. The calculation includes talk time (I\_ACDTIME) and after-call-work time (I\_ACWTIME). If you no longer wish to include after-call-work time in the calculation, you can change the calculation in the Dictionary subsystem such that <PERCENT\_ACD\_TIME> represents  $100*(I\_ACD\_TIME/I\_STAFF\_TIME)$ . Then, any custom report that uses the calculation name PERCENT\_ACD\_TIME reflects the new calculation.



If you change the calculation for a standard calculation name, the change affects any standard report, as well as any custom report, that uses that calculation name.

At times, using calculation names helps save space in the `Select` field so you can create more complex calculations. For example, if you wanted to know the average time agents spent on all extension calls (both incoming and outgoing), you might have to add the following calculation:

```
(csplit.ACWINTIME + csplit.AUXINTIME + csplit.ACWOUTTIME + csplit.AUXOUTTIME) / (csplit.ACWINCALLS + csplit.AUXINCALLS + csplit.ACWOUTCALLS + csplit.AUXOUTCALLS)
```

Unfortunately, the `Select` field is not long enough to enter the complete calculation. However, you could define in the Dictionary subsystem two separate calculation names for each half of the calculation.

For:

```
(csplit.ACWINTIME + csplit.AUXINTIME + csplit.ACWOUTTIME + csplit.AUXOUTTIME),
```

you could enter, in the Dictionary subsystem, the calculation name:

```
TIME_ON_NON-ACD_SUM with the assigned calculation (ACWINTIME + AUXINTIME + ACWOUTTIME + AUXOUTTIME).
```

Likewise, for:

```
csplit.ACWINCALLS + csplit.AUXINCALLS + csplit.ACWOUTCALLS + csplit.AUXOUTCALLS),
```

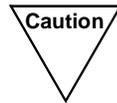
you could enter the calculation name:

```
NON-ACD_CALLS_SUM with the assigned calculation (ACWINCALLS + AUXINCALLS + ACWOUTCALLS + AUXOUTCALLS).
```

As a result, you can enter the following calculation in the `Select` field:

`TIME_ON_NON-ACD_SUM/NON-ACD_CALLS_SUM`

Then, you can enter the table name `csplit` in the `Table for calculation` field.



You **should not** add table names to your custom calculations in the Dictionary subsystem. Doing so makes the assigned calculation name less flexible for use in custom reports. Also, if you append table names to the Dictionary calculation and then also assign a table name to the calculation name in the Field window, the report will fail.

## Aggregate Functions

An aggregate function is a prefix attached to a database item, a calculation, parts of a calculation, or a calculation name. When you define an aggregate function, you must place the database item or calculation in parentheses (as in the following example).

`max(dsplit.ACDTIME/dsplit.ACDCALLS)`

### Note

In real-time reports, fields with aggregate functions **cannot** share a set of row search conditions with nonaggregate fields. And for historical reports, special considerations exist when you assign the same row search conditions to both aggregate functions and other types of data expressions. See “Repeating Aggregate Function Values” in Chapter 6 of this manual.

An aggregate function can be one of four types. Each type retrieves a different value from the data.

- **max**

The **max** aggregate function retrieves the highest value for a calculation or database item over the time frame of the report.

For example, say that your Intrahour Split table contained data as shown in Figure 4-7 and you entered `max(hsplit.ACDCALLS)` for a field in a report. If you ran the report for Split 1 for all intervals on 07/02/93, *CentreVu* CMS would find all rows shown in bold. However, *CentreVu* CMS would display only the value **418** (shown in the box), which is the maximum ACD calls in any single interval on 07/02/93. Likewise, if you entered `max(ACDTIME/ACDCALLS)` for the field, *CentreVu* CMS would display the value **101.53** (which is the highest average talk time in any single interval on 07/02/93).



**Figure 4-7: Sample Intrahour Split Table Data**

- **min**

The **min** aggregate function retrieves the lowest value for a calculation or database item over the time frame of the report.

For example, say that in the previous example, you entered `min(hsplit.ACDCALLS)` instead of `max(hsplit.ACDCALLS)` for the field. If you ran the report for Split 1 for all intervals on 07/02/93, *CentreVu* CMS would display only the value **394** which is the smallest number of ACD calls in any single interval on 07/02/93.

- **sum**

The **sum** aggregate function retrieves the sum of all values for a calculation or database item over the time frame of the report.

For example, say again that the Intrahour Split table contained data as shown in Figure 4-7. You enter `sum(hsplit.ACDCALLS)` for a field in a report. For Split 1 and all intervals on 07/02/93, *CentreVu* CMS would take the values for `hsplit.ACDCALLS` and add them up to display only the value **1611**. Likewise, if you entered `sum(hsplit.ABANDONED+hsplit.ACDCALLS)` for the field, *CentreVu* CMS would display only the value **1774**, which is the total of all ACD calls and abandons for Split 1 on 07/02/93.

- **avg**

The **avg** aggregate function retrieves the average of all values found over the time frame of the report. Using the sample table in Figure 4-7, if you enter `avg(ACDCALLS)` for a field and run the report for Split 1 for all intervals on 07/02/95, the value **402.75**, which is the average of **399, 400, 394, and 418**, is displayed.

## count(\*)

The `count(*)` expression tells *CentreVu* CMS to count the number of rows in a table that match certain row search conditions (as defined in the Row Search window). For example, if you want the number of agents in a split that had more than five extension-out calls, the Row Search window would have a row search statement like:

```
Select rows where: SPLIT = 1 and
                    (ACWOUTCALLS+AUXOUTCALLS) > 5
```

This statement means, "Find rows of data where the SPLIT value is 1 and total extension-out calls, for both ACW and AUX states, is greater than 5." Then, by entering `count(*)` in the `Select:` field, the report field would count the number of rows that match, and display the number in your report.

**Do not** append a table name to the beginning of `count(*)`.

`count(*)` is always a number of matching rows and makes sense only if you want to track some specific measure of performance by ACD elements (for example, the number of agents currently logged into a split, the number of trunks that were occupied for more than 80% of the time, the number of VDNs that had over 30 abandoned calls in an intrahour interval).

`count(*)` allows you to create fields that act as exception counts.

## Data from More Than One Table

A calculation can merge data from more than one table in a report field.

For example, you may want the percentage of a split's ACD calls that an agent handled in a day. Thus, you can enter a calculation that merges data from the Daily Agent and Daily Split tables, as in the following example.

```
dagent.ACDCALLS/dsplit.ACDCALLS
```

When you merge data from two tables, you must define your row search conditions in a special way. See "Selecting Rows from More Than One Table" in Chapter 6 of this manual.

Note

You cannot use calculation names for a field in which you merge data from two tables.

### Step 3: Define the Table(s) for Calculation Names

Enter a table name in the `Table for calculations` field **only** if you entered a calculation name in the `Select` field. The table name tells *CentreVu* CMS in what table to look for the database items in the calculation.

**Note** The `Table for calculations` field is necessary because you **cannot** append a table name to a calculation name in the `Select` field.

For example, look at the following entries:

```
Select: AVG_POS_STAFF
Table for calculation: hsplit
```

These entries mean “Take the calculation defined in the Dictionary subsystem for <AVG\_POS\_STAFF>, which is `I_STAFFTIME / (INTERVAL*60)`, and apply the `hsplit` table name to the database items.” In effect, the two fields make the calculation `hsplit.I_STAFFTIME / (hsplit.INTERVAL*60)`.

**Step 4: Justify  
Data in the Field**

---

Select, from the `Justification` list, the way you want *CentreVu* CMS to line up data when the data appear in the field. Normally, numerical data is right-justified so that the right hand side lines up in a column. Names are normally left-justified so that the first character of each name is lined up. However, you may choose any of the three options for any type of data.

## Step 5: Define the Field Format

Enter an **x** to select an item in the **Field Format** list. You must also complete the field associated with the list item.

The format type and the format you specify in the associated field tell *CentreVu* CMS how to display the values it finds for the field. However, the format you select depends on the type of data *CentreVu* CMS will display. The format options are as follows:

**Number**      Select **Number** if the field will display a number of events, an average, or a percentage. You must also specify a number of decimal places for the field. Enter **0** if you do not need decimal places displayed. If the field's expression were **ACDCALLS**, you would select **Number** and enter **0** in the field. However, if the field expression were to generate an average, such as the average staffed positions per interval, **I\_STAFFTIME / (INTERVAL\*60)**, you may want to include decimal places.

When you run the report, the decimal point and the decimal places will use up spaces in the field. For example, if the field contains six spaces and you specify three decimal places for the field, then data will appear with two characters to the left and three characters to the right of the decimal point (for example, **12.344**).

**Date**      Select **Date** if the field expression is **ROW\_DATE**. You must also specify a date format, with appropriate punctuation. You can select a single format or a combination of formats. The available formats are:

**Table 4-2: Date Formats for Report Fields**

|             |   |                                                                              |
|-------------|---|------------------------------------------------------------------------------|
| <b>mm</b>   | = | Numerical month (for example, <b>12</b> for December)                        |
| <b>MMM</b>  | = | Month represented by three letters (for example, <b>APR</b> for April).      |
| <b>YY</b>   | = | Year as two digits (for example, <b>94</b> ).                                |
| <b>YYYY</b> | = | Year as four digits (for example, <b>1994</b> ).                             |
| <b>dd</b>   | = | Numerical day of the month (for example, <b>31</b> ).                        |
| <b>jjj</b>  | = | Day of the year in the Julian calendar (for example, <b>151</b> for May 31). |
| <b>www</b>  | = | Day of the week as three letters (for example, <b>THU</b> ).                 |

**String** Select `String` for those database items whose data *CentreVu* CMS identifies as character strings, not numbers. (Each of these items is identified as being a CHAR column type in *INFORMIX* terminology.) Even though these items store numbers, *CentreVu* CMS searches for values as if the items stored nonnumeric symbols and alphabetic words, as well as numbers.

Database items for which you might select `String` are as follows:

- VDN1 (the value is a VDN number)
- EXTENSION (the value is an extension number)
- LOGID (the value is an agent login ID)
- EQLOC (the value is a 9-digit trunk location number)
- CWC (the value is a call work code)
- Custom database items with the **CHAR** column type.

`String`, as used here, **does not** have the same meaning as string-value database item, as defined for the Dictionary subsystem. For the purposes of custom report design, Dictionary names for string-value database items are referred to as **synonyms**, and include names for agents, splits, VDNs, trunk groups, and vectors. In fact, for the VDN and LOGID database items, you may wish to select `Synonym`, not `String`, since you may have assigned names to VDNs and login IDs in the Dictionary subsystem.

**Synonym** Select `Synonym` to display a name defined in the Dictionary subsystem, instead of the value stored in the database table(s). You must also enter the Dictionary name type.

See Chapter 7, "Dictionary," in the *CentreVu™ CMS R3V4 Administration* (AT&T 585-215-800) document for a complete description of synonym types.

The type must correspond to the database item you enter in the `Select` field. The types you enter are as follows:

**Table 4-3: Synonym Types for Report Fields**

| Report Field        | Type       | Database Item |
|---------------------|------------|---------------|
| <b>ACD Entities</b> | acd        | ACD           |
|                     | agname     | LOGID         |
|                     | tkgrp      | TKGRP         |
|                     | split      | SPLIT†        |
|                     | vdn*       | VDN           |
|                     | vector*    | VECTOR        |
| <b>Agent States</b> | workmode‡  | WORKMODE      |
|                     | ag_orig**  | ORIGIN        |
|                     | ag_dir     | DIRECTION     |
|                     | ag_dest    | DESTINATION   |
| <b>Trunk States</b> | tkstate    | TKSTATE       |
|                     | tk_pri     | PRIORITY      |
|                     | tk_qtype   | QUETYPE       |
|                     | tk_vpri*   | PRIORITY      |
|                     | tk_dir     | DIRECTION     |
|                     | tk_allbusy | ALLINUSE      |
| <b>Split States</b> | slvlchg    | SVCLEVELCHG   |
|                     | per_chg    | PERIODCHG     |

\* Available only with the *CentreVu* CMS Vectoring feature.

† Contains skill or split values.

‡ Applies to the WORKMODE database item in both the Agent and Agent Trace tables.

\*\* Available only with adjunct routing on a Generic 3.

**Time (duration)** Select `Time (duration)` if the field expression will display a length of time. You must also enter a time format with the appropriate punctuation.

Durations (for example, `ACDTIME`) are stored as a number of seconds. However, you can choose to display time as minutes and seconds, or even hours, minutes, and seconds.

The time formats available are:

**Table 4-4: Time Formats for Report Fields**

|                 |                                                                                                                                                                                                                                                                                                                                          |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ss</b>       | Display time as the number of seconds. Enter as many <b>s</b> 's as needed to display the seconds. If the number of seconds can reach six digits, enter <b>ssssss</b> .                                                                                                                                                                  |
| <b>mm</b>       | Display time as the number of minutes. Enter as many <b>m</b> 's as needed to display the minutes. If the number of minutes can reach six digits, enter <b>mmmmmm</b> .                                                                                                                                                                  |
| <b>hh</b>       | Display time as the number of hours. Enter as many <b>h</b> 's as there are digits needed to display the hours. If the number of hours can reach three digits, enter.                                                                                                                                                                    |
| <b>mm:ss</b>    | Display time as minutes and seconds. The minutes count is increased by one and the seconds count is reset to 00 when the seconds count reaches 60. Specify more than two digits for minutes if the minutes will exceed 99. For example, if you enter <b>mmmm:ss</b> , 2822:35 (2822 minutes and 35 seconds) might display in the report. |
| <b>hh:mm</b>    | Display time as hours and minutes. The hours count is increased by one and the minutes count is reset to 00 when the count reaches 60. Specify more than two digits for hours if hours will exceed 99. For example, if you enter <b>hhh:mm</b> , up to 999:59 can display in the report.                                                 |
| <b>hh:mm:ss</b> | Display time as hours, minutes, and seconds. The minutes count is increased by one when the seconds count reaches 60. The hours count increases by one when the minutes count reaches 60. With this format, you can increase the digits for hours if necessary, but <b>not</b> the minutes digits.                                       |

**Time (point in time)** Select Time (point in time) if the field expression will display a point-in-time (for example, 10:34am). Enter a time format with the appropriate punctuation.

You can use one of the following formats:

**Table 4-5: Point-In-Time Formats for Report Fields**

|                                           |                                                                                                                                                              |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>HH</b>                                 | The hour only, in military time (24-hour clock). For example, 15 equals 3:00 p.m.                                                                            |
| <b>hh</b>                                 | The hour only, according to a 12-hour clock. For example, 3 could mean 3:00 a.m. or 3:00 p.m. For this reason, if you use hh, you should also add am (hham). |
| <b>mm</b>                                 | The number of minutes after the hour only.                                                                                                                   |
| <b>ss</b>                                 | The number of seconds into the minute.                                                                                                                       |
| <b>HH:mm:ss</b><br>or<br><b>HH:mm</b>     | Military time, either to the second or to the minute.                                                                                                        |
| <b>hh:mm:ssam</b><br>or<br><b>hh:mmam</b> | 12-hour clock time, with AM or PM attached, either up to the second or up to the minute.                                                                     |

## Step 6: Save the Field Definition

Select the `Save` action list option. → *The Field window disappears, and Successful appears in the Screen Painter's status line to indicate the field definition has been added.*

To define additional fields, repeat steps 1 through 6.

**Note**

You must assign a Row Search ID to the field before your field definition is truly complete. When you do, the question mark (?) will change to that ID number. See the “Defining the Rows of Data for a Report” section in this chapter.

## Changing a Field Definition

1. On the Screen Painter, place the cursor on the field you want to change, and select `Field`. → *The cursor returns to the field and rests on the last space of the field. The following message appears on the Screen Painter status line: Move cursor to define opposite corner of field, press RETURN.*
2. If desired, move the cursor using the arrow keys to either make the field longer or shorter, and press `Return`. → *The Field window appears.*
3. Overtyping any data in fields you want to change, and select `Save`. → *The Field window disappears, Successful appears in the Screen Painter status line, and the cursor returns to the field you just changed.*

---

# Defining Bars in a Report

**Note** You can define bars in a custom report **only if** you have purchased the *CentreVu* CMS Graphics feature. If you have not purchased the Graphics feature, the `Bar` action list option is **not** available.

You may want a report to display data as bar graphs instead of numbers. Defining a bar or bars in a report is similar to defining fields, except in the way you define the format. To define a bar's format, you must specify the following items:

- The position and length of the bar
- The direction of the bar — horizontal or vertical
- The thresholds that cause the bar to change color
- The scale of the bar.

## What the X's, V's, and H's Mean in a Bar

If you copy the design of an existing bar graph, the bar(s) appear filled with X's, V's, or H's.

- X's indicate that the bar is *discrete*. The bar appears as a single bar in the report because, based on the row search conditions assigned to the bar, *CentreVu* CMS finds only one value.
- V's indicate that the bar is repeated *vertically* in the report. The bar appears as a series of bars, one over the other, because, based on the row search conditions assigned to the bar, *CentreVu* CMS finds multiple values.
- H's indicate that the bar is repeated *horizontally* in the report. The bar appears as a series of bars, side by side, because, based on the row search conditions assigned to the bar, *CentreVu* CMS finds multiple values.

See the “Assign a Row Search ID to Report Field(s) and Bar(s)” section in this chapter for illustrations of discrete and repeated bars.

---

## Step 1: Define the Position and Length of a Bar

- 1a. On the Screen Painter, position the cursor where you want a bar to begin, and select the Bar action list option. → *The cursor returns to its original position, and the following message appears: Move cursor to define opposite corner of bar and press RETURN.*
- 1b. Move the cursor using the arrow keys to define the length and width of the bar, and press **Return**. → *A question mark (?) appears in the upper left corner of the bar. The question mark indicates that you have not yet assigned a Row Search ID to the bar.*
- The Bar window also appears.*

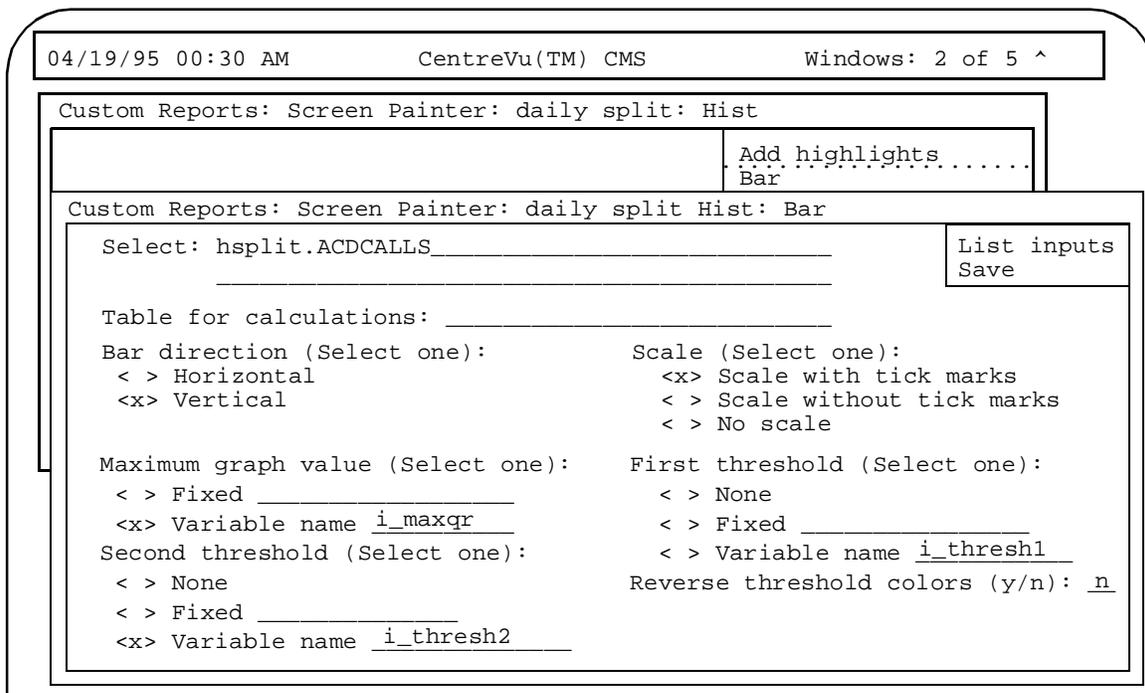


Figure 4-8: The Bar Window (with Sample Input)

## Step 2: Define the Bar's Data Expression

Enter a data expression in the `Select` field to tell *CentreVu* CMS two things:

- What table column(s) should supply data to the bar
- How to manipulate that data.

The rules for this `Select` field are identical to those of the `Select` field for the Field window. However, the following types of database items do not make sense for bars:

- Identifiers (for example, SPLIT, VDN, LOGID, and so on)
- Current state data (for example, WORKMODE, or DURATION)
- Constants (unless they are part of a calculation).

Also, if a bar's expression is a database item that stores a number of seconds, the bar normally shows time as seconds. However, you can make the bar represent minutes by dividing the database item by 60.

In addition, to complete your definition of bar data, you must, as for field data, define row search conditions for the bar(s). This includes whether a bar you define will be repeated to display multiple bars for multiple values. See the "Defining the Rows of Data for a Report" section in this chapter.

### Step 3: Define the Table(s) for Calculation Names

---

Enter a table name in the `Table for calculations` field **only** if you entered a calculation name in the `Select` field. The table name tells *CentreVu* CMS in what table to look for the database items in the calculation.



The `Table for calculations` field is necessary when using calculation names because you **cannot** append a table name to a calculation name in the `Select` field.

## Step 4: Define the Bar Direction

---

Enter an **x** in the `Bar direction` list to select either a horizontal or vertical format for the bar. `Vertical` means the bar's length is oriented up and down. `Horizontal` means the bar's length is oriented left and right.

## Step 5: Define the Bar Scale

Enter an **x** to select an option in the `Scale` list.

- **Scale with tick marks**

The scale appears in the report as a line, segmented by evenly spaced marks (see Figure 4-9). For a vertical scale, a tick mark appears for each vertical character space. For a horizontal scale, a tick mark appears at every fifth horizontal character space.

- **Scale without tick marks**

The scale automatically appears in the report as a line parallel to the bar (see Figure 4-9). The line will be a fixed length equal to the maximum length of the bar. In this way, the end of the scale always represents the maximum graph value you define.

- **No scale**

The bar does not have a scale (see Figure 4-9). You may want this option if the scale defined for another bar applies to the bar you are currently defining. For example, in Figure 4-9, the scale for the `ACD Calls` bar could apply to the `Abandons` bar.

A scale defined for one bar appears in correct relation to other bars only if the following are true:

- All bars are parallel, have the same maximum length, and have the same starting points.
- All bars have the same maximum graph value.
- All bars display the same units (number of calls, averages, percentages, number of seconds, and so on).



**Do not** enter any text or fields in the column immediately to the left of a vertical bar. And, **do not** enter any text or fields in the row immediately above a horizontal bar.

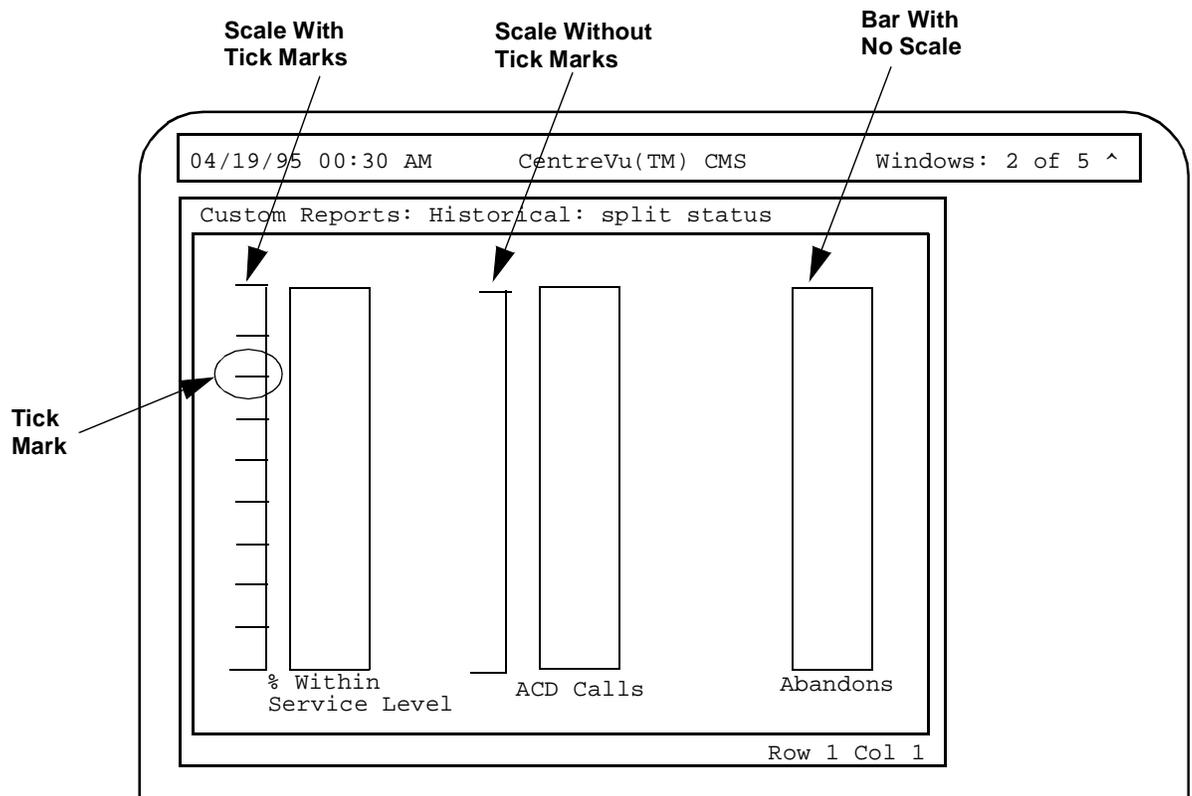


Figure 4-9: Bars — With and Without Scales

## Step 6: Define the Maximum Graph Value

Enter an **x** in the **Maximum Graph Value** list to select either a fixed or variable maximum graph value. The maximum graph value is the value that the bar represents when the bar is at its maximum length or height (see Figure 4-10). The value must always be a whole number or decimal.

If you select **Fixed**, you must also enter, in the accompanying field, the value the bar should represent when the bar is at its maximum length or height.

If you select **Variable name**, you must also enter, in the accompanying field, a variable name that references a report input field. Thus, selecting **Variable name** allows the user to enter a maximum graph value for the bar when ordering the report. The variable name you enter must be identical to a variable name defined in the Define Input window.

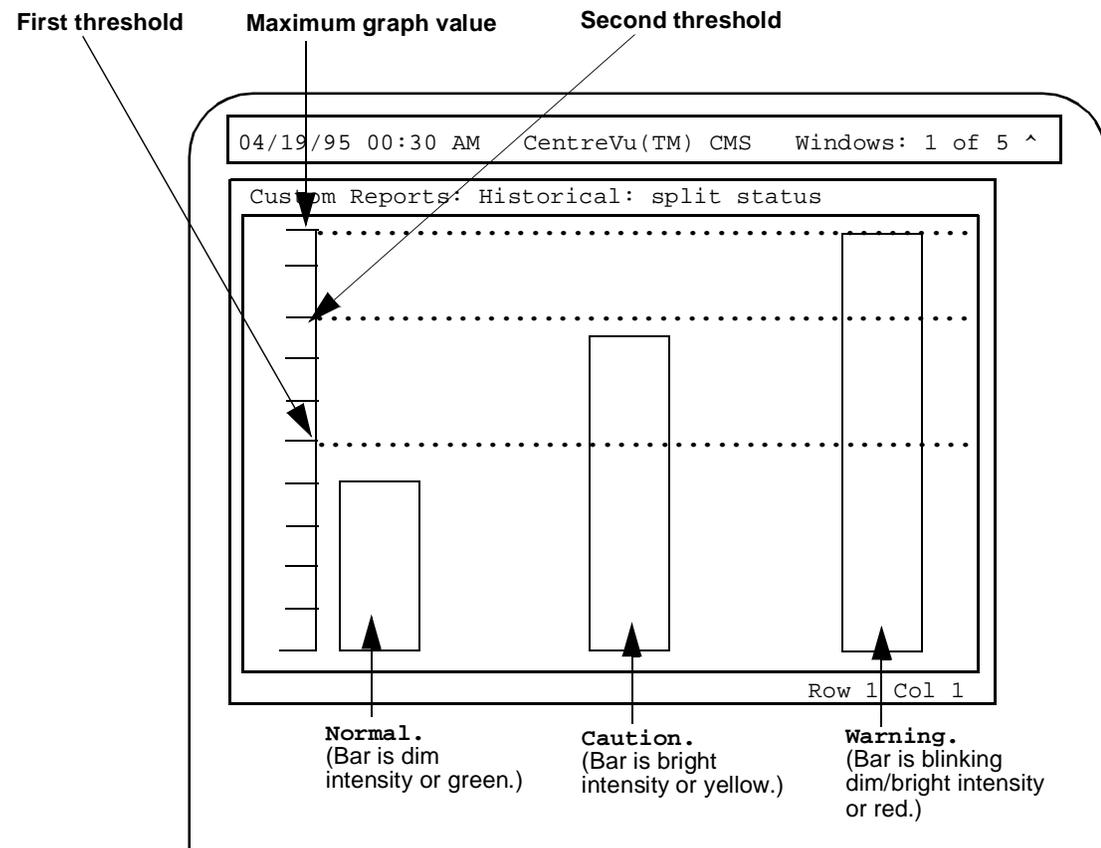


Figure 4-10: Bar Graph Thresholds

## Step 7: Define the First Threshold

Enter an **x** in the `First threshold` list to select a fixed threshold, variable threshold, or no threshold. The first threshold identifies the point at or above which the bar changes color — normally to indicate a caution condition (see Figure 4-10). The first threshold should have the lower value of the two thresholds. The value must always be a whole number or decimal.

If you select `None`, the bar does not have a first threshold at which the bar changes color.

If you select `Fixed`, you must also enter, in the accompanying field, the value at or above which the bar changes color.

If you select `Variable name`, you must also enter, in the accompanying field, a variable name. The variable name, which references a report input field, allows the user to enter a first threshold value for the bar when ordering the report. The variable name you enter must be identical to the variable name you assign to a report input field (see “Defining Fields for the Report Input Window” in this chapter).

## Step 8: Define the Second Threshold

Enter an **x** in the `Second threshold` list to select a fixed threshold, variable threshold, or no threshold. The second threshold identifies the point at or above which the bar changes color — normally to indicate a warning condition (see Figure 4-10). The second threshold should have the higher value of the two thresholds. The value must always be a whole number or decimal.

If you select `None`, the bar does not have a second threshold at which the bar changes color.

If you select `Fixed`, you must also enter, in the accompanying field, the value at or above which the bar changes color.

If you select `Variable name`, you must also enter a variable name in the accompanying field. The variable name, which references a report input field, allows the user to enter a maximum graph value for the bar when ordering the report. The variable name you enter must be identical to the variable name you assign to a report input field (see the “Defining Fields for the Report Input Window” section in this chapter).

## Step 9: Select Normal or Reversed Thresholds

Enter a **y** or **n** to select reversed threshold colors or normal threshold colors. **n** means the bar changes to a caution color at the first threshold and change to a warning color at the second threshold.

Enter **y** if you want to reverse the meanings of the thresholds. With meanings reversed, the bar is a normal color when it is **above** the second threshold. The bar changes to a caution color when the bar is at or below the second threshold but is above the first threshold. The bar changes to a warning color when the bar is at or below the first threshold.

Reversed colors would be appropriate for a bar that represents the percentage of calls answered within service level (see Figure 4-11). In this case, you would want the bar to be a normal color when the percentage is high, a caution color when the percentage goes down, and a warning color when the percentage is very low.

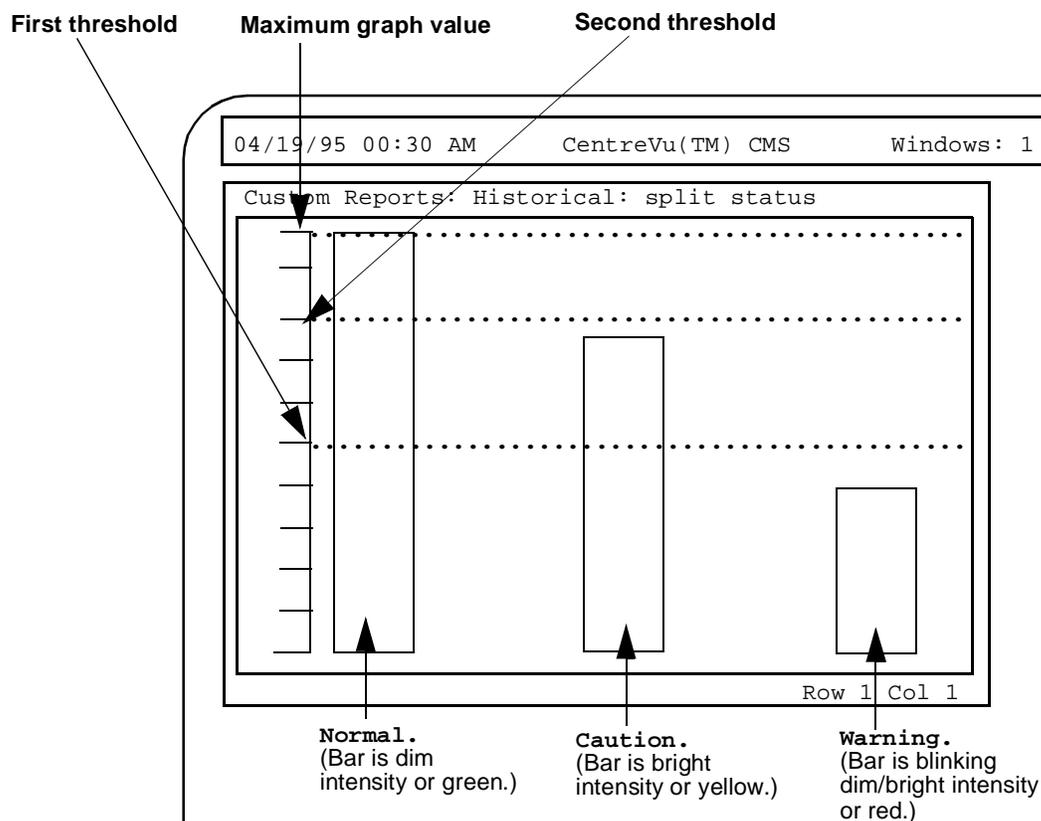


Figure 4-11: Reversed Bar Graph Thresholds

## Step 10: Save the Bar Definition

Select the `Save` action list option. → *The Bar window disappears, and Successful appears in the Screen Painter status line to indicate the bar definition has been added.*

To define additional bars, repeat steps 1 through 10.

**Note** You must assign a Row Search ID to the bar before your field definition is complete. When you do, the question mark (?) changes to that ID number. See the “Defining the Rows of Data for a Report” section in this chapter.

**Note** If a bar will be a repeated bar (as defined with the Row Search window), you cannot define any other bars in the direction that the bar will repeat. That is, if the bar will be repeated vertically, no other bars (or text or fields) can appear directly below the bar. If the bar will be repeated horizontally, no other bars (or text or fields) can appear directly to the right of the bar.

## Changing a Bar Definition

1. On the Screen Painter, place the cursor on the bar you want to change, and select `Bar`. → *The cursor returns to the bar and rests on the lower right corner of the bar. The following message appears on the Screen Painter status line: Move cursor to define opposite corner of bar and press RETURN.*
2. If desired, move the cursor using the arrow keys to either make the bar bigger or smaller, and press `Return`. → *The Bar window appears.*
3. Overtyping any data in fields you want to change, and select `Save`. → *The Bar window disappears, Successful appears in the Screen Painter status line, and the cursor returns to the bar you just changed.*

---

## Defining the Rows of Data for a Report

To complete the definition of a report's fields/bars, you must define the rows of the table(s) that supply data to the fields/bars. To do this, you must:

- Using the Row Search window (Figure 4-12), define the criteria needed to find the appropriate rows of data. Each set of criteria is stored by row search ID.
- Assign the row search ID(s) to the appropriate fields/bars.

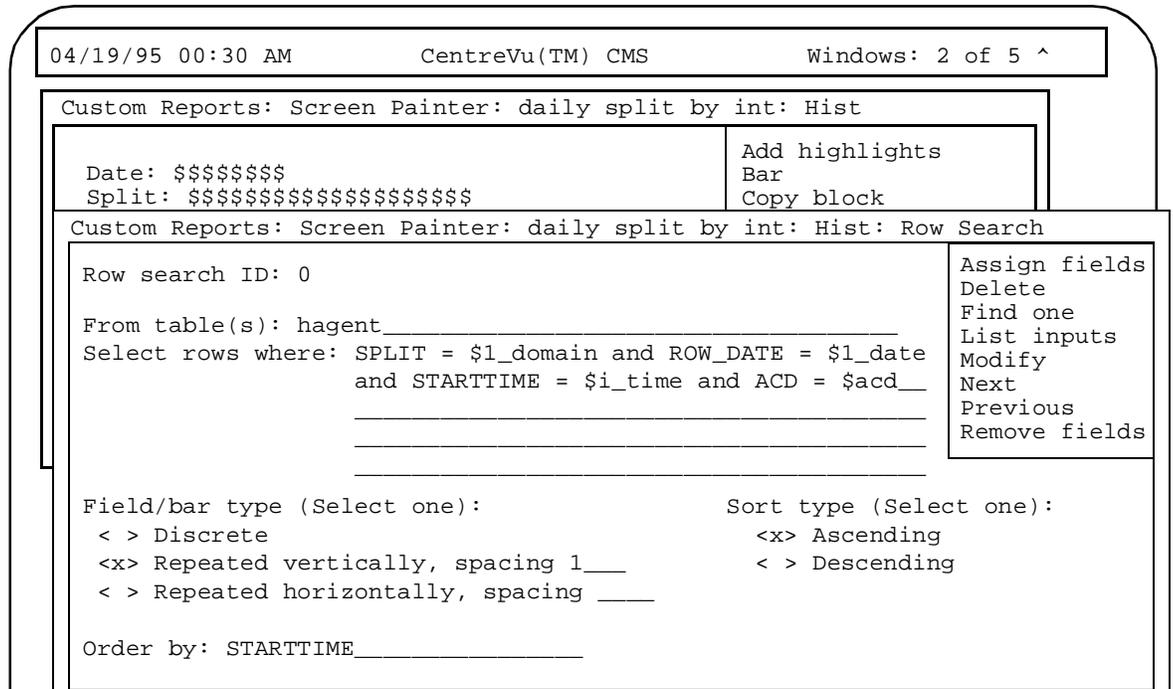
Row search criteria are values for either **database items** or **calculations**. In most cases, your criteria will specify variable names rather than specific values for the database items or calculations. These variable names allow *CentreVu* CMS to use the values entered in the Report Input window as its row search criteria. From the rows *CentreVu* CMS finds, report data is retrieved for the report fields. See “How *CentreVu* CMS Stores and Retrieves Data” in Chapter 1 for a description of this process.

**Note** If you copy the design of an existing report, the row search criteria and input fields (as defined in the Define Input window) are copied. If you then delete or change a variable name in the Row Search window, you must delete or change that variable name in the Define Input window.

The task of defining the rows of data for report fields/bars is described in the following pages.

## Step 1: Access the Row Search Window

On the Screen Painter, select the Row search action list option. → *The Row Search window appears.*



**Figure 4-12: The Row Search Window**

## Step 2: List the Report Input Variables

- 2a.** Select the `List inputs` action list option to see the variable names previously defined on the Define Input window. → *The List Inputs window appears.*
- 2b.** Print the window's contents via the `Commands` SLK and `Print window` option.
- 2c.** Press `Exit` to return to the Row Search window. → *The List Inputs window disappears and the cursor returns to the Row Search window.*

**Note** If you defined report input fields in the Define Input window (or you copied a report design that has report input fields), your row search criteria use the variable names for those input fields.

Conversely, to use a variable name in your row search criteria, an input field with that variable name must first be defined in the Define Input window.

### Step 3: Select a Row Search ID

Enter a number from 0 to 9 in the `Row search ID` field. The ID identifies the set (or one of the sets) of row search conditions you are using in the report. Thus, for a single report, you can use ten different sets of conditions to select rows of data.

You can create a new set of conditions from scratch or use `Find one` with the `Next/Previous` actions to view and/or change an existing set of conditions. (If you have already assigned row search conditions to a field/bar on the Screen Painter, the row search ID appears as the first character in that field/bar.)

**Note**

If you are going to use multiple tables, at least one “join” clause must appear in the Row Search ID assigned to the field.

A “join” clause makes the values that *CentreVu* CMS searches on the same in both tables. Therefore, the data extracted from the rows in both tables is related.

A “join” clause has the following format:

```
tablename1.item1 = tablename2.item1
```

Where `item1` is a database item that the tables have in common.

## Step 4: Select Tables

In the `From table(s)` field, enter the name(s) of the table(s) whose rows supply data. Use a comma to separate multiple table names.

Example:

`From table(s): hagent,dagent_____`

If you are going to assign this row search ID to a particular report field/bar, the name(s) in the `From table(s)` field must include the table name(s) that you assigned to the report field.

**Note** If a report field merges data from two tables, you must include both table names in this field. See “Selecting Rows from More Than One Table” in Chapter 6 of this manual.

The *CentreVu* CMS database table names are

**Table 4-6: 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 4-7: Historical Table Names**

| <b>Name</b> | <b>Data Stored</b>                            |
|-------------|-----------------------------------------------|
| 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 4-7: 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.               |

See Appendix A, "Database Items and Calculations", for a description of these tables and the database items they contain.

## Step 5: Select Rows in the Table(s)

In the `Select rows where:` field, enter a selection criteria statement to tell *CentreVu* CMS how to select data from the table. The statement specifies value(s) for one or more database items or calculations.

**Note**

To ensure a reasonable run time for your report, the database items you specify in the `Select rows where:` field should include index items. For a historical report, you should especially include a “where” clause with the `ROW_DATE` database item. If your row search is based on items that are **not** indexes, your report may take a very long time to run. To check that your row search items are indexes, see the appropriate table listing in Appendix A, “Database Items and Calculations”.

**Note**

Your row search criteria **must always** include the selection of an ACD. See “Where” Clause for Selecting Rows from an ACD” later in this section.

## Basic “Where” Clause

A basic clause has the following format:

**Expression Relational Operator Value**

The **Expression** can be a database item or calculation. The **Value** is a whole number. Relational operators available for a “where” clause are as follows:

|           |                          |
|-----------|--------------------------|
| =         | Equal to                 |
| < > or != | Not equal to             |
| >         | Greater than             |
| >=        | Greater than or equal to |
| <         | Less than                |
| <=        | Less than or equal to    |

**Note**

**Do not** try to enter calculation names. They do not work in the `Select rows where` field.

**Note**

**Remember** — standard database items consist of upper-case letters only.

As an example of a basic “where” clause, say that you are creating a real-time report using data from the Current Interval Split table. Also say that you defined three report fields for the report:

Split: (the SPLIT database item)

ACD Calls: (the ACDCALLS database item)

Average Talk Time: (the calculation  $ACDTIME/ACDCALLS$ )

Your “where” clause might be:

**Select rows where: SPLIT = 5**

When you run the report, *CentreVu* CMS finds the row in the table (Figure 4-13) for Split 5 and fills in the report fields with data from that row (in bold in the figure).



**Figure 4-13: Sample Current Interval Split Table**

Thus, the report fields show the following data:

Split: 5

ACD Calls: 451

Average Talk Time: 61 (the result of **27635/451**)



This example of row search criteria would also include the selection of an ACD. See “Where” Clause for Selecting Rows from an ACD” later in this section.

## “Where” Clause with Variable

The previous examples create **hardcoded** row search conditions. That is, when you run the report, *CentreVu* CMS always searches for the values you entered in the “where” clause. However, instead of a hardcoded value, you can enter a variable name in a clause. A **variable name** tells *CentreVu* CMS to search for whatever value(s) you or another user choose when you run the report. You must define a variable on the Define Input window before using it in a “where” clause. The variable name then links a report input field to the “where” clause that uses the value(s) entered.

**Note**

To see the variable names you previously defined on the Define Input window, select the `List inputs` action list option. See “Step 2: List the Report Input Variables.”

In a clause with a variable name, you must always enter a dollar sign (\$) in front of the variable. The format is as follows:

**Expression Relational Operator \$variable**

As with a basic “where” clause, the **Expression** can be a database item or calculation. The relational operators available are the same as those available for a basic “where” clause.

Look at the following “where” clause:

**Select rows where: SPLIT = \$splitvar**

This “where” clause tells *CentreVu* CMS to search for rows with the Split value the user enters when ordering the report. The example clause presupposes that the variable name, “splitvar,” has been defined on the Define Input window.

## Multiple “Where” Clauses

To put two or more clauses in a statement, use **and** or **or**. Use **and** to define two or more clauses where *CentreVu* CMS finds only rows that meet all conditions. For example, the following statement searches for rows where splits had an average speed of answer greater than 30 seconds **and** abandons greater than 100.

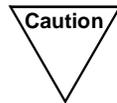
**Select rows where: ANSTIME/ACDCALLS > 30 and ABANDONS > 100**

Use **or** to define two conditions where *CentreVu* CMS finds rows that meet either condition but not necessarily both. For example, the following statement searches for rows where splits had too many abandoned calls or too many extension-out calls.

**Select rows where: ABANDONS>15 or AUXOUTCALLS+ACWOUTCALLS>7**

### “Where” Clause with a Range/List Variable

If a variable name, as defined in the Define Input window, has been assigned the Range/list option, your “where” clause **must** use the equals sign (=) with the variable name. In addition, if a variable name has the Range/list option, the “where” clause for that variable name should appear in the `Select rows where` field before any “where” clause that does not have a Range/list variable.



If a variable name has the Range/list option and the “where” clause for that variable name appears in the `Select rows where` field after a “where” clause that does not have a Range/list variable, the report will not show accurate data when you run it.

### “Where” Clause for Selecting Rows from an ACD

In your “where” statement, you must always include a clause to select the ACD. If you always want a report to find data for the user's current ACD, append `and ACD = $acd` to the “where” statement, as shown in the following example:

```
Select rows where: SPLIT = $splitvar and ROW_DATE  
= $datevar and ACD = $acd
```

If you use the variable name `acd`, you do not need to define the variable in the Define Input window. *CentreVu* CMS always understands ACD to be the current ACD. However, if you wish, you can define a different variable name for the `ACD` database item so the user can specify the desired ACD(s) when ordering the report. You can also hardcode the ACD in a “where” clause, as in the following example.

```
Select rows where: ACD = 1
```

### “Where” Clause for Excluding Rows of Data

If you want to **exclude** Split 5 from the report, but include all other splits, you might enter a “where” clause as follows:

```
Select rows where: SPLIT != 5
```

or

```
Select rows where: SPLIT <> 5
```

## Step 6: Select a Field/Bar Type

Enter an **x** to select one of the following field/bar types.

### Discrete

Select the `Discrete` type if *CentreVu* CMS will find only one value for each report field/bar to which you are assigning this Row Search ID. *CentreVu* CMS will find only one value if the field/bar is an aggregate function (SUM, AVG, MIN, or MAX), or if **both** of the following conditions are true:

- You enter a “where” statement that is so specific that *CentreVu* CMS finds only one row.
- On the Define Input window, you select **n** for Range/list for any variables used in the “where” statement. For example, if you select the Daily Split (`dsplit`) table and enter the following “where” statement:

```
Select rows where: ROW_DATE = $datevar and SPLIT =
$splitvar and ACD = $acd
```

**and** you select **n** for Range/list for both the `splitvar` and `datevar` variables, *CentreVu* CMS will find a single row containing the date and split the user enters when ordering the report.

#### Note

If you are assigning the row search ID only to fields and bars that contain aggregate functions (sum, max, min, or avg), you will normally select the `Discrete` type. See “Repeating Aggregate Function Values” in Chapter 6 of this manual.

### Repeated vertically

Select `Repeated vertically` to display a column of multiple field values or a vertical series of bars, one for each value.

If you select `Repeated vertically`, you must also enter a number in the `Spacing` field. This number tells *CentreVu* CMS how many lines to go down to display each value. **1** means to display a value on every line. **2** means to display a value on every other line.

### Repeated horizontally

Select `Repeated horizontally` to display multiple field values in row format or a horizontal series of bars, one for each value.

If you select `Repeated horizontally`, you must also enter a number in the `Spacing` field. This number tells *CentreVu* CMS how many characters to move horizontally from the **beginning** of one value to the beginning of the next. This means that the spacing you enter must include the blank spaces between fields/bars **and** the width of a field/bar. For example, if a field/bar is four characters wide and you enter `8` in the `Spacing` field, *CentreVu* CMS displays each value with four blank characters in between.

Repeated values, whether repeated horizontally or vertically, apply only if *CentreVu* CMS finds multiple values for the report field(s).

*CentreVu* CMS finds multiple values if **one** of the following conditions exists:

- Your “where” statement specifies one or more ranges of values.
- On the Define Input window, you entered `y` for Range/list for at least one variable.
- Your “where” statement is general enough to select multiple rows.

One example of a general “where” statement for the `dsplit` table would be:

```
Select rows where: ROW_DATE = $datevar and ACD = $acd
```

Since no split values are specified, *CentreVu* CMS will display, for a user-specified date, a value for every split in the ACD.

If, based on your “where” statement and Define Input entries, *CentreVu* CMS finds multiple values, but you select `Discrete`, the report displays only the first value *CentreVu* CMS finds for each report field.



If you select `Repeated vertically`, you cannot define any fields directly under a repeated field. If you select `Repeated horizontally`, you cannot define any fields directly to the right of a repeated field. Also, the report displays horizontally repeated values only up to the maximum width (132 columns) of a report. *CentreVu* CMS drops any additional values that would have extended beyond the maximum report width.

## Step 7: Select a Sort Type

Enter an **x** to select either ascending or descending order for values of the database item(s) in the `Order by` field. Ascending order means *CentreVu* CMS displays data from the lowest to the highest values. Descending order means *CentreVu* CMS displays data from the highest to the lowest values.

Continuing with the previous example, if the `Order by` database item is `ROW_DATE` and you choose a descending order, the data will be listed as shown below.

| DATE     | SPLIT | ACDCALLS |
|----------|-------|----------|
| 10/12/92 | 1     | 7        |
| 10/12/92 | 2     | 6        |
| 10/12/92 | 3     | 5        |
| 10/11/92 | 1     | 25       |
| 10/11/92 | 2     | 50       |
| 10/11/92 | 3     | 41       |
| 10/10/92 | 1     | 40       |
| 10/10/92 | 2     | 36       |
| 10/10/92 | 3     | 30       |

**Figure 4-14: Sample of Data Ordered by Date in Descending Order**

For dates and times, lowest values are those dates/times farthest in the past.

## Step 8: Select a Sort Order for Data

Enter a database item (with its table name) in the `Order by` field to specify how multi-row data should be sequenced in the report. *CentreVu* CMS orders the rows of data by the values for the database item. For example, you might enter `dsplit.ROW_DATE` in the `Order by` field. *CentreVu* CMS would then display data by date, as in the following report.

| DATE     | SPLIT | ACDCALLS |
|----------|-------|----------|
| 10/10/92 | 1     | 40       |
| 10/10/92 | 2     | 36       |
| 10/10/92 | 3     | 30       |
| 10/11/92 | 1     | 25       |
| 10/11/92 | 2     | 50       |
| 10/11/92 | 3     | 41       |
| 10/12/92 | 1     | 7        |
| 10/12/92 | 2     | 6        |
| 10/12/92 | 3     | 5        |

**Figure 4-15: Sample of Data Ordered by Date in Ascending Order**

If, on the other hand, you enter `dsplit.SPLIT` in the `Order by` field, *CentreVu* CMS displays data by split, as shown in the following report.

| DATE     | SPLIT | ACDCALLS |
|----------|-------|----------|
| 10/10/92 | 1     | 40       |
| 10/11/92 | 1     | 25       |
| 10/12/92 | 1     | 7        |
| 10/10/92 | 2     | 36       |
| 10/11/92 | 2     | 50       |
| 10/12/92 | 2     | 6        |
| 10/10/92 | 3     | 30       |
| 10/11/92 | 3     | 41       |
| 10/12/92 | 3     | 5        |

**Figure 4-16: Sample of Data Ordered by Split**

If you leave the `Order by` field blank, *CentreVu* CMS displays data in the report using the same sequence *CentreVu* CMS uses to store the data in the table.

**For historical reports only**, you can enter more than one database item in the `Order by` field. The database items must be separated by commas. The effect of more than one sorting database item is that data will be ordered first by values found for the first sorting database item, then sorted by values for the second sorting database item, and so on.

For example, `Order by: dsplit.SPLIT,dsplit.ACDCALLS` would cause the data shown in the previous illustration to be ordered as follows:

| DATE     | SPLIT | ACDCALLS |
|----------|-------|----------|
| 10/12/92 | 1     | 7        |
| 10/11/92 | 1     | 25       |
| 10/10/92 | 1     | 40       |
| 10/12/92 | 2     | 6        |
| 10/11/92 | 2     | 36       |
| 10/10/92 | 2     | 50       |
| 10/12/92 | 3     | 5        |
| 10/11/92 | 3     | 30       |
| 10/10/92 | 3     | 41       |

**Figure 4-17: Sample of Data Ordered by Split and ACD Calls**

Notice that the data is first sorted by split number, then by the number of ACD calls. As a result, the dates appear totally out of sequence.

## Step 9: Save Your Row Search Conditions

Select the `Modify` action list option. → *Successful appears in the window's status line to indicate the Row Search conditions have been added.*

After you have successfully saved your row search conditions, you can then assign the row search ID to report fields/bars.

## Assign a Row Search ID to Report Field(s) and Bar(s)

To complete the definition of data for a field or bar, you must assign a row search ID to the field/bar. Use the following steps to do this.

**Note**

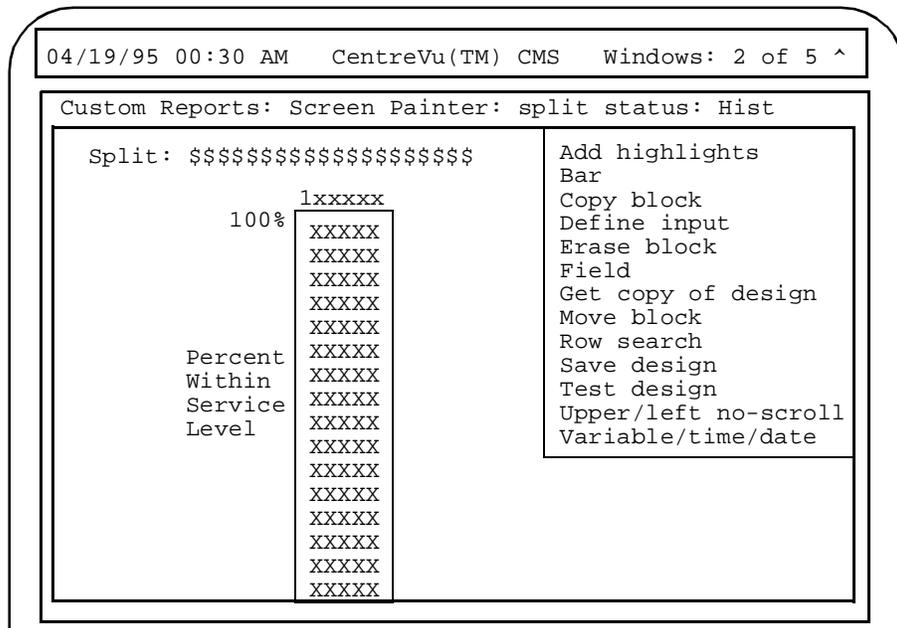
If a field already has an assigned row search ID (for example, a field that is part of a design you have copied), you must first **remove** the existing row search ID assignment. See “Changing the Row Search-Field Assignment(s)” later in this section.

1. On the Screen Painter, place the cursor on a field to which you want to assign a row search ID. To assign a row search ID to several fields at one time, place the cursor in a position from which you can define an appropriate block.
2. Select the `Row search` action list option. → *The Row Search window appears.*
3. Enter the desired row search ID and select the `Find one` action list option. → *The row search conditions for the ID appear.*
4. Select the `Assign fields` action list option. → *The Row Search window disappears, the cursor moves to its original position*  
Move cursor to define a block and press `RETURN` *appears on the status line.*
5. Move the cursor using the `Tab`, `Shift Tab`, or arrow keys. If the block you define contains one or more characters of a field/bar, *CentreVu CMS* assigns the row search ID to that field/bar. → *The cursor defines a block on your terminal in inverse video (or color).*

6. Press **Return**.

→ *The ? in each field/bar changes to the row search ID to indicate the row search conditions have been assigned. Additional characters fill the field or bar as shown in the following illustrations.*

If your row search conditions specify discrete fields/bars, assigned fields appear with lowercase x's and assigned bars appear with uppercase X's (see Figure 4-18).



**Figure 4-18: Sample Discrete Field and Bar Design**

A report with the design in Figure 4-18 might appear as shown in Figure 4-19.





A report with the design in Figure 4-22 might appear as shown in Figure 4-23.

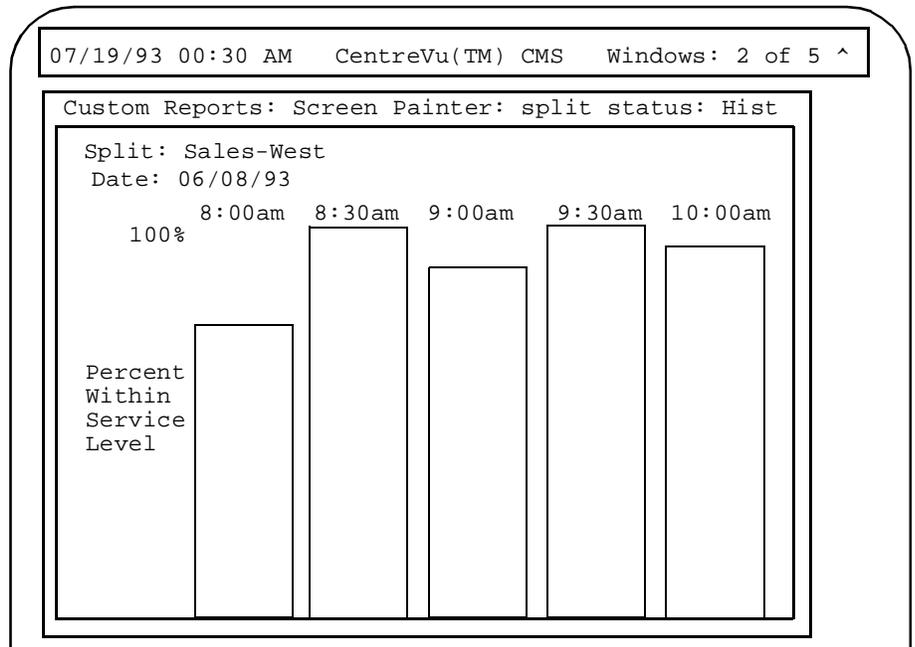


Figure 4-23: Sample Report with Horizontally Repeated Field and Bar

## Changing Row Search Conditions

1. On the Screen Painter, select the `Row search` action list option. → *The Row Search window appears.*
2. Enter a number from 0 to 9 in the `Row Search ID` field, and select the `Find one` action list option. → *The row search conditions for the ID appear.*



For a `Find one` search, only your entry in the `Row search ID` field counts. *CentreVu* CMS ignores the other fields.

3. Change data in any field(s), and select the `Modify` action list option. → *Successful* appears in the window's status line to indicate the row search conditions have been changed.

The changes apply to any fields to which you had previously assigned the `Row Search ID`.

## Changing the Row Search-Field Assignment(s)

To change the row search ID assigned to a particular field, you must first disassociate the field from the row search ID. You do this using the `Remove fields` action list option.

1. On the Screen Painter, place the cursor on a field/bar from which you want to disassociate the row search ID. To disassociate a row search ID from several fields/bars at one time, place the cursor in a position from which you can define a block that includes all appropriate fields/bars.
2. Select the `Row search` action list option. → *The Row Search window appears.*
3. Enter the desired row search ID and select the `Find one` action list option. → *The row search conditions for the ID appear.*
4. Select the `Remove fields` action list option. → *The Row Search window disappears, the cursor moves to its original position on the Screen Painter, and `Move cursor to define a block` and press `RETURN` appears on the status line.*
5. Move the cursor using the `Tab`, `Shift Tab`, or arrow keys. The block you define should contain all characters of each field/bar from which you are disconnecting the row search ID. → *The cursor defines a block on your terminal in inverse video (or color).*
6. Press `Return`. → *The row search ID in each field/bar is replaced by a question mark ? to indicate the row search conditions have been disconnected.*
7. Assign a new row search ID to the fields/bars.

---

## Defining Fields to Show Run Time/Date and User Inputs

The time or date when a report is run is not stored in any database table. Instead, *CentreVu* CMS simply recognizes when it has finished processing the report, and if requested, displays this information on the report. Similarly, *CentreVu* CMS knows what your current ACD is when you order the report and can display the current ACD name or number on the report.

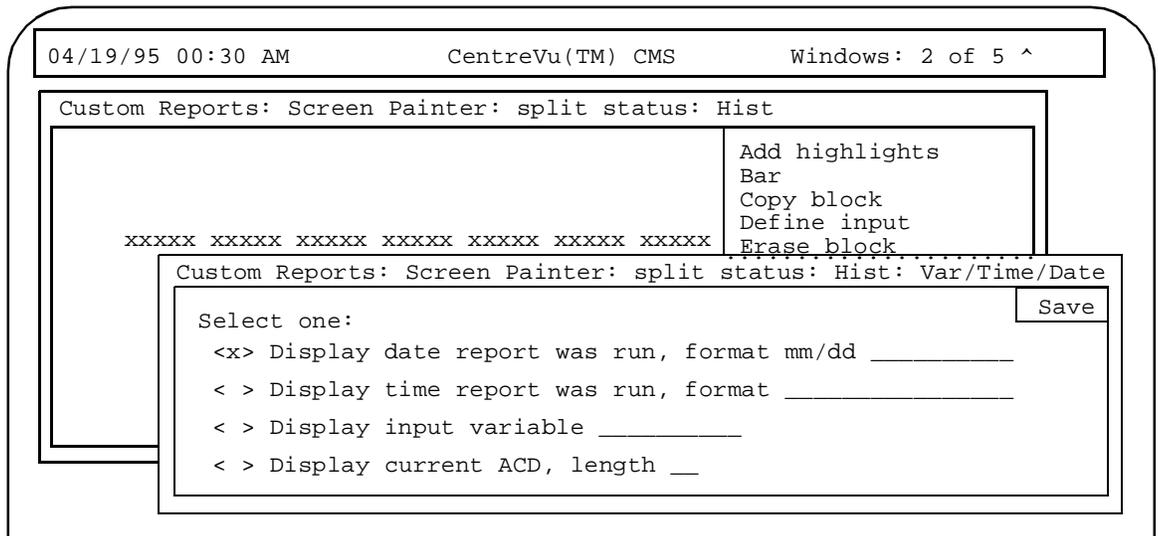
To display the report's run-time, run-date, or the current ACD when you ordered the report, you must define a field using the Var/Time/Date window (Figure 4-24). The Var/Time/Date window also allows you to define fields that mirror your entries in the Report Input window. That is, *CentreVu* CMS simply takes the values you enter for an input variable (as defined in the Define Input window) and displays those values on the report.

To define a field with one of these types of information, use the following steps.

## Step 1: Access the Var/Time/Date Window

On the Screen Painter, place the cursor where the left end of the field should appear, and select Variable/time/date.

→ *The Var/Time/Date window appears.*



**Figure 4-24: The Var/Time/Date Window**

## Step 2: Define the Display Type and Format

**Note** You are given flexibility in defining the appearance of the date and time fields; however, only text matching the defined formats is converted into their equivalents. Any other text is simply displayed as entered.

- 2a.** Enter an **x** to select a display type. You must also complete the associated field.

The display options are:

**date** Select this option to display the date you ran the report.  
**report** You must also specify a date format with appropriate  
**was run** punctuation in the associated field. You can enter any of the following formats or combination of formats:

**Table 4-8: Date Formats**

|             |                                             |
|-------------|---------------------------------------------|
| <b>mm</b>   | The numerical month.                        |
| <b>MMM</b>  | The month represented by three letters.     |
| <b>yy</b>   | The year as two digits.                     |
| <b>yyyy</b> | The year as four digits.                    |
| <b>dd</b>   | The numerical day of the month.             |
| <b>jjj</b>  | The day of the year in the Julian calendar. |
| <b>www</b>  | The day of the week as three letters.       |

An example of combined formats would be the standard date format **mm/dd/yy**. Or, you could enter just the day and month **mm/dd**.

**time  
report  
was run** Select this option to display the time you ran the report. You must also enter a time format with the appropriate punctuation.

You can use any of the following formats:

**Table 4-9: Time Formats**

|                                           |                                                                                          |
|-------------------------------------------|------------------------------------------------------------------------------------------|
| <b>HH</b>                                 | The hour only, in military time (24-hour clock).                                         |
| <b>hh</b>                                 | The hour only, according to a 12-hour clock.                                             |
| <b>mm</b>                                 | The number of minutes after the hour only.                                               |
| <b>ss</b>                                 | The number of seconds into the minute.                                                   |
| <b>HH:mm:ss</b><br>or<br><b>HH:mm</b>     | Military time, either to the second or to the minute.                                    |
| <b>hh:mm:ssam</b><br>or<br><b>hh:mmam</b> | 12-hour clock time, with AM or PM attached, either up to the second or up to the minute. |

**2b.** Verify that the format of your date and time entries are acceptable by accessing the help screen for both the date and time fields.

**input  
variable** Select `input variable` to display data exactly as it is entered in one of the fields on the Report Input window. You must also enter, in the associated field, the variable name assigned to the report input field (on the Define Input window).

**current  
ACD** Select `current ACD` to display the number or name of the ACD that was current when you ordered the report. You must also enter, in the associated field, the number of characters, 1 to 20, that the ACD field should have. If you have defined names in the Dictionary subsystem for your ACD(s), then you may want to enter `20`, since this is the maximum length for Dictionary names.

### Step 3: Save the Var/Date/Time Field

Select **Save.** → *The Var/Time/Date window disappears. CentreVu CMS marks the field in one of the following ways:*

*For a **date**, the format you defined is displayed (for example, **mm/dd/yy**).*

*For a **time**, the format you defined is displayed (for example, **hh:mmam**).*

*For an **input variable**, a string of dollar signs (\$\$\$) is displayed, with the number of dollar signs equaling the field length you assigned to the variable's input field on the Define Input window.*

*For **current ACD**, a string of dollar signs (\$\$\$) is displayed, with the number of dollar signs equaling the length you specified in the Var/Date/Time window.*

Repeat Steps 1 through 3 for each field you want to define.

---

## Saving Your Work

To save everything you have done so far, select `Save design` from the Screen Painter. If you have failed to define any fields in any way, an error message will inform you of this. You must go back and correct any errors before saving.



---

# Highlighting Fields

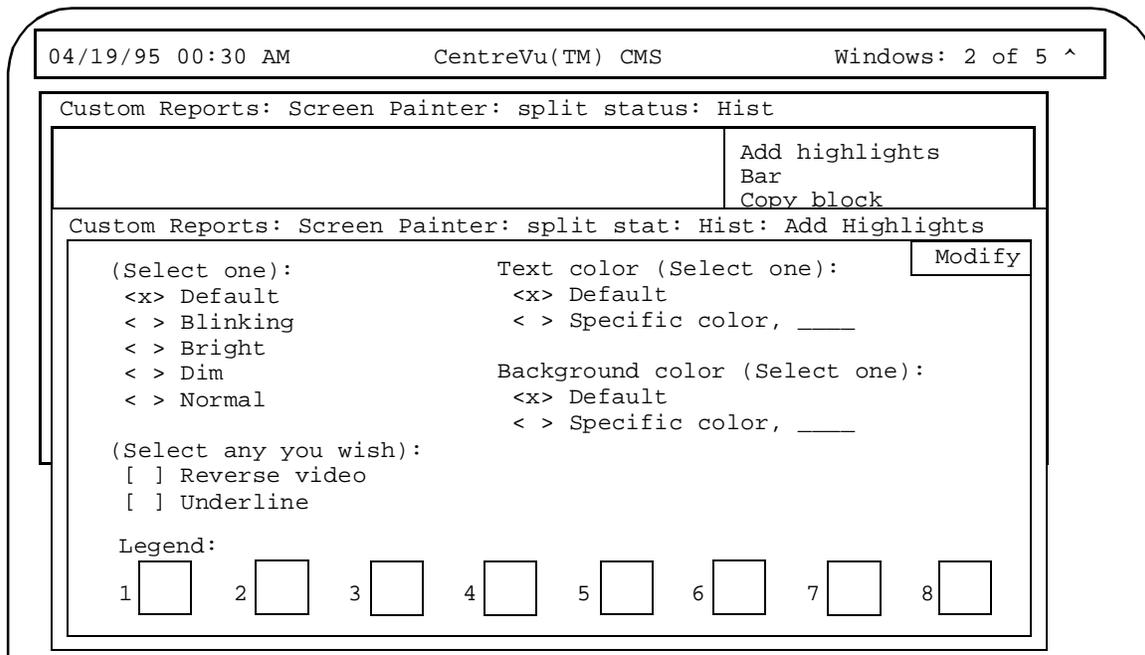
For each individual *CentreVu*™ Call Management System (*CentreVu* CMS) custom report, you can administer how the screen displays the colors and brightness levels of the text, data and background. You can also administer color, brightness level, reverse video, and underlining to emphasize individual fields and text in the report.



You **cannot** change the way bars are displayed with the procedure that follows. However, you **can** change the bars' threshold colors via the **Commands** SLK and the **Options: Color** submenu selection.

To change the way the screen displays fields and text in your report, do the following steps:

1. On the Screen Painter, place the cursor in a position where you want one corner of a block to be, and select **Add highlights**. → *The cursor returns to its original position, and the following message appears on the status line: Move cursor to define opposite corner of block, press RETURN.*
2. Move the cursor to a position where you want the opposite corner of the block to be. The block should include all field text you want to highlight. → *The block you are defining becomes highlighted.*
3. Press **Return**. → *The Add Highlights window appears.*



**Figure 5-1: The Add Highlights Window**

4. Select the highlighting options you want. The highlighting options are:

Select one:

- **Default** Reflects the text and background settings administered for this terminal.
- **Blinking** Causes the text/data in the defined area to blink (continuous alternation between dim and normal brightness or foreground/ background colors).
- **Bright** Makes the text/data in the defined area become bright. If your terminal does not have a “bright” capability, “bright” will equal “normal.”
- **Dim** Makes the text/data in the defined area become dim. If your terminal does not have a “dim” capability, “dim” will equal “normal.”
- **Normal** Makes the text/data in the defined area a brightness level between “dim” and “bright.”

Select any you wish:

- **Reverse video**      This setting causes brightness/color settings for text and background to be reversed. For example, for an amber monochrome terminal, reverse video makes the background amber and the text/data black. For a color terminal set for white text on blue background, reverse video makes the background white and the text blue.

The brightness and blinking options also affect the display of reverse video.
- **Underline**      This setting draws a line under any text/data in the defined area. If you also select "Reverse video," the underline color/brightness is reversed.

Text color (for color terminals only):

- **Default**      This setting displays text in the color set in the Options: Color window, which you access via **Commands**.
- **Specific color**      This setting assigns to the text one of the eight colors displayed at the bottom of the window. If you select this option, you must enter the number of the color in the associated field you want.

Background color (for color terminals only):

- **Default**      This setting displays the background in the color set in the Options: Color window, which you access via **Commands**.
- **Specific color**      This setting assigns to the background one of the eight colors displayed at the bottom of the window. If you select this option, you must enter, in the associated field, the number of the color you want.

5. Select the **Modify** action list option. → *The Add Highlights window disappears.*

**Note** For some color terminals, dim or bright settings may affect the colors selected.

# Defining Stationary (No-Scroll) Areas

Many standard reports are bigger than the available space on your terminal. As a result, when you display the report on your terminal, you must scroll the window to see all the data, either down or to the side. However, you will notice that some report text or data fields do not move. These stationary, or no-scroll, parts of the report normally are column headers, column totals, and row identifiers.

In the following report illustration, the shaded areas are no-scroll areas.

```

Weekly VDN Report
VDN: xxxxxxxxxxxxxxxxxxxxxxxx
Vector: xxxxxxxxxxxxxxxxxxxxxx
Printed: mm/dd/yy hh:mm AM
ACD: xxxxxxxxxxxxxxxxxxxxxx

```

| Starting Date | Total Calls | Vector In | Calls Ans | Avg Speed Ans | Avg Talk Time | Calls Ans in Main | Calls Ans in Backup | Calls Aban | Avg Aban Time | Calls Forced Busy | Calls Forced Disc | Vector Flow Out | Avg Time in VDN |
|---------------|-------------|-----------|-----------|---------------|---------------|-------------------|---------------------|------------|---------------|-------------------|-------------------|-----------------|-----------------|
| -----         |             |           |           |               |               |                   |                     |            |               |                   |                   |                 |                 |
| Totals:       | xxxxx       | xxxxx     | xxxxx     | mm:ss         | mm:ss         | xxxxx             | xxxxx               | xxxxx      | mm:ss         | xxxxx             | xxxxx             | xxxxx           | mm:ss           |
| -----         |             |           |           |               |               |                   |                     |            |               |                   |                   |                 |                 |
| mm/dd/yy      | xxxxx       | xxxxx     | xxxxx     | mm:ss         | mm:ss         | xxxxx             | xxxxx               | xxxxx      | mm:ss         | xxxxx             | xxxxx             | xxxxx           | mm:ss           |
| mm/dd/yy      | xxxxx       | xxxxx     | xxxxx     | mm:ss         | mm:ss         | xxxxx             | xxxxx               | xxxxx      | mm:ss         | xxxxx             | xxxxx             | xxxxx           | mm:ss           |
| mm/dd/yy      | xxxxx       | xxxxx     | xxxxx     | mm:ss         | mm:ss         | xxxxx             | xxxxx               | xxxxx      | mm:ss         | xxxxx             | xxxxx             | xxxxx           | mm:ss           |
| mm/dd/yy      | xxxxx       | xxxxx     | xxxxx     | mm:ss         | mm:ss         | xxxxx             | xxxxx               | xxxxx      | mm:ss         | xxxxx             | xxxxx             | xxxxx           | mm:ss           |
| mm/dd/yy      | xxxxx       | xxxxx     | xxxxx     | mm:ss         | mm:ss         | xxxxx             | xxxxx               | xxxxx      | mm:ss         | xxxxx             | xxxxx             | xxxxx           | mm:ss           |
| . . .         |             |           |           |               |               |                   |                     |            |               |                   |                   |                 |                 |
| . . .         |             |           |           |               |               |                   |                     |            |               |                   |                   |                 |                 |

**Figure 5-2: Sample Non-Scroll Areas**

No-Scroll areas apply only to reports that you are viewing on your terminal. If you display the report on your terminal, almost half of the right side of the report is hidden from view. Thus, you have to scroll to the right and data on the left disappears off the left side of the window. But while you scroll the data, the dates on the left remain in place so you always know what day the data is for.

And if you have over 20 days listed in the report in Figure 5-2, some rows of data at the bottom will be hidden. Thus, you have to scroll down to see the rows of data past 20 days. Meanwhile, data at the top scrolls off the top of the window. But the report title, the column headers, and the Totals: row stay in place.

In your custom report, you may wish to assign areas as no-scroll areas. You can assign one no-scroll area on the left side of the report and one no-scroll area at the top of the report. To define no-scroll areas, use the following steps:

1. On the Screen Painter, select Upper/left no-scroll. → *The cursor returns to the upper left corner of the report. The following message appears on the status line: Move the cursor down and right. Press RETURN when finished.*
2. To define a no-scroll area at the top, move the cursor down the desired number of lines. To define a no-scroll area on the left, move the cursor to the right. → **CentreVu CMS** *highlights the no-scroll area as you move the cursor.*
3. Press **Return** to save the no-scroll area.

## Changing a No-Scroll Area

1. On the Screen Painter, select Upper/left no-scroll.
  - *The cursor returns to a position at the edge of the top and/or left no-scroll areas. The following message appears on the status line: Move the cursor down and right. Press RETURN when finished.*
  
2. To change a no-scroll area at the top, move the cursor up or down the desired number of lines. To change a no-scroll area on the left, move the cursor to the right or left.
  - *As you move the cursor, **CentreVu CMS** highlights the no-scroll area that you add or removes the highlight for the no-scroll area you delete.*
  
- 3 Press Return to save your changes.

---

# Saving the Report Design

Before you exit the Screen Painter, you must save your report design. If you do not save the design, all the work you did since accessing the Screen Painter will be lost, **including** any work you did with secondary windows. You must save the design, even if you successfully test it with the `Test design` action list option.

You can save a design that does not test successfully because there are errors. **Do not** run a report design until you have corrected any errors and it tests successfully.

To save your report design, do the following:

1. On the Screen Painter, select `Save design`.  
→ *Successful may appear on the Screen Painter status line.*  
*If you did not define all necessary elements of the design, the Save Design window appears with a list of errors.*

When there are errors in the design, certain items may be deleted from the design and the next time the design is read into the screen painter, these elements will not appear.

2. After you save your design, you can continue working on the design, test it, or exit the Screen Painter and continue working on the design at a later time.

If *CentreVu* CMS displays errors, do the following:

- Note the errors
- Press the `Exit` SLK
- Fix the errors on the Screen Painter
- Repeat Step 1.

**Note** If you exit the Screen Painter without first fixing errors found in the Save Design window, then the report items associated with the errors will be deleted from the Screen Painter.

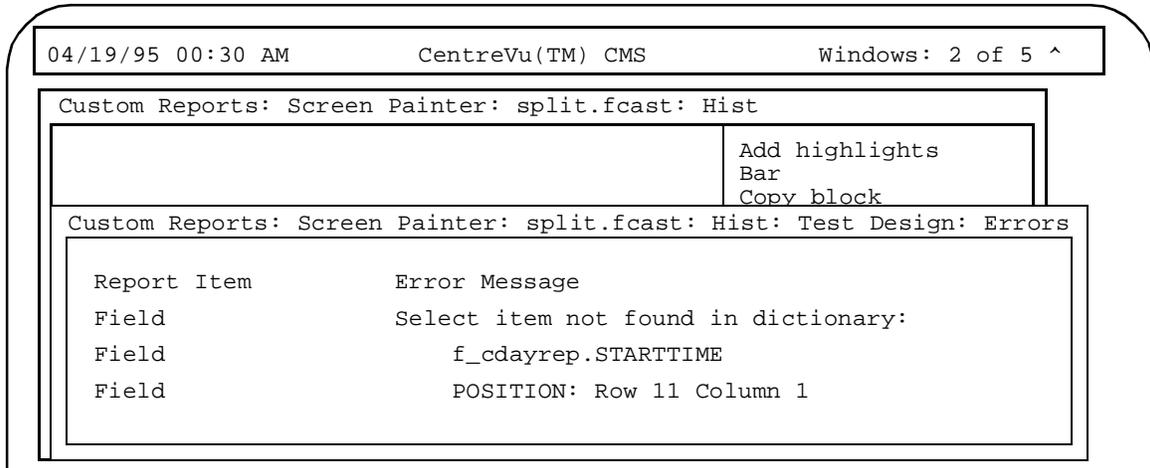
---

# Testing the Report Design

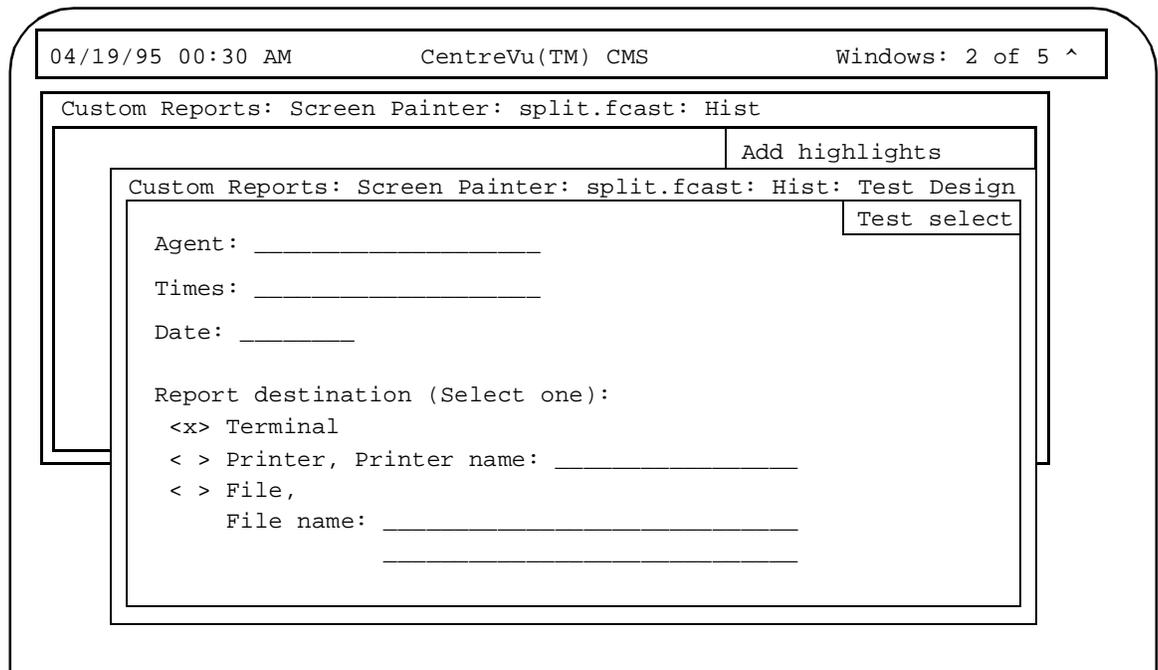
Instead of running a report and having it fail because you had errors in your design, you can test the design directly from the Screen Painter. Testing your report design regularly can save you time.

Use the following steps to test a report design:

1. On the Screen Painter, select `Test design.` → *If your design has Phase One errors, a window (Figure 5-3) listing those errors appears. See the following section, "Test Design Error Messages" for a description of these errors. If your design has no Phase One errors, the Test Design window (Figure 5-4) appears with a facsimile of the Report Input window.*



**Figure 5-3: Sample Test Design Window - Phase One Errors**



**Figure 5-4: Sample Test Design Input Window**

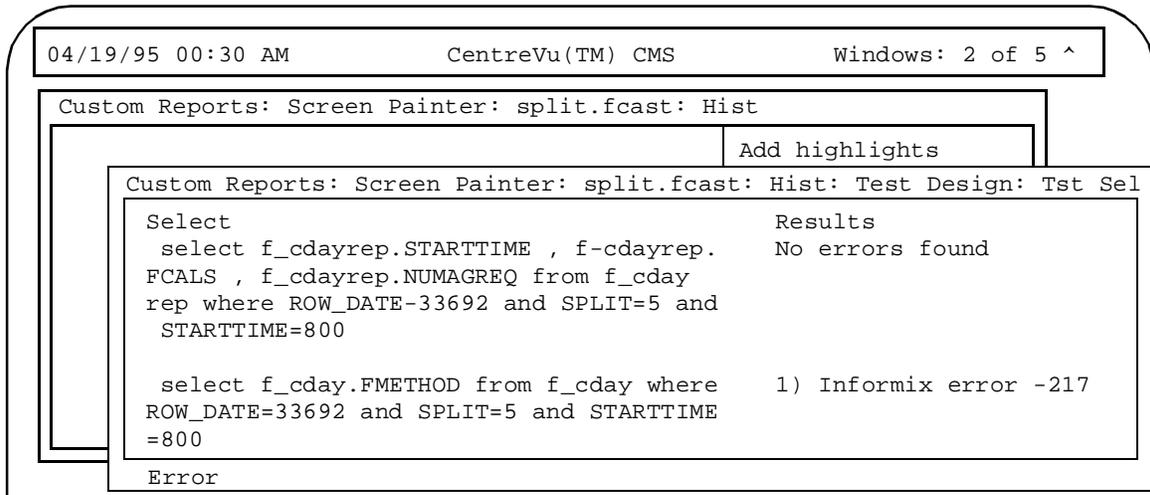
2. Complete the fields on the Report Input window, and select Test select.

→ A list of the row search conditions appears (Figure 5-5), with a list of any Phase Two errors. See "Test Design Error Messages", for a description of these errors.

**Note**

If you had Phase One errors, fix the errors indicated, and go back to Step 1.

If you have no errors No errors found appears in the window.



**Figure 5-5: Sample Test Design Input Window**

**3. If you have errors, then do the following:**

- Note the errors
- Press the **Exit** SLK
- Fix any errors
- Select Test design again
- Repeat Steps 1 and 2.

**Note** For real-time reports the link to the switch must be up for the current ACD, and there must be data for the particular item you are selecting, such as Split 5.

If you have no errors, press the **Exit** SLK and continue with your design, or save the design and exit the Screen Painter.

---

# Test Design Error Messages

Test design error messages are divided into three categories:

- Phase 1 Error Messages (detected before the sample input screen appears)
- Phase 2 Historical Error Messages (require the sample input before occurring)
- Phase 2 Real-Time Error Messages (require the sample input before occurring).

---

## Phase 1 Error Messages

This section contains Phase 1 error messages. Table 5-1 lists the messages alphabetically, and includes a cause and a recommended solution for each message.

**Table 5-1: Phase 1 Error Messages**

|                  |                                                                                                                        |
|------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>Message:</b>  | <code>\$&lt;variable name&gt; not defined</code>                                                                       |
| <b>Cause:</b>    | The where clause contains a variable that is not defined.                                                              |
| <b>Solution:</b> | Define the variable using the define input action or remove the variable from the row search criteria.                 |
| <b>Message:</b>  | <code>Cannot mix aggregates and nonaggregates in the select</code>                                                     |
| <b>Cause:</b>    | You cannot specify both aggregate columns and nonaggregate columns in the same select for real-time reports.           |
| <b>Solution:</b> | Create two identical row search conditions and apply one to the aggregate columns and one to the nonaggregate columns. |
| <b>Message:</b>  | <code>Cannot use the SYN function for order by</code>                                                                  |
| <b>Cause:</b>    | You cannot use a synonym to sort the output.                                                                           |
| <b>Solution:</b> | Remove the SYN aggregate from the <code>Order by</code> field.                                                         |

**Table 5-1: Phase 1 Error Messages (Contd)**

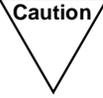
|                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Message:</b></p> <p><b>Cause:</b></p> <p><b>Solution:</b></p> | <p>CMS system error - Check the error log</p> <p>A <i>CentreVu</i> CMS system error occurred while the select executed. The error should be recorded in the error log.</p> <p>Check the error in the error log to initiate corrective action.</p>                                                                                                                                                                                                                                                                                                                         |
|                                                                     | <p> If you run a report that merges data from two tables (particularly tables with large amounts of data) into a single field and your <b>select rows where</b> statement is not specific enough, you may get this error message. The specific cause may be that the number of selected rows is very large, and <i>CentreVu</i> CMS does not have enough space to create temporary files. If this is the case, you should add additional “where” clauses to the row search criteria.</p> |
| <p><b>Message:</b></p> <p><b>Cause:</b></p> <p><b>Solution:</b></p> | <p>CMS system error - Data collection off</p> <p><i>CentreVu</i> CMS cannot test the row search criteria while data collection is off.</p> <p>Turn data collection on and rerun test of report design.</p>                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>Message:</b></p> <p><b>Cause:</b></p> <p><b>Solution:</b></p> | <p>CMS system error - Too much data retrieved - try a more restrictive search</p> <p>Too much data was retrieved with the given row search criteria.</p> <p>Add more conditions to the row search criteria so that fewer rows are retrieved.</p>                                                                                                                                                                                                                                                                                                                          |
| <p><b>Message:</b></p> <p><b>Cause:</b></p> <p><b>Solution:</b></p> | <p>CMS system error - Updating translations</p> <p><i>CentreVu</i> CMS cannot test the row search criteria while <i>CentreVu</i> CMS is receiving the set of configuration data from the switch.</p> <p>Wait until configuration data has been sent. Then rerun the test of report design.</p>                                                                                                                                                                                                                                                                            |

Table 5-1: Phase 1 Error Messages (Contd)

|                  |                                                                                   |
|------------------|-----------------------------------------------------------------------------------|
| <b>Message:</b>  | keyword AVG invalid in where clause                                               |
| <b>Cause:</b>    | You cannot use the keyword AVG in row search criteria.                            |
| <b>Solution:</b> | Remove the keyword AVG from the row search criteria.                              |
| <b>Message:</b>  | keyword BETWEEN invalid for real-time                                             |
| <b>Cause:</b>    | You cannot use the keyword BETWEEN in row search criteria for a real-time report. |
| <b>Solution:</b> | Remove the keyword BETWEEN from the row search criteria.                          |
| <b>Message:</b>  | keyword COUNT invalid in where clause                                             |
| <b>Cause:</b>    | You cannot use the keyword COUNT in row search criteria.                          |
| <b>Solution:</b> | Remove the keyword COUNT from the row search criteria.                            |
| <b>Message:</b>  | keyword MAX invalid in where clause.                                              |
| <b>Cause:</b>    | You cannot use the keyword MAX in row search criteria.                            |
| <b>Solution:</b> | Remove the keyword MAX from the row search criteria.                              |
| <b>Message:</b>  | keyword MIN invalid in where clause.                                              |
| <b>Cause:</b>    | You cannot use the keyword MIN in row search criteria.                            |
| <b>Solution:</b> | Remove the keyword MIN from the row search criteria.                              |
| <b>Message:</b>  | keyword SUM invalid in where clause.                                              |
| <b>Cause:</b>    | You cannot use the keyword SUM in row search criteria.                            |
| <b>Solution:</b> | Remove the keyword SUM from the row search criteria.                              |
| <b>Message:</b>  | keyword SYN invalid in where clause.                                              |
| <b>Cause:</b>    | You cannot use the keyword SYN in row search criteria.                            |
| <b>Solution:</b> | Remove the keyword SYN from the row search criteria.                              |

## Phase 2 Historical Error Codes

This section contains the *INFORMIX*<sup>\*</sup> error codes most likely to appear for *CentreVu* CMS historical reports. Each code includes a description of the error and the recommended corrective action.

These errors are reported in the following format:

INFORMIX error: <error number>

In addition, a circumflex (^) may appear in the listed Select statement(s) to mark the location of an error.

Note

If an error code appears that is not listed in this document, see the *INFORMIX SQL Relational Database Management System Reference Guide* for *INFORMIX* SQL Version 4.10.

**Table 5-2: Phase 2 Historical Error Codes**

|      |                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| —201 | <p><b>Description:</b> A syntax error has occurred.</p> <p><b>Solution:</b> Check that you have not misspelled an RDSQL statement, placed key words out of sequence, or included an <i>INFORMIX</i>-SQL reserved word in your query.</p>                                                                                                                                                                           |
| —202 | <p><b>Description:</b> An illegal character has been found in the statement.</p> <p><b>Solution:</b> Remove the illegal character (often a nonprintable control character) and resubmit the statement</p>                                                                                                                                                                                                          |
| —203 | <p><b>Description:</b> An illegal integer has been found in the statement.</p> <p><b>Solution:</b> Integers must be whole numbers from - 2,147,483,647 to 2,147,483,647. Check that you have not included a number with a fractional portion or a number outside the acceptable range. Check also that you have not inadvertently entered a letter in place of a number (for example, 125p3 instead of 12503).</p> |
| —204 | <p><b>Description:</b> An illegal floating-point number has been found in the statement.</p> <p><b>Solution:</b> Check that you have not inadvertently entered a letter in place of a number (for example, 125p3 instead of 125.03).</p>                                                                                                                                                                           |

---

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

Table 5-2: Phase 2 Historical Error Codes (Contd)

|      |                                                                                                                                                                                                                                                                          |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| —206 | <p><b>Description:</b> The specified table name is not in the database.</p> <p><b>Solution:</b> Check the spelling of the table name in your statement.</p>                                                                                                              |
| —217 | <p><b>Description:</b> Column <i>column-name</i> not found in any table in the query.</p> <p><b>Solution:</b> Correct the spelling of the database item and ensure that the item exists in the database table. Check for the presence of required commas and quotes.</p> |
| —219 | <p><b>Description:</b> Wildcard matching may not be used with noncharacter types.</p> <p><b>Solution:</b> Wildcards (*, ?) and characters enclosed in brackets [ ] can be used only with CHAR data types. Check the data type for the offending column.</p>              |
| —220 | <p><b>Description:</b> There is no FROM clause in the query.</p> <p><b>Solution:</b> Must include a FROM clause in the query. Check that you do not have an illegal character (\$, #, &amp;, etc., or a CONTROL character) in the line prior to the FROM keyword.</p>    |
| —223 | <p><b>Description:</b> Duplicate table name <i>table-name</i> in the FROM clause.</p> <p><b>Solution:</b> Remove the redundant table name from the statement or use an alias to rename one of the tables.</p>                                                            |
| —228 | <p><b>Description:</b> cannot have negative characters.</p> <p><b>Solution:</b> Check that you have not included a negative CHAR data type (for example, -a or -p) in your statement.</p>                                                                                |
| —278 | <p><b>Description:</b> Too many ORDER BY columns; maximum is eight.</p> <p><b>Solution:</b> Reduce the number of columns included in the ORDER BY clause to eight or less.</p>                                                                                           |

**Table 5-2: Phase 2 Historical Error Codes (Contd)**

|             |                                                                                                                                                                                                                                                                                                                                                           |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>—280</p> | <p><b>Description:</b> Total size of ORDER BY columns exceeds 120 bytes.</p> <p><b>Solution:</b> Reduce the number of columns included in the ORDER BY clause so that the total number of characters is less than or equal to 120 (perhaps delete a CHAR column of 30 or more characters).</p>                                                            |
| <p>—282</p> | <p><b>Description:</b> Found a quote for which there is no matching quote.</p> <p><b>Solution:</b> Check that all quoted strings are properly terminated with a quote.</p>                                                                                                                                                                                |
| <p>—284</p> | <p><b>Description:</b> A subquery has not returned exactly one value.</p> <p><b>Solution:</b> Check data for the subquery. Restructure the subquery by adding more components in the WHERE clause so that only one value is returned.</p>                                                                                                                 |
| <p>—297</p> | <p><b>Description:</b> The SELECT list may not contain a subquery.</p> <p><b>Solution:</b> Remove the subquery from the SELECT list in the statement.</p>                                                                                                                                                                                                 |
| <p>—300</p> | <p><b>Description:</b> There are too many GROUP BY columns (maximum is eight).</p> <p><b>Solution:</b> Reduce to eight or less the number of nonaggregate database items that are assigned the same row search ID as that assigned to an aggregate function.</p>                                                                                          |
| <p>—301</p> | <p><b>Description:</b> The total size of the GROUP BY columns exceeds 120 characters.</p> <p><b>Solution:</b> The total number of characters in all columns listed in the GROUP BY list exceeds 120 characters. Reduce the number of nonaggregate database items that are assigned to a row search ID that is also assigned to an aggregate function.</p> |
| <p>—303</p> | <p><b>Description:</b> Expression mixes columns with aggregates.</p> <p><b>Solution:</b> Restructure your query so that columns and aggregates are not included in the same expression.</p>                                                                                                                                                               |

Table 5-2: Phase 2 Historical Error Codes (Contd)

|       |                                                                                                                                                                                                                                                                                                                                                                                    |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| —309  | <p><b>Description:</b> ORDER BY database item must be included in a report field to which the row search ID is assigned.</p> <p><b>Solution:</b> Check that database items included in the ORDER BY clause appear in the report and are assigned to row search ID.</p>                                                                                                             |
| —324  | <p><b>Description:</b> Ambiguous database item.</p> <p><b>Solution:</b> A database item in your row search criteria exists in more than one table also cited in your row search criteria. Prepend each database item with the appropriate table name.</p>                                                                                                                          |
| —352  | <p><b>Description:</b> Database item not found.</p> <p><b>Solution:</b> Check the spelling of the database item.</p>                                                                                                                                                                                                                                                               |
| —367  | <p><b>Description:</b> Sums and averages cannot be computed for character columns.</p> <p><b>Solution:</b> Check that you have not included a database item of a string type (VDN, LOGID, etc.) in the aggregate function statement.</p>                                                                                                                                           |
| —522  | <p><b>Description:</b> A database item in a field/bar does not exist in the table specified in the field's row search ID.</p> <p><b>Solution:</b> Check the Select statement that has the error. The database item that does not exist in the table will be marked with a circumflex (^). Change or delete the database item or change the table in the field's row search ID.</p> |
| —809  | <p><b>Description:</b> RDSQL syntax error has occurred.</p> <p><b>Solution:</b> Check that you have not misspelled an RDSQL statement, placed key words out of sequence, or included an <i>INFORMIX</i> SQL reserved word in your query.</p>                                                                                                                                       |
| —1202 | <p><b>Description:</b> An attempt was made to divide by zero.</p> <p><b>Solution:</b> Check that you are not attempting to divide a numerical column type by a character column type (for example. 16/Jones) or that the value of the divisor does not equal zero.</p>                                                                                                             |

**Table 5-2: Phase 2 Historical Error Codes (Contd)**

|       |                                                                                                                                                                                                                                             |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| —1203 | <p><b>Description:</b> Values used in a MATCH must both be type CHARACTER.</p> <p><b>Solution:</b> Check that the values included in your MATCH condition are both CHAR types. Use an alternate comparison condition for nonCHAR types.</p> |
| —1204 | <p><b>Description:</b> Invalid year in date.</p> <p><b>Solution:</b> Acceptable years are 0001 to 9999. If two digits are used, RDSQL assumes the year is 19xx. Check the value entered in the date field.</p>                              |
| —1205 | <p><b>Description:</b> Invalid month in date.</p> <p><b>Solution:</b> Months must be represented as the number of the month (1 through 12). Check the value entered in the date field.</p>                                                  |
| —1206 | <p><b>Description:</b> Invalid day in date.</p> <p><b>Solution:</b> Days must be represented as the number of the day (01 through 31). Check the value entered in the date field.</p>                                                       |
| —1226 | <p><b>Description:</b> Decimal or money value exceeds maximum precision.</p> <p><b>Solution:</b> Increase the precision of the DECIMAL or MONEY field.</p>                                                                                  |

## Phase 2 Real-Time Error Codes

This section contains the Real-Time Database Manager error codes. Each code includes a description of the error and a recommended solution.

These errors are reported in the following format:

CMS Database Manager error: <error number>

In addition, a circumflex (^) appears in the listed Select statement(s) to mark the location of an error.

**Table 5-3: Phase 2 Real-Time Error Codes**

|    |                                                                                                                                                                                                                                                                                                                                                        |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| —1 | <p><b>Description:</b> A syntax error has occurred.</p> <p><b>Solution:</b> Check the select for misspelled keywords or keywords that are out of order.</p>                                                                                                                                                                                            |
| —2 | <p><b>Description:</b> An illegal character has been found in the select statement.</p> <p><b>Solution:</b> Remove the illegal character (often a nonprintable control character).</p>                                                                                                                                                                 |
| —3 | <p><b>Description:</b> The specified table name is invalid.</p> <p><b>Solution:</b> Check the spelling of the table name and for required commas in the <code>From tables</code> field.</p>                                                                                                                                                            |
| —4 | <p><b>Description:</b> An invalid column has been specified (it is not found in any of the specified tables).</p> <p><b>Solution:</b> Check the spelling of the column names.</p>                                                                                                                                                                      |
| —5 | <p><b>Description:</b> A mixture of aggregates and nonaggregates are being selected, and this is not allowed in real-time reports. (This error code can also mean mismatched types in comparison.)</p> <p><b>Solution:</b> Create two identical row search conditions, and apply one to the aggregate columns and one to the nonaggregate columns.</p> |
| —6 | <p><b>Description:</b> Bad column in the order by clause.</p> <p><b>Solution:</b> Check that the column name in the order by clause is spelled correctly and that it is being selected by one of the fields included in this row search.</p>                                                                                                           |

**Table 5-3: Phase 2 Real-Time Error Codes (Contd)**

|     |                                                                                                                                                                                                                                                                                                                              |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| —8  | <p><b>Description:</b> Bad argument given to an aggregate function. For example, you cannot take the SUM or AVG of a character column.</p> <p><b>Solution:</b> Check the arguments for the aggregates and be sure that data type is appropriate.</p>                                                                         |
| —9  | <p><b>Description:</b> In the “Select” of one of the fields associated with this row search, an action is being performed with the wrong data types. For example, you cannot use arithmetic with character fields.</p> <p><b>Solution:</b> Check for these types of errors in the fields associated with the row search.</p> |
| —11 | <p><b>Description:</b> CMS system error.</p> <p><b>Solution:</b> Check the error logs.</p>                                                                                                                                                                                                                                   |
| —12 | <p><b>Description:</b> Memory allocation error.</p> <p><b>Solution:</b> Check the error logs.</p>                                                                                                                                                                                                                            |
| —13 | <p><b>Description:</b> Query cannot select more than one table.</p> <p><b>Solution:</b> Check the error logs.</p>                                                                                                                                                                                                            |

---

# Running Custom Reports

You run custom reports using steps similar to steps you use to run standard reports. However, you run custom reports from the `Custom Reports` Main Menu option. Also, the Report Input window shows input fields you defined on the Define Input window for the report. For real-time reports, the Report Input window also automatically shows a `Refresh rate in seconds` field. For historical reports, the Report Input window automatically shows report destination fields.

1. Select the `Custom Reports` Main Menu option. → *The Custom Reports submenu appears.*
2. Select either the `Real-time` or `Historical` submenu option. → *A submenu of custom reports, either real-time or historical, appears. The list includes all existing global reports and your private reports.*
3. Select the desired report. → *The Report Input window for the report appears.*



If more than 20 custom reports are available, you may need to scroll the submenu to find the report you want. Scroll down with the down arrow (↓). Scroll up with the up arrow (↑).

4. Complete the fields of the Report Input window, and select `Run`. → *Working appears on the Report Input window status line. If the destination is the terminal, the report appears. If the destination is a printer or file, Successful appears.*

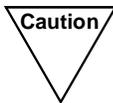


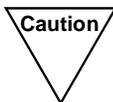
---

# Creating a Custom Data Table

The section of the *CentreVu*<sup>™</sup> Call Management System (*CentreVu* CMS) database that stores historical ACD data uses the *INFORMIX*<sup>\*</sup> - SQL Relational Database Management System. All historical ACD data available for use in custom reports is stored in tables in the *CentreVu* CMS database. You can access *INFORMIX* and the *CentreVu* CMS database to build your own data tables to contain financial information, schedule information, product or service information, or any other type of information you want. You can then design historical custom reports to display the data, with or without ACD data.

 Instructions on the use of *INFORMIX* SQL appear in this document as a convenience. These instructions are not intended as a substitute for the *INFORMIX* documentation. Except where noted, the standard rules of *INFORMIX* SQL apply, as documented in the *INFORMIX-SQL Relational Database Management System User Guide* for *INFORMIX* SQL Version 4.10. This document is delivered with your *CentreVu* CMS software and documents.

 *CentreVu* CMS does not automatically check the database for disk space used by data in custom tables. As a result, you can inadvertently fill up your disk with custom data. When this happens, you can lose or damage custom data and ACD data. Therefore, if you create custom data tables, be careful to check the amount of disk space available regularly. See the *CentreVu*<sup>™</sup> CMS R3V4 Administration (AT&T 585-215-800) document for more information on disk storage.

 If you back up data using the Maintenance — Backup Data window, you will save the data stored in custom *INFORMIX* tables, but you will not save the custom table definitions (table names, column names, data types, and so on). As a result, if you lose the custom table definitions because of a disk crash, power hit, or some other reason, you cannot restore these table definitions via the Backup Data window nor can you restore custom data saved via the Backup Data window.

---

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

Therefore, you should periodically back up data using the *UNIX*<sup>\*</sup> system. Then, if you lose *INFORMIX* table definitions and/or custom data, you can restore the table definitions via *UNIX*, and then, if necessary, restore the custom data. See the *CentreVu™ CMS Administration (AT&T 585-215-800)* document for procedures on backing up data via the *UNIX* system.

\* *UNIX* is a registered trademark of Novell, Inc.

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## Step 1: Access the *CentreVu* CMS Database in *INFORMIX*

To access the *CentreVu* CMS database in *INFORMIX*, use the following steps:

- 1a. Press the **Commands** SLK. → *The Commands submenu appears.*
- 1b. Select the **UNIX** option. → *All windows and menus disappear, and the **UNIX** prompt appears.*
- 1c. At the \$ prompt, type the following command:  
**DBPATH=/cms/db/inf**. Press the **Return** key. Type **export DBPATH**. Press the **Return** key. → *The **UNIX** prompt reappears.*
- 1d. At the \$ prompt, type the following pathname:  
**/usr/informix/bin/isql**. Press the **Return** key. → *The **INFORMIX** logo appears, followed by the **INFORMIX** Main Menu.*

```
INFORMIX-SQL: Form Report Query-language User-menu Database Table Exit  
Run, Modify, Create, or Drop a form.
```

```
----- Press CTRL-W for Help -----
```

## Step 2: Build the Table

In *INFORMIX*, you can select menu items in one of two ways:

- Use the arrow keys (→ or ←) to move the cursor to the menu option. Then, press **Return**.
- Type the first character of the menu option.

**Note**

To escape from a step and go back to the previous step, press **Delete** or **Del**, depending on your keyboard.

- 2a.** At the *INFORMIX* Main Menu, select **Table**. → *The Select Database screen appears.*

```

SELECT DATABASE >>
Choose a database with the Arrow Keys, or enter name, then press Return.
----- cms ----- Press CTRL-W for Help -----
CMS
    
```

- 2b.** Type **cms**, and press **Return**. → *The Table menu appears.*

```

TABLE:      Create Alter Infor Drop Exit
Create a new table.
----- cms ----- Press CTRL-W for Help -----
    
```

2c. Select Create.

→ *The Create Table screen appears.*

```
CREATE TABLE >>
Enter the table name you wish to create with the schema editor.
----- cms ----- Press CTRL-W for Help -----
```

2d. Type a name of up to 18 characters for the table you are building. The table name **must** begin with c\_ (a lower-case “c” and underscore). For example, type `c_workcode`. Press the **Return** key.

→ *The Create Table menu appears with a highlighted box beneath “Column Name.”*

```
CREATE TABLE c_workcode:      Add Modify Drop Screen Exit
Adds columns to the table above the line with the highlight.
----- Page 1 of 1 ----- cms ----- Press CTRL-W for Help -----
Column Name                    Type          Length Index Nulls
.....
.
.....
```

2e. Select Add.

→ *The Add Name screen appears.*

```

ADD NAME >>
Enter column name. RETURN adds it. INTERRUPT returns to CREATE/ALTER menu.
----- Page 1 of 1 ----- cms ----- Press CTRL-W for Help -----
Column Name                                Type          Length  Index  Nulls
.....
.
.....
    
```

2f. Type a name of up to 18 characters for the column you are adding. If desired, you can use names of standard *CentreVu* CMS database items **only if** you enter the name in lowercase letters in the Dictionary subsystem. The Dictionary: Custom Items window accepts only lowercase letters for custom item names that are the same as standard database items. Press the **Return** key.

→ *The Add Type screen appears.*

```

ADD TYPE c_workcode : Char Number Serial Date Money date-Time Interval
Prints any combination of letters, numbers, and punctuation.
----- Page 1 of 1 ----- cms ----- Press CTRL-W for Help -----
Column Name                                Type          Length  Index  Nulls
cwc                                          .....
.
.....
    
```

The available data types are:

**Table 6-1: Data Types**

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Char</b>      | Character (CHAR) columns store any combination of letters, numbers, and symbols.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Number</b>    | <p>Numeric columns store numbers. The numbers stored can be one of the following five types:</p> <ul style="list-style-type: none"> <li>— <b>Decimal.</b> A decimal is a number that contains a decimal point.</li> <li>— <b>Smallint.</b> A Smallint column stores integers from -32,767 to +32,767.</li> <li>— <b>Integer.</b> An Integer column stores integers from -2,147,483,647 to +2,147,483,647.</li> <li>— <b>Smallfloat.</b> A Smallfloat column stores floating point numbers with up to seven significant digits.</li> <li>— <b>Float.</b> A Float column stores floating point numbers with up to 14 significant digits.</li> </ul> |
| <b>Serial</b>    | Serial columns store a unique sequence number in each row of the table.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Date</b>      | Date columns store calendar dates with the format <b>mm/dd/yy</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>date-Time</b> | <p>You must type <b>T</b> in order to select date-Time.</p> <p>A date-Time column allows you to specify a <i>database</i> qualifier of year, month, day, hour, or minute.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Interval</b>  | An interval column allows you to specify an <i>interval</i> qualifier of year, month, day, hour, or minute.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

**Note** Though `MONEY` is another option, you **cannot** create `MONEY` columns in a *CentreVu* CMS database table. Instead, if your data will be dollars and cents, you should use **Decimal**.

- 2g. Select the type of data that the field will store. → *The additional prompts that appear differ depending on your selected data type.*
  
- 2h. Complete the definition of the column by responding to the additional prompts that appear. Which prompts appear and what order they appear in depend on the data type you selected. Table 6-2 lists the possible prompts. → *When you have responded to all of the prompts for the column, a new highlighted line appears in the table, and the Add Name field reappears at the top of the screen.*
  
- 2i. Repeat Steps 2f through 2h for each column you want to add.

**Table 6-2: Prompts for *INFORMIX* Data Types**

| Prompt            | What to Do                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PRECISION</b>  | Select either <code>Smallfloat</code> or <code>Float</code> .<br><code>PRECISION</code> appears for the <code>Float</code> type.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>INDEX</b>      | Enter <code>y</code> if you want to make the column an index. <code>INDEX</code> appears for all types except <code>Serial</code> . A column with the <code>Serial</code> data type automatically becomes an index.<br><br>Make the column an index only if the column will be used for row searches and the table will contain more than 200 rows of data.                                                                                                                                                                                                 |
| <b>DUPLICATES</b> | Enter <code>y</code> if you want to allow the column to contain the same value in different rows. For example, if the column were to contain the last names of people, you would probably want to allow multiple entries (because, for example, you might have many different people with the last name of Smith).<br><br>However, if you were creating a column of social security numbers, then you would enter <code>n</code> to prevent multiple entries of the same number. <code>DUPLICATES</code> appears for all types except <code>Serial</code> . |

**Table 6-2: Prompts for *INFORMIX* Data Types (Contd)**

| Prompt                     | What to Do                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>NULLS</b>               | <p>Enter <b>y</b> if you want to allow the column to have rows with no values (versus requiring values). For example, if your table is a list of customer data and the column you are adding is for the customer's employer, you might want to allow the <b>NULL</b> value for the case where the person is unemployed.</p> <p>Enter <b>n</b> if you want to require a value in each row. <b>NULLS</b> appears for all types except <b>Serial</b>.</p> |
| <b>ADD STARTING NUMBER</b> | <p>Enter the number that <i>INFORMIX</i> should use as a starting point for numbering rows. <i>INFORMIX</i> identifies the first row in the table with the number you enter. As each new row of data is added to the table, <i>INFORMIX</i> assigns that row the next number in the sequence. <b>ADD STARTING NUMBER</b> appears only for <b>Serial</b>.</p>                                                                                           |
| <b>NUMERIC</b>             | <p>Type the first letter of the numeric you want: <b>I</b>nteger, <b>S</b>mallint, <b>D</b>ecimal, or <b>F</b>loat.</p>                                                                                                                                                                                                                                                                                                                                |
| <b>LENGTH</b>              | <p>Enter the number of digits the column will store for a single piece of data. <b>LENGTH</b> appears for <b>Char</b> and <b>Decimal</b> types</p>                                                                                                                                                                                                                                                                                                     |
| <b>SCALE</b>               | <p>Enter the number of digits that should appear to the right of the decimal point. The decimal digits, but not the decimal point, occupy part of the field length you specified in the <b>LENGTH</b> field. <b>SCALE</b> appears after the <b>LENGTH</b> for <b>Decimal</b>.</p>                                                                                                                                                                      |

- 2j. When you have added all columns, press the `Return` key until the Create Table screen appears. → *The Create Table menu appears.*

```
ALTER TABLE c_workcode :   Add  Modify  Drop  Screen  Exit
Adds columns to the table above the line with the highlight.

----- Page 1 of 1 ----- cms ----- Press CTRL-W for Help -----

Column Name                Type           Length  Index  Nulls
cwc                        Char           16      Unique No
price                      Decimal        8.2          No
.....
.
.....
```

**Figure 6-1: Create Table Menu**

- 2k. Select `Exit`. → *The Build-new-table menu appears.*

```
Exit c_workcode:   Build-new-table  Discard-new-table
Builds a new table and returns to the Table Menu.

----- Page 1 of 1 ----- cms ----- Press CTRL-W for Help -----

Column Name                Type           Length  Index  Nulls
cwc                        Char           16      Unique No
price                      Decimal        8.2          No
```

**Figure 6-2: Build-New-Table Menu**

- 2l. Select `Build-new-table`. → *The Table menu reappears. If no errors are found, then your table has been added. If errors are found, then you must go back to the Alter Table screen and correct these errors. You must then repeat steps 2k and 2l until the Table menu reappears.*

- 2m. Select `Exit` to return to the *INFORMIX* Main Menu. → *The **INFORMIX** Main Menu appears.*

### Step 3: Add Data to the Table

To help you add data to the table, you must first create a data entry form associated with your table. For more information about forms, see “Creating Your Own Forms” in the *INFORMIX-SQL Relational Database Management System User Guide*. For more information about adding data, see “Entering Data,” in the same document.

- 3a. On the Main Menu, select `FORM`. → *The FORM menu appears.*

```
FORM:      Run  Modify  Generate  New  Compile  Drop  Exit
Use a form to enter data or query a database.
----- cms ----- Press CTRL-W for Help -----
```

**Figure 6-3: FORM Menu**

- 3b. Select `GENERATE`. → *The GENERATE FORM screen appears.*

```
GENERATE FORM >>
Enter the name you want to assign to the form, then press Return.
----- cms ----- Press CTRL-W for Help -----
```

**Figure 6-4: GENERATE FORM Screen**

- 3c. Enter a name (up to ten characters) for the form associated with your table. (If possible, use the same name as the table you created.) Press `Return`.

```

CHOOSE TABLE >> c_workcode
Choose the table to be used in the default form.
----- cms ----- Press CTRL-W for Help -----
workcode
    
```

**Figure 6-5: CHOOSE Table Screen**

- 3d. Enter the name of the table you want to enter data for, and press **Return**. → *The Table-selection-complete menu appears.*

```

GENERATE FORM:  Table-selection-complete  Select-more-tables  Exit
Continue creating a default form with the selected tables.
----- cms ----- Press CTRL-W for Help -----
    
```

**Figure 6-6: Table-Selection-Complete Menu**

- 3e. Select Table-selection-complete. → The screen form specification was successfully compiled *appears when processing of the form is complete, then the FORM menu appears.*
- 3f. Select Run. → *The RUN FORM window displays the table you selected.*

```

RUN FORM >>
Choose a form with Arrow keys, or enter a name, and press Return.
----- cms ----- Press CTRL-W for Help -----
workcode
    
```

**Figure 6-7: RUN FORM Window**

- 3g. Press the **Return** key. → *The **PERFORM** menu appears.*

```
PERFORM: Query Next Previous View Add Update Remove Table Screen...
Searches the active database table.          ** 1: c_workcode table**
cwc          [          ]
price       [          ]
```

**Figure 6-8: PERFORM Menu**

- 3h. Select **Add**. → *The cursor moves to the first column in the table.*

- 3i. Enter data for the first column of the table, and press the **Return** key. → *The cursor moves to the next column.*

**Note** If you get an error message, you may have entered data in the wrong format.

- 3j. Repeat Step 3i for each column.

- 3k. Press the **Esc** key to save the row of data. → *Row added appears. The row of data has been added to the table and saved.*

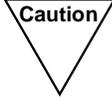
- 3l. Repeat Steps 3h through 3k for each row of data you want to add.

- 3m. Type **e** (for Exit) three times to . exit **INFORMIX**. → *The **UNIX** prompt appears.*

- 3n. Press **Ctrl B**. → *The **CentreVu CMS** windows and menus that were displayed before you accessed **UNIX** reappear.*

Note

To design a custom report that uses data from the table, you **must** also enter the column names (database items) in the Dictionary: Database Item: Custom Items window.

Caution

*CentreVu* CMS does not automatically check the database for disk space used by data in custom tables. As a result, you can inadvertently fill up your disk with custom data. When this happens, you can lose or damage custom data and ACD data. Therefore, if you create custom data tables, be careful to regularly check the amount of disk space available. See the *CentreVu™ CMS R3V4 Administration (AT&T 585-215-800)* document for more information on disk storage.

## Modifying a Table

Use the following steps to add, change, or delete columns in an existing table.

1. On the *INFORMIX* Main Menu, select *Table*. → *The Select Database screen appears.*
2. Press the **Return** key. → *The TABLE menu appears.*
3. Select *Alter*. → *The ALTER TABLE screen appears. A list of existing tables also appears.*
4. Enter the name of the table you want to change, and press **Return**. → *The ALTER TABLE menu appears.*

## Adding a Column

1. Select *Add* to add a new column. → *The ADD NAME screen appears.*
2. Complete the fields for the new column.
3. Press the **Del** key when you have finished adding the column(s), and go to Step 3 of “Deleting a Column.” → *The ALTER TABLE menu appears.*

## Changing a Column

1. Select *Modify* to change a column. → *The MODIFY NAME screen appears.*
2. Use the arrow keys to select a field to change.

3. Press the **Del** key when you have finished changing the column(s), and go to Step 3 of “Deleting a Column” in this section. → *The ALTER TABLE menu appears.*

## Deleting a Column

1. To delete a column, use the arrow keys to move the cursor to the column. Select **Drop**. → *The REMOVE screen appears.*
2. Select **YES** to remove the column. → *The column disappears, and the ALTER TABLE menu appears.*
3. At the ALTER TABLE menu, select **Exit** when you are finished changing the table. → *The Build-new-table menu appears.*
4. Select **Build-new-table** to save your changes. Select **Discard-new-table** to ignore your changes.

**Note**

If you change columns in a table, then you may have to rebuild the form assigned to the table.

## Changing Data in a Table

Use the following steps to add, change, or delete data in an existing table.

1. On the *INFORMIX* Main Menu, select `Form`. → *The FORM menu appears.*
2. Select `Run`. → *The RUN FORM screen and a list of forms appear.*
3. Enter the name of a form, and press `Return`. → *The PERFORM menu appears.*

## Adding Rows of Data to a Table

1. Select `Add` to add rows of data. → *The table's column fields appear with the cursor in the first field.*
2. Enter data in the fields. Use `Return` or `Tab` to move between fields.
3. Press `Esc` when you have added a row of data. → *The PERFORM menu reappears. The message Row added also appears.*

## Changing Rows of Data in a Table

1. To change data in a row, display the data you want to change. → *The table's column fields appear, with the cursor resting in the first field.*  
To do this, select `Query`.
2. Enter data in a column you want to search on, and press `Esc`. → *The column fields fill with data for that row.*
3. Select `Update`, and press the `Return` key. → *The Update screen appears.*

- 4. Use the arrow keys to move the cursor to the data you want to change. Overtyping the data, and pressing **Esc**. → *The PERFORM menu reappears. The message This row has been changed also appears.*

## Deleting Rows of Data From a Table

- 1. To delete a row of data, repeat Steps 1 and 2 of “Changing Rows of Data in a Table” in this section.  
Press **Esc**. → *The PERFORM menu reappears.*
- 2. Select **Remove**. → *The REMOVE ROW screen appears.*
- 3. Select **YES** to delete the row. → *The row of data disappears. The message Row deleted appears.*

---

## Including Forecast Data in a Custom Report

**Note** Forecasting is a separately purchased feature of *CentreVu* CMS. If you have not purchased Forecasting, you cannot run forecasts and, therefore, cannot include forecast data in a custom report.

**For historical custom reports only**, you can design reports that include current day forecast data. Only current day forecast data is available for custom reports because it is the only forecast data saved in the *CentreVu* CMS database.

The steps for creating a custom report with forecast data are almost identical to the steps for creating any other custom report. As with any other type of data, you must specify the database item(s), the table(s), the row search conditions, and the report input fields.

However, there are two differences:

1. You **cannot** copy a standard current day forecast report on the Screen Painter. The Current Day Forecast does not appear if you select `List all` in the Get Copy of Design window.
2. *CentreVu* CMS stores current day forecast data in two separate tables:

|                        |                                                                                                                                                       |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>f_cday</code>    | This table primarily contains forecast administrative data entered in the Current Day Configuration window.                                           |
| <code>f_cdayrep</code> | This table contains the agent positions required and forecast calls carried data, as well as objectives entered in the Call Handling Profiles window. |

See Appendix A for a complete list of the database items these tables contain. See the *CentreVu™ CMS R3V4 Forecast (AT&T 585-215-812)* document for more information about Forecasting.

If you were to design a very abbreviated version of the current day forecast report, the design might look something like that shown in Figure 6-9.

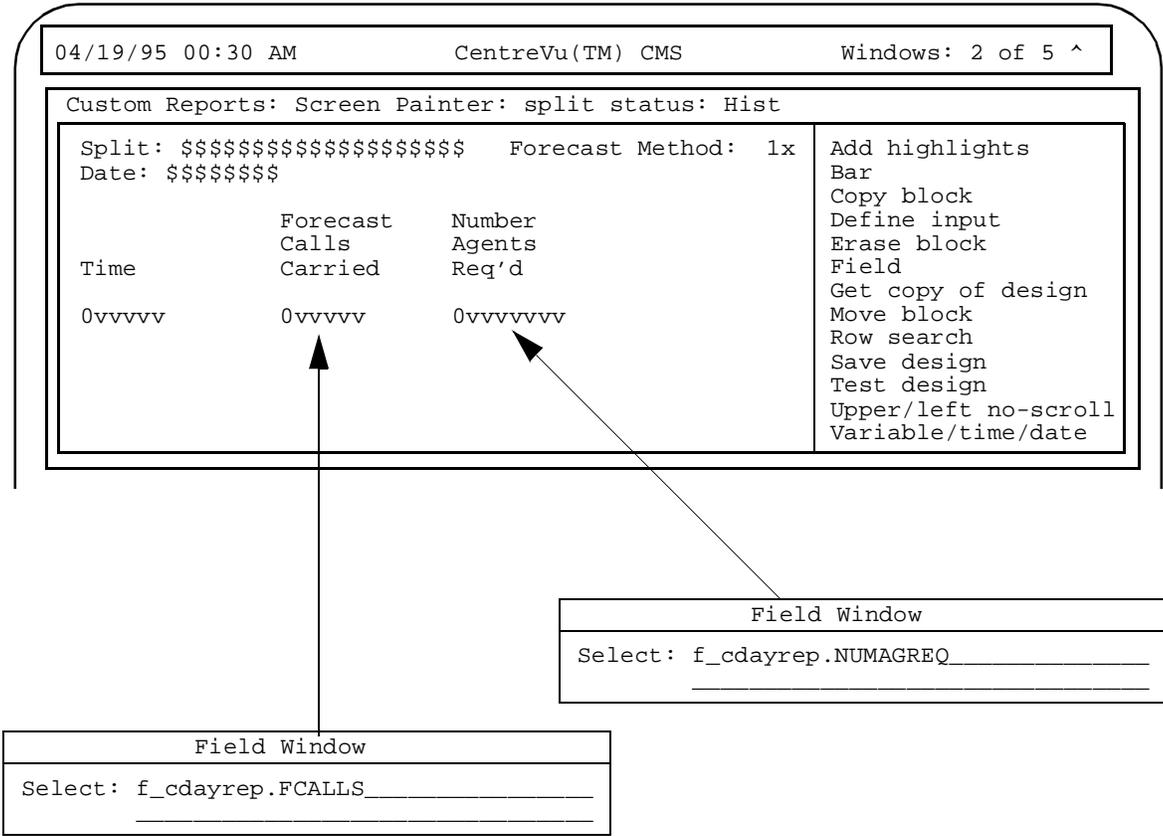


Figure 6-9: Sample Forecast Report Design

In the report in Figure 6-9, Row Search ID 0 is assigned to the Time, Forecast Calls Carried, and Agent Positions Required fields. The conditions for Row Search ID 0 might be as follows:

```

Row Search Window

Row search ID: 0
From table(s): f_cdayrep
Select rows where: ROW_DATE = $i_date and SPLIT = $i_split
                  and STARTTIME = $i_time and ACD = $acd
Field/bar type (Select one):
< > Discrete
<x> Repeated vertically, spacing 1___
    
```

Figure 6-10: Row Search Conditions for Forecast Data — Sample 1

Notice that, as in historical interval reports for splits, the statement in Row Search ID 0 searches for rows based on values for STARTTIME, ROW\_DATE, and SPLIT.

In the report in Figure 6-9, Row Search ID 1 is assigned to the Forecast Method field. Notice also that the database item for this field is FMETHOD. FMETHOD is stored in the f\_cday table, but is **not** stored in the f\_cdayrep table. This is an example of how current day forecast data is divided between the two tables.

However, notice that Row Search ID 1 (Figure 6-11) has row search conditions that are almost identical those in Figure 6-10:

| Row Search Window                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <pre> Row search ID: 1 From table(s): f_cday Select rows where: ROW_DATE = \$i_date and SPLIT = \$i_split                    and ACD = \$acd Field/bar type (Select one):   &lt;x&gt; Discrete   &lt; &gt; Repeated vertically, spacing 1____                     </pre> |

**Figure 6-11: Row Search Conditions for Forecast Data — Sample 2**

The only differences between Row Search ID 0 and Row Search ID 1 are the table selections and the field types. In this way, the data in the tables will match.



In the standard Current Day Forecast, **FMETHOD** normally displays a character string, either *Seasonal trending*, *Current trending*, or *No trending*. However, the *CentreVu* CMS database actually stores a number to represent each method. So, if you include the **FMETHOD** database item in a report, *CentreVu* CMS displays a number, not a character string, in the report (see Appendix A, "Database Items and Calculations", for a description of these numbers).



You can retrieve data from the Current Day Configuration Forecast (f\_cday) table only if the appropriate call handling profile has been specified for the particular dates. For retrieval of data from the Current Day Forecast Report (f\_cdayrep) table, the Forecast Manager must have run for the particular date for which the report is run.

---

# Including Exceptions Data in a Custom Report

**For historical custom reports only**, you can design reports that include exceptions data. See Appendix A, "Database Items and Calculations", for a description of the exceptions tables and the data they contain.

The steps for creating a custom report with exceptions data are almost identical to the steps for creating any other custom report. As with any other type of data, you must specify the database item(s), the table(s), the row search conditions, and the report input fields. However, you cannot copy any standard exceptions report on the Screen Painter. The exceptions reports do not appear if you select `List all` in the `Get Copy of Design` window.

Also, in every exceptions table, the database item `EXTYPE` stores the types of exceptions that occurred. However, exception types are stored as numbers, not as character strings. If you want your report to list the types of exceptions that occurred, then the types must be listed as numbers (see Appendix A for a description of these numbers). The VDN Exceptions Report shown in Figure 6-12 is an example of this.

```
VDN Exceptions
ACD: burbank
Date: 04/09/93
Printed 04/10/93 04:35 PM
```

| Time    | VDN           | Vector         | Exception                        | Time Limit | Threshold |
|---------|---------------|----------------|----------------------------------|------------|-----------|
| 09:16AM | Catalog Sales | Weekday Sales  | Number calls abandoned in vector | 20         |           |
| 09:24AM | Catalog Sales | Weekday Sales  | Calls in ACD split queue         | 10         |           |
| 10:02PM | Catalog Sales | Off-hour Sales | Calls disconnected               | 50         |           |

**Figure 6-12: VDN Exceptions Report — Sample 1**

If you designed a custom exception report to replicate the standard VDN Exceptions Report, then the design might appear as shown in Figure 6-13.



Figure 6-14 (shown on the previous page) is an example of the report that results from this design shown in Figure 6-13.

```

VDN Exceptions
ACD: burbank                               Printed 04/10/93 04:35 PM
Date: 04/09/93

```

| Time    | VDN           | Vector         | Exception | Time<br>Limit | Threshold |
|---------|---------------|----------------|-----------|---------------|-----------|
| 09:16AM | Catalog Sales | Weekday Sales  |           | 32            | 20        |
| 09:24AM | Catalog Sales | Weekday Sales  |           | 30            | 10        |
| 10:02PM | Catalog Sales | Off-hour Sales |           | 73            | 50        |

**Figure 6-14: VDN Exceptions Report — Sample 2**

The report would appear this way because *CentreVu* CMS exceptions tables store the exception types as numbers.

However, another way of designing an exception report would be to use `count (*)` for the exception field. You could then include a specific exception type as part of the row search (Figure 6-15). *CentreVu* CMS would then count the rows that had that exception type and display the total in the report.

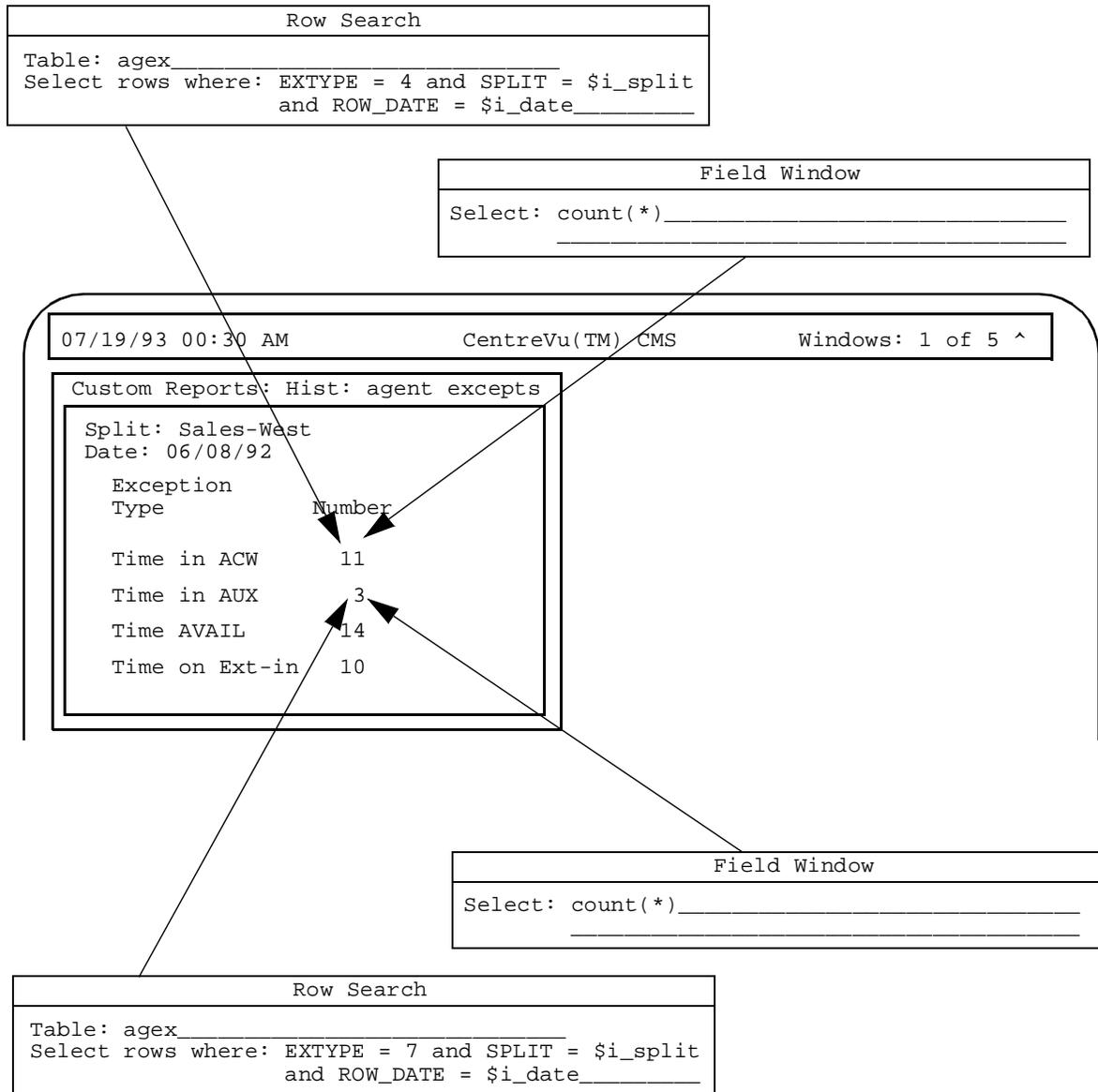


Figure 6-15: Custom Exceptions Report — Sample 2

In the example, the row search statement for the first field searches for exception type #4 (Time in ACW) for a particular date and split. Because the field is `count (*)`, the field displays the total number of rows that had exception type #4 for the date and split.

Similarly, the row search statement for the second field searches for exception type #7 (Time in AUX) for a particular date and split. Again, because the field is `count (*)`, the field displays the total number of rows that had exception type #7 for the date and split.

**Note**

For retrieval of data from an exceptions table, you can only retrieve data for those exceptions that have been turned on for the particular split, agent, etc., have actually occurred and have not been deleted from the database because they exceeded the storage parameters for exceptions.

---

## Selecting Rows from More Than One Table

**For historical reports only**, you can merge data from two tables into a single report field. You can, for example, take the number of ACD calls a single agent handled (where data is taken from the `dagent` table) and divide by the total ACD calls handled by the agent's split (where data is taken from the `dsplit` table). Or, you can take the ACD calls a split handled in an intrahour interval (where data is taken from the `hsplit` table) and divide by the total ACD calls the split handled for the day (where data is taken from the `dsplit` table).

To merge data from two tables into a single report field:

- The two tables **must** have at least one database item in common. Typically, the database items in common are indexes.
- Both table names must be entered in the `Table` field of the Row Search ID assigned to the field.
- For custom historical reports — you can use data from more than one table and use the same row search ID for multiple tables.
- At least one “join” clause must appear in the Row Search ID assigned to the field. A “**join**” clause makes the values that *CentreVu* CMS searches on the same in both tables. In this way, the data extracted from the rows in both tables will be related.

A “join” clause has the following format:

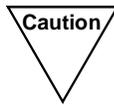
```
tablename1.item1 = tablename2.item1
```

Where `item1` is a database item that the tables have in common.

- You **must** prepend the table name to each database item included in the `Select rows where:` statement. This rule applies to all database items, even those that are not in a “join” clause.
- A “join” clause must use a database item that is also included with a regular “where” clause (one that directly assigns a value or variable name to the database item).

Note

The syntax of a “join” clause is similar to that in standard *INFORMIX* SQL syntax. See the *INFORMIX-SQL Relational Database Management System User Guide* for *INFORMIX* SQL Version 4.10.



If you run a report that merges data from two tables (particularly tables with large amounts of data) into a single field and your `Select rows where:` statement is not specific enough, you may get an error message when you test the design. The specific cause may be that the number of selected rows is very large, and *CentreVu* CMS does not have enough space to create temporary files. If this is the case, you should add additional “where” clauses to the row search criteria.

Often, you need several “join” clauses in a Row Search ID. For example, you must first specify row search values for either the `hagent` or `hsplit` table if you define a report field that contains the following data expression:

```
hagent.ACDCALLS/hsplit.ACDCALLS
```

You might enter the following “where” clauses:

```
hsplit.SPLIT = $i_split and hsplit.ROW_DATE = $i_date  
and hsplit.STARTTIME = $i_time and hsplit.ACD = $acd
```

Note

Notice that table names are prepended to each database item.

You must then specify “join” clauses so that the rows found in one table are related to the values found in the other table. In this example, you would add “join” clauses (shown in bold) for every regular “where” clause:

```
hsplit.SPLIT = $i_split and hsplit.ROW_DATE = $i_date  
and hsplit.STARTTIME = $i_time and hsplit.ACD = $acd  
and hsplit.SPLIT = hagent.SPLIT and hsplit.ROW_DATE =  
hagent.ROW_DATE and hsplit.STARTTIME = hagent.STARTTIME  
and hsplit.ACD = hagent.ACD
```

To illustrate how this row search selection would affect data in a report, say the report had the design as shown in Figure 6-16.

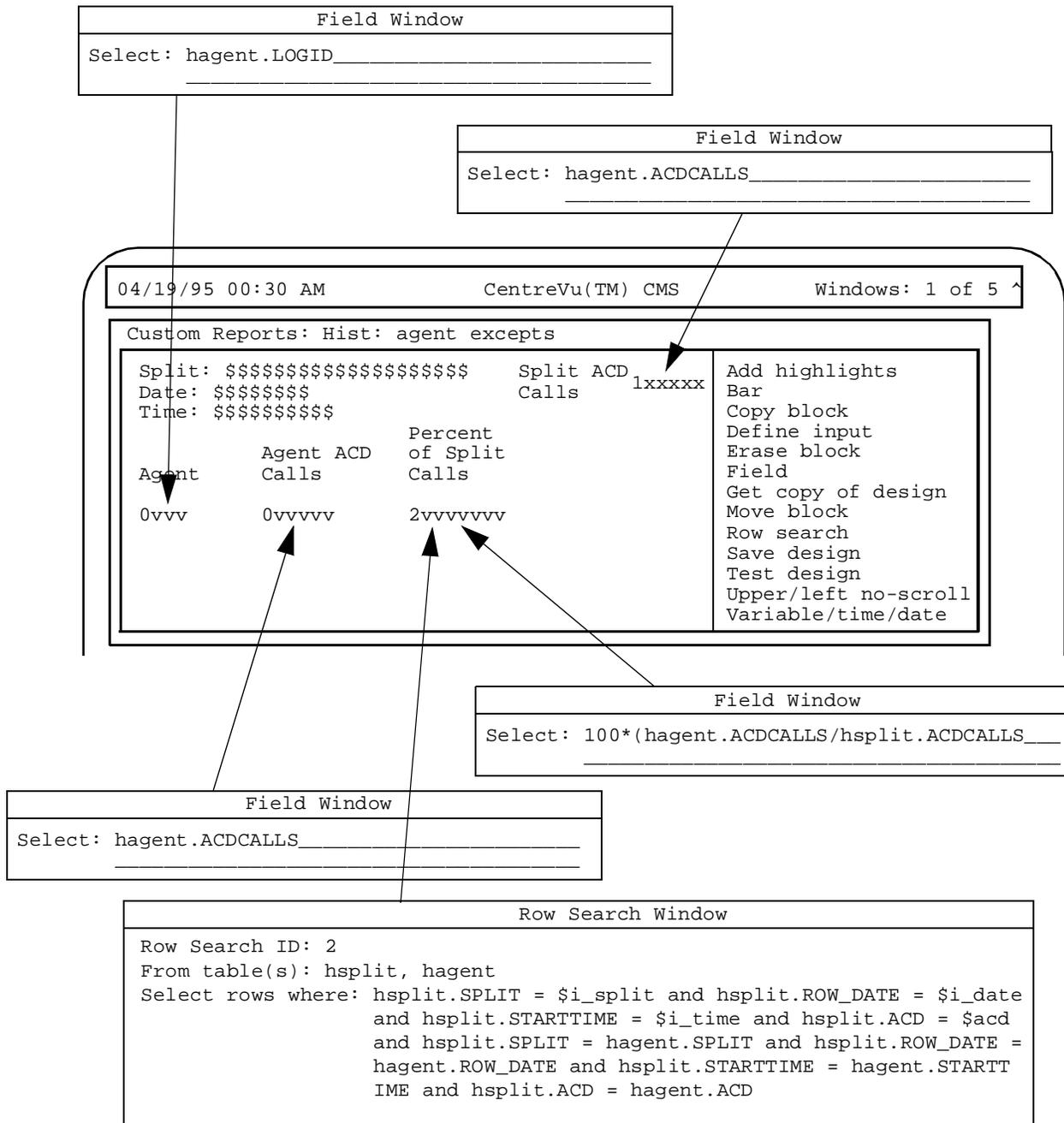


Figure 6-16: Report Design with Data from Two Tables Merged in a Field

Notice that the Percent of Split Calls field merges data as discussed in our example. Also notice that Row Search ID #2, which is assigned to the Percent of Split Calls field, contains the row search statement as discussed in our example.

To illustrate the effect of "join" clauses, the report design in Figure 6-16 includes the Agent ACD Calls and Split ACD Calls fields. Notice that each field uses a database item that is also included in the Percent of Split Calls field.

When the report is run, the Percent of Split Calls field, for each agent in the selected split, divides that agent's ACD calls by the total ACD calls for the split, then multiply by 100 to give a percentage. Thus, as in Figure 6-17, if agent 1000 had 23 ACD calls, and the split Sales-West had 412 ACD calls, the Percent of Split Calls for agent 1000 would be 5.583 ( $100 * [23/412]$ ).

The screenshot shows a report window with a title bar containing the date and time '04/19/95 00:30 AM', the application name 'CentreVu(TM) CMS', and the window count 'Windows: 1 of 5'. The main content area is titled 'Custom Reports: Hist: split status' and contains a table with three columns: 'Agent', 'Agent ACD Calls', and 'Percent of Split Calls'. The table lists data for agents 1000, 1004, 1005, 1009, 1010, and 1012. Above the table, the report specifies the split as 'Sales-West', the date as '06/08/93', and the time as '8:00am'.

| Agent | Agent ACD Calls | Percent of Split Calls |
|-------|-----------------|------------------------|
| 1000  | 23              | 5.583                  |
| 1004  | 18              | 4.369                  |
| 1005  | 18              | 4.369                  |
| 1009  | 21              | 5.097                  |
| 1010  | 24              | 5.825                  |
| 1012  | 23              | 5.583                  |

Figure 6-17: Sample Report with Merged Data

---

## Alternative Row Search Conditions

For your row search conditions, you will most often use the “where” clauses described in Chapter 4. However, several additional “where” clause formats are available. This section describes those formats.

---

### Selecting Rows Based on a Range of Values

If you want a range of splits included in the report, you might use two “where” clauses as in the following example:

```
Select rows where: SPLIT >= 1 and SPLIT <= 5
```

Then, when you run the report, *CentreVu* CMS finds rows for Splits 1 through 5, as shown in Figure 6-18.

| SPLIT | ACDCALLS | ABANDONS | ACDTIME | ABNTIME |     |
|-------|----------|----------|---------|---------|-----|
| 1     | 443      | 48       | 36898   | 988     |     |
| 2     | 234      | 37       | 20012   | 777     | ... |
| 3     | 111      | 20       | 13111   | 400     | ... |
| 4     | 652      | 59       | 53442   | 1058    | ... |
| 5     | 451      | 32       | 27635   | 644     | ... |
| 6     | 93       | 11       | 15321   | 245     | ... |
| 7     | 509      | 43       | 35401   | 851     | ... |
| 8     | 391      | 31       | 19768   | 603     | ... |
| 9     | 142      | 10       | 9786    | 203     | ... |
| 10    | 480      | 39       | 33389   | 789     | ... |

**Figure 6-18: Sample Use of Ranges in Where Clauses**

**Note** In most cases, the easiest way to specify a range is to define a report input field that accepts a range. See the “Selecting Rows Based on a Range of Values” section in this chapter.

## Using Apostrophes for Some Database Item Values

Some database items require that, if you **hardcode** values in a “where” clause, you enclose the values in apostrophes ('), as shown in the following example.

```
Select rows where: ROW_DATE > '07/01/93'
```

Standard database items whose values you must enclose in apostrophes are:

- VDN (the value is a VDN number)
- EXTENSION (the value is an extension number)
- LOGID (the value is an agent login ID)
- EQLOC (the value is a 9-digit trunk location number)
- ROW\_DATE (the value is a date in mm/dd/yy format)
- CWC (the value is a call work code of 1 to 16 digits)

Also, any custom database items you define as CHAR or DATE columns in *INFORMIX* are items whose hardcoded values you must enclose in apostrophes.

**For historical reports only**, an alternative format for these database items is:

```
Expression matches 'value'
```

In this type of clause, **matches** is the same as **=**. However, this type of clause lets you use wildcard searches. That is, within the apostrophes, you can use an asterisk (\*) or a question mark (?).

The asterisk (\*) matches any and all characters, including blanks and no characters. Look at the following examples:

```
Select rows where: EQLOC matches '01*'
```

This clause finds all rows where the EQLOC value begins with 01, which would mean all trunks for module 01. Thus, 010012020, 010211110, and 011023100 are values that would match.

```
Select rows where: ROW_DATE matches '* /01*'
```

This clause finds all rows where the ROW\_DATE value has 01 as its dd (day of the month). That is, the clause searches for the first day of each month. Thus, 01/01/93, 04/01/93, and 10/01/92 are values that would match.

|             |
|-------------|
| <b>Note</b> |
|-------------|

Actually, **\* /01\*** would also find all dates, if they had passed, in the year 2001 (for example, 01/22/01, 08/03/01, and 11/31/01).

The question mark (?) matches any single character. Look at the following examples:

**Select rows where: EXTENSION matches '444?'**

This clause finds all rows where the EXTENSION value is four digits and has 444 as the first three characters. Thus, 4441, 4440, and 4449 would match. However, 444 would not match.

**Select rows where: LOGID matches '?000'**

This clause finds all rows where the LOGID value is four digits, begins with any number, and ends with "000." Thus, 4000, 5000, and 9000 would match. 000 would not match.

You can use **not** in a "matches" clause to exclude rows. For example, you may want to exclude a range of login IDs from your report with a clause like the following:

**Select rows where: LOGID not matches '2\*'**

This clause finds all login IDs except those starting with "2." If you have 4-digit login IDs, login IDs from 2000 to 2999 would be excluded.

## Using String-Value Database Items

String-value database items contain numerical data that the Dictionary subsystem translates to display current states or state changes. For example, a report field using the string-value database item `WORKMODE` displays `AVAIL`, `ACD`, `ACW`, and so on, depending on what state the particular agent is currently in. However, tables store states as numbers, not strings. When you run a report, *CentreVu* CMS simply substitutes the character strings for the numerical values. This process is identical to the substitution of names for split numbers, trunk group numbers, vectors, and so on.

If you want to use string-value database items in a “where” clause, the you must specify numerical values, not string values.

For example, say that you want a current real-time agent report listing data only for agents on extension-in or extension-out calls. You can select the Current Interval Agent table and enter a statement as follows:

```
Select rows where: SPLIT = $splitvar and WORKMODE > 10  
and WORKMODE < 60
```

This statement says to find rows for a user-specified split where the agent state is one of the following:

- ACWIN (numerical value of 20)
- ACWOUT (numerical value of 30)
- AUXIN (numerical value of 40)
- AUXOUT (numerical value of 50)

See Tables A-22 and A-23 in Appendix A for a complete list of row search values for string-value database items.

## Other Available Formats for “Where” Clauses

**For historical reports only**, you can specify a list of hardcoded values using the following format:

```
Expression in (list of values)
```

As with a basic “where” clause, the `Expression` can be a database item or calculation. The values you list in the parentheses must be separated by commas. Also, you must use apostrophes for those values that normally require them. For example, the following “where” clause specifies three dates for the report:

```
Select rows where: ROW_DATE in ('07/01/93',  
'07/08/93','07/15/93')
```

The following “where” clause specifies three splits for the report:

```
Select rows where: SPLIT in (1,7,22)
```

**For historical reports only**, you can also exclude rows using a list of values by adding `not` to the clause. Using `not` can be extremely useful if you want to exclude, for example, lunch time intrahour intervals from your intrahour historical reports, as shown in the following example:

```
Select rows where: STARTTIME not in (1130, 1200,  
1230).
```

---

## Repeating Aggregate Function Values

Normally, a field (or bar) that contains an aggregate function (**sum**, **max**, **min**, or **avg**) displays just one value. This is true no matter what your “Select rows where” criteria are. Therefore, you would normally select “discrete” as the field/bar type in the row search ID assigned to aggregate functions.

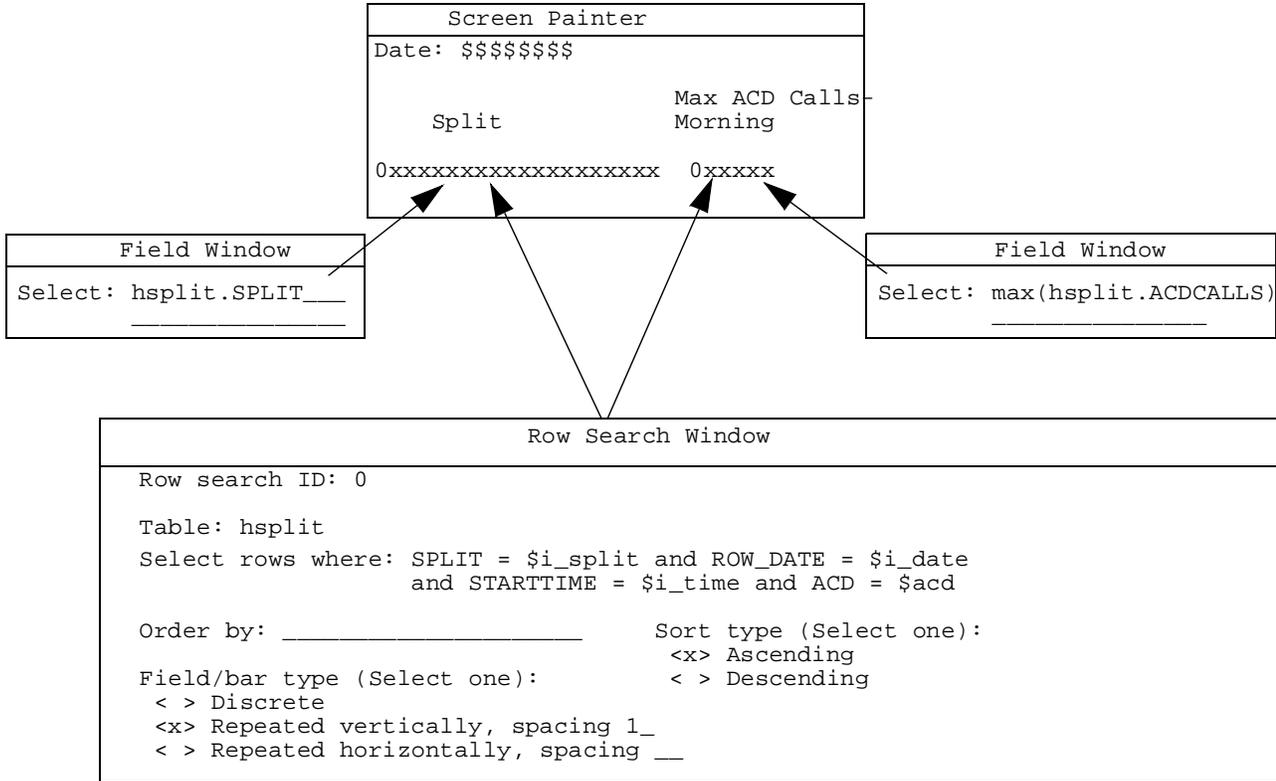
However, you may at times want *CentreVu* CMS to display multiple values for an aggregate function. **In historical reports only**, *CentreVu* CMS can display multiple values for an aggregate function. For *CentreVu* CMS to do this, the aggregate function **must** share a row search ID with one or more fields that do not have an aggregate function.

For example, you may want a report (Figure 6-19) that shows the maximum (max) ACD calls in an interval for each of a variety of splits.

|                |                |
|----------------|----------------|
| Date: 07/01/93 |                |
|                | Max ACD Calls- |
| Split          | Morning        |
| 1              | 652            |
| 2              | 491            |
| 3              | 297            |

**Figure 6-19: Repeated Aggregate Function Report**

This report would have the following design.



**Figure 6-20: Sample Report Design for Repeated Aggregate Functions**

According to the design, *CentreVu* CMS searches the Intrahour Split table (Figure 6-21) for the splits the user ordered when running the report (Splits 1, 2, and 3 in our example). *CentreVu* CMS also searches for date (07/01/93 in our example) and the maximum ACD calls (in boxes) in the selected range of intrahour intervals for each of the selected splits.

| DATE   | INTERVAL | SPLIT | ACDCALLS | ABANDONS | ACDTIME | ABN |
|--------|----------|-------|----------|----------|---------|-----|
| 070193 | 0800     | 1     | 443      | 48       | 36898   | 98  |
| 070193 | 0800     | 2     | 234      | 37       | 20012   | 78  |
| 070193 | 0800     | 3     | 111      | 20       | 13111   | 40  |
| 070193 | 0900     | 1     | 652      | 59       | 53442   | 108 |
| 070193 | 0900     | 2     | 451      | 32       | 27635   | 64  |
| 070193 | 0900     | 3     | 93       | 11       | 15321   | 24  |
| 070193 | 1000     | 1     | 509      | 43       | 35401   | 88  |
| 070193 | 1000     | 2     | 391      | 31       | 19768   | 60  |
| 070193 | 1000     | 3     | 142      | 10       | 9786    | 20  |
| 070193 | 1100     | 1     | 480      | 39       | 33389   | 78  |
| 070193 | 1100     | 2     | 491      | 22       | 26789   | 54  |
| 070193 | 1100     | 3     | 297      | 15       | 12530   | 40  |
| 070293 | 0800     | 1     | 399      | 36       | 37651   | 144 |
| 070293 | 0800     | 2     | 299      | 20       | 29602   | 76  |
| 070293 | 0800     | 3     | 138      | 13       | 11523   | 25  |
| 070293 | 0900     | 1     | 400      | 46       | 36178   | 176 |
| 070293 | 0900     | 2     | 300      | 33       | 24303   | 112 |
| 070293 | 0900     | 3     | 225      | 12       | 15628   | 36  |
| 070293 | 1000     | 1     | 394      | 40       | 40002   | 132 |
| 070293 | 1000     | 2     | 323      | 34       | 29881   | 112 |
| 070293 | 1000     | 3     | 105      | 14       | 12115   | 72  |
| 070293 | 1100     | 1     | 418      | 41       | 34819   | 120 |
| 070293 | 1100     | 2     | 246      | 30       | 21173   | 96  |
| 070293 | 1100     | 3     | 100      | 18       | 10281   | 56  |
| 070393 | 0800     | 1     | 417      | 34       | 37856   | 132 |
| 070393 | 0800     | 2     | 247      | 24       | 26308   | 120 |
| 070393 | 0800     | 3     | 141      | 14       | 12567   | 60  |
| 070393 | 0900     | 1     | 444      | 43       | 39003   | 108 |

Figure 6-21: Sample Row Search of Grouped Aggregate Functions

CentreVu CMS would then display the values found in the report. However, notice in Figure 6-21 that CentreVu CMS found four rows with the SPLIT value of 1, four rows with SPLIT value 2, and four rows with SPLIT value 3, but only displayed each value once in the report. This is because the aggregate function `max(hsplit.ACDCALLS)` field shares the same row search ID with the `hsplit.SPLIT` field.

If the `hsplit.SPLIT` field and the `max(hsplit.ACDCALLS)` fields were assigned different row search IDs (with each ID having identical criteria), the report for Splits 1, 2, and 3 would show data as shown in Figure 6-22:

|       |                |
|-------|----------------|
|       | Date: 07/01/93 |
|       | Max ACD Calls- |
| Split | Morning        |
| 1     | 652            |
| 1     |                |
| 1     |                |
| 1     |                |
| 2     |                |
| 2     |                |
| 2     |                |
| 2     |                |
| 3     |                |
| 3     |                |
| 3     |                |
| 3     |                |

**Figure 6-22: Sample Display of Group Values**

The display of a value only once to represent multiple occurrences of the same value is called **grouping** and can be done only when sum, max, min, or avg values are listed based on the unique values found for other fields. The rules for grouping data are:

- If you assign a row search ID to one or more aggregate function fields, you may assign the same row search ID to a maximum of eight nonaggregate fields.
- Assigning the same row search ID to both aggregate functions and nonaggregate fields makes sense only if the nonaggregate fields contain identifier data (split numbers, login IDs, dates, interval start times, vector numbers, and so on).
- If you assign the same row search ID to both aggregate functions and a nonaggregate field, the report displays a single value for each unique value found for the nonaggregate field (that also matches the row search criteria). If multiple rows contain the same value, then *CentreVu* CMS still lists the value once. For this reason, only identifier fields should have the same row search ID as aggregate functions.
- If you assign the same row search ID to aggregate functions and **more than one** nonaggregate field, then the report displays a single row of data for each unique **combination** of values for the nonaggregate fields.

---

# General Information

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## Audience

This appendix is written for *CentreVu*<sup>™</sup> 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/<br>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<br>(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.

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>After Call Work (ACW)</b>     | <p>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 <b>ACWTIME</b> item and in the interval-based <b>I_ACWTIME</b> item.</p> <p>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 <b>I_ACWTIME</b> item, but not in the <b>ACWTIME</b> item.</p> <p>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.</p> <p>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 <b>not</b> associated with an ACD call and only counts as <b>I_ACWTIME</b> (not <b>ACWTIME</b>).</p> |
| <b>Agent</b>                     | <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Agent position (no EAS)</b>   | <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Agent position (with EAS)</b> | <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Answered Call</b>                     | The agent's state changes to ACD or DACD. The term answered is used only for split/skill and direct agent ACD calls. (See <b>Connected</b> 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.                                                                                                                                                                                                                                                      |
| <b>Connected Call</b>                    | 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.                                                                                                                                                              |
| <b>Default Skill (Generic 2.2 EAS)</b>   | 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.                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Direct Agent ACD Call (Generic 3)</b> | 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). |
| <b>Extension Call</b>                    | 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.                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Hold</b>                              | 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.                                                    |

|                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Nonprimary Split/Skill (G3 vectoring, G2.2 EAS)</b> | 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.                                                                                                                                                                                                                                                                                                                 |
| <b>Nonzero (0) Skill (Generic 2.2 EAS)</b>             | Any skill that does not end in “0” is called a nonzero skill.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Primary Split/Skill (G3 vectoring, G2.2 EAS)</b>    | 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.                                                   |
| <b>Queued</b>                                          | 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. |
| <b>Secondary Split/Skill (G3 vectoring, G2.2 EAS)</b>  | The second split/skill the call queues to in a VDN is called the secondary split/skill.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Skill Group (Generic 2.2 EAS)</b>                   | 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.                                                                                                                                                                                                                                                                                                                     |
| <b>Split/Skill ACD Call</b>                            | A call that queued to a split/skill and was answered by an agent in that split/skill.                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Station</b>                                         | 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**

| <b>Name</b> | <b>Data Stored</b>                                  |
|-------------|-----------------------------------------------------|
| 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**

| <b>Name</b> | <b>Data Stored</b>                            |
|-------------|-----------------------------------------------|
| 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)**

| <b>Name</b> | <b>Data Stored</b>                                      |
|-------------|---------------------------------------------------------|
| 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.

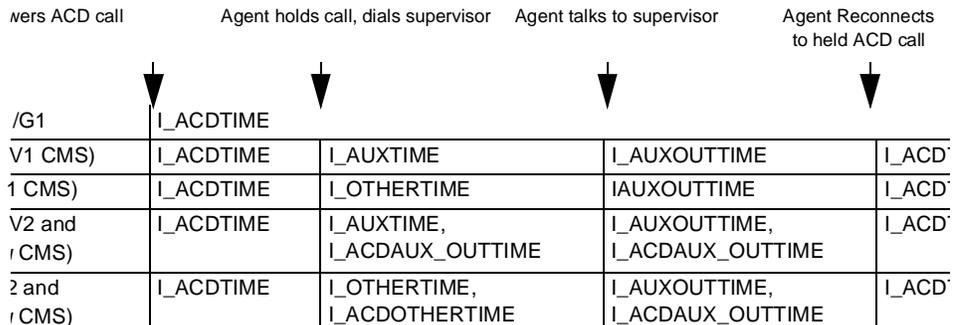


Figure A-1: Hold Tracking for Supervisor Assist Example

## 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).

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## 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.

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## 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.

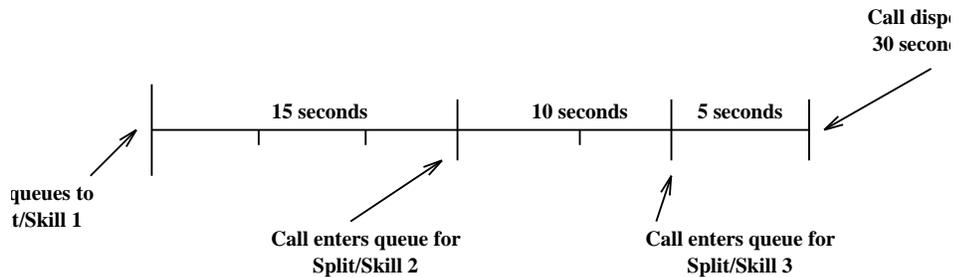
With real-time split/skill reports, if an agent is available in Split 1 and in AUX in Split 2 and you request the Split/Skill report which displays both splits, the report shows the agent as AVAIL in Split 1 and as OTHER in Split 2.

## 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.



| Condition                        | Split/Skill 1                    | Split/Skill 2                           | Split/Skill 3                  |
|----------------------------------|----------------------------------|-----------------------------------------|--------------------------------|
| When queued                      | ABANCALLS<br>ABNTIME = 30        | DEQUEUECALLS<br>DEQUETIME = 15          | DEQUEUECALLS<br>DEQUETIME = 15 |
| When answered                    | OUTFLOWCALLS<br>OUTFLOWTIME = 30 | ACDCALLS<br>ANSTIME = 15<br>INFLOWCALLS | DEQUEUECALLS<br>DEQUETIME = 15 |
| When abandoned                   | OUTFLOWCALLS<br>OUTFLOWTIME = 30 | DEQUEUECALLS<br>DEQUETIME = 15          | DEQUEUECALLS<br>DEQUETIME = 15 |
| When answered from Split/Skill 2 | OUTFLOWCALLS<br>OUTFLOWTIME = 30 | ABANCALLS<br>ABNTIME=15                 | DEQUEUECALLS<br>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)**

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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 (*csplit*) and Previous Interval Split/Skill (*psplit*) tables. The real-time indexes are **ACD** and **SPLIT**.

**Historical** split/skill database items apply to the Intrahour Split/Skill (*hsplit*), Daily Split/Skill (*dsplit*), Weekly Split/Skill (*wsplit*), and Monthly Split/Skill (*msplit*) tables, except as noted. The historical indexes are **SPLIT** and **ROW\_DATE**.

**Table A-6: Split/Skill Database Items**

| Database Item       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Type |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ABNCALLS</b>     | Number of <b>CALLSOFFERED</b> that were abandoned while in queue or ringing at an agent position.<br><br>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 <b>ABNCALLS</b> . Calls that are ringing an agent and then abandon peg as abandons for the split/skill they were ringing.<br><br><b>ABNCALLS</b> includes <b>O_ABNCALLS</b> and <b>PHANTOMABNS</b> . | C    |
| <b>ABNCALLS1-10</b> | Number of <b>ABNCALLS</b> that were abandoned during the collection interval in each of the service level increments <b>PERIOD1</b> through <b>PERIOD9</b> (as defined on the ACD Administration: Call Profile window). <b>ABNCALLS10</b> counts calls that abandoned after <b>PERIOD9</b> .                                                                                                                                                                                                                                                                                                                    | C    |
| <b>ABNRINGCALLS</b> | Number of <b>ABNCALLS</b> that abandoned while ringing at an agent position.<br><br>Available with Generic 2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | C    |
| <b>ABNTIME</b>      | Time callers waited in queue and ringing before abandoning.<br><br>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 |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ACCEPTABLE</b>     | Number of <b>ACDCALLS</b> answered by an agent within the acceptable service level (SERVICELEVEL), as defined on the ACD Administration: Call Profile window.                                                                                                                                                                                                                                                                                                         | C    |
| <b>ACD (index)</b>    | ACD number for which data was collected.                                                                                                                                                                                                                                                                                                                                                                                                                              | A    |
| <b>ACDAUXOUTCALLS</b> | Number of <b>AUXOUTCALLS</b> 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.<br><b>ACDAUXOUTCALLS</b> includes calls made to transfer or conference the ACD call.<br>Available with Generic 2.2 and Generic 3 switches.                                                                        | C    |
| <b>ACDCALLS</b>       | Number of <b>CALLSOFFERED</b> calls that were answered by an agent in the split/skill.<br><b>ACDCALLS</b> includes <b>BACKUPCALLS</b> and <b>O_ACDCALLS</b> .                                                                                                                                                                                                                                                                                                         | C    |
| <b>ACDCALLS1-10</b>   | Number of <b>ACDCALLS</b> during the collection interval that were answered in each of the service level increments <b>PERIOD1</b> through <b>PERIOD9</b> (as defined on the ACD Administration: Call Profile window). <b>ACDCALLS10</b> is the number of calls answered after the last increment <b>PERIOD9</b> .                                                                                                                                                    | C    |
| <b>ACDTIME</b>        | Talk time of all <b>ACDCALLS</b> (does not include <b>HOLDTIME</b> , but does include <b>O_ACDTIME</b> ).                                                                                                                                                                                                                                                                                                                                                             | C    |
| <b>ACWINCALLS</b>     | 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    |
| <b>ACWINTIME</b>      | Talk time of all <b>ACWINCALLS</b> .<br><b>ACWINTIME</b> 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.<br><b>ACWINTIME</b> includes <b>O_ACDTIME</b> and <b>O_ACWTIME</b> .                                                                                                                                                                            | C    |
| <b>ACWOUTADJCALLS</b> | Number of <b>ACWOUTCALLS</b> 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. <b>ACDAUXOUTCALLS</b> includes calls made to transfer or conference the ACD call.<br>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 |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ACWOUTCALLS</b>              | Number of outbound extension calls made by agents while in ACW for split/skill ACD calls or in <b>ACW</b> not associated with a call.<br><b>ACWOUTCALLS</b> includes <b>ACWOUTADJCALLS</b> and <b>ACWOUTOFFCALLS</b> .                                                                                                                                                                                                                                                          | C    |
| <b>ACWOUTOFFCALLS</b>           | Number of <b>ACWOUTCALLS</b> 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 <b>ACWOUTADJCALLS</b> .<br>Available with Generic 2.2 and Generic 3 switches.                                                                                                                                                                                                                           | C    |
| <b>ACWOUTOFFTIME</b>            | Talk time of all <b>ACWOUTOFFCALLS</b> (does not include hold time).<br>Available with Generic 2.2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                      | C    |
| <b>ACWOUTTIME</b>               | Talk time of all <b>ACWOUTCALLS</b> .<br><b>ACWOUTTIME</b> 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.<br><b>ACWOUTTIME</b> includes <b>ACWOUTOFFTIME</b> .                                                                                                                                                                                                        | C    |
| <b>ACWTIME</b>                  | Duration of all after call work associated with <b>ACDCALLS</b> .<br><b>ACWTIME</b> includes <b>ACWINTIME</b> . 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    |
| <b>AGINRING<br/>(real-time)</b> | Current number of <b>POSITIONS</b> 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 <b>AGINRING</b> (because the agent is then on an AUXIN/OUT call).<br>Agents talking on ACD calls who receive a forced MCH call (Generic 3 Version 4 switches only) are also counted in <b>AGINRING</b> .<br>Available with Generic 2 and Generic 3 switches. | S    |
| <b>ANSTIME</b>                  | Time spent by callers in queue or ringing before being answered by an agent.                                                                                                                                                                                                                                                                                                                                                                                                    | C    |
| <b>ASA<br/>(real-time)</b>      | 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).<br>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.<br>Available with Generic 3 Version 4 switches.                                                            | S    |

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

| Database Item                | Description                                                                                                                                                                                                                                                                                                                            | Type |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ASSISTS</b>               | 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    |
| <b>AUXINCALLS</b>            | 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    |
| <b>AUXINTIME</b>             | Talk time of all <b>AUXINCALLS</b> (does not include hold time on Generic 2.2 and Generic 3 switches).                                                                                                                                                                                                                                 | C    |
| <b>AUXOUTADJCALLS</b>        | Number of <b>AUXOUTCALLS</b> 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 <b>AUXOUTOFFCALLS</b> .<br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature. | C    |
| <b>AUXOUTCALLS</b>           | 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.<br><b>AUXOUTCALLS</b> includes <b>ACDAUXOUTCALLS</b> , <b>AUXOUTADJCALLS</b> , and <b>AUXOUTOFFCALLS</b> .                                            | C    |
| <b>AUXOUTOFFCALLS</b>        | Number of <b>AUXOUTCALLS</b> 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 <b>AUXOUTADJCALLS</b> .<br>Available with Generic 2.2 and Generic 3 switches.                                                                                  | C    |
| <b>AUXOUTOFFTIME</b>         | Talk time of all <b>AUXOUTOFFCALLS</b> (does not include hold time).<br><b>AUXOUTOFFTIME</b> is included in <b>AUXOUTTIME</b> .<br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                    | C    |
| <b>AUXOUTTIME</b>            | Talk time of all <b>AUXOUTCALLS</b> .<br><b>AUXOUTTIME</b> does not include hold time, but does include <b>AUXOUTOFFTIME</b> .                                                                                                                                                                                                         | C    |
| <b>AVAILABLE (real-time)</b> | Current Number of <b>POSITIONS</b> that are available in this split/skill.                                                                                                                                                                                                                                                             | S    |

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

| Database Item                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Type |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>BACKUPCALLS</b>            | Number of <b>ACDCALLS</b> 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.<br><br><b>BACKUPCALLS</b> also includes direct agent calls. <b>MAINCALLS</b> does not include direct agent calls.<br><br>Available on System 85, Generic 2, and Generic 3 switches with vectoring. | C    |
| <b>BUSYCALLS</b>              | Number of <b>CALLSOFFERED</b> 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    |
| <b>BUSYTIME</b>               | Time the callers waited in queue until hearing busy tone for all <b>BUSYCALLS</b> .                                                                                                                                                                                                                                                                                                                                                                                 | C    |
| <b>CALLSOFFERED</b>           | Number of calls that queued to the split/skill. This does <b>not</b> 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.<br><br><b>CALLSOFFERED = ACDCALLS + ABNCALLS + BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUECALLS</b>                                                                                                                                               | C    |
| <b>CONFERENCE</b>             | Number of <b>ACDCALLS</b> that were conferenced.<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                            | C    |
| <b>DA_ACWINCALLS</b>          | Number of in calls while ACW for direct agent call.                                                                                                                                                                                                                                                                                                                                                                                                                 |      |
| <b>DA_ACWINTIME</b>           | Duration of all <b>DA_ACWINCALLS</b> .                                                                                                                                                                                                                                                                                                                                                                                                                              |      |
| <b>DA_ACWOCALLS</b>           | Number of out calls while ACW for direct agent call.                                                                                                                                                                                                                                                                                                                                                                                                                |      |
| <b>DA_ACWOTIME</b>            | Duration of all <b>DA_ACWOCALLS</b> .                                                                                                                                                                                                                                                                                                                                                                                                                               |      |
| <b>DA_INACW (real-time)</b>   | Current number of <b>POSITIONS</b> that are in after call work associated with direct agent calls. This includes agents who are on ACWIN/OUT calls. <b>DA_INACW</b> is a subset of <b>OTHER</b> .<br><br>Total number of agents in after call work = <b>INACW + DA_INACW</b> .<br><br><b>DA_INACW</b> includes <b>ONACWIN</b> and <b>ONACWOUT</b> .<br><br>Available on Generic 3 switches with ASAI or EAS.                                                        | S    |
| <b>DA_INQUEUE (real-time)</b> | Current number of direct agent ACD calls waiting in this split/skill queue.<br><br>Available on Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                 | S    |

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

| Database Item                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Type |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>DA_INRING</b><br>(real-time)     | Current number of direct agent ACD calls ringing at an agent in this split/skill.<br><br>Available on Generic 3 switches with ASAI or EAS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | S    |
| <b>DA_OLDEST</b><br>(real-time)     | Time oldest call waiting was placed in agent queue.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | S    |
| <b>DA_OLDESTCALL</b><br>(real-time) | Length of time that the oldest direct agent ACD call has been waiting in queue or ringing at an agent position.<br><br>Available on Generic 3 switches with ASAI or EAS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | S    |
| <b>DA_ONACD</b><br>(real-time)      | Current number of <b>POSITIONS</b> that are on direct agent ACD calls. <b>DA_ONACD</b> is a subset of <b>OTHER</b> . Total number of agents on split/skill and direct agent ACD calls = <b>ONACD + DA_ONACD</b> .<br><br>Available on Generic 3 switches with ASAI or EAS.                                                                                                                                                                                                                                                                                                                                                                                                                        | S    |
| <b>DEQUECALLS</b>                   | 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).<br><br>Available on Generic 2.2 switches with EAS and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                 | C    |
| <b>DEQUETIME</b>                    | Amount of time <b>DEQUECALLS</b> waited in this split/skill queue before dequeuing.<br><br>Available on Generic 2.2 switches with EAS and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | C    |
| <b>DISCCALLS</b>                    | For Generic 2.2 and Generic 3 Version 2 and later Generic 3 switches, this is the number of <b>INCALLS</b> that were disconnected by the switch via the “disconnect” vector command.<br><br>For System 85, Generic 2.1, and Generic 3 switches prior to Version 2 load 100, this is the number of <b>INCALLS</b> that were given a forced disconnect announcement, listened to the entire announcement, then were disconnected by the switch.<br><br>For the Generic 3 Version 2 switch release, this also includes the number of <b>INCALLS</b> 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 |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>DISCTIME</b>                | <p>Time all <b>DISCCALLS</b> spent in this <b>VECTOR</b>. 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).</p> <p>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.</p> <p>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.</p> | C    |
| <b>EVENT1-9</b>                | <p>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.</p> <p>Available with System 85, Generic 2, and Generic 3 switches.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                              | C    |
| <b>EWTHIGH<br/>(real-time)</b> | <p>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.</p> <p>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.</p> <p>Available with Generic 3 Version 4 switches.</p>                                                                                                                                                                                                    | S    |
| <b>EWTLOW<br/>(real-time)</b>  | <p>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.</p> <p>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.</p> <p>Available with Generic 3 Version 4 switches.</p>                                                                                                                                                                                                      | S    |

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

| Database Item                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Type |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>EWTMEDIUM</b><br>(real-time) | <p>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.</p> <p>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.</p> <p>Available on Generic 3 Version 4 switches.</p> | S    |
| <b>EWTTOP</b><br>(real-time)    | <p>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.</p> <p>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.</p> <p>Available on Generic 3 Version 4 switches.</p>       | S    |
| <b>HIGHCALLS</b>                | <p>Number of <b>ACDCALLS</b> 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.</p> <p>Available on System 85, Generic 2, and Generic 3 switches with vectoring.</p>                                                    | C    |
| <b>HOLDABNCALLS</b>             | <p>Number of times split/skill ACD calls abandoned while on hold.</p> <p>Available on System 85, Generic 2, and Generic 3 switches.</p>                                                                                                                                                                                                                                                                                                                                                                                                   | C    |
| <b>HOLDCALLS</b>                | <p>Number of split/skill ACD calls that were placed on hold at least once.</p> <p>Available on System 85, Generic 2, and Generic 3 switches.</p>                                                                                                                                                                                                                                                                                                                                                                                          | C    |
| <b>HOLDTIME</b>                 | <p>Time spent by split/skill ACD callers on hold.</p> <p>Available on System 85, Generic 2, and Generic 3 switches.</p>                                                                                                                                                                                                                                                                                                                                                                                                                   | C    |
| <b>I_ACD AUXINTIME</b>          | <p>Time during the collection interval that <b>POSITIONS</b> were talking on AUXIN calls with at least one split/skill ACD call on hold.</p> <p>Available on Generic 2.2 and Generic 3 switches.</p>                                                                                                                                                                                                                                                                                                                                      | C    |

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

| Database Item            | Description                                                                                                                                                                                                                                                                                                                                        | Type |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>I_ACD_AUX_OUTTIME</b> | Time during the collection interval that <b>POSITIONS</b> spent dialing (Generic 2.2 switches) and talking on AUXOUT calls with at least one split/skill ACD call on hold.<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                 | C    |
| <b>I_ACD_OTHERTIME</b>   | Time during the collection interval that <b>POSITIONS</b> 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.<br><br>Available on Generic 2.2 and Generic 3 switches. | C    |
| <b>I_ACDTIME</b>         | Time during the collection interval that <b>POSITIONS</b> were on split/skill ACD calls. This includes time on <b>O_ACD_CALLS</b> as well as on <b>ACDCALLS</b> .                                                                                                                                                                                  | C    |
| <b>I_ACWINTIME</b>       | Time during the collection interval that <b>POSITIONS</b> were in ACW for this split/skill and on inbound extension calls.                                                                                                                                                                                                                         | C    |
| <b>I_ACWOUTTIME</b>      | Time during the collection interval that <b>POSITIONS</b> were in ACW for this split/skill and on outbound extension calls.                                                                                                                                                                                                                        | C    |
| <b>I_ACWTIME</b>         | Time during the collection interval that <b>POSITIONS</b> were in ACW for split/skill ACD calls or were in ACW not associated with an ACD for this split/skill.<br><br><b>I_ACWTIME</b> includes <b>I_ACWINTIME</b> and <b>I_ACWOUTTIME</b> .                                                                                                      | C    |
| <b>I_AUXINTIME</b>       | Time during the collection interval that <b>POSITIONS</b> were in AUX work, AVAILABLE, or, for Generic 2.2 and Generic 3 switches, had an ACD or AUXIN/AUXOUT call on hold <b>and</b> were on inbound extension calls.<br><br><b>I_AUXINTIME</b> includes <b>I_ACD_AUXINTIME</b> .                                                                 | C    |
| <b>I_AUXOUTTIME</b>      | Time during the collection interval that <b>POSITIONS</b> were in AUX work, AVAILABLE or, for Generic 2.2 and Generic 3 switches, had an ACD or AUXIN/AUXOUT call on hold <b>and</b> were on outbound extension calls.<br><br><b>I_AUXOUTTIME</b> includes <b>I_ACD_AUX_OUTTIME</b> .                                                              | C    |
| <b>I_AUXTIME</b>         | Time during the collection interval that <b>POSITIONS</b> were in AUX.<br><br><b>I_AUXTIME</b> includes <b>I_AUXINTIME</b> and <b>I_AUXOUTTIME</b> .                                                                                                                                                                                               | C    |
| <b>I_AVAILTIME</b>       | Time during the collection interval that <b>POSITIONS</b> were available for calls from this split/skill.                                                                                                                                                                                                                                          | C    |

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

| Database Item            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Type |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>I_OTHERTIME</b>       | <p>Time during the collection interval that <b>POSITIONS</b> 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.</p> <p>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).</p> <p>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).</p> <p>For all switches, <b>I_OTHERTIME</b> 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.</p> <p><b>I_OTHERTIME</b> includes <b>I_ACDOTHERTIME</b>.</p> | C    |
| <b>I_RINGTIME</b>        | <p>Time during the collection interval that <b>POSITIONS</b> had split/skill ACD calls ringing. If an agent changes work modes or makes/answers another call instead of answering the ringing call, <b>I_RINGTIME</b> stops accumulating. <b>RINGTIME</b> is the time the caller spends ringing and is independent of agent activity.</p> <p>Available on Generic 2 and Generic 3 switches.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | C    |
| <b>I_STAFFTIME</b>       | <p>Time during the collection interval that <b>POSITIONS</b> were staffed (logged in).</p> <p><b>I_STAFFTIME = I_AVAILTIME + I_ACDTIME + I_ACWTIME + I_AUXTIME + I_RINGTIME + I_OTHERTIME</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | C    |
| <b>INACW (real-time)</b> | <p>Current number of <b>POSITIONS</b> 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.</p> <p><b>INACW</b> includes <b>ONACWIN</b> and <b>ONACWOUT</b>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | S    |
| <b>INAUX (real-time)</b> | <p>Current number of <b>POSITIONS</b> that are in AUX work for all splits/skills, or on AUXIN/AUXOUT calls attributed to this split.</p> <p><b>INAUX</b> includes <b>ON AUXIN</b> and <b>ON AUXOUT</b>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | S    |

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

| Database Item                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Type |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>INCOMPLETE</b>              | 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    |
| <b>INFLOWCALLS</b>             | <p>Number of calls that were redirected to the split/skill queue from another queue.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p><b>INFLOWCALLS</b> includes <b>NOANSREDIR</b>.</p> | C    |
| <b>INQUEUE<br/>(real-time)</b> | Current number of split/skill ACD calls waiting in queue.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | S    |
| <b>INRING<br/>(real-time)</b>  | <p>Current number of split/skill ACD calls which are ringing at agent positions for this split/skill.</p> <p>Available on Generic 2 and Generic 3 switches.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | S    |
| <b>INTERFLOWCALLS</b>          | Number of <b>OUTFLOWCALLS</b> that were redirected to a destination outside the switch.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | C    |

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

| Database Item     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Type |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>INTRVL</b>     | Number of minutes in the intrahour interval (15, 30, 60).<br><b>INTRVL</b> applies to intrahour intervals only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | A    |
| <b>LOWCALLS</b>   | Number of <b>ACDCALLS</b> with low (applies to switches with vectoring) or no (applies to switches with no vectoring) priority that were answered by this split/skill.                                                                                                                                                                                                                                                                                                                                                                                                                         | C    |
| <b>MAXINQUEUE</b> | Maximum number of calls in queue at any time during the collection interval.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | C    |
| <b>MAXOCWTIME</b> | 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    |
| <b>MAXSTAFFED</b> | Maximum number of agent <b>POSITIONS</b> that were staffed during the collection interval.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | C    |
| <b>MEDCALLS</b>   | For switches with vectoring, the number of <b>ACDCALLS</b> with medium priority that were answered by agents in the split/skill. For Generic 3 switches with vectoring, <b>MEDCALLS</b> 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.<br><br>For switches without vectoring, the number of <b>ACDCALLS</b> with "yes" priority that were answered by agents in the split/skill. | C    |
| <b>NOANSREDIR</b> | 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.<br><br>Available on Generic 3 Version 2 and later switches.                                                                                                                                                                                                                                                                                                       | C    |
| <b>O_ABNCALLS</b> | Number of <b>OUTCALLS</b> on this trunk that were offered to ACD splits/skills and were abandoned by the far end.<br><br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.                                                                                                                                                                                                                                                                                                                                               | C    |
| <b>O_ACDCALLS</b> | Number of <b>ACDCALLS</b> that were placed by an adjunct (outbound predictive dialing).<br><br><b>O_ACDCALLS</b> includes <b>DA_ACDCALLS</b> .<br><br>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 |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>O_ACDTIME</b>               | Talk time of all <b>O_ACDCALLS</b> (does not include <b>HOLDTIME</b> ).<br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.                                                                                                                                            | C    |
| <b>O_ACWTIME</b>               | Duration of all after call work associated with <b>O_ACDCALLS</b> .<br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.                                                                                                                                                | C    |
| <b>O_OTHERCALLS</b>            | 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    |
| <b>OLDESTCALL (real-time)</b>  | Current number of seconds the oldest split/skill ACD call has been waiting in queue or ringing at an agent position.                                                                                                                                                                                                                          | S    |
| <b>ONACD (real-time)</b>       | Current number of <b>POSITIONS</b> that are on inbound and outbound ACD calls to this split/skill.<br><b>ONACD</b> includes <b>ONACDOUT</b> .                                                                                                                                                                                                 | S    |
| <b>ONACDAUXOUT (real-time)</b> | Current number of <b>POSITIONS</b> that are on <b>AUXOUT</b> calls with one or more ACD calls on hold for this split/skill. <b>ONACDAUXOUT</b> is a subset of <b>ONAUXTOUT</b> .                                                                                                                                                              | S    |
| <b>ONACDOUT (real-time)</b>    | Current number of <b>POSITIONS</b> that are on outbound calls to this split/skill.<br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.                                                                                                                                 | S    |
| <b>ONACWIN (real-time)</b>     | Current number of <b>POSITIONS</b> that are in ACW and on inbound extension calls. These agents also appear in either <b>INACW</b> or <b>DA_INACW</b> .<br><b>ONACWIN</b> 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    |
| <b>ONACWOUT (real-time)</b>    | Current number of <b>POSITIONS</b> that are in ACW and on outbound extension calls. These agents also appear in either <b>INACW</b> or <b>DA_INACW</b> .<br><b>ONACWOUT</b> 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    |
| <b>ONAUXTIN (real-time)</b>    | Current number of <b>POSITIONS</b> 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 |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ONAUXTOUT</b><br>(real-time) | Current number of <b>POSITIONS</b> 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    |
| <b>ONHOLD</b><br>(real-time)    | Current number of split/skill calls on hold at agent positions.<br>Available on System 85, Generic 2, and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | S    |
| <b>OTHER</b><br>(real-time)     | Current number of <b>POSITIONS</b> doing <b>OTHER</b> 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 <b>POSITIONS</b> shows up as in <b>OTHER</b> 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.<br><br><b>OTHER</b> includes <b>DA_ONACD</b> and <b>DA_INACW</b> . | S    |
| <b>OTHERCALLS</b>               | Number of calls offered to this split/skill that did not abandon and were not answered by an ACD agent for this split/skill.<br><br><b>OTHERCALLS = BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUEUECALLS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | S    |
| <b>OTHERTIME</b>                | Time <b>OTHERCALLS</b> 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 |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>OUTFLOWCALLS</b> | <p>Number of <b>CALLSOFFERED</b> that were redirected to another destination while queued to this split/skill. This can happen if:</p> <p>The call intraflowed or interflowed.</p> <p>The split/skill call forwarding was active.</p> <p>This can happen with vectoring:</p> <ul style="list-style-type: none"> <li>● if the call was routed to another VDN</li> <li>● if the call routed to a number or digits</li> <li>● if the call queued to another split (Generic 2 switches)</li> <li>● if the call queued to a messaging split/skill (Generic 3 switches)</li> <li>● if the call queued to this split/skill as the primary split/skill, and the call left vector processing and was redirected</li> <li>● by queuing to multiple splits/skills and being answered by an agent in another</li> <li>● split/skill if queued to this split/skill as primary (Generic 3 and Generic 2.2 switches with EAS)</li> <li>● by queuing to multiple splits/skills if queued to this split/skill as primary</li> <li>● 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)</li> <li>● by requeuing to the same split/skill via the Redirection on No Answer feature (Generic 3 Version 2 switches).</li> </ul> <p>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.</p> <p><b>OUTFLOWCALLS</b> includes <b>INTERFLOWCALLS</b> and <b>NOANSREDIR</b>.</p> | C    |
| <b>OUTFLOWTIME</b>  | Time <b>OUTFLOWCALLS</b> waited in queue or ringing before being redirected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | C    |

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

| Database Item                 | Description                                                                                                                                                                                                                                                                                                                                                                           | Type |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>PERIOD 1-9</b>             | 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 ( <b>PERIOD9</b> ) in either <b>ACDCALLS10</b> or <b>ABNCALLS10</b> .                                           | A    |
| <b>PERIODCHG</b>              | Indicates whether or not service level increments <b>PERIOD1-9</b> (as defined on the ACD Administration: Call Profile window) changed during the collection interval. Valid values for <b>PERIODCHG</b> are YES and NO.                                                                                                                                                              | A    |
| <b>PHANTOMABNS</b>            | Number of split/skill ACD calls with talk time less than the value of the phantom abandoned call timer.<br>Applies to Generic 3 switches only.                                                                                                                                                                                                                                        | C    |
| <b>POSITIONS</b>              | For switches without EAS, current number of agent positions that are assigned to this <b>SPLIT</b> .<br>For switches with EAS, current number of agent positions logged into this <b>SPLIT</b> .                                                                                                                                                                                      | A    |
| <b>RINGCALLS</b>              | Number of this split's/skill's calls that rang at agent positions.<br>Available on Generic 2 and Generic 3 switches.                                                                                                                                                                                                                                                                  | C    |
| <b>RINGTIME</b>               | Time this split/skill's calls spent ringing at agent positions independent of final disposition and other agent activity.<br><b>I_RINGTIME</b> is the time the agent spends with ringing calls and is affected by other agent activity. <b>RINGTIME</b> is the time the caller spends ringing and is independent of agent activity.<br>Available on Generic 2 and Generic 3 switches. | C    |
| <b>ROW_DATE</b><br>(index)    | Date on which data was collected.                                                                                                                                                                                                                                                                                                                                                     | C    |
| <b>SERVICELEVEL</b>           | 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    |
| <b>SPLIT</b><br>(index)       | Split/skill number for which data was collected.                                                                                                                                                                                                                                                                                                                                      | A    |
| <b>STAFFED</b><br>(real-time) | Current number of <b>POSITIONS</b> that are staffed (logged in).<br><b>STAFFED = AVAILABLE + AGINRING + ONACD + INACW + INAUX + OTHER</b>                                                                                                                                                                                                                                             | S    |
| <b>STARTTIME</b>              | Start time for the interval data was collected.<br>Applies to the interval table only.                                                                                                                                                                                                                                                                                                | C    |

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

| Database Item      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                            | Type |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>SVCLEVELCHG</b> | Indicates whether or not the service level was changed during the collection interval. Valid values for <b>SVCLEVELCHG</b> are YES and NO.                                                                                                                                                                                                                                                                                                             | A    |
| <b>TOPCALLS</b>    | Number of <b>ACDCALLS</b> with top priority that were answered by agents in this split/skill.<br><br>Available with System 85, Generic 2, and Generic 3 switches with vectoring.                                                                                                                                                                                                                                                                       | C    |
| <b>TRANSFERRED</b> | Number of <b>ACDCALLS</b> that were transferred to another destination.<br><br>For Generic 1 switches, <b>TRANSFERRED</b> includes transfers to a measured split or transfers from a measured trunk to a measured trunk.<br><br>For System 85 and Generic 2.1 switches, <b>TRANSFERRED</b> includes transfers to a VDN or a split/skill.<br><br>For Generic 2.2 and Generic 3 switches, <b>TRANSFERRED</b> 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/<br>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<br>85 | G2.1 | G2.2    | G3V1 | G3V2/<br>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<br>85 | G2.1 | G2.2 | G3V1 | G3V2/<br>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_AVAILTIME      | 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<br>85 | G2.1 | G2.2 | G3V1 | G3V2/<br>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<br>85 | G2.1 | G2.2 | G3V1 | G3V2/<br>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 |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ABNCALLS</b>       | 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).<br><br>For Generic 3 switches, <b>PHANTOMABNS</b> are pegged as <b>ABNCALLS</b> .<br><br>Available on Generic 2 and Generic 3 switches. | C    |
| <b>ABNTIME</b>        | Time split/skill ACD callers waited while ringing the agent before being abandoned.<br><br>For Generic 3 switches, <b>ABNTIME</b> includes the time until the agent releases the call for phantom abandoned calls.<br><br>Available on Generic 2 and Generic 3 switches.                                            | C    |
| <b>ACD (index)</b>    | ACD number for which data was collected.                                                                                                                                                                                                                                                                            | A    |
| <b>ACDAUXOUTCALLS</b> | Number of <b>AUXOUTCALLS</b> 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.<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                | C    |
| <b>ACDCALLS</b>       | Number of calls that were queued to <b>SPLIT</b> and answered by this agent in this <b>SPLIT</b> .<br><br><b>ACDCALLS</b> includes <b>O_ACDCALLS</b> .                                                                                                                                                              | C    |

Table A-8: Agent Database Items (Contd)

| Database Item                   | Description                                                                                                                                                                                                                                                                                                                                                   | Type |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ACDONHOLD</b><br>(real-time) | Number of direct agent and split/skill ACD calls on hold for the agent.<br><br>Available on System 85, Generic 2, and Generic 3 switches.                                                                                                                                                                                                                     | S    |
| <b>ACDTIME</b>                  | Talk time of all <b>ACDCALLS</b> .<br><br><b>ACDTIME</b> includes <b>O_ACDTIME</b> . It does not include <b>HOLDTIME</b> .                                                                                                                                                                                                                                    | C    |
| <b>ACWINCALLS</b>               | 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    |
| <b>ACWINTIME</b>                | Talk time of all <b>ACWINCALLS</b> (does not include <b>HOLDTIME</b> ).                                                                                                                                                                                                                                                                                       | C    |
| <b>ACWOUTADJCALLS</b>           | Number of <b>ACWOUTCALLS</b> 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 <b>ACWOUTOFFCALLS</b> .<br><br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature. | C    |
| <b>ACWOUTCALLS</b>              | 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.<br><br><b>ACWOUTCALLS</b> includes <b>ACWOUTADJCALLS</b> and <b>ACWOUTOFFCALLS</b> .                                                                                             | C    |
| <b>ACWOUTOFFCALLS</b>           | Number of <b>ACWOUTCALLS</b> 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 <b>ACWOUTADJCALLS</b> .<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                             | C    |
| <b>ACWOUTOFFTIME</b>            | Talk time of all <b>ACWOUTOFFCALLS</b> (does not include <b>HOLDTIME</b> ). <b>ACWOUTOFFTIME</b> is included in <b>ACWOUTTIME</b> .<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                                   | C    |
| <b>ACWOUTTIME</b>               | Talk time of all <b>ACWOUTCALLS</b> (does not include <b>HOLDTIME</b> ). This includes time on <b>ACWOUTADJCALLS</b> and on <b>ACWOUTOFFCALLS</b> .<br><br><b>ACWOUTTIME</b> includes <b>ACWOUTOFFTIME</b> .                                                                                                                                                  | C    |
| <b>ACWTIME</b>                  | Duration of all ACW associated with <b>ACDCALLS</b> , including <b>ACWINTIME</b> , <b>ACWOUTCALLS</b> , and <b>O_ACWTIME</b> .                                                                                                                                                                                                                                | C    |
| <b>AGSTATE</b><br>(real-time)   | Agent's current <b>WORKMODE</b> and call <b>DIRECTION</b> , for example, AUXOUT.                                                                                                                                                                                                                                                                              | S    |

Table A-8: Agent Database Items (Contd)

| Database Item                | Description                                                                                                                                                                                                                                                                                                                                                   | Type |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>AGTIME</b><br>(real-time) | Current time since the last agent state change for any split/skill.                                                                                                                                                                                                                                                                                           | S    |
| <b>ANSRINGTIME</b>           | Time split/skill and direct agent ACD calls spent ringing at the agent's position before being answered.<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                                                              | C    |
| <b>ASSIST</b><br>(real-time) | Request for supervisor assistance is active for this agent for any split/skill.                                                                                                                                                                                                                                                                               | S    |
| <b>ASSISTS</b>               | 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    |
| <b>AUXINCALLS</b>            | 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    |
| <b>AUXINTIME</b>             | Talk time of all <b>AUXINCALLS</b> (does not include <b>HOLDTIME</b> ).                                                                                                                                                                                                                                                                                       | C    |
| <b>AUXOUTADJCALLS</b>        | Number of <b>AUXOUTCALLS</b> 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 <b>AUXOUTOFFCALLS</b> .<br><br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature. | C    |
| <b>AUXOUTCALLS</b>           | 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.<br><br><b>AUXOUTCALLS</b> includes <b>ACDAUXOUTCALLS</b> , <b>AUXOUTADJCALLS</b> , and <b>AUXOUTOFFCALLS</b> .                                              | C    |
| <b>AUXOUTOFFCALLS</b>        | Number of <b>AUXOUTCALLS</b> 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 <b>AUXOUTADJCALLS</b> .<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                  |      |
| <b>AUXOUTOFFTIME</b>         | Talk time of all <b>AUXOUTOFFCALLS</b> (does not include <b>HOLDTIME</b> ). This time is included in <b>AUXOUTTIME</b> .<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                                              | C    |

Table A-8: Agent Database Items (Contd)

| Database Item              | Description                                                                                                                                                                                                                                                                                                                                              | Type |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>AUXOUTTIME</b>          | Talk time of all <b>AUXOUTCALLS</b> (does not include <b>HOLDTIME</b> ). This includes time on <b>AUXOUTOFFCALLS</b> and <b>AUXOUTADJCALLS</b> .<br><b>AUXOUTTIME</b> includes <b>AUXOUTOFFTIME</b> .                                                                                                                                                    | C    |
| <b>CHANGED (real-time)</b> | Time of day that new agent activity started (for example, when <b>WORKMODE</b> or <b>DIRECTION</b> changed). Valid values are NULL and time-of-day.                                                                                                                                                                                                      | S    |
| <b>CONFERENCE</b>          | Number of times the agent completed a conference (pushed the conference key a second time).<br><br>Available on Generic 3 and Generic 2.2 switches.                                                                                                                                                                                                      | C    |
| <b>DA_ABNCALLS</b>         | 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, <b>DA_ABNCALLS</b> includes calls considered abandoned because their talk time was less than the phantom abandon call timer.<br><br>Available on Generic 3 switches with the ASAI or EAS feature. | C    |
| <b>DA_ABNTIME</b>          | Time <b>DA_ABNCALLS</b> were waiting in queue or ringing before being abandoned. On Generic 3 Version 4 switches, <b>DA_ABNTIME</b> includes time waiting and "talking" for phantom abandoned calls.<br><br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                | C    |
| <b>DA_ACDCALLS</b>         | Number of direct agent ACD calls that the agent answered.<br><br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                                                                                                                                                           | C    |
| <b>DA_ACDTIME</b>          | Talk time of all <b>DA_ACDCALLS</b> (does not include <b>HOLDTIME</b> ).<br><br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                                                                                                                                            | C    |
| <b>DA_ACWINCALLS</b>       | Number of inbound extension calls received by the agent in ACW for direct agent ACD calls.<br><br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                                                                                                                          | C    |
| <b>DA_ACWINTIME</b>        | Talk time of all <b>DA_ACWINCALLS</b> (does not include <b>HOLDTIME</b> ).<br><br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                                                                                                                                          | C    |
| <b>DA_ACWOCALLS</b>        | Number of outbound extension calls made by the agent in ACW for direct agent ACD calls.<br><br><b>DA_ACWOCALLS</b> includes <b>DA_ACWOADJCALLS</b> and <b>DA_ACWOFFCALLS</b> .<br><br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                                      | C    |

Table A-8: Agent Database Items (Contd)

| Database Item                    | Description                                                                                                                                                                                                                                                                | Type |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>DA_ACWOTIME</b>               | Talk time of all <b>DA_ACWOCALLS</b> .<br><b>DA_ACWOTIME</b> includes <b>DA_ACWOFFTIME</b> . It does not include <b>HOLDTIME</b> .<br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                        | C    |
| <b>DA_ACWOADJCALLS</b>           | Number of <b>DA_ACWOCALLS</b> 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 <b>DA_ACWOFFCALLS</b> .<br>Available on Generic 3 switches with outbound ASAI. | C    |
| <b>DA_ACWOFFCALLS</b>            | Number of <b>DA_ACWOCALLS</b> 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 <b>DA_ACWOADJCALLS</b> .                                                               | C    |
| <b>DA_ACWOFFTIME</b>             | Talk time of all <b>DA_ACWOFFCALLS</b> (does not include <b>HOLDTIME</b> ). This time is included in <b>DA_ACWOTIME</b> .<br>Available on Generic 3 switches with the ASAI or the EAS feature.                                                                             | C    |
| <b>DA_ACWTIME</b>                | Duration of ACW associated with <b>DA_ACDCALLS</b> , including time on <b>DA_ACWINCALLS</b> and <b>DA_ACWOCALLS</b> .<br><b>DA_ACWTIME</b> includes <b>DA_ACWINTIME</b> and <b>DA_ACWOTIME</b> .<br>Available on Generic 3 switches with the ASAI or the EAS feature.      | C    |
| <b>DA_ANSTIME</b>                | Time spent by callers in direct agent queue and ringing before being answered.<br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                                                            | C    |
| <b>DA_INQUEUE (real-time)</b>    | Current number of direct agent calls waiting in any split/skill queue for this agent.<br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                                                     | S    |
| <b>DA_OLDESTCALL (real-time)</b> | Length of time that the current oldest direct agent call has waited in any split/skill queue for this agent.<br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                              | S    |
| <b>DA_OTHERCALLS</b>             | Number of direct agent calls that were redirected to another destination.<br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                                                                 | C    |
| <b>DA_OTHERTIME</b>              | Time spent in queue or ringing by <b>DA_OTHERCALLS</b> before being redirected.<br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                                                           | C    |

Table A-8: Agent Database Items (Contd)

| Database Item                     | Description                                                                                                                                                                                                                                                                                   | Type |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>DESTINATION</b><br>(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 <b>not</b> handling an outbound call, the value is blank.                                                                                    | S    |
| <b>DIRECTION</b><br>(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    |
| <b>DURATION</b><br>(real-time)    | Duration of current <b>WORKMODE</b> and <b>DIRECTION</b> for this <b>SPLIT</b> (for example, length of time in current <b>AGSTATE</b> for this <b>SPLIT</b> ).                                                                                                                                | S    |
| <b>EVENT1-9</b>                   | 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.<br><br>Available on System 85, Generic 2, and Generic 3 switches.                                                                                               | C    |
| <b>EXTENSION</b>                  | Extension number for which data was collected.                                                                                                                                                                                                                                                | A    |
| <b>HOLDABNCALLS</b>               | Number of times callers abandoned from hold.<br><br>For Generic 3 and Generic 2.2 switches, <b>HOLDABNCALLS</b> includes all calls.<br><br>For System 85 and Generic 2.1 switches, <b>HOLDABNCALLS</b> includes split calls only.                                                             | C    |
| <b>HOLDCALLS</b>                  | Number of calls that were placed on hold at least once.<br><br>For Generic 3 and Generic 2.2 switches, <b>HOLDCALLS</b> includes all calls.<br><br>For System 85 and Generic 2.1 switches, <b>HOLDCALLS</b> includes split calls only.<br><br><b>HOLDCALLS</b> includes <b>HOLDABNCALLS</b> . | C    |
| <b>HOLDTIME</b>                   | Time spent by callers on hold.<br><br>For Generic 3 and Generic 2.2 switches, <b>HOLDTIME</b> includes all calls.<br><br>For System 85 and Generic 2.1 switches, <b>HOLDTIME</b> includes split calls only.                                                                                   | C    |
| <b>I_ACD_AUXINTIME</b>            | 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.<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                       | C    |
| <b>I_ACD_AUX_OUTTIME</b>          | 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.<br><br>Available on Generic 2.2 and Generic 3 switches.                                                            | C    |

Table A-8: Agent Database Items (Contd)

| Database Item         | Description                                                                                                                                                                                                                                                                                                                                                    | Type |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>I_ACDOTHERTIME</b> | 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.<br><br>Available on Generic 2.2 and Generic 3 switches.                      | C    |
| <b>I_ACDTIME</b>      | Time during the collection interval that the agent was talking on ACD calls for <b>SPLIT</b> . This includes time spent on <b>O_ACDCALLS</b> . For System 85 and Generic 2.1 switches, this also includes the time ACD calls spent on hold.                                                                                                                    | C    |
| <b>I_ACWINTIME</b>    | 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. <b>I_ACWINTIME</b> does not include <b>HOLDTIME</b> .                                                                                                                            | C    |
| <b>I_ACWOUTTIME</b>   | Time during the collection interval that the agent was in <b>ACW</b> and on outbound extension calls. This includes ACW for split/skill ACD calls and ACW not associated with a call. <b>I_ACWOUTTIME</b> does not include <b>HOLDTIME</b> .                                                                                                                   | C    |
| <b>I_ACWTIME</b>      | 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.<br><br><b>I_ACWTIME</b> includes <b>I_ACWINTIME</b> and <b>I_ACWOUTTIME</b> .                                                                                                                                   | C    |
| <b>I_AUXINTIME</b>    | Time during the collection interval that the agent was in AUX work, <b>AVAILABLE</b> , or for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold and on inbound extension calls and <b>SPLIT</b> was the <b>OLDEST_LOGON</b> .<br><br><b>I_AUXINTIME</b> includes <b>I_ACDAUXINTIME</b> . It does not include <b>HOLDTIME</b> .      | C    |
| <b>I_AUXOUTTIME</b>   | Time during the collection interval that the agent was in AUX work, <b>AVAILABLE</b> , or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold and on outbound extension calls and <b>SPLIT</b> was the <b>OLDEST_LOGON</b> .<br><br><b>I_AUXOUTTIME</b> includes <b>I_ACDAUX_OUTTIME</b> . It does not include <b>HOLDTIME</b> . | C    |
| <b>I_AVAILTIME</b>    | Time during the collection interval that the agent was available for ACD calls in this split/skill.                                                                                                                                                                                                                                                            | C    |
| <b>I_DA_ACDTIME</b>   | Time during the collection interval that the agent spent talking on direct agent calls (does not include <b>HOLDTIME</b> ).<br><br>Available on Generic 3 switches with the ASAI or EAS feature.                                                                                                                                                               | C    |

Table A-8: Agent Database Items (Contd)

| Database Item       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Type |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>I_DA_ACWTIME</b> | Time during the collection interval that the agent was doing after call work associated with direct agent ACD calls.<br><br>Available on Generic 3 switches with ASAI or EAS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | C    |
| <b>I_OTHERTIME</b>  | Time during the collection interval that <b>POSITIONS</b> 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.<br><br>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).<br><br>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).<br><br>For all switches, <b>I_OTHERTIME</b> 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.<br><br><b>I_OTHERTIME</b> includes <b>I_ACDOTHERTIME</b> . | C    |
| <b>I_RINGTIME</b>   | 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, <b>I_RINGTIME</b> stops accumulating. <b>RINGTIME</b> is the time the caller spends ringing and is independent of agent activity.<br><br>Available on Generic 2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | C    |
| <b>I_STAFFTIME</b>  | Time during the collection interval that the agent was staffed (logged in) in this split/skill.<br><br><b>I_STAFFTIME</b> includes <b>I_ACDTIME</b> , <b>I_ACWTIME</b> , <b>I_DA_ACDTIME</b> , <b>I_DA_ACWTIME</b> , <b>I_OTHERTIME</b> , <b>I_RINGTIME</b> , <b>TI_AUXTIME</b> , <b>ONHOLD</b> , and <b>TI_STAFFTIME</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | C    |

Table A-8: Agent Database Items (Contd)

| Database Item                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Type |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>INCOMPLETE</b>                   | 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    |
| <b>INTRVL</b>                       | Number of minutes in the intrahour interval (15, 30, 60).<br><b>INTRVL</b> applies to intrahour intervals only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | A    |
| <b>LOGID</b><br>(index)             | Login ID that was used to staff the <b>EXTENSION</b> . Agents in multiple splits/skills have one <b>LOGID</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | S    |
| <b>LOGONSKILL</b><br>(real-time)    | First skill the agent logged in with. This is also stored in <b>SPLIT</b> .<br>Requires a Generic 2.2 or Generic 3 switch with EAS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | S    |
| <b>LOGONSKILL2-5</b><br>(real-time) | Second through fifth skills the agent logged in with.<br><b>LOGONSKILL5</b> is only used with Generic 2.2 switches.<br>Requires a Generic 2.2 or Generic 3 switch with EAS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | S    |
| <b>LOGONSTART</b><br>(real-time)    | Time of day that the agent logon session started for this <b>SPLIT</b> . 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    |
| <b>MALICIOUS</b><br>(real-time)     | Indicates whether a malicious call trace is active for the agent for any split/skill.<br><br>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 |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>MOVEPENDING</b><br>(real-time)  | <p>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 <b>MOVEPENDING</b> database item will be set to 1. Upon receiving the NAGLOGON message for this agent, <i>CentreVu</i> CMS will reset the <b>MOVEPENDING</b> bit to the value of the “p” bit in the NAGLOGON message.</p> <p>Once set, the <b>MOVEPENDING</b> 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.</p> <p>Available on Generic 3 Version 4 and later switches.</p> | S    |
| <b>NOANSREDIR</b>                  | <p>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.</p> <p>Available on Generic 3 Version 2 and later switches.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | C    |
| <b>O_ACDCALLS</b>                  | <p>Number of outbound <b>ACDCALLS</b> that an adjunct processor or host computer placed.</p> <p><b>O_ACDCALLS</b> includes <b>DA_ACDCALLS</b>.</p> <p>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | C    |
| <b>O_ACDTIME</b>                   | <p>Talk time of all <b>O_ACDCALLS</b> (does not include <b>HOLDTIME</b>). This time is included in <b>ACDTIME</b>.</p> <p>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | C    |
| <b>O_ACWTIME</b>                   | <p>Duration of all ACW associated with the <b>O_ACDCALLS</b>. This time is included in <b>ACWTIME</b>.</p> <p>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | C    |
| <b>OLDEST_LOGON</b><br>(real-time) | <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | S    |

Table A-8: Agent Database Items (Contd)

| Database Item                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Type |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ONHOLD</b><br>(real-time)       | Current number of calls for any split/skill on hold at the agent's station.<br><br>For Generic 2.2 and Generic 3 switches, <b>ONHOLD</b> includes all calls.<br>For System 85 and Generic 2.1 switches, <b>ONHOLD</b> includes split calls only.<br><br><b>ONHOLD</b> includes <b>ACDONHOLD</b> .                                                                                                                                                                 | S    |
| <b>ORIGIN</b><br>(real-time)       | Outbound call origination for the call the agent is currently talking on for any split/skill. Valid values for <b>ORIGIN</b> are NULL, PHONE, and KEYBOARD (adjunct-dialed).                                                                                                                                                                                                                                                                                      | S    |
| <b>PENDINGSPLIT</b><br>(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, <b>PENDINGSPLIT</b> is set to the first new skill for the agent. It is possible for <b>PENDINGSPLIT</b> to be blank or 0, even when <b>MOVEPENDING</b> is set. This can happen when the link to the switch comes up and a move is pending for an agent.<br><br>Available on Generic 3 Version 4 switches. | S    |
| <b>PHANTOMABNS</b>                 | Number of ACD calls with talk time less than the value of the phantom abandoned call timer.<br><br>Available on Generic 3 switches.                                                                                                                                                                                                                                                                                                                               | C    |
| <b>POSITION</b><br>(index)         | Position number associated with this <b>EXTENSION</b> . Agents in multiple splits without EAS have multiple <b>POSITIONs</b> . Agents in multiple skills with EAS have a single <b>POSITION</b> .                                                                                                                                                                                                                                                                 | A    |
| <b>RINGCALLS</b>                   | 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.<br><br>Available on Generic 2 and Generic 3 switches.                                                                                                                                                                                                                                                                 | C    |
| <b>RINGTIME</b>                    | Time split/skill and direct agent ACD calls spent ringing at the agent's position (independent of disposition or other agent activity). <b>I_RINGTIME</b> is the time the agent spends in the ringing state and is affected by other agent activity. <b>RINGTIME</b> is the time the caller spends ringing and is independent of agent activity.<br><br>Available on Generic 2 and Generic 3 switches.                                                            | C    |
| <b>ROW_DATE</b> (index)            | Date on which data was collected.                                                                                                                                                                                                                                                                                                                                                                                                                                 | C    |
| <b>SKILLTYPE</b><br>(real-time)    | Type (primary or secondary) of the first skill.<br><br>Available on Generic 3 switches with EAS.                                                                                                                                                                                                                                                                                                                                                                  | S    |

Table A-8: Agent Database Items (Contd)

| Database Item                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Type |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>SKILLTYPE2-4</b><br>(real-time) | Type (primary or secondary) of the second, third, and fourth skills.<br>Available on Generic 3 switches with EAS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | S    |
| <b>SPLIT</b><br>(index)            | Assigned split/skill number or skill number the agent is logged into for this <b>EXTENSION</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | A    |
| <b>STARTED</b><br>(real-time)      | Time of day that <b>WORKMODE</b> began. Values: NULL, time-of day                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | S    |
| <b>STARTTIME</b>                   | Time of day that the <b>INTRVL</b> for data collection began.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | C    |
| <b>TI_AUXTIME</b>                  | Time during the collection interval that the agent was in AUX for all splits/skills or on AUXIN or AUXOUT calls and <b>SPLIT</b> was the <b>OLDEST_LOGON</b> . <b>TI_AUXTIME</b> time is only stored for the split/skill the agent has been logged into the longest. <b>TI_AUXTIME</b> needs to be summed across the splits/skills the agents may log into, in case the logon order changes.<br><br><b>TI_AUXTIME</b> includes <b>I_AUXINTIME</b> and <b>I_AUXOUTTIME</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                   | C    |
| <b>TI_AVAILTIME</b>                | 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. <b>TI_AVAILTIME</b> is collected for the split/skill that was the <b>OLDEST_LOGON</b> . 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 <b>I_AVAILTIME</b> for the split in which the agent is available and <b>TI_AVAILTIME</b> in the split logged into the longest. <b>TI_AUXTIME</b> time is only stored for the split/skill the agent has been logged into the longest. <b>TI_AUXTIME</b> time needs to be summed across the splits/skills the agents may log into, in case the logon order changes.                                                                                                                                   | C    |
| <b>TI_OTHERTIME</b>                | 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.<br><br>For all switches, <b>TI_OTHERTIME</b> 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. <b>TI_AUXTIME</b> time is only stored for the split/skill the agent has been logged into the longest. <b>TI_AUXTIME</b> time needs to be summed across the splits/skills the agent may be logged into, in case the logon order changes.<br><br><b>TI_OTHERTIME</b> includes <b>I_ACDOTHERTIME</b> . | C    |

Table A-8: Agent Database Items (Contd)

| Database Item                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Type |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>TI_STAFFTIME</b>             | <p>Time during the collection interval that the agent was staffed in any split/skill and <b>SPLIT</b> was <b>OLDEST_LOGON</b>. <b>TI_AUXTIME</b> time is only stored for the split/skill the agent has been logged into the longest. <b>TI_AUXTIME</b> time needs to be summed across the splits/skills the agent may be logged into, in case the logon order changes.</p> <p><b>TI_STAFFTIME</b> = 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.</p> | C    |
| <b>TRANSFERRED</b>              | <p>Number of times the agent completed a transfer, that is, pressed the transfer key the second time.</p> <p>For Generic 1 switches, <b>TRANSFERRED</b> includes measured call-to-measured split or measured trunk-to-measured trunk transfers.</p> <p>For System 85 and Generic 2.1 switches, <b>TRANSFERRED</b> includes to a VDN or split.</p> <p>For Generic 3 and Generic 2.2 switches, <b>TRANSFERRED</b> includes all calls.</p>                                                                                                                                        | C    |
| <b>TYPE</b><br>(real-time)      | <p>In an EAS environment, <b>TYPE</b> 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.</p> <p>Applies to Generic 3 Version 4 switches with EAS.</p>                                                                                                                                                                                                                                                                     | S    |
| <b>VDN</b><br>(real-time)       | <p>Vector directory number associated with the agent's current split/skill or direct agent ACD call.</p> <p>Available on System 85, Generic 2, and Generic 3 switches with vectoring.</p>                                                                                                                                                                                                                                                                                                                                                                                      | S    |
| <b>WORKMODE</b><br>(real-time)  | <p>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.</p>                                                                                                                                                                                                                                                                                                                                             | S    |
| <b>WORKSKILL</b><br>(real-time) | <p>Current work state of the agent. The <b>WORKSKILL</b> can be ACW (agent is on a skill or direct agent call, or in ACW) or <b>OLDEST_LOGON</b> (agent is on an AUXIN/AUXOUT call), When the agent is in AUX or OTHER, the <b>WORKSKILL</b> is null.</p> <p>Requires a Generic 2.2 or Generic 3 Version 2 or later switch with EAS.</p>                                                                                                                                                                                                                                       | S    |

Table A-8: Agent Database Items (Contd)

| Database Item                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Type |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>WORKSPLIT</b><br>(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 <b>OLDEST_LOGON</b> . When the agent is available, this is the last split/skill in which the agent was available.<br><br>Available on Generic 1 and Generic 3 switches. For switch releases with the EAS feature active, it is recommended you use <b>WORKSKILL</b> instead of <b>WORKSPLIT</b> in reports. | S    |
| <b>WORKSPLIT2-3</b><br>(real-time) | For agents available in multiple splits/skills, other splits/skills in which the agent is available.<br><br>Available on Generic 2.2 with EAS, Generic 1 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                         | S    |
| <b>WORKSPLIT4</b><br>(real-time)   | For agents available in multiple splits/skills, another splits/skills in which the agent is available.<br><br>Available on Generic 2.2 with EAS and Generic 3 Version 2 switches.                                                                                                                                                                                                                                                                                                                                                        | S    |
| <b>WORKSPLIT5</b><br>(real-time)   | For agents available in multiple splits/skills, another splits/skills in which the agent is available.<br><br>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/<br>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<br>85 | G2.1 | G2.2 | G3V1 | G3V2/<br>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_ACDDTIME     |    |              |      |      | 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<br>85 | G2.1 | G2.2    | G3V1           | G3V2/<br>G3V3 | G3V4    |
|------------------|----|--------------|------|---------|----------------|---------------|---------|
| I_ACDAUXINTIME   |    |              |      | X       | X              | X             | X       |
| I_ACDAUX_OUTTIME |    |              |      | X       | X              | X             | X       |
| I_ACDOOTHERTIME  |    |              |      | 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<br>(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<br>85 | G2.1 | G2.2    | G3V1    | G3V2/<br>G3V3 | G3V4    |
|---------------|----|--------------|------|---------|---------|---------------|---------|
| ONHOLD        |    | X            | X    | X       | X       | X             | X       |
| ORIGIN        | X  | X            | X    | X       | X       | X             | X       |
| PENDINGSPILT  |    |              |      |         |         |               | 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 |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ABNCALLS</b>    | <p>Number of calls carried by this trunk that were abandoned by the caller before being answered by an agent.</p> <p>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.</p> <p>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).</p> <p>For Generic 3, Generic 2.1, and System 85 switches, calls that abandon while listening to a forced disconnect announcement are also included.</p> <p>For Generic 1 switches, this is ACD calls that abandon from queue or ringing.</p> <p><b>PHANTOMABNS</b> are pegged as <b>ABNCALLS</b>.</p> <p><b>ABNCALLS</b> includes <b>ABNVECCALLS</b>.</p> | C    |
| <b>ABNQUECALLS</b> | Number of <b>ABNCALLS</b> 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 |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ABNRINGCALLS</b>           | Number of <b>ABNCALLS</b> that were abandoned by the caller while ringing at an agent position.<br><br>Available on Generic 2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | C    |
| <b>ABNVECCALLS</b>            | Number of <b>ABNCALLS</b> that abandoned while in vector processing. This includes vector calls that abandoned while in queue or while ringing at an agent position.<br><br><b>ABNVECCALLS</b> includes <b>ABNQUEECALLS</b> and <b>ABNRINGCALLS</b> .<br><br>Available on System 85, Generic 2, and Generic 3 switches with vectoring.                                                                                                                                                                                                                                                                                                                                          | C    |
| <b>ACD (index)</b>            | ACD number for which data was collected                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | A    |
| <b>ACDCALLS</b>               | Number of <b>INCALLS</b> that were answered by an agent as a split/skill or direct agent ACD call.<br><br><b>ACDCALLS</b> includes <b>BACKUPCALLS</b> and <b>O_ACDCALLS</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | C    |
| <b>ADJUNCTOUT (real-time)</b> | Current number of <b>OUTBOUND</b> calls an adjunct processor originated.<br><br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | S    |
| <b>ALLINUSE (real-time)</b>   | Current use status of all trunks in the trunk group (on calls or maintenance busy). Values: YES, NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | S    |
| <b>ALLINUSETIME</b>           | Length of time during the interval that all trunks in the trunk group were in use (on calls or maintenance busy).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | C    |
| <b>AUDIO</b>                  | Number of calls for which audio difficulty problems were reported for trunks in this trunk group.<br><br>Available on System 85, Generic 2, and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | C    |
| <b>BACKUPCALLS</b>            | Number of <b>ACDCALLS</b> 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.<br><br><b>MAINCALLS</b> is calculated as <b>ACDCALLS - BACKUPCALLS</b> .<br><b>BACKUPCALLS</b> 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. <b>MAINCALLS</b> does not include direct agent calls.<br><br>Available on System 85, Generic 2, and Generic 3 switches with vectoring. | C    |
| <b>BH_ABNCALLS</b>            | 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 |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>BH_ACDCALLS</b>     | 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    |
| <b>BH_ALLINUSETIME</b> | Length of time during the busy hour that all trunks in the trunk group were in use.                                                               | C    |
| <b>BH_BUSYCALLS</b>    | Number of incoming calls carried by the trunk group during the busy hour that were given a busy signal by the switch.                             | C    |
| <b>BH_DISCCALLS</b>    | Number of incoming calls carried by the trunk group during the busy hour that were forced to disconnect by the switch.                            | C    |
| <b>BH_INCALLS</b>      | Number of incoming calls carried by the trunk group during the busy hour.                                                                         | C    |
| <b>BH_INTIME</b>       | Trunk holding time during the busy hour of all incoming calls carried by the trunk group.                                                         | C    |
| <b>BH_OABNCALLS</b>    | Number of outgoing calls carried by the trunk group that abandoned during the busy hour.                                                          | C    |
| <b>BH_OACDCALLS</b>    | 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    |
| <b>BH_OOTHERCALLS</b>  | Number of outgoing calls carried by the trunk group during the busy hour that were not answered or abandoned.                                     | C    |
| <b>BH_OTHERCALLS</b>   | Number of incoming calls carried by the trunk group during the busy hour that were not answered or abandoned.                                     | C    |
| <b>BH_OUTCALLS</b>     | Number of outgoing calls carried by the trunk group during the busy hour.                                                                         | C    |
| <b>BH_OUTTIME</b>      | Trunk holding time during the busy hour of all outgoing calls carried by the trunk group.                                                         | C    |
| <b>BH_STARTTIME</b>    | Starting time of the hour for which busy hour data was collected.                                                                                 | C    |
| <b>BLOCKAGE</b>        | Number of outbound call attempts that were blocked because all trunks were busy.<br><br>Available on System 85 and Generic 2 switches.            | C    |

Table A-10: Trunk Group Database Items (Contd)

| Database Item       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Type |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>BUSYCALLS</b>    | <p>Number of <b>INCALLS</b> that were given a busy signal by the switch.</p> <p>This can occur on all switches via the "busy" vector command.</p> <p>On Generic 3 switches, <b>BUSYCALLS</b> 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.</p> <p>Also on Generic 3 switches, <b>BUSYCALLS</b> 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.</p>                                                                                       | C    |
| <b>COMPLETED</b>    | <p>Number of <b>OUTCALLS</b> that were completed (far end answered).</p> <p>Available on Generic 1 and Generic 3 switches.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | C    |
| <b>CONNECTCALLS</b> | <p>Number of <b>INCALLS</b> that were answered at a station and were not split/skill or direct agent ACD calls.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | C    |
| <b>DISCCALLS</b>    | <p>With Generic 2.2, Generic 3 Version 2 (load 100 and later), and Generic 3 Version 3 switches, the number of <b>INCALLS</b> that were disconnected by the switch via the "disconnect" vector command.</p> <p>With System 85, Generic 2.1, Generic 3 Version 1 and Generic 3 Version 2 (prior to load 100) switches, the number of <b>INCALLS</b> that were given a forced disconnect announcement by the "disconnect" vector command and listened to the entire announcement, then were disconnected by the switch.</p> <p>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.</p> | C    |
| <b>FAILURES</b>     | <p>Number of trunk failures for this <b>TKGRP</b> (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).</p> <p>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.</p> <p>Available on System 85 and Generic 2 switches.</p>                                                                                                       | C    |

Table A-10: Trunk Group Database Items (Contd)

| Database Item                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Type |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>I_INOCC</b>                 | 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    |
| <b>I_OUTOCC</b>                | 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    |
| <b>INBOUND<br/>(real-time)</b> | Current number of <b>NUMINUSE</b> trunks that are busy on inbound calls.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | S    |
| <b>INCALLS</b>                 | Number of inbound calls that were carried by this <b>TKGRP</b> .<br><b>INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | C    |
| <b>INCOMPLETE</b>              | 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    |
| <b>INTIME</b>                  | Trunk holding time for all <b>INCALLS</b> 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    |
| <b>INTRVL</b>                  | Number of minutes in the interval.<br><b>INTRVL</b> applies to intrahour intervals only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | A    |
| <b>MBUSY<br/>(real-time)</b>   | Current number of <b>NUMINUSE</b> trunks that are maintenance busy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | S    |
| <b>MBUSYTIME</b>               | 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 |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>NUMINUSE</b><br>(real-time) | Current number of <b>TRUNKS</b> that are busy (on calls or maintenance busy).<br><br><b>NUMINUSE = INBOUND + OUTBOUND + MBUSY</b>                                                                                                                                                                                                                                                                                                                                   | S    |
| <b>O_ABNCALLS</b>              | Number of <b>OUTCALLS</b> that were offered to ACD splits/skills and were abandoned by the far end.<br><br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.                                                                                                                                                                                                                                  | C    |
| <b>O_ACDCALLS</b>              | Number of <b>OUTCALLS</b> that were offered to one or more splits/skills and were answered by an agent in one of those splits/skills.<br><br><b>O_ACDCALLS</b> includes <b>DA_ACDCALLS</b> .<br><br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.                                                                                                                                         | C    |
| <b>O_OTHERCALLS</b>            | Number of <b>OUTCALLS</b> 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.<br><br><b>O_OTHERCALLS</b> includes <b>SHORTCALLS</b> .                                                                                                                                                                      | C    |
| <b>OTHERCALLS</b>              | Number of <b>INCALLS</b> 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.<br><br><b>OTHERCALLS</b> includes <b>BUSYCALLS</b> , <b>DISCCALLS</b> , and <b>SHORTCALLS</b> .<br><br><b>OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS</b> | S    |
| <b>OUTBOUND</b><br>(real-time) | Current number of <b>NUMINUSE</b> trunks that are busy on outbound calls.<br><br><b>OUTBOUND</b> includes <b>ADJUNCTOUT</b> .                                                                                                                                                                                                                                                                                                                                       | S    |
| <b>OUTCALLS</b>                | Number of outbound calls that were carried by this <b>TKGRP</b> .<br><br><b>OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS</b>                                                                                                                                                                                                                                                                                                                                   | C    |
| <b>OUTTIME</b>                 | Trunk holding time for all <b>OUTCALLS</b> 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    |
| <b>ROW_DATE</b><br>(index)     | Date on which data was collected.                                                                                                                                                                                                                                                                                                                                                                                                                                   | C    |

Table A-10: Trunk Group Database Items (Contd)

| Database Item                | Description                                                                                                                                                                                                                                                                                                                                                                     | Type |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>SETUPTIME</b>             | Amount of time until <b>OUTCALLS</b> completed.<br>Available on Generic 1 and Generic 3 switches.                                                                                                                                                                                                                                                                               | C    |
| <b>SHORTCALLS</b>            | 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    |
| <b>SPLIT</b>                 | Split/skill this <b>TKGRP</b> terminates to.                                                                                                                                                                                                                                                                                                                                    | A    |
| <b>STARTTIME (real-time)</b> | Start time for the interval data was collected.                                                                                                                                                                                                                                                                                                                                 | S    |
| <b>TKGRP (index)</b>         | Trunk group number for which data was collected.                                                                                                                                                                                                                                                                                                                                | A    |
| <b>TRANSFERRED</b>           | Number of calls that were transferred to another destination.<br>For Generic 1 switches, <b>TRANSFERRED</b> includes measured call-to-measured split or measured trunk-to-measured trunk transfers.<br>For System 85 and Generic 2.1 switches, <b>TRANSFERRED</b> includes to a VDN or split.<br>For Generic 3 and Generic 2.2 switches, <b>TRANSFERRED</b> includes all calls. | C    |
| <b>TRUNKS</b>                | Current number of trunks assigned to this <b>TKGRP</b> .                                                                                                                                                                                                                                                                                                                        | A    |
| <b>VDN</b>                   | VDN this <b>TKGRP</b> terminates to.<br>Available on System 85, Generic 2, and Generic 3 switches with vectoring.                                                                                                                                                                                                                                                               | A    |
| <b>VECTOR</b>                | Vector the <b>VDN</b> terminates to.<br>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/<br>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<br>85 | G2.1 | G2.2 | G3V1 | G3V2/<br>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<br>85 | G2.1 | G2.2 | G3V1 | G3V2/<br>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 (*ctrunk*) and Previous Interval Agent (*ptrunk*) tables. The real-time indexes are **ACD**, **ITN**, and **TKGRP**.

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

**Table A-12: Trunk Database Items**

| Database Item      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Type |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ABNCALLS</b>    | <p>Number of calls carried by this trunk that were abandoned by the caller before being answered by an agent.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>For Generic 3, Generic 2.1, and System 85 switches, calls that abandon while listening to a forced disconnect announcement are also included here.</p> <p>For Generic 1 switches, this is ACD calls that abandon from queue or ringing.</p> <p><b>PHANTOMABNS</b> are pegged as <b>ABNCALLS</b>.</p> | C    |
| <b>ACD (index)</b> | ACD number for which data was collected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | A    |

Table A-12: Trunk Database Items (Contd)

| Database Item                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Type |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ACDCALLS</b>              | Number of <b>INCALLS</b> on the trunk answered by an agent as a split/skill or direct agent ACD call.<br><b>ACDCALLS</b> includes <b>BACKUPCALLS</b> and <b>O_ACDCALLS</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | C    |
| <b>AUDIO</b>                 | Number of calls for which audio difficulty was reported for this trunk.<br>Available on System 85, Generic 2, and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | C    |
| <b>DIRECTION (real-time)</b> | Current call direction of trunk (IN, OUT, or as defined in Dictionary).<br>The value is blank (NULL) if the trunk is not seized (trunk idle).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | S    |
| <b>DURATION (real-time)</b>  | Current length of time the trunk has been in <b>TKSTATE</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | S    |
| <b>EQLOC (index)</b>         | Physical equipment location (trunk number) for which data was collected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | A    |
| <b>EXTENSION (real-time)</b> | Extension to which this trunk is currently queued, ringing, or connected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | S    |
| <b>FAILURES</b>              | 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).<br><br>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.<br><br>Available on System 85 and Generic 2 switches. | C    |
| <b>I_INOCC</b>               | 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    |
| <b>I_OUTOCC</b>              | 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 |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>INCALLS</b>              | Number of inbound calls carried by this trunk. This includes calls with short holding times ( <b>SHORTCALLS</b> ), but does not include calls that had a trunk failure ( <b>FAILURES</b> ).<br><br><b>INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS</b>                                                                                                                                                                                                                                                                                                                                                                                                                              | C    |
| <b>INCOMPLETE</b>           | 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    |
| <b>INTIME</b>               | Trunk holding time for all <b>INCALLS</b> 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    |
| <b>INTRVL</b>               | Number of minutes in the interval (15, 30, or 60).<br><br><b>INTRVL</b> applies to intrahour intervals only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | A    |
| <b>ITN</b><br>(index)       | Internal trunk number of the trunk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | A    |
| <b>LOGID</b><br>(real-time) | Current agent (Login ID) handling the call. This is blank (NULL) when the trunk is idle.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | S    |
| <b>MBUSYTIME</b>            | Length of time during the collection interval that this trunk was maintenance busy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | C    |
| <b>O_ABNCALLS</b>           | Number of <b>OUTCALLS</b> on this trunk that were offered to ACD splits/skills and were abandoned by the far end.<br><br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.                                                                                                                                                                                                                                                                                                                                                                                                                                  | C    |
| <b>O_ACDCALLS</b>           | Number of <b>OUTCALLS</b> on this trunk that were offered to ACD splits/skills and were answered by an agent in one of those splits/skills.<br><br><b>O_ACDCALLS</b> includes <b>DA_ACDCALLS</b> .<br><br>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 |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>O_OTHERCALLS</b>            | Number of <b>OUTCALLS</b> 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.<br><br><b>O_OTHERCALLS</b> includes <b>SHORTCALLS</b> .                                                                                                                                                                                                                                                                                                          | C    |
| <b>OTHERCALLS</b>              | Number of <b>INCALLS</b> 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.<br><br><b>OTHERCALLS</b> includes <b>SHORTCALLS</b> .<br><br><b>OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS</b>                                                                                                                                                                     | S    |
| <b>OUTCALLS</b>                | Number of outbound calls that were carried by the trunk.<br><br><b>OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                | C    |
| <b>OUTTIME</b>                 | Trunk holding time for all <b>OUTCALLS</b> 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    |
| <b>PRIORITY (real-time)</b>    | 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    |
| <b>PRIORITY2-3 (real-time)</b> | 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).<br><br>Available on Generic 2.2 with vectoring and EAS, and Generic 3 switches with vectoring.                                                                                                                                                                       | S    |
| <b>QUECOUNT (real-time)</b>    | 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 |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>QUETYPE</b><br>(real-time)    | Whether this call entered the queue via the “queue to main” or another vector step. <b>QUEUETYPE</b> 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    |
| <b>QUETYPE2-3</b><br>(real-time) | Whether this call entered the second or third queue via the “queue to main” or another vector step. <b>QUEUETYPE2</b> and <b>QUEUETYPE3</b> are NULL when vectoring is not used; or when the trunk idles, gets forced busy, or gets a forced disconnect.<br><br>Available on Generic 2.2 switches with EAS and Generic 3 switches. | S    |
| <b>ROW_DATE</b><br>(index)       | Date on which data was collected.                                                                                                                                                                                                                                                                                                  | C    |
| <b>SHORTCALLS</b>                | 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    |
| <b>SPLIT</b><br>(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    |
| <b>SPLIT2-3</b><br>(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.<br><br>Available on Generic 2.2 switches with the vectoring and EAS, and Generic 3 switches with vectoring.                                                                                  | S    |
| <b>STARTED</b><br>(real-time)    | Time of day that <b>TKSTATE</b> started. The values are NULL, time-of-day                                                                                                                                                                                                                                                          | S    |
| <b>STARTTIME</b><br>(real-time)  | Start time for the interval data was collected.                                                                                                                                                                                                                                                                                    | S    |
| <b>TKGRP</b><br>(index)          | Trunk group number to which the trunk is assigned.                                                                                                                                                                                                                                                                                 | A    |
| <b>TKSTATE</b><br>(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    |
| <b>VDN</b><br>(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.<br><br>Available on System 85, Generic 2, and Generic 3 switches with vectoring.                                                                                                                              | S    |

**Table A-12: Trunk Database Items (Contd)**

| Database Item                 | Description                                                                                                                                                                                              | Type |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>VECTOR<br/>(real-time)</b> | Vector that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL.<br><br>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/<br>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<br>85 | G2.1 | G2.2    | G3V1 | G3V2/<br>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 |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ABNCALLS</b>     | Number of <b>INCALLS</b> that were abandoned while <b>INPROGRESS</b> for this vector.<br><br>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.<br><br><b>ABNCALLS</b> includes <b>ABNQUEECALLS</b> , <b>ABNRINGCALLS</b> , and <b>PHANTOMABNS</b> . | C    |
| <b>ABNQUEECALLS</b> | Number of <b>ABNCALLS</b> 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    |
| <b>ABNRINGCALLS</b> | Number of split/skill or direct agent <b>ABNCALLS</b> that were abandoned by the caller while ringing at an agent position.<br><br>Available on Generic 2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                        | C    |

Table A-14: Vector Database Items (Contd)

| Database Item      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Type |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ABNTIME</b>     | Time caller waited while vector steps were executed, the call was queued, and ringing.<br><br>For Generic 3 Version 4 switches phantom abandoned calls, this is the total time until the agent released the call.                                                                                                                                                                                                                                                                                                                                                                                                                                               | C    |
| <b>ACD (index)</b> | ACD number for which data was collected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | A    |
| <b>ACDCALLS</b>    | 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.<br><br><b>ACDCALLS</b> includes <b>BACKUPCALLS</b> and <b>O_ACDCALLS</b> .                                                                                                                                                                                                                                                                                                                                      | C    |
| <b>ADJATTEMPTS</b> | Number of adjunct routing attempts for calls in this <b>VECTOR</b> .<br><br>Available on Generic 3 switches with the ASAI feature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | C    |
| <b>ADJROUTED</b>   | Number of adjunct-routing calls that were redirected by an adjunct processor or host computer.<br><br>Available on Generic 3 switches with the ASAI feature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | C    |
| <b>ANSTIME</b>     | Time split/skill and direct agent ACD calls waited while executing vector steps, queuing and ringing before being answered by an agent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | C    |
| <b>BACKUPCALLS</b> | Number of <b>ACDCALLS</b> 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.<br><br><b>MAINCALLS</b> is then calculated as <b>ACDCALLS - BACKUPCALLS</b> . <b>BACKUPCALLS</b> 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. <b>MAINCALLS</b> does not include direct agent calls.<br><br>Available on System 85, Generic 2, and Generic 3 switches with vectoring. | C    |

Table A-14: Vector Database Items (Contd)

| Database Item    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Type |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>BUSYCALLS</b> | <p>Number of <b>INCALLS</b> that were given a busy signal by the switch.</p> <p>This can occur on all switches via the "busy" vector command.</p> <p>On Generic 3 switches, <b>BUSYCALLS</b> 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.</p> <p>Also on Generic 3 switches, <b>BUSYCALLS</b> 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.</p>                                                                                                                                           | C    |
| <b>BUSYTIME</b>  | Time <b>BUSYCALLS</b> waited before hearing a busy signal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | C    |
| <b>DISCCALLS</b> | <p>With Generic 2.2, Generic 3 Version 2 (load 100 and later), and Generic 3 Version 3 switches, the number of <b>INCALLS</b> that were disconnected by the switch via the "disconnect" vector command.</p> <p>With System 85, Generic 2.1, Generic 3 Version 1 and Generic 3 Version 2 (prior to load 100) switches, the number of <b>INCALLS</b> that were given a forced disconnect announcement by the "disconnect" vector command and listened to the entire announcement, then were disconnected by the switch.</p> <p>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.</p> <p><b>DISCCALLS</b> includes <b>VDISCCALLS</b>.</p> | C    |
| <b>DISCTIME</b>  | <p>Time all <b>DISCCALLS</b> spent in this <b>VECTOR</b>. The time until the trunk drops following the forced disconnect command for those calls recorded as <b>DISCCALLS</b>.</p> <p>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.</p> <p>For System 85, Generic 2.1, and Generic 3 (prior to Version 2) switches, <b>DISCTIME</b> is the time until the announcement ends and the caller is disconnected by the switch.</p> <p>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.</p>                                 | C    |

Table A-14: Vector Database Items (Contd)

| Database Item                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Type |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>GOTOCALLS</b>              | Number of <b>OUTFLOWCALLS</b> that were redirected to another vector by way of a "go to vector" command.<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | C    |
| <b>GOTOTIME</b>               | Time all <b>GOTOCALLS</b> spent in the vector before being redirected to another vector.<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | C    |
| <b>INCALLS</b>                | Number of inbound calls that were processed by the vector, including <b>INFLOWCALLS</b> .<br><br><b>INCALLS</b> includes <b>ABNCALLS</b> , <b>ACDCALLS</b> , <b>INFLOWCALLS</b> , and <b>OTHERCALLS</b> .<br><br><b>INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS</b>                                                                                                                                                                                                                                                                                                                                                                                                                | C    |
| <b>INCOMPLETE</b>             | 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    |
| <b>INFLOWCALLS</b>            | Number of calls that were redirected to the vector by way of a "go to vector" or "route to" VDN command.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | C    |
| <b>INPROGRESS (real-time)</b> | 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).<br><br><b>INPROGRESS</b> includes <b>INQUEUE</b> and <b>INRING</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                      | S    |
| <b>INQUEUE (real-time)</b>    | Current number of <b>INPROGRESS</b> calls that are in split/skill or direct agent ACD queues. System 85 calls that are ringing at agent positions are included here.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | S    |
| <b>INRING (real-time)</b>     | Current number of <b>INPROGRESS</b> split/skill and direct agent ACD calls that are ringing at an agent position.<br><br>Available on Generic 2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | S    |
| <b>INTERFLOWCALLS</b>         | Number of <b>OUTFLOWCALLS</b> that were redirected to a destination outside the switch.<br><br>INTERFLOWCALLS includes LOOKFLOWCALLS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | C    |

Table A-14: Vector Database Items (Contd)

| Database Item        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                              | Type |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>INTIME</b>        | Time spent by <b>INCALLS</b> in the <b>VECTOR</b> executing steps. <b>INTIME</b> 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    |
| <b>INTRVL</b>        | Number of minutes in the interval (15, 30, 60).<br><b>INTRVL</b> applies to intrahour intervals only.                                                                                                                                                                                                                                                                                                                                                    | A    |
| <b>LOOKATTEMPTS</b>  | Number of look-ahead interflow attempts for calls processed by the vector.<br><br>Available on Generic 2.2 and Generic 3 switches with the look-ahead Interflow feature.                                                                                                                                                                                                                                                                                 | C    |
| <b>LOOKFLOWCALLS</b> | Number of <b>INTERFLOWCALLS</b> that were redirected to another switch by way of the look-ahead interflow feature.<br><br>Available on Generic 2.2 and Generic 3 switches with the look-ahead interflow feature.                                                                                                                                                                                                                                         | C    |
| <b>NUMVDNS</b>       | Current number of VDNs that are assigned to this vector.                                                                                                                                                                                                                                                                                                                                                                                                 | A    |
| <b>OTHERCALLS</b>    | Number of <b>INCALLS</b> that connected to a non-ACD destination, were redirected out of the vector, were given a busy signal, or were disconnected.<br><br><b>OTHERCALLS</b> includes <b>BUSYCALLS</b> , <b>DISCCALLS</b> , and <b>OUTFLOWCALLS</b> .<br><br><b>OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS</b>                                                                                                                                          | S    |
| <b>OTHERTIME</b>     | Time <b>OTHERCALLS</b> spent in the vector until the disposition was known.<br><br><b>OTHERTIME</b> includes <b>BUSYTIME</b> , <b>DISCTIME</b> , and <b>OUTFLOWTIME</b> .                                                                                                                                                                                                                                                                                | C    |
| <b>OUTFLOWCALLS</b>  | Number of <b>INCALLS</b> 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.)<br><br><b>OUTFLOWCALLS</b> includes <b>GOTOCALLS</b> and <b>INTERFLOWCALLS</b> . | C    |

Table A-14: Vector Database Items (Contd)

| Database Item                   | Description                                                                                                                                                                                                          | Type |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>OUTFLOWTIME</b>              | Time all <b>OUTFLOWCALLS</b> spent in the vector before being redirected.<br><b>OUTFLOWTIME</b> includes <b>GOTOTIME</b> .                                                                                           | C    |
| <b>PHANTOMABNS</b>              | 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.<br>Available on Generic 3 switches.                                       | C    |
| <b>RINGCALLS</b>                | Number of split/skill and direct agent ACD calls that rang at agent positions.<br>Available on Generic 2 and Generic 3 switches.                                                                                     | C    |
| <b>RINGTIME</b>                 | Time split/skill and direct agent ACD calls spent ringing at agent positions independent of final disposition.<br>Available on Generic 2 and Generic 3 switches.                                                     | C    |
| <b>ROW_DATE</b><br>(index)      | Date on which data was collected.                                                                                                                                                                                    | C    |
| <b>STARTTIME</b><br>(real-time) | Start time for the interval data was collected.                                                                                                                                                                      | S    |
| <b>VDISCCALLS</b>               | 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.<br>Available on Generic 3 Version 2 and later switches. | C    |
| <b>VECTOR</b><br>(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/<br>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<br>85 | G2.1 | G2.2 | G3V1 | G3V2/<br>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 |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ABNCALLS</b>     | Number of <b>INCALLS</b> that were abandoned while <b>INPROGRESS</b> 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.<br><br><b>PHANTOMABNS</b> are pegged as <b>ABNCALLS</b> . | C    |
| <b>ABNCALLS1-10</b> | Number of <b>INCALLS</b> that abandoned in each of the service level increments <b>PERIOD1</b> through <b>PERIOD9</b> (as defined on the ACD Administration: Call Profile window). <b>ABNCALLS10</b> counts calls that abandoned after <b>PERIOD9</b> .                                                                                                                                                                                                                                                              | C    |
| <b>ABNQUECALLS</b>  | Number of <b>ABNCALLS</b> that were abandoned while in a split/skill or direct agent queue. System 85 calls that abandon from ringing are included here.                                                                                                                                                                                                                                                                                                                                                             | C    |
| <b>ABNRINGCALLS</b> | Number of split/skill and direct agent <b>ABNCALLS</b> that were abandoned by the caller while ringing at an agent position.<br><br>Available on Generic 2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                   | C    |

Table A-16: VDN Database Items (Contd)

| Database Item                  | Description                                                                                                                                                                                                                                                                                                                                                     | Type |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ABNTIME</b>                 | Length of time caller waited before abandoning.<br><br>For Generic 3 switch phantom abandon calls, <b>ABNTIME</b> is the total time until the agent released the call.                                                                                                                                                                                          | C    |
| <b>ACCEPTABLE</b>              | Number of <b>ACDCALLS</b> and <b>CONNECTCALLS</b> that were answered within the acceptable service level (as defined on the ACD Administration: VDN Call Profile window).                                                                                                                                                                                       | C    |
| <b>ACD (index)</b>             | ACD number for which data was collected.                                                                                                                                                                                                                                                                                                                        | A    |
| <b>ACDCALLS</b>                | 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.<br><br><b>ACDCALLS</b> includes <b>BACKUPCALLS</b> and <b>O_ACDCALLS</b> . | C    |
| <b>ACDTIME</b>                 | Talk time of all <b>ACDCALLS</b> , not including <b>HOLDTIME</b> .<br><br><b>ACDTIME</b> includes <b>SKILLTIME1</b> through <b>SKILLTIME3</b> .                                                                                                                                                                                                                 | C    |
| <b>ACTIVECALLS (real-time)</b> | 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.<br><br>Available on Generic 3 Version 4 switches.                                      | S    |
| <b>ACWTIME</b>                 | Time that agents spent in ACW associated with split/skill or direct agent ACD calls.<br><br><b>ACWTIME</b> includes <b>SKILLACWTIME1</b> through <b>SKILLACWTIME3</b> .                                                                                                                                                                                         | C    |
| <b>ADJATTEMPTS</b>             | Number of adjunct-routing attempts for calls to this VDN.<br><br>Available on Generic 3 switches with the ASAI feature.                                                                                                                                                                                                                                         | C    |
| <b>ADJROUTED</b>               | Number of adjunct routing calls that were redirected by the adjunct.<br><br>Available on Generic 3 switches with the ASAI feature.                                                                                                                                                                                                                              | C    |
| <b>ANSCONNCALLS1-10</b>        | 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    |
| <b>ANSTIME</b>                 | 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, <b>ANSTIME</b> is the time until ringing starts.                                                                                                                                     | C    |

Table A-16: VDN Database Items (Contd)

| Database Item                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Type |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>ASA</b><br><b>(real-time)</b>     | 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).<br><br>Available on Generic 3 Version 4 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | S    |
| <b>ATAGENT</b><br><b>(real-time)</b> | Current number of <b>INPROGRESS</b> calls (ACD and non-ACD) that have been answered by an agent or a station.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | S    |
| <b>BH_ABNCALLS</b>                   | Number of incoming calls that were abandoned during the busy hour.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | C    |
| <b>BH_ACDCALLS</b>                   | Number of incoming calls that were answered during the busy hour.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | C    |
| <b>BH_ACDTIME</b>                    | Duration of busy hour answered calls.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | C    |
| <b>BH_BUSYCALLS</b>                  | Number of incoming calls that were forced busy during the busy hour.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | C    |
| <b>BH_DISCCALLS</b>                  | Number of incoming calls that were disconnected during the busy hour.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | C    |
| <b>BH_OTHERCALLS</b>                 | Number of other incoming busy hour calls.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | C    |
| <b>BH_STARTTIME</b>                  | Hour for which data was collected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | C    |
| <b>BH_VDNCALLS</b>                   | Number of calls offered to the VDN during the busy hour.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | C    |
| <b>BACKUPCALLS</b>                   | Number of <b>ACDCALLS</b> 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.<br><br><b>MAINCALLS</b> is then calculated as <b>ACDCALLS - BACKUPCALLS</b> . <b>BACKUPCALLS</b> 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. <b>MAINCALLS</b> does not include direct agent calls.<br><br>Available on System 85, Generic 2, and Generic 3 switches with vectoring. | C    |

Table A-16: VDN Database Items (Contd)

| Database Item       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Type |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>BUSYCALLS</b>    | <p>Number of <b>INCALLS</b> that were given a busy signal by the switch.</p> <p>This can occur on all switches via the "busy" vector command.</p> <p>On Generic 3 switches, <b>BUSYCALLS</b> 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.</p> <p>Also on Generic 3 switches, <b>BUSYCALLS</b> 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.</p>                                                                                                                                                     | C    |
| <b>BUSYTIME</b>     | Duration of all <b>BUSYCALLS</b> (until the trunk goes idle).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | C    |
| <b>CONNECTCALLS</b> | <p>Number of non-ACD <b>INCALLS</b> 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.</p> <p>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 <b>CONNECTCALLS</b> for those switch releases.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                              | C    |
| <b>CONNECTTIME</b>  | Time <b>CONNECTCALLS</b> waited before being answered (Generic 3 switches). For System 85 and Generic 2.1 switches, <b>CONNECTTIME</b> is the time before ringing starts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | C    |
| <b>CONNTALKTIME</b> | Talk time for all <b>CONNECTCALLS</b> , not including <b>HOLDTIME</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | C    |
| <b>DISCCALLS</b>    | <p>With Generic 2.2, Generic 3 Version 2 (load 100 and later), and Generic 3 Version 3 switches, the number of <b>INCALLS</b> that were disconnected by the switch via the "disconnect" vector command.</p> <p>With System 85, Generic 2.1, Generic 3 Version 1 and Generic 3 Version 2 (prior to load 100) switches, the number of <b>INCALLS</b> that were given a forced disconnect announcement by the "disconnect" vector command and listened to the entire announcement, then were disconnected by the switch.</p> <p>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.</p> <p><b>DISCCALLS</b> includes <b>VDISCCALLS</b>.</p> | C    |

Table A-16: VDN Database Items (Contd)

| Database Item       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Type |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>DISCTIME</b>     | <p>Time all <b>DISCCALLS</b> spent in this VDN. The time until the trunk drops following the forced disconnect command for those calls recorded as <b>DISCCALLS</b>.</p> <p>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.</p> <p>For System 85, Generic 2.1, and Generic 3 (prior to Version 2 load 100) switches, <b>DISCTIME</b> is the time until the announcement ends and the caller is disconnected by the switch.</p> | C    |
| <b>HOLDABNCALLS</b> | <p>Number of times callers abandoned from hold.</p> <p>For Generic 2.2 and Generic 3 switches, <b>HOLDABNCALLS</b> includes all calls.</p> <p>For System 85 and Generic 2.1 switches, <b>HOLDABNCALLS</b> includes split calls only.</p>                                                                                                                                                                                                                                                                                                                                  | C    |
| <b>HOLDACDCALLS</b> | <p>Number of split/skill or direct agent ACD calls placed on hold at least one time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | C    |
| <b>HOLDACDTIME</b>  | <p>Time spent by split/skill or direct agent ACD callers on hold.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | C    |
| <b>HOLDCALLS</b>    | <p>Number of calls that were placed on hold at least once.</p> <p>For Generic 2.2 and Generic 3 switches, <b>HOLDCALLS</b> includes all calls.</p> <p>For System 85 and Generic 2.1 switches, <b>HOLDCALLS</b> includes split calls only.</p> <p><b>HOLDCALLS</b> includes <b>HOLDABNCALLS</b> and <b>HOLDACDCALLS</b>.</p>                                                                                                                                                                                                                                               | C    |
| <b>HOLDTIME</b>     | <p>Time spent by callers on hold.</p> <p>For Generic 2.2 and Generic 3 switches, <b>HOLDTIME</b> includes all calls.</p> <p>For System 85 and Generic 2.1 switches, <b>HOLDTIME</b> includes split calls only.</p> <p><b>HOLDTIME</b> includes <b>HOLDACDTIME</b>.</p>                                                                                                                                                                                                                                                                                                    | C    |
| <b>ILN</b>          | <p>Internal line number of the VDN.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | A    |
| <b>INCALLS</b>      | <p>Number of inbound calls that were directed to this VDN.</p> <p><b>INCALLS</b> includes <b>ABNCALLS</b>, <b>ACDCALLS</b>, <b>INFLOWCALLS</b>, and <b>OTHERCALLS</b>.</p> <p><b>INCALLS</b> = <b>ACDCALLS</b> + <b>ABNCALLS</b> + <b>OTHERCALLS</b></p>                                                                                                                                                                                                                                                                                                                  | C    |

Table A-16: VDN Database Items (Contd)

| Database Item                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Type |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>INCOMPLETE</b>             | 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    |
| <b>INFLOWCALLS</b>            | Number of calls that were redirected into the VDN by way of a "route to" VDN command.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | C    |
| <b>INPROGRESS (real-time)</b> | 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.<br><br><b>INPROGRESS</b> includes <b>ATAGENT</b> and <b>INVECTOR</b> .                                                                                                                                                                                                                                                                                                                                                                         | S    |
| <b>INQUEUE (real-time)</b>    | Current number of <b>INPROGRESS</b> 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    |
| <b>INRING (real-time)</b>     | Current number of <b>INPROGRESS</b> split/skill and direct agent ACD calls that are ringing at an agent position.<br><br>Available on Generic 2 and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | S    |
| <b>INTERFLOWCALLS</b>         | Number of <b>OUTFLOWCALLS</b> that were redirected to a destination outside the switch.<br><br><b>INTERFLOWCALLS</b> includes <b>LOOKFLOWCALLS</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | C    |
| <b>INTIME</b>                 | Time spent by <b>INCALLS</b> in this VDN.<br><br><b>INTIME = ACDTIME + ABNTIME + OTHERTIME + ANSTIME + HOLDTIME</b><br><br>On System 85 and Generic 2.1 switches, there are multiple call handling scenarios in which call-based <b>ACDTIME</b> is stopped before the call ends. In these scenarios, <b>INTIME</b> does not add up to <b>ACDTIME + ABNTIME + ANSTIME + OTHERTIME + HOLDTIME</b> , 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    |
| <b>INTRVL</b>                 | Number of minutes in the timed period (15, 30, 60).<br><br><b>INTRVL</b> applies to intrahour intervals only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | A    |

Table A-16: VDN Database Items (Contd)

| Database Item                    | Description                                                                                                                                                                                                                                                                                                                                                                             | Type |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>INVECTOR</b><br>(real-time)   | Current number of <b>INPROGRESS</b> calls that are being processed by a vector. Calls that are in queue and calls that are ringing are still counted as <b>INVECTOR</b> . Calls are no longer counted as <b>INVECTOR</b> when they connect to a station, are answered by an agent, abandon, or outflow from the VDN.<br><br><b>INVECTOR</b> includes <b>INQUEUE</b> and <b>INRING</b> . | S    |
| <b>LOOKATTEMPTS</b>              | Number of look-ahead interflow attempts for calls in this VDN.<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                                                                                                                                  | C    |
| <b>LOOKFLOWCALLS</b>             | Number of <b>INTERFLOWCALLS</b> that were redirected by way of the look-ahead interflow feature.<br><br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                                                                                                | C    |
| <b>MAXOCWTIME</b>                | 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    |
| <b>MAXWAITING</b>                | Maximum number of calls in progress in the VDN during the collection interval.                                                                                                                                                                                                                                                                                                          | C    |
| <b>NOANSREDIR</b>                | 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.<br><br>Available on Generic 3 Version 2 and later Generic 3 switches.                                                                                                             | C    |
| <b>NUMTGS</b>                    | Number of trunk groups assigned to this VDN.                                                                                                                                                                                                                                                                                                                                            | A    |
| <b>OLDESTCALL</b><br>(real-time) | Amount of time the oldest call has been waiting in this VDN to be answered.                                                                                                                                                                                                                                                                                                             | S    |
| <b>OTHERCALLS</b>                | <b>OTHERCALLS</b> include forced busy, forced disconnect, outflow calls and non-ACD calls that were answered.<br><br><b>OTHERCALLS</b> includes <b>BUSYCALLS</b> , <b>CONNECTCALLS</b> , <b>DISCCALLS</b> , and <b>OUTFLOWCALLS</b> .<br><br><b>OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS</b>                                                                                          | S    |
| <b>OTHERTIME</b>                 | Duration of all <b>OTHERCALLS</b> until the calls leave the VDN (for example, calls drop, are sent to another VDN, are transferred, or are sent outside the switch).<br><br><b>OTHERTIME</b> includes <b>BUSYTIME</b> , <b>CONNECTTIME</b> , <b>CONNTALKTIME</b> , <b>DISCTIME</b> , and <b>OUTFLOWTIME</b> .                                                                           | C    |

Table A-16: VDN Database Items (Contd)

| Database Item           | Description                                                                                                                                                                                                      | Type |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>OUTFLOWCALLS</b>     | Number of <b>INCALLS</b> that were redirected to another VDN or to a destination outside the switch by way of a “route to” or “adjunct routing” command.<br><b>OUTFLOWCALLS</b> includes <b>INTERFLOWCALLS</b> . | C    |
| <b>OUTFLOWTIME</b>      | Time all <b>OUTFLOWCALLS</b> spent in this VDN before being redirected.                                                                                                                                          | C    |
| <b>PERIOD1-9</b>        | Time periods defining the way answers/connects and abandons are collected for the call profiles.                                                                                                                 | A    |
| <b>PERIODCHG</b>        | Indicates whether or not the periods for call profiles were changed during the collection interval.                                                                                                              | A    |
| <b>PHANTOMABNS</b>      | 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.<br>Available on Generic 3 switches.                                   | C    |
| <b>RETURNCALLS</b>      | Number of calls that reached this VDN via the VDN return destination feature.<br>Available on Generic 3 Version 3 and later switches.                                                                            | C    |
| <b>RINGCALLS</b>        | Number of split/skill and direct agent ACD calls that rang at agent positions.<br>Available on Generic 2 and Generic 3 switches.                                                                                 | C    |
| <b>RINGTIME</b>         | Time split/skill and direct agent ACD calls spent ringing at agent positions independent of final disposition.<br>Available on Generic 2 and Generic 3 switches.                                                 | C    |
| <b>ROW_DATE (index)</b> | Date the information was collected.                                                                                                                                                                              | C    |
| <b>SERVICELEVEL</b>     | Number of seconds in which calls must be answered/connected to be considered acceptable.                                                                                                                         | A    |
| <b>SKILLACWTIME1-3</b>  | ACW time spent by agents for calls answered in each VDN skill preference.<br>Available on Generic 2.2 and Generic 3 Version 2 switches with EAS.                                                                 | C    |
| <b>SKILLCALLS1-3</b>    | Number of calls answered by agents in each VDN skill preference.<br>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 |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>SKILLTIME1-3</b>       | Time agents spent talking on calls answered by each VDN skill preference.<br><br>Available on Generic 2.2 and Generic 3 Version 2 switches with EAS.                                                                                                                                                                                                                                                  | C    |
| <b>SKILL1-3</b>           | First, second, and third VDN skill assigned to this VDN.<br><br>Available on Generic 2.2 and Generic 3 Version 2 and later switches with EAS.                                                                                                                                                                                                                                                         | A    |
| <b>STARTTIME</b>          | Start time for the interval data was collected.                                                                                                                                                                                                                                                                                                                                                       | C    |
| <b>SVCLEVELCHG</b>        | Indicates whether or not the service level was changed during the collection interval.                                                                                                                                                                                                                                                                                                                | A    |
| <b>TRANSFERRED</b>        | Number of calls that were transferred to another destination.<br><br>For Generic 1 switches, <b>TRANSFERRED</b> includes measured call-to-measured split or measured trunk-to-measured trunk transfers.<br><br>For System 85 and Generic 2.1 switches, <b>TRANSFERRED</b> includes all calls to a VDN or split.<br><br>For Generic 3 and Generic 2.2 switches, <b>TRANSFERRED</b> includes all calls. | C    |
| <b>VDISCCALLS</b>         | Number of calls forced disconnected because the vector disconnect timer timed out or because the call reached the vector "stop" command without being queued.<br><br>Available on Generic 3 Version 2 and later Generic 3 switches.                                                                                                                                                                   | C    |
| <b>VDN<br/>(index)</b>    | Vector directory number (extension) that this row represents.                                                                                                                                                                                                                                                                                                                                         | A    |
| <b>VECTOR<br/>(index)</b> | 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/<br>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<br>85 | G2.1 | G2.2 | G3V1 | G3V2/<br>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<br>85 | G2.1 | G2.2    | G3V1 | G3V2/<br>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    |
| SERVICELLEVEL   |    | 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 |
|--------------------|-------------------------------------------------------------------------------------------------|------|
| <b>ACD (index)</b> | ACD number for this data.                                                                       | A    |
| <b>ACDCALLS</b>    | Number of split/skill and direct agent ACD calls for which this call work code was entered.     | C    |
| <b>ACDTIME</b>     | Talk time of all <b>ACDCALLS</b> with this call work code, not including <b>HOLDTIME</b> .      | C    |
| <b>ACWTIME</b>     | Time that agents spent in ACW for <b>ACDCALLS</b> that were associated with the call work code. | C    |
| <b>CWC (index)</b> | Call work code that this data row represents.                                                   | A    |

Table A-18: Call Work Codes Database Items

| Database Item               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Type |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>INCOMPLETE</b>           | 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    |
| <b>INTRVL</b>               | Number of minutes in the intrahour interval (15, 30, 60).<br><b>INTRVL</b> applies to intrahour intervals only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | A    |
| <b>ROW_DATE<br/>(index)</b> | Date on which data was collected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | C    |
| <b>STARTTIME</b>            | 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/<br>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 (`haglog`) table. The indexes are **SPLIT** and **ROW\_DATE**.

**Table A-20: Agent Login/Logout Database Items**

| Database Item           | Description                                                                                                                                                                                                                                      |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ACD (index)</b>      | ACD number for which information was collected.                                                                                                                                                                                                  |
| <b>EXTN</b>             | Extension number of the station that the agent staffed.                                                                                                                                                                                          |
| <b>INFLAG</b>           | If not null, indicates that agent was already logged in when link came up. Values are NULL and <.                                                                                                                                                |
| <b>LOGID</b>            | Login ID that was used to staff the <b>EXTN</b> .                                                                                                                                                                                                |
| <b>LOGIN</b>            | Time at which the agent logged into this extension and split/skill with the given login ID.                                                                                                                                                      |
| <b>LOGONSKILL2-5</b>    | 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.<br><br>Available on Generic 2.2, Generic 3 Version 2, and later Generic 3 switches with EAS. |
| <b>LOGOUT</b>           | Time at which the agent logged out.                                                                                                                                                                                                              |
| <b>LOGOUT_DATE</b>      | Date on which the agent logged out.                                                                                                                                                                                                              |
| <b>OUTFLAG</b>          | If not null, indicates that agent logged out while link was down. Values: NULL, ">".                                                                                                                                                             |
| <b>ROW_DATE (index)</b> | Date the agent logged in or out.                                                                                                                                                                                                                 |
| <b>SKILLTYPE</b>        | 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.                                                                                                      |
| <b>SKILLTYPE2-4</b>     | 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.                                                                                 |
| <b>SPLIT (index)</b>    | Split number that this <b>EXTN</b> is assigned to or skill number that the agent logged into.                                                                                                                                                    |
| <b>SPLIT2-5</b>         | 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/<br>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                                                                                                                                      |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ACD (index)</b>      | ACD number for which information was collected.                                                                                                  |
| <b>DIRECTION</b>        | Direction of the call - NULL, IN, or OUT.                                                                                                        |
| <b>DURATION</b>         | Length of time in the given work state (work mode and direction).                                                                                |
| <b>EVENT_TIME</b>       | Time of day (hour, minute, and second) the <b>WORKMODE</b> or <b>DIRECTION</b> changed.                                                          |
| <b>LOGID (index)</b>    | Login ID that was used to staff the extension.                                                                                                   |
| <b>RECONNECT</b>        | This event represents the agent reconnecting to the call after putting it on hold.<br>Available on System 85, Generic 2, and Generic 3 switches. |
| <b>ROW_DATE (index)</b> | Date of the agent's work mode or direction change.                                                                                               |
| <b>SPLIT</b>            | Split number that the agent's extension is assigned to or skill number that the agent logged into.                                               |
| <b>STARTTIME</b>        | 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.               |
| <b>WMODE_SEQ</b>        | Sequence number for events that occur in the same second.                                                                                        |
| <b>WORKMODE</b>         | 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                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Optional Database Items</b> |                                                                                                                                                                                                                                                                                                                                                     |
| <b>ASSIST_ACTV</b>             | Agent requested supervisor assistance (pressed ASSIST key).                                                                                                                                                                                                                                                                                         |
| <b>CALLER_HOLD</b>             | Agent put the caller on hold. For System 85 and Generic 2.1 switches, <b>CALLER_HOLD</b> includes split calls. For Generic 2.2 and Generic 3 switches, <b>CALLER_HOLD</b> includes all calls.                                                                                                                                                       |
| <b>CALLING_PTY</b>             | 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.                                                                                                                                           |
| <b>CONFERENCE</b>              | Agent activated a conference.<br>For Generic 3 and Generic 2.2 switches all calls can be pegged towards <b>CONFERENCE</b> .                                                                                                                                                                                                                         |
| <b>DIGITS_DIALED</b>           | Digits the agent dialed.<br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                                                                                                                                        |
| <b>EXT_CALL_ORIG</b>           | Agent originated an external call.<br>Available on Generic 2.2 and Generic 3 switches.                                                                                                                                                                                                                                                              |
| <b>KEYBD_DIALED</b>            | Call was keyboard-dialed.<br>Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.                                                                                                                                                                                                |
| <b>MCT</b>                     | Agent activated a malicious call trace.<br>Available on System 85, Generic 2, and Generic 3 (except for Generic 3i Version 1) switches.                                                                                                                                                                                                             |
| <b>PROMPT_DIGITS</b>           | Digits the caller entered in response to call prompting.<br>Available on Generic 3 switches with vectoring and call prompting.                                                                                                                                                                                                                      |
| <b>TRANSFERRED</b>             | Agent transferred the call.<br>For Generic 1 switches, <b>TRANSFERRED</b> includes measured call-to-measured split or measured trunk-to-measured trunk transfers.<br>For System 85 and Generic 2.1 switches, <b>TRANSFERRED</b> includes calls to a VDN or split.<br>For Generic 3 and Generic 2.2 switches, <b>TRANSFERRED</b> includes all calls. |
| <b>WORKCODE</b>                | Call work code entered for the call.<br>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/<br>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    |
| <b>Optional Database Items</b> |    |           |      |      |      |               |      |
| 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                                                                                    |
|----------------------------|------------------------------------------------------------------------------------------------|
| <b>ACD</b><br>(index)      | ACD number for this data.                                                                      |
| <b>CHANGE</b>              | Additional change factor (percent).                                                            |
| <b>CHPROF</b>              | Number of the call handling profile to use.                                                    |
| <b>FMETHOD</b>             | Type of trending to use for forecast. Values are 0 = none, 1 = seasonal, 2 = current trending. |
| <b>HDATE1</b>              | Date of first day of historical data to be used.                                               |
| <b>HDATE2</b>              | Date of second day of historical data to be used.                                              |
| <b>HDATE3</b>              | Date of third day of historical data to be used.                                               |
| <b>HDATE4</b>              | Date of fourth day of historical data to be used.                                              |
| <b>ROW_DATE</b><br>(index) | Date of the forecast.                                                                          |
| <b>SPLIT</b><br>(index)    | Split/skill number.                                                                            |
| <b>TRENDBASE</b>           | Base date for seasonal trending.                                                               |
| <b>WT1</b>                 | Weight given to date 1.                                                                        |
| <b>WT2</b>                 | Weight given to date 2.                                                                        |
| <b>WT3</b>                 | Weight given to date 3.                                                                        |
| <b>WT4</b>                 | 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/<br>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                                                                                                 |
|-------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>ACD (index)</b>      | ACD number for this current day data.                                                                       |
| <b>AGOCC</b>            | The objective maximum percentage of time that an agent will be on ACD calls (agent occupancy).              |
| <b>AVGAGSERV</b>        | Objective average number of seconds for an agent to service a call.                                         |
| <b>AVGSPEEDANS</b>      | Objective average speed of answer in seconds for this time of call.                                         |
| <b>FCALLS</b>           | Number of forecast calls carried.                                                                           |
| <b>INTRVL</b>           | Length of intrahour interval (15, 30, or 60 minutes).<br><b>INTRVL</b> applies to intrahour intervals only. |
| <b>NUMAGREQ</b>         | Number of agents required to handle <b>FCALLS</b> .                                                         |
| <b>RAGOCC</b>           | Resulting maximum percentage of time that an agent will be on ACD calls.                                    |
| <b>RAVGSPEEDANS</b>     | Resulting average speed of answer in seconds for this type of call.                                         |
| <b>ROW_DATE (index)</b> | Date of the forecast.                                                                                       |
| <b>RSERVLEVELP</b>      | Resulting percentage of calls to be handled within <b>SERVLEVELT</b> seconds.                               |
| <b>SERVLEVELP</b>       | Objective percentage of calls to be handled within <b>SERVLEVELT</b> seconds.                               |
| <b>SERVLEVELT</b>       | Number of seconds within which <b>SERVLEVELP</b> percent of calls are to be answered (service level time).  |
| <b>SPLIT (index)</b>    | Split/skill number.                                                                                         |
| <b>STARTTIME</b>        | 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/<br>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                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ACD (index)</b> | Number of the ACD that handled this call.                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>ACWTIME</b>     | Time spent in ACW (after call work) related to this call by the answering agent in this segment, in seconds.                                                                                                                                                                                                                                                                                                                                                                            |
| <b>ANSHOLDTIME</b> | 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. |
| <b>ANSLOGIN</b>    | Login ID of the agent who answered the call in this segment.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>ASSIST</b>      | Whether or not the answering agent in this segment requested supervisor assistance on this call (YES/NO).                                                                                                                                                                                                                                                                                                                                                                               |
| <b>AUDIO</b>       | Whether or not an agent in this segment reported an audio problem (YES/NO).                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>CALLID</b>      | 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.                                                                     |
| <b>CALLING_PTY</b> | 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.                                                                                                                                                                                                                                                                                                                                  |
| <b>CONFERENCE</b>  | Whether or not the answering agent initiated a conference on this segment (YES/NO).                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>CONSULTTIME</b> | 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 <b>DISPTIME</b> item from <b>CONSULTTIME</b> .                                                           |

**Table A-28: Call Record Database Items (Contd)**

| Database Item      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>DA_QUEUED</b>   | Whether or not the call was queued as a direct agent call (YES/NO).<br>Applies to Generic 3 switches only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>DIALED_NUM</b>  | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>DISPIVECTOR</b> | Number of the first vector associated with the disposition VDN.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>DISPOSITION</b> | <p>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.</p> <p>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).</p> <p>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.</p> <p>An abandoned call is any call for which <i>CentreVu</i> CMS receives notification that the caller abandoned.</p> <p>An interflowed call is any call interflowed to another destination.</p> <p>Forced busy calls are calls that <i>CentreVu</i> CMS records as <b>BUSYCALLS</b> 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.</p> <p>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.</p> <p>Other calls are any other calls.</p> |

Table A-28: Call Record Database Items (Contd)

| Database Item       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>DISPPRIORITY</b> | 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.                                                                                                                                                                                                                                                                                                                                                               |
| <b>DISPSPLIT</b>    | 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 <b>DISPLIT</b> set to -1. Calls that were queued to an unmeasured split or skill at the time of disposition will have <b>DISPLIT</b> set to zero.                                                                                                                                                                                                                                        |
| <b>DISPTIME</b>     | Wait time (in the vector, in queue, ringing) until the disposition recorded in <b>DISPOSITION</b> for the call segment. For extension calls made directly to agents (not through a VDN), this will always be zero.                                                                                                                                                                                                                                                                                                                                                     |
| <b>DISPVDN</b>      | Number of the VDN associated with the call at its disposition for this segment. <b>DISPVDN</b> will be zero for calls that are not associated with a VDN at their disposition.                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>DURATION</b>     | 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 <b>DURATION</b> for the first segment is the time from the SEIZED to IDLE state for the trunk |
| <b>EQLOC</b>        | Equipment location of the trunk that carried the call. This will be zero if the trunk is not measured.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>EVENT1-9</b>     | Number of times each event (stroke count) key was entered for this call segment.<br><br>Available on System 85, Generic 2, and Generic 3 switches.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>FIRSTVECTOR</b>  | Number of the first vector associated with the first VDN for the call segment. This will be zero if no vector is involved.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>FIRSTVDN</b>     | Number of the first VDN associated with the call segment. This will be zero for calls not associated with a VDN.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>HELD</b>         | 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                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>HOLDABN</b>             | Whether this call abandoned from hold in this segment (YES/NO).<br>With System 85 and Generic 2.1 switches, this is only for ACD calls.<br>With Generic 2.2 and Generic 3 switches, this is for any call.                                                                                                                                                                                |
| <b>LASTCWC</b>             | Last call work code (up to 16 digits) entered by the answering agent in this segment.<br>Applies to Generic 2.2 and Generic 3 switches only.                                                                                                                                                                                                                                             |
| <b>LASTDIGITS</b>          | 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.<br>Currently, no switch release supports this database item.              |
| <b>LASTOBSERVER</b>        | Login ID of the last agent that service-observed or bridged on to this call.                                                                                                                                                                                                                                                                                                             |
| <b>MALICIOUS</b>           | Was malicious call trace activated for this call segment (YES/NO)?<br>Applies to Generic 2, Generic 3, but not Generic 3i Version 1 switches.                                                                                                                                                                                                                                            |
| <b>OBSERVINGCALL</b>       | Whether this call represents an agent observing or bridging on to an existing call (YES/NO).                                                                                                                                                                                                                                                                                             |
| <b>ORIGLOGIN</b>           | 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.                                                                                                                                                                                                                        |
| <b>ROW_DATE</b><br>(index) | Date the call started.                                                                                                                                                                                                                                                                                                                                                                   |
| <b>ROW_TIME</b><br>(index) | Start time for this call segment.                                                                                                                                                                                                                                                                                                                                                        |
| <b>SEGMENT</b>             | Number identifying the segment. Segment numbers are from 1 up to the number of segments in the call.                                                                                                                                                                                                                                                                                     |
| <b>SEGSTART</b>            | <i>UNIX</i> <sup>*</sup> 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                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SEGSTOP</b>     | <i>UNIX</i> 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.                                                                                                                                                             |
| <b>SEQNUM</b>      | Unique sequence number for this call record.                                                                                                                                                                                                                                                                                                                                                                          |
| <b>SPLIT1</b>      | First split/skill the call queued to in the first VDN with which it was associated.                                                                                                                                                                                                                                                                                                                                   |
| <b>SPLIT2</b>      | 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.                                                                                                                                                                                                                         |
| <b>SPLIT3</b>      | 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.)                                                                                                                                                                                                                        |
| <b>TALKTIME</b>    | Total talk time for the answering agent in this segment.                                                                                                                                                                                                                                                                                                                                                              |
| <b>TKGRP</b>       | Number of the trunk group that carried the call. This will be zero if the trunk group carrying the call is not measured.                                                                                                                                                                                                                                                                                              |
| <b>TRANSFERRED</b> | <p>Whether or not an answering agent initiated a transfer on this segment (YES/NO).</p> <p>For Generic 1 switches, <b>TRANSFERRED</b> includes measured call-to-measured split or measured trunk-to-measured trunk transfers.</p> <p>For System 85 and Generic 2.1 switches, <b>TRANSFERRED</b> includes to a VDN or split.</p> <p>For Generic 3 and Generic 2.2 switches, <b>TRANSFERRED</b> includes all calls.</p> |

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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/<br>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<br>85 | G2.1 | G2.2    | G3V1             | G3V2/<br>G3V3 | G3V4 |
|---------------|----|--------------|------|---------|------------------|---------------|------|
| LASTCWC       |    |              |      | X       | X                | X             | X    |
| LASTDIGITS    |    |              |      |         |                  |               |      |
| LASTOBSERVER  |    |              |      |         | X                | X             | X    |
| MALICIOUS     |    |              | X    | X       | X (not<br>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    |

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## 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------|---|----------------|---|--------------------------------|---|--------------------------------|---|-------------------------|---|---------------------------|---|--------------------------|---|------------------|---|---------------------------|---|--------------------------|----|------------------------------------|----|-----------------------------------|----|------------------------------------|----|-----------------------------------|----|----------------------|----|------------------------------|----|----------------------------------|----|-------------------------------------------|----|---------------------------------|----|----------------------------------------------|----|----------------------------|----|--------------------------------------------------|----|-------------------------------------------------|----|----------------------------------------|----|-----------------------------------------------|----|--------------------------------------------|----|--------------------------------|----|-----------------|----|-------------------------------------------------|----|-----------------------------------------------------|----|-------------------------------------------------------------|----|-------------------------------------------------------------|
| <b>ACD (index)</b> | ACD the agent was logged into.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| <b>EXTYPE</b>      | Type of exception that occurred:<br><br><table border="1"> <thead> <tr> <th>Numerical Value</th> <th>Type</th> </tr> </thead> <tbody> <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)<sup>†</sup></td></tr> <tr><td>20</td><td>Number calls transferred**</td></tr> <tr><td>21</td><td>Time on external outbound ACW calls<sup>†</sup></td></tr> <tr><td>22</td><td>Time on external outbound AUX call<sup>†</sup></td></tr> <tr><td>23</td><td>Time on direct agent call<sup>‡</sup></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<sup>‡</sup></td></tr> <tr><td>31</td><td>Time call waited in direct agent queue<sup>‡</sup></td></tr> <tr><td>32</td><td>Number calls abandoned from direct agent queue<sup>‡</sup></td></tr> <tr><td>34</td><td>Number calls outflowed from direct agent queue<sup>‡</sup></td></tr> </tbody> </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) <sup>†</sup> | 20 | Number calls transferred** | 21 | Time on external outbound ACW calls <sup>†</sup> | 22 | Time on external outbound AUX call <sup>†</sup> | 23 | Time on direct agent call <sup>‡</sup> | 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 <sup>‡</sup> | 31 | Time call waited in direct agent queue <sup>‡</sup> | 32 | Number calls abandoned from direct agent queue <sup>‡</sup> | 34 | Number calls outflowed from direct agent queue <sup>‡</sup> |
| 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) <sup>†</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| 20                 | Number calls transferred**                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| 21                 | Time on external outbound ACW calls <sup>†</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| 22                 | Time on external outbound AUX call <sup>†</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| 23                 | Time on direct agent call <sup>‡</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| 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 <sup>‡</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| 31                 | Time call waited in direct agent queue <sup>‡</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| 32                 | Number calls abandoned from direct agent queue <sup>‡</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| 34                 | Number calls outflowed from direct agent queue <sup>‡</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| <b>LOGID</b>       | Login ID of the agent who had the exception.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |
| <b>ROW_DATE</b>    | Date on which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                 |      |   |                |   |                                |   |                                |   |                         |   |                           |   |                          |   |                  |   |                           |   |                          |    |                                    |    |                                   |    |                                    |    |                                   |    |                      |    |                              |    |                                  |    |                                           |    |                                 |    |                                              |    |                            |    |                                                  |    |                                                 |    |                                        |    |                                               |    |                                            |    |                                |    |                 |    |                                                 |    |                                                     |    |                                                             |    |                                                             |

**Table A-30: Agent Exception Database Items (Contd)**

| Database Item    | Description                                                                                                                                                                  |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ROW_TIME</b>  | Time at which the exception occurred.                                                                                                                                        |
| <b>SPLIT</b>     | Split or skill in which the agent was doing work when the exception occurred.                                                                                                |
| <b>THRESHOLD</b> | Limit, as a number of occurrences, administered for the exception type. An exception occurs when the agent's activity falls outside of that limit.                           |
| <b>TIME</b>      | 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                 |      |    |                      |    |                               |    |                        |    |                             |    |                              |    |                              |    |                                        |    |                                             |    |                            |    |                                   |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------|----|----------------------|----|-------------------------------|----|------------------------|----|-----------------------------|----|------------------------------|----|------------------------------|----|----------------------------------------|----|---------------------------------------------|----|----------------------------|----|-----------------------------------|
| <b>ACD (index)</b> | ACD of the split or skill.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                 |      |    |                      |    |                               |    |                        |    |                             |    |                              |    |                              |    |                                        |    |                                             |    |                            |    |                                   |
| <b>EXTYPE</b>      | Type of exception that occurred:<br><br><table border="1"> <thead> <tr> <th>Numerical Value</th> <th>Type</th> </tr> </thead> <tbody> <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<sup>†</sup></td> </tr> <tr> <td>38</td> <td>Number calls transferred**</td> </tr> <tr> <td>39</td> <td>Average speed of answer (seconds)</td> </tr> </tbody> </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 <sup>†</sup> | 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 <sup>†</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                 |      |    |                      |    |                               |    |                        |    |                             |    |                              |    |                              |    |                                        |    |                                             |    |                            |    |                                   |
| 38                 | Number calls transferred**                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                 |      |    |                      |    |                               |    |                        |    |                             |    |                              |    |                              |    |                                        |    |                                             |    |                            |    |                                   |
| 39                 | Average speed of answer (seconds)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                 |      |    |                      |    |                               |    |                        |    |                             |    |                              |    |                              |    |                                        |    |                                             |    |                            |    |                                   |
| <b>ROW_DATE</b>    | Date on which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |      |    |                      |    |                               |    |                        |    |                             |    |                              |    |                              |    |                                        |    |                                             |    |                            |    |                                   |
| <b>ROW_TIME</b>    | Time at which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |      |    |                      |    |                               |    |                        |    |                             |    |                              |    |                              |    |                                        |    |                                             |    |                            |    |                                   |
| <b>SPLIT</b>       | Split or skill in which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |      |    |                      |    |                               |    |                        |    |                             |    |                              |    |                              |    |                                        |    |                                             |    |                            |    |                                   |
| <b>THRESHOLD</b>   | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                 |      |    |                      |    |                               |    |                        |    |                             |    |                              |    |                              |    |                                        |    |                                             |    |                            |    |                                   |
| <b>TIME</b>        | 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                 |      |    |                         |    |                         |    |                         |    |                                 |    |                                   |    |                                |    |                                   |    |                                      |    |                             |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------|----|-------------------------|----|-------------------------|----|-------------------------|----|---------------------------------|----|-----------------------------------|----|--------------------------------|----|-----------------------------------|----|--------------------------------------|----|-----------------------------|
| <b>ACD (index)</b> | ACD of the trunk group.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                 |      |    |                         |    |                         |    |                         |    |                                 |    |                                   |    |                                |    |                                   |    |                                      |    |                             |
| <b>EXTYPE</b>      | Type of exception that occurred:<br><br><table border="1"> <thead> <tr> <th>Numerical Value</th> <th>Type</th> </tr> </thead> <tbody> <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> </tbody> </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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                 |      |    |                         |    |                         |    |                         |    |                                 |    |                                   |    |                                |    |                                   |    |                                      |    |                             |
| <b>EQLOC</b>       | Trunk location where the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |      |    |                         |    |                         |    |                         |    |                                 |    |                                   |    |                                |    |                                   |    |                                      |    |                             |
| <b>LOGID</b>       | Login ID of the agent reporting audio difficulty.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                 |      |    |                         |    |                         |    |                         |    |                                 |    |                                   |    |                                |    |                                   |    |                                      |    |                             |
| <b>ROW_DATE</b>    | Date on which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                 |      |    |                         |    |                         |    |                         |    |                                 |    |                                   |    |                                |    |                                   |    |                                      |    |                             |
| <b>ROW_TIME</b>    | Time at which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                 |      |    |                         |    |                         |    |                         |    |                                 |    |                                   |    |                                |    |                                   |    |                                      |    |                             |
| <b>THRESHOLD</b>   | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                 |      |    |                         |    |                         |    |                         |    |                                 |    |                                   |    |                                |    |                                   |    |                                      |    |                             |
| <b>TIME</b>        | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |      |    |                         |    |                         |    |                         |    |                                 |    |                                   |    |                                |    |                                   |    |                                      |    |                             |
| <b>TRKGRP</b>      | 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |      |   |                     |   |                     |    |                                          |    |                                        |    |                                   |    |                                     |    |                                     |    |                                            |    |                      |    |                          |    |                           |    |                                                   |    |                 |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------|---|---------------------|---|---------------------|----|------------------------------------------|----|----------------------------------------|----|-----------------------------------|----|-------------------------------------|----|-------------------------------------|----|--------------------------------------------|----|----------------------|----|--------------------------|----|---------------------------|----|---------------------------------------------------|----|-----------------|
| <b>ACD (index)</b> | ACD of the VDN.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                 |      |   |                     |   |                     |    |                                          |    |                                        |    |                                   |    |                                     |    |                                     |    |                                            |    |                      |    |                          |    |                           |    |                                                   |    |                 |
| <b>EXTYPE</b>      | Type of exception that occurred:<br><br><table border="1"> <thead> <tr> <th>Numerical Value</th> <th>Type</th> </tr> </thead> <tbody> <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> </tbody> </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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                 |      |   |                     |   |                     |    |                                          |    |                                        |    |                                   |    |                                     |    |                                     |    |                                            |    |                      |    |                          |    |                           |    |                                                   |    |                 |
| <b>ROW_DATE</b>    | Date on which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |      |   |                     |   |                     |    |                                          |    |                                        |    |                                   |    |                                     |    |                                     |    |                                            |    |                      |    |                          |    |                           |    |                                                   |    |                 |
| <b>ROW_TIME</b>    | Time at which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |      |   |                     |   |                     |    |                                          |    |                                        |    |                                   |    |                                     |    |                                     |    |                                            |    |                      |    |                          |    |                           |    |                                                   |    |                 |
| <b>THRESHOLD</b>   | Limit, as a number of occurrences, administered for the exception type. An exception occurs when the VDN activity falls outside of that limit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                 |      |   |                     |   |                     |    |                                          |    |                                        |    |                                   |    |                                     |    |                                     |    |                                            |    |                      |    |                          |    |                           |    |                                                   |    |                 |
| <b>TIME</b>        | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                 |      |   |                     |   |                     |    |                                          |    |                                        |    |                                   |    |                                     |    |                                     |    |                                            |    |                      |    |                          |    |                           |    |                                                   |    |                 |
| <b>VDN</b>         | VDN for which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |      |   |                     |   |                     |    |                                          |    |                                        |    |                                   |    |                                     |    |                                     |    |                                            |    |                      |    |                          |    |                           |    |                                                   |    |                 |
| <b>VECTOR</b>      | 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                 |      |    |                                          |    |                          |    |                           |    |                                                   |    |                      |    |                      |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------|----|------------------------------------------|----|--------------------------|----|---------------------------|----|---------------------------------------------------|----|----------------------|----|----------------------|
| <b>ACD (index)</b> | ACD of the vector.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                 |      |    |                                          |    |                          |    |                           |    |                                                   |    |                      |    |                      |
| <b>EXTYPE</b>      | Type of exception that occurred:<br><br><table border="0"> <thead> <tr> <th>Numerical Value</th> <th>Type</th> </tr> </thead> <tbody> <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> </tbody> </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)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                 |      |    |                                          |    |                          |    |                           |    |                                                   |    |                      |    |                      |
| <b>ROW_DATE</b>    | Date on which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |      |    |                                          |    |                          |    |                           |    |                                                   |    |                      |    |                      |
| <b>ROW_TIME</b>    | Time at which the exception occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |      |    |                                          |    |                          |    |                           |    |                                                   |    |                      |    |                      |
| <b>THRESHOLD</b>   | Limit, as a number of occurrences, administered for the exception type. An exception occurs when the vector activity falls outside of that limit.                                                                                                                                                                                                                                                                                                                                                                                               |                 |      |    |                                          |    |                          |    |                           |    |                                                   |    |                      |    |                      |
| <b>TIME</b>        | 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.                                                                                                                                                                                                                                                                                                                                                                     |                 |      |    |                                          |    |                          |    |                           |    |                                                   |    |                      |    |                      |
| <b>VECTOR</b>      | 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                                                                                                                                                                                            |                 |      |    |                |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------|----|----------------|
| <b>ACD (index)</b> | ACD on which the malicious call was recorded.                                                                                                                                                          |                 |      |    |                |
| <b>ANI_SID</b>     | Billing number or phone number from which the malicious call originated (available only if the switch has ANI/SID service).                                                                            |                 |      |    |                |
| <b>EQLOC</b>       | Location of the trunk that carried the malicious call.                                                                                                                                                 |                 |      |    |                |
| <b>EXTYPE</b>      | Type of exception that occurred:<br><br><table border="1"> <thead> <tr> <th>Numerical Value</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>90</td> <td>Malicious call</td> </tr> </tbody> </table> | Numerical Value | Type | 90 | Malicious call |
| Numerical Value    | Type                                                                                                                                                                                                   |                 |      |    |                |
| 90                 | Malicious call                                                                                                                                                                                         |                 |      |    |                |
| <b>LOGID</b>       | Login ID of the agent reporting the malicious call.                                                                                                                                                    |                 |      |    |                |
| <b>ROW_DATE</b>    | Date on which the malicious call was reported.                                                                                                                                                         |                 |      |    |                |
| <b>ROW_TIME</b>    | Time at which the malicious call was reported.                                                                                                                                                         |                 |      |    |                |
| <b>SPLIT</b>       | Split/skill of the agent reporting the malicious call.                                                                                                                                                 |                 |      |    |                |
| <b>TKGRP</b>       | Number of the trunk group that carried the malicious call.                                                                                                                                             |                 |      |    |                |
| <b>VDN</b>         | VDN that carried the malicious call.<br><br>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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                 |        |    |                         |    |                                             |    |                            |    |                            |    |                           |    |                                 |    |                              |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------|----|-------------------------|----|---------------------------------------------|----|----------------------------|----|----------------------------|----|---------------------------|----|---------------------------------|----|------------------------------|
| <b>ACD (index)</b> | ACD for which data collection was interrupted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |        |    |                         |    |                                             |    |                            |    |                            |    |                           |    |                                 |    |                              |
| <b>DURATION</b>    | Length of time for which data collection was off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |        |    |                         |    |                                             |    |                            |    |                            |    |                           |    |                                 |    |                              |
| <b>REASON</b>      | Reason for the interruption of data collection. The reasons may be as follows:<br><br><table border="1"> <thead> <tr> <th>Numerical Value</th> <th>Reason</th> </tr> </thead> <tbody> <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> </tbody> </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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                 |        |    |                         |    |                                             |    |                            |    |                            |    |                           |    |                                 |    |                              |
| <b>ROW_DATE</b>    | Date on which data collection was interrupted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |        |    |                         |    |                                             |    |                            |    |                            |    |                           |    |                                 |    |                              |
| <b>ROW_TIME</b>    | 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 |
|-----------------------|-------------|---------------------------------|
| <b>AG_DEST</b>        | PBX         | 1                               |
|                       | OFF         | 2                               |
| <b>AG_DIR</b>         | OUT         | 1                               |
|                       | IN          | 2                               |
| <b>AG_ORIG</b>        | BLANK       | 0                               |
|                       | PHONE       | 1                               |
|                       | KEYBOARD    | 2                               |
| <b>ALL_BUSY</b>       | YES         | 1                               |
|                       | NO          | 0                               |
| <b>PER_CHG</b>        | YES         | 1                               |
|                       | NO          | 0                               |
| <b>SLVL_CHG</b>       | YES         | 1                               |
|                       | NO          | 0                               |
| <b>TKSTATE</b>        | UNKNOWN     | 0                               |
|                       | IDLE        | 1                               |
|                       | SEIZED      | 2                               |
|                       | QUEUED      | 3                               |
|                       | CONN        | 4                               |
|                       | DABN        | 5                               |
|                       | MBUSY       | 6                               |
|                       | FBUSY       | 7                               |
|                       | FDISC       | 8                               |
|                       | HOLD        | 9                               |
| RING                  | 80          |                                 |
| <b>TK_DIR</b>         | IN          | 2                               |
|                       | OUT         | 1                               |
| <b>TK_PRI</b>         | YES         | 1                               |
|                       | NO          | 0                               |

**Table A-37: Agent State and Row Search Values Cross-Reference (Contd)**

| Status<br>Database Items | State Names | Numerical Values for<br>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

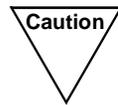
Use Table A-38 to identify how *CentreVu* CMS stores Call Disposition and the applicable row search values.

**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 | $(\text{sum}(\text{TOTAL\_ACDTIME}-\text{O\_ACDTIME})) / \text{INBOUND\_ACDCALLS}$                        | Average inbound ACD time                        |
| AVG_INB_ACW_TIME_SUM | $(\text{sum}(\text{TOTAL\_ACWTIME}-\text{O\_ACWTIME}))/ \text{INBOUND\_ACDCALLS}$                         | Average inbound ACW time                        |
| AVG_OUTB_ACD_SUM     | $\text{sum}(\text{O\_ACDTIME}) / \text{sum}(\text{O\_ACDCALLS})$                                          | Total outbound average ACD talk time            |
| AVG_OUTB_ACD_TIME    | $\text{O\_ACDTIME} / \text{O\_ACDCALLS}$                                                                  | Outbound average ACD talk time                  |
| AVG_OUTB_ACW_SUM     | $\text{sum}(\text{O\_ACWTIME}) / \text{sum}(\text{O\_ACDCALLS})$                                          | Total outbound average ACW talk time            |
| AVG_OUTB_ACW_TIME    | $\text{O\_ACWTIME} / \text{O\_ACDCALLS}$                                                                  | Outbound average ACW talk time                  |
| AVG_POS_STAFF        | $\text{I\_STAFFTIME} / (\text{INTRVL} * 60)$                                                              | Average positions staffed                       |
| AVG_POS_STAFF_SUM    | $\text{sum}(\text{I\_STAFFTIME}) / \text{sum}(\text{INTRVL} * 60)$                                        | 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        | $(60 * INTRVL * ACDCALLS) / I\_STAFFTIME$                                                                                          | Calls per position                                |
| CALLS_PER_POS_SUM    | $(\text{sum}(60 * INTRVL * \text{sum}(ACDCALLS))) / \text{sum}(I\_STAFFTIME)$                                                      | Calls per position total                          |
| EXT_CALL_IN          | $(ACWINCALLS + AUXINCALLS)$                                                                                                        | Incoming extension calls                          |
| EXT_CALL_OUT         | $(ACWOUTCALLS + AUXOUTCALLS)$                                                                                                      | Outgoing extension calls                          |
| EXT_IN_TIME          | $(I\_ACWINTIME + I\_AUXINTIME)$                                                                                                    | Time on incoming extension calls                  |
| EXT_OUT_TIME         | $(I\_ACWOUTTIME + I\_AUXOUTTIME)$                                                                                                  | Time on outgoing extension calls                  |
| INBOUND_ACDCALLS     | $(\text{sum}(TOTAL\_ACDCALLS - O\_ACDCALLS))$                                                                                      | Total inbound ACD calls                           |
| INT_AUXTIME          | $I\_STAFFTIME - I\_AVAILTIME - I\_ACD\_TIME - I\_ACW\_TIME - I\_OTHER\_TIME - I\_RING\_TIME - I\_DA\_ACD\_TIME - I\_DA\_ACW\_TIME$ | Total AUX time                                    |
| PERCENT_ACD_TIME     | $100 * ((I\_ACD\_TIME + I\_ACW\_TIME) / I\_STAFFTIME)$                                                                             | Percent ACD time                                  |
| PERCENT_ACD_TIME_SUM | $100 * (\text{sum}(I\_ACD\_TIME + I\_ACW\_TIME) / \text{sum}(I\_STAFFTIME))$                                                       | 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   | $100 * (\text{ALLINUSETIME} / \text{d\_secs}.\text{SECS\_PERDAY})$                                                                 | Percentage of time all trunks in use in the day   |
| PERCENT_ALL_BUSY_M   | $100 * (\text{ALLINUSETIME} / \text{m\_secs}.\text{SECS\_PERMN})$                                                                  | Percentage of time all trunks in use in the month |
| PERCENT_ALL_BUSY_W   | $100 * (\text{ALLINUSETIME} / \text{w\_secs}.\text{SECS\_PERWK})$                                                                  | 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 | $100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{d\_secs}.\text{SECS\_PERDAY}))$                                         | Percentage of time all trunks in use in the day   |
| PERCENT_AL_BSY_SUM_M | $100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{m\_secs}.\text{SECS\_PERMN}))$                                          | Percentage of time all trunks in use in the month |
| PERCENT_AL_BSY_SUM_W | $100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{w\_secs}.\text{SECS\_PERWK}))$                                          | 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    | $100 * (\text{ABNCALLS} / (\text{CALLSOFFERED}))$                                                                   | Percentage of calls abandoned                          |
| PERCENT_CALL_ANS     | $100 * (\text{ACDCALLS} / \text{CALLSOFFERED})$                                                                     | Percentage of calls offered that were answered         |
| PERCENT_CALL_ANS_SUM | $100 * (\text{sum}(\text{ACDCALLS}) / \text{sum}(\text{CALLSOFFERED}))$                                             | Total percent of calls offered that were answered      |
| PERCENT_MBUSY        | $100 * (\text{MBUSYTIME} / (\text{SECS\_PER\_DAY} * \text{TRUNKS}))$                                                | Percent of time all trunks in use                      |
| PERCENT_MBUSY_D      | $100 * (\text{MBUSYTIME} / (\text{d\_secs}.\text{SECSPERDAY} * \text{TRUNKS}))$                                     | Percent of time all trunks busied-out in the day       |
| PERCENT_MBUSY_M      | $100 * (\text{MBUSYTIME} / (\text{m\_secs}.\text{SECSPERMN} * \text{TRUNKS}))$                                      | Percent of time all trunks busied-out in the month     |
| PERCENT_MBUSY_W      | $100 * (\text{MBUSYTIME} / (\text{w\_secs}.\text{SECSPERWK} * \text{TRUNKS}))$                                      | Percent of time all trunks busied-out in the week      |
| PERCENT_MBUSY_SUM_D  | $100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{d\_secs}.\text{SECSPERDAY}) * \text{sum}(\text{TRUNKS})))$ | Percent of time all trunks busied-out in the day       |
| PERCENT_MBUSY_SUM_M  | $100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{m\_secs}.\text{SECSPERMN}) * \text{sum}(\text{TRUNKS})))$  | Percent of time all trunks busied-out in the month     |
| PERCENT_MBUSY_SUM_W  | $100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{w\_secs}.\text{SECSPERWK}) * \text{TRUNKS}))$              | Percent of time all trunks busied-out in the week      |
| PERCENT_MBUSY_SUM    | $100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{SECS\_PER\_DAY}) * \text{sum}(\text{TRUNKS})))$            | Percent time all trunks in use                         |
| PERCENT_SERV_LVL_SPL | $100 * (\text{ACCEPTABLE} / \text{CALLSOFFERED})$                                                                   | Percent of calls answered in service level for split   |
| PERCENT_SERV_LVL_VDN | $100 * (\text{sum}(\text{ACCEPTABLE}) / \text{sum}(\text{INCALLS}))$                                                | Percent of calls answered within service level for VDN |
| PERCENT_SLVL_SPL_SUM | $100 * (\text{sum}(\text{ACCEPTABLE}) * \text{sum}(\text{CALLSOFFERED}))$                                           | Percent of total split calls answered in service level |
| PERCENT_VDN_ABAN     | $100 * (\text{sum}(\text{ABNCALLS}) / \text{sum}(\text{INCALLS}))$                                                  | Percent of calls abandoned                             |
| PERCENT_VDN_ANSCONN  | $100 * (\text{sum}(\text{ACDCALLS} + \text{CONNECTCALLS}) / \text{sum}(\text{INCALLS}))$                            | 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_ACDDTIME   | $(ACDDTIME + DA\_ACDDTIME)$       | Total ACD time                |
| TOTAL_ACWTIME    | $(ACWTIME + DA\_ACWTIME)$         | Total ACW time                |
| TOTAL_I_ACDDTIME | $(I\_ACDDTIME + I\_DA\_ACDDTIME)$ | Total interval-based ACD time |
| TOTAL_I_ACWTIME  | $(I\_ACWTIME + I\_DA\_ACWTIME)$   | Total interval-based ACW time |

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# Glossary

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>3332 Platform</b>         | <i>INTEL</i> *-based CMS platform                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>6386/25 Platform</b>      | <i>INTEL</i> -based CMS platform                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>6386/33 Platform</b>      | <i>INTEL</i> -based CMS platform                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Abandoned Call</b>        | 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.                                                                                                                                                                                                                                                                                                                    |
| <b>Abandoned Call Search</b> | An ACD capability that enables the system to make sure that the caller is on the line before passing the call to an agent.                                                                                                                                                                                                                                                                                                                                                    |
| <b>Access Permissions</b>    | 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 <b>read</b> or <b>write</b> 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. |
| <b>ACD</b>                   | See <i>Automatic Call Distribution</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>ACD Call</b>              | 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.                                                                                                                                                                                                                                                                                      |
| <b>Acknowledgment</b>        | 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.                                                                                                                                                                                                           |
| <b>Action List</b>           | 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.                                                                                                                                                                                                                                  |
| <b>Activate Agent Trace</b>  | 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.                                                                                                                                                                                                                                                             |

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\*INTEL is a registered trademark of Intel Corporation.

|                                                     |                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Active VDN Calls</b>                             | 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.                                                                                                                      |
| <b>ACW</b>                                          | See <i>After Call Work</i> .                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Add</b>                                          | A CMS Action that adds the data entered in the given window to the database.                                                                                                                                                                                                                                                                                                                     |
| <b>Adjunct/Switch Applications Interface (ASAI)</b> | <p>An AT&amp;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.</p> <p>See Chapter 3, “Computer Telephony Integration,” of the <i>DEFINITY Call Center Planning, Configuration, and Implementation (AT&amp;T 585-215-010)</i> for more details.</p> |
| <b>After Call Work (ACW)</b>                        | 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.                                                                                                              |
| <b>Agent</b>                                        | 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.                                                                                                                                                                                                                                               |
| <b>Agent Login ID</b>                               | 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.                                                                                                                                                            |
| <b>Agent Occupancy</b>                              | 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.                                                                                                                                                                                                                                                |
| <b>Agent Position (Non-EAS)</b>                     | 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.                                                                                                                                                                         |
| <b>Agent Position (EAS)</b>                         | 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.                                                                                                                                                                                     |

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Agent Skill</b>    | <p>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.</p> <p>See also <i>Primary Skill</i> and <i>Secondary Skill</i>.</p> |
| <b>Agent State</b>    | <p>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.</p> <p>See the definition of each state for additional information.</p>                                                                                                                                                                |
| <b>Agent Terminal</b> | <p>The voice terminal used by a call-center agent.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Agent Trace</b>    | <p>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.</p>                                                                                         |
| <b>AI</b>             | <p>See <i>Auto-In</i>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Algorithm</b>      | <p>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.</p>                                                                                                                                                                                                                      |
| <b>ANI</b>            | <p>See <i>Automatic Number Identification</i>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Announcement</b>   | <p>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.</p>                                                                                                                                                    |
| <b>ASA</b>            | <p>See <i>Average Speed of Answer</i>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>ASAI</b>           | <p>See <i>Adjunct/Switch Applications Interface</i>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                   |

|                                              |                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Auto-Available Split</b>                  | 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.                                                                                                                                                                                    |
| <b>Auto-In (AI)</b>                          | 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.                                                                                                                                                                                                                                                    |
| <b>Automatic Call Distribution (ACD)</b>     | <p>A switch feature. Automatic Call Distribution (ACD) is software that channels high-volume incoming call traffic to agent groups (splits or skills).</p> <p>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).</p> <p>See also <i>Redirect on no Answer</i> and <i>Auto-Available Split</i>.</p>                               |
| <b>Automatic Number Identification (ANI)</b> | 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.                                                                                                                                                                                       |
| <b>AUX</b>                                   | See <i>Auxiliary Work</i> .                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Auxiliary Work (AUX)</b>                  | 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.                                                        |
| <b>AVAIL</b>                                 | See <i>Available</i> .                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Available (AVAIL)</b>                     | An agent state. The extension is able to accept an ACD call.                                                                                                                                                                                                                                                                                                                                                               |
| <b>Average Agent Service Time</b>            | 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.                                                                                                                                                                                                                                                                                      |
| <b>Average Speed of Answer (ASA)</b>         | <p>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.</p> <p>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.</p> |

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.

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Call Vectoring</b>       | <p>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.</p> <p>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.</p> |
| <b>Call Work Code (CWC)</b> | <p>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.</p>                                                                                                                                                                                                                                                                                                                       |
| <b>Caller Needs</b>         | <p>The reason(s) a customer calls your call center (used with the Expert Agent Selection feature).</p>                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Calls Carried</b>        | <p>Trunk data. The number of inbound/outbound calls carried.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Cancel</b>               | <p>A CMS action that cancels the current Backup, Restore, or Migration that is in progress.</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Caution Condition</b>    | <p>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.</p>                                                                                                                                                                                                                                                                       |
| <b>Central Office (CO)</b>  | <p>The location housing telephone switching equipment that provides local telephone service and access to toll facilities for long-distance calling.</p>                                                                                                                                                                                                                                                                                                                                                                    |
| <b>CentreVu Supervisor</b>  | <p>The Call Management System application for the Microsoft Windows operating environment.</p>                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Change Agent Skills</b>  | <p>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 <b>one</b> 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.</p> <p>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.</p>                         |
| <b>CMS</b>                  | <p>See <i>Call Management System</i>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>CMS Large</b>            | <p>High Performance Platform only. One of two hardware configurations for the CMS product line. Handles 64MB RAM, 3GB hard disk, 1 processor.</p>                                                                                                                                                                                                                                                                                                                                                                           |

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| <b>CMS Options</b>           | The optional features available with CMS. CMS options include graphics, forecast, and vectoring.                                                                                                    |
| <b>CMSQL</b>                 | A relation database management system used to organize most of the CMS data. CMS QL is used in place of <i>INFORMIX</i> <sup>*</sup> SQL.                                                           |
| <b>CMS X-Large</b>           | High Performance Platform only. One of two hardware configurations for the CMS product line. Handles 128MB RAM, 3GB hard disk, 2 processors.                                                        |
| <b>CO</b>                    | See <i>Central Office</i> .                                                                                                                                                                         |
| <b>CONN</b>                  | See <i>Connected</i> .                                                                                                                                                                              |
| <b>Connected (CONN)</b>      | A trunk state. A caller and an agent are connected on an ACD call.                                                                                                                                  |
| <b>Connected Call</b>        | 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.                                        |
| <b>Continue</b>              | A CMS action that resumes the suspended Restore or Migration operation.                                                                                                                             |
| <b>CONVERSANT</b>            | <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. |
| <b>Copy Group or Profile</b> | A CMS action that creates a new group or profile from an existing one.                                                                                                                              |
| <b>Current</b>               | A CMS action that displays data from the current interval.                                                                                                                                          |
| <b>Current Interval</b>      | Represents the current intrahour interval, which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.                                                              |
| <b>Current Window</b>        | The user window in which you are actively working.                                                                                                                                                  |
| <b>Custom Reports</b>        | Real-time or historical reports that have been customized from standard reports or created from scratch.                                                                                            |
| <b>CWC</b>                   | See <i>Call Work Code</i>                                                                                                                                                                           |
| <b>DABN</b>                  | See <i>Direct Abandon</i> .                                                                                                                                                                         |

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

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| <b>DACD</b>                | See <i>Direct Agent ACD</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>DACW</b>                | See <i>Direct Agent ACW</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Daily Data</b>          | Interval data that has been converted to a 1-day summary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Data Collection Off</b> | CMS is not collecting ACD data. If you turn off data collection, CMS will not void data on current call activity.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Data Collection On</b>  | CMS is collecting ACD data.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Data Points</b>         | Points of historical data. A data point should include data for each interval of the working day.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Database</b>            | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Database Item</b>       | 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.).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Database Tables</b>     | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Date Format</b>         | <p>The standard format for entering dates on CMS reports. Acceptable formats are:</p> <ul style="list-style-type: none"><li>• Month/day/year (for example, 3/21/93).</li><li>• A “-” offset based on today's date (for example, -1 for yesterday).</li><li>• Separating individual data entry items using a semicolon (for example, 3/21/93;3/23/93;3/25/93)</li><li>• Entering ranges by placing a hyphen between entries (for example, 3/21/93-3/25/93).</li></ul> <p>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.</p> <p>The month start date must be the first day of the month.</p> |

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| <b>Default Skill (Generic 2.2 with EAS)</b>        | 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.                                                                                                                                                                       |
| <b>Delete</b>                                      | A CMS action that removes the entry on the window from the database.                                                                                                                                                                                                                                                                                                    |
| <b>Dialed Number Identification Service (DNIS)</b> | 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).                                                                                                                                                                                                                 |
| <b>Dictionary</b>                                  | 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.                                                                                                                                                      |
| <b>DID</b>                                         | See <i>Direct Inward Dialing</i> .                                                                                                                                                                                                                                                                                                                                      |
| <b>Dimmed</b>                                      | Unavailable or disabled. A dimmed menu item, button, or command is displayed in a lighter shade than the standard display and cannot be selected.<br><br>See also <i>Grayed Out</i> .                                                                                                                                                                                   |
| <b>Direct Abandon (DABN)</b>                       | A trunk state. The caller abandoned the call, and the trunk quickly goes to idle.                                                                                                                                                                                                                                                                                       |
| <b>Direct Agent ACD (DACD)</b>                     | An agent state. The agent is on a direct agent ACD call.                                                                                                                                                                                                                                                                                                                |
| <b>Direct Agent ACW (DACW)</b>                     | An agent state. The agent is in the after call work state for a direct agent ACD call.                                                                                                                                                                                                                                                                                  |
| <b>Direct Agent Calling</b>                        | 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. |
| <b>Direct Inward Dialing (DID)</b>                 | An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.                                                                                                                                                                                                                                       |
| <b>DNIS</b>                                        | See <i>Dialed Number Identification Service</i> .                                                                                                                                                                                                                                                                                                                       |
| <b>EAD</b>                                         | See <i>Expert Agent Distribution</i> .                                                                                                                                                                                                                                                                                                                                  |

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| <b>EAS</b>                             | See <i>Expert Agent Selection</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Entity</b>                          | A generic term that refers to one of the following: Agent, Agent Group, Split/Skill, Trunk, Trunk Group, VDN, Vector, or Call Work Code.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Error Message</b>                   | A response from a program indicating that a problem has arisen or something unexpected has happened, requiring your attention.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>EWT</b>                             | See <i>Expected Wait Time</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Exception</b>                       | 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).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Exception Reports</b>               | Display occurrences of unusual call-handling events.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Expected Delay</b>                  | See <i>Expected Wait Time</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Expected Wait Time (EWT)</b>        | <p>Also referred to as <i>expected delay</i>.</p> <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Expert Agent Distribution (EAD)</b> | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Expert Agent Selection (EAS)</b>    | <p>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 <b>skill</b>. 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.</p> <p>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</p> |

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|                                             | <p>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.</p> <p>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.</p> |
| <b>Extension Call</b>                       | 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.                                                                                                                                                                                                                                                                                                                              |
| <b>FBUSY</b>                                | See <i>Forced Busy</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>FDISC</b>                                | See <i>Forced Disconnect</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Find One</b>                             | A CMS action that searches the database for entries that match the input value.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>First Threshold</b>                      | 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.                                                                                                                                                                                                                                                             |
| <b>Flexible Routing</b>                     | 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.                                                                                                                                                                                                                                                                                                                                              |
| <b>FMCH</b>                                 | See <i>Forced Multiple Call Handling</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Forced Busy (FBUSY)</b>                  | A trunk state. The caller receives a forced busy signal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Forced Disconnect (FDISC)</b>            | A trunk state. The caller receives a forced disconnect.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Forced Multiple Call Handling (FMCH)</b> | 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.                                                                                                                                                                                                                                                |
| <b>Get Contents</b>                         | A CMS action that gives access to the steps of a vector program, agent group, or timetable.                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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| <b>Graphics</b>                                   | A CMS reporting option that allows you to view some reports in bar graph format.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Grayed Out</b>                                 | <p>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).</p> <p>See also <i>Dimmed</i>.</p>                                                                                                                                                                                                                                                                                               |
| <b>Historical Database</b>                        | 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.                                                                                                                                                                                                                                                                                                        |
| <b>Historical Reports</b>                         | 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.                                                                                                                                                                                                                                                                                                                                           |
| <b>HOLD</b>                                       | A trunk state. The agent has put the call on this trunk on hold.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>IDLE</b>                                       | A trunk state. The trunk is not in use and waiting for a call.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>II</b>                                         | See <i>Information Indicator</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Information Indicator (II)</b>                 | A two-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls.                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>INFORMIX</b>                                   | A relational database management system used to organize CMS data.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>INFORMIX SQL</b>                               | 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> .                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Input Fields</b>                               | Text boxes for input fields. Text boxes shall be used when the user must enter arbitrary text or numeric data.                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Integrated Services Digital Network (ISDN)</b> | 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.                                                                                                                                                                                                                                                                                                                    |
| <b>Interval-Based Items</b>                       | 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). |

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| <b>Intrahour Interval</b>       | A 15, 30, or 60 minute segment of time starting on the hour. An intrahour interval is the basic unit of CMS report time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>ISDN</b>                     | See <i>Integrated Services Digital Network</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>LAI</b>                      | See <i>Look Ahead Interflow</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>LAN</b>                      | See <i>Local Area Network</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>List All</b>                 | A CMS action that lists all the entries that matched the current field values.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>List Devices</b>             | A CMS action that lists all the devices which have been specified in the Backup/Restore Devices.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Local Area Network (LAN)</b> | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Logical Agent</b>            | <p>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.</p> <p>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.</p> <p>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.</p> |
| <b>LOGOFF</b>                   | An agent trace work mode. An agent is logged out and not available to take ACD calls.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>LOGON</b>                    | An agent trace work mode. An agent is logged in and available to take ACD calls.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| <b>Look-Ahead Interflow (LAI)</b> | 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. |
| <b>Maintenance</b>                | 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.                                                                                                                                                                                        |
| <b>Maintenance Busy (MBUSY)</b>   | A trunk state. The trunk is maintenance busy, out of service for maintenance purposes.                                                                                                                                                                                                                                                                                                     |
| <b>Manual In (MI)</b>             | 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.                                                                                                                                                                                                                                    |
| <b>MBUSY</b>                      | See <i>Maintenance Busy</i> .                                                                                                                                                                                                                                                                                                                                                              |
| <b>MCH</b>                        | See <i>Multiple Call Handling</i> .                                                                                                                                                                                                                                                                                                                                                        |
| <b>Measured</b>                   | 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.                                                                                                                                                                                        |
| <b>Messages</b>                   | 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.                                                                                     |
| <b>MI</b>                         | See <i>Manual In</i> .                                                                                                                                                                                                                                                                                                                                                                     |
| <b>MIA</b>                        | See <i>Most Idle Agent</i> .                                                                                                                                                                                                                                                                                                                                                               |
| <b>Migration</b>                  | 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.                                                      |
| <b>Modify</b>                     | A CMS action that changes the database entry to reflect the new values entered in the current primary window.                                                                                                                                                                                                                                                                              |

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| <b>Monthly Data</b>                    | Daily data that has been converted to a Monthly summary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>More Help</b>                       | 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).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Most Idle Agent (MIA)</b>           | <p>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.</p> <p>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.</p> <p>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.</p> |
| <b>Multi-Agent Skill Change Window</b> | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Multiple Call Handling (MCH)</b>    | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Multiple Split Queuing</b>          | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Multiuser Mode</b>                  | Any administered CMS user can log into CMS. Data continues to be collected if data collection is “on.”                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Name (Synonym) Fields</b>           | 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).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Next (disabled)</b>                 | A CMS action that is not available because a “Find One” has not been executed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                                                     |                                                                                                                                                                                                                                                              |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Next (enabled)</b>                               | A CMS action that displays the next match if more than one was found.                                                                                                                                                                                        |
| <b>Night Service</b>                                | 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.                                                            |
| <b>Nonprimary Split/Skill</b>                       | 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.                  |
| <b>Nonzero (0) Skill<br/>(Generic 2.2 with EAS)</b> | Any skill that does not end in "0" is called a nonzero skill.                                                                                                                                                                                                |
| <b>Normal Condition</b>                             | A graph term. The bars in the graph report are within your defined acceptable limits.                                                                                                                                                                        |
| <b>Open Window</b>                                  | A user window that remains open because you have not yet closed it with the <b>Exit</b> 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 <b>Current</b> SLK.          |
| <b>OTHER</b>                                        | 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.                                                                                   |
| <b>Percent (%) Within<br/>Service Level</b>         | The percentage of calls that you are expecting or targeting to be answered by an agent within a specific number of seconds.                                                                                                                                  |
| <b>Phantom Abandon Call<br/>Timer</b>               | 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. |
| <b>Previous (disabled)</b>                          | A CMS action that is not available because a "Find One" has not been executed.                                                                                                                                                                               |
| <b>Previous (enabled)</b>                           | A CMS action that displays the previous match found.                                                                                                                                                                                                         |
| <b>Previous Interval</b>                            | 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.              |

|                           |                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Primary Skill</b>      | Skills assigned to an agent. Primary skills are the areas in which the agent has the most expertise.<br><br>See also <i>Agent Skill</i> .                                                                                                                                                                                                                                                  |
| <b>Primary Window</b>     | 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.                                                                                                                                                                     |
| <b>Private Report</b>     | A custom report that only the creator and the <i>CentreVu</i> CMS administrator(s) can access.                                                                                                                                                                                                                                                                                             |
| <b>Pseudo-ACD</b>         | 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.                                                                                                                                                                                                                              |
| <b>Queue</b>              | 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.                                                                                                                                                                             |
| <b>QUEUED</b>             | A trunk state. An ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.                                                                                                                                                                                                                                                                             |
| <b>R3V2</b>               | See <i>Release 3 Version 2</i> .                                                                                                                                                                                                                                                                                                                                                           |
| <b>R3V4</b>               | See <i>Release 3 Version 4</i> .                                                                                                                                                                                                                                                                                                                                                           |
| <b>Read Permission</b>    | 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.                                                                                                                                                                                                                         |
| <b>Real-Time Database</b> | Consists of the current and previous intrahour data on each CMS-measured agent, split, trunk, trunk group, vector, and Vector Directory Number (VDN).                                                                                                                                                                                                                                      |
| <b>Real-Time Reports</b>  | 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. |

|                                   |                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Recorded Announcements</b>     | 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.                                                                                                              |
| <b>Redirect On No Answer</b>      | 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.                                                                                 |
| <b>Refresh Rate</b>               | 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. |
| <b>Release 3 Version 2 (R3V2)</b> | 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.                                                                                                                                                  |
| <b>Release 3 Version 4 (R3V4)</b> | The call center 1995 release of the CMS software. R3V4 can refer to <i>CentreVu</i> CMS or <i>CentreVu</i> Supervisor.                                                                                                                                                                                                                        |
| <b>RING</b>                       | <p>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></p> <p>A trunk state. A call is ringing at the agent's voice terminal.</p>                       |
| <b>Rolling ASA</b>                | See <i>Average Speed of Answer (ASA)</i> .                                                                                                                                                                                                                                                                                                    |
| <b>Run</b>                        | A CMS action that Starts the process for the current window.                                                                                                                                                                                                                                                                                  |
| <b>Screen-Labeled Key (SLK)</b>   | 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.                                                                                                                                              |
| <b>Scrolling</b>                  | Moving backward or forward, up or down, and right or left within the query results in CMS.                                                                                                                                                                                                                                                    |
| <b>Second Threshold</b>           | 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.                                                             |

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| <b>Secondary Skill</b>                                    | Skills assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise.<br><br>See also <i>Agent Skill</i> .                                                                                                                                                                                                                                                                                 |
| <b>Secondary Window</b>                                   | 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.                                                                                                                                                                                                                                                                                   |
| <b>SEIZED</b>                                             | A trunk state. A call is using the trunk either incoming or outgoing.                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Select Tables</b>                                      | A CMS action that allows you to select specific tables to Backup or Restore.                                                                                                                                                                                                                                                                                                                                                           |
| <b>Service Level</b>                                      | A time specified in seconds within which all calls should be answered. Normally set as an objective by management.                                                                                                                                                                                                                                                                                                                     |
| <b>Service Observing—<br/>Remote Single-User<br/>Mode</b> | Only one person can log into CMS. Data collection continues if data collection is “on.” This mode is required to change some CMS administration.                                                                                                                                                                                                                                                                                       |
| <b>Service Observing—<br/>VDNs</b>                        | 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.                                                                                                                                                                                                                                                                     |
| <b>Services</b>                                           | See <i>Technical Support Center (TSC)</i> .                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Shortcut</b>                                           | 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.                                                                                                                                                                                                                                                                      |
| <b>Single-User Mode</b>                                   | 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.                                                                                                                                                                                                                                                                                  |
| <b>Skill</b>                                              | 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. |

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|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Skill Hunt Group</b>     | 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. |
| <b>Skill, Primary</b>       | See <i>Primary Skill</i> .                                                                                                                                                                                                                                               |
| <b>Skill, Secondary</b>     | See <i>Secondary Skill</i> .                                                                                                                                                                                                                                             |
| <b>SLK</b>                  | See <i>Screen-Labeled Key</i> .                                                                                                                                                                                                                                          |
| <b>SPARCserver 5</b>        | See Sun * SPARCserver † Computers.                                                                                                                                                                                                                                       |
| <b>SPARCserver 10</b>       | See Sun SPARCserver Computers.                                                                                                                                                                                                                                           |
| <b>SPARCserver 20</b>       | See Sun SPARCserver Computers.                                                                                                                                                                                                                                           |
| <b>SPARCstation</b>         | A workstation client for the SPARCserver.                                                                                                                                                                                                                                |
| <b>Split</b>                | 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.                                                                                            |
| <b>Split/Skill ACD Call</b> | A split/skill ACD call is a call that queued to a split/skill and was answered by an agent in that split/skill.                                                                                                                                                          |
| <b>SQL</b>                  | See <i>INFORMIX SQL</i> .                                                                                                                                                                                                                                                |
| <b>Staffed Agent</b>        | An Agent who is currently logged in to the switch.                                                                                                                                                                                                                       |
| <b>Standard Reports</b>     | The set of reports that are delivered with the CMS or <i>CentreVu</i> Supervisor software.                                                                                                                                                                               |
| <b>StarServer Platform</b>  | <i>INTEL</i> -based platform.                                                                                                                                                                                                                                            |
| <b>Station</b>              | 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.                                                                                                                          |
| <b>Stop</b>                 | A CMS action that stops the Restore or Migration that is in progress.                                                                                                                                                                                                    |

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

† SPARCserver is a trademark of Sun Microsystems, Inc.

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|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>String Values</b>                      | 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.).                                                                      |
| <b>Structured Query Language (SQL)</b>    | A language used to interrogate and process data in a relational database (such as <i>INFORMIX</i> ). See <i>INFORMIX SQL</i> .                                                                                                                                  |
| <b>Structured Query Language Criteria</b> | 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 <b>AND</b> or <b>OR</b> buttons.                                                 |
| <b>Submenu</b>                            | A menu that appears as a result of a menu selection. All menu selections followed by a ">" have submenus.                                                                                                                                                       |
| <b>Subsystem</b>                          | 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.                                         |
| <b>Sun Microsystems</b>                   | Manufactures the <i>Sun SPARCserver 5</i> , 10, and 20, the host computer for the CMS High-Performance Platform, and the <i>SPARCstation</i> clients.                                                                                                           |
| <b>Sun SPARCserver Computers</b>          | 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 5</i> , 10, and 20 computers are capable of hosting the CMS application software. |
| <b>Switch</b>                             | 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.                                                              |
| <b>System Setup</b>                       | 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.                                                                                      |
| <b>Technical Service Center (TSC)</b>     | Also referred to as <i>Services</i> .<br>The organization within AT&T that supports call center customers. The telephone number for the TSC is:<br>1-800-344-9670                                                                                               |
| <b>Terminal</b>                           | A combination of monitor (video display) and keyboard used to communicate with a remote computer to type and display information.<br>See also <i>Agent Terminal</i> .                                                                                           |

|                                        |                                                                                                                                                                                                                                       |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Tertiary Split/Skill</b>            | 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.                                           |
| <b>Time Format</b>                     | The standard format for entering times on CMS reports. Acceptable formats are: <ul style="list-style-type: none"><li>• AM/PM format (for example, 7:30AM-5:00PM).</li><li>• Military time format (for example, 7:30-17:00).</li></ul> |
| <b>Timetable</b>                       | 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.                                                                |
| <b>Translations</b>                    | A CMS action that requests a full set of translations from the switch.                                                                                                                                                                |
| <b>Trunk</b>                           | A telephone circuit that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.                                                                                                 |
| <b>Trunk Group</b>                     | A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.                                                                                                           |
| <b>TSC</b>                             | See <i>Technical Service Center</i> .                                                                                                                                                                                                 |
| <b>UCD</b>                             | See <i>Uniform Call Distribution</i> .                                                                                                                                                                                                |
| <b>Uniform Call Distribution (UCD)</b> | The most idle agent for the skill will receive the call (if the agent is available).                                                                                                                                                  |
| <b>UNIX * System</b>                   | 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 <b>Commands</b> SLK.                                                      |
| <b>UNKNOWN</b>                         | An agent state. CMS does not recognize the current state.<br>A trunk state. CMS does not recognize the state of the trunk.                                                                                                            |
| <b>UNSTAF</b>                          | Unstaffed, an agent state. The agent is not logged in and, therefore is not being tracked by CMS.                                                                                                                                     |
| <b>Upgrade</b>                         | 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,                            |

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\* 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.

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|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>User ID</b>                       | The login ID for a CMS user.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>User Permissions</b>              | A CMS subsystem that allows the CSM administrator to define user access permissions.                                                                                                                                                                                                                                                                                                                                                                         |
| <b>User Window</b>                   | A window you can move, size, or scroll. It may contain input fields, reports, or help information.                                                                                                                                                                                                                                                                                                                                                           |
| <b>Vector</b>                        | 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.                                                               |
| <b>Vector Command</b>                | A vector step that describes the action to be executed for a call (for example, "queue to main", "check backup", and "disconnect").                                                                                                                                                                                                                                                                                                                          |
| <b>Vector Directory Number (VDN)</b> | 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. |
| <b>Vector Step</b>                   | One processing step in a vector. A vector step consists of a command and one or more conditions or parameters.                                                                                                                                                                                                                                                                                                                                               |
| <b>Vector Step Condition</b>         | A condition accompanying a vector command that defines the circumstances in which the command will be applied to a call.                                                                                                                                                                                                                                                                                                                                     |
| <b>VDN</b>                           | See <i>Vector Directory Number</i> .                                                                                                                                                                                                                                                                                                                                                                                                                         |

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|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>VDN Calls-Counted</b>                     | 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.                                                                                                   |
| <b>VDN of Origin Announcement (VOA)</b>      | 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.                                                                                                                                                                                                                                                                                                                   |
| <b>VDN Skill Preference</b>                  | <p>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.”</p> <p>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.</p> |
| <b>VOA</b>                                   | See <i>VDN of Origin Announcement</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Voice Terminal</b>                        | A telephone set, usually with buttons, that gives an agent some control over the way calls are handled.                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Warning Condition</b>                     | 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.                                                                                                                                                                                                                                                                                                                                       |
| <b>Weekly Data</b>                           | Daily data that have been converted to a weekly summary.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Window</b>                                | Any rectangle on your CMS screen that encloses a menu, data entry fields, reports, or messages.                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Window Count</b>                          | The number of primary windows that can be open at any one time.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Write Permission</b>                      | The CMS user can add, modify, or delete data and execute processes. Write permission is granted from the User Permissions subsystem.                                                                                                                                                                                                                                                                                                                                                               |
| <b>Zero (0) Skill (Generic 2.2 with EAS)</b> | Every skill that ends with a “0” is called a zero skill. The zero skill is the first skill for each skill group.                                                                                                                                                                                                                                                                                                                                                                                   |

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## Symbols

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