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Centre Vu Supervisor and Report Designer Version 5.0

Change Description

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This document was prepared by the Customer Training and Information Products group, Lucent Technologies, Denver, CO.

CentreVu™ Supervisor and Report Designer Version 5.0 Change Description

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General Information

Audience

This chapter is written for customers who are upgrading from any field release of *CentreVu*[™] Supervisor Version 1.0 (Supervisor V1) to *CentreVu* Supervisor Version 5.0 (Supervisor V5).

Introduction

This chapter describes the differences between the Supervisor V1 and the Supervisor V5.

The chapter is organized in the following sections:

- Differences and Enhancements Overview
- Data, Database Items, and Calculations
- Reports... (Real-Time, Historical, Integrated, and Drill-Down)
- Report Manager
- Report Designer
- Dictionary...
- Exceptions...
- ACD Administration...
- System Setup...
- Maintenance...
- User Permissions...
- User Interface
- Miscellaneous.

For a detailed description of the changes made in different issues of the *CentreVu* CMS R3V5 software, please refer to the *CentreVu CMS R3V5 Change Description*, (585-215-823) document.

Differences and Enhancements Overview

This section overviews the major differences in and enhancements to the *CentreVu* Supervisor Version 5.0 software compared with *CentreVu* Supervisor Version 1.0 software.

***CentreVu* CMS R3V5 Documents and CD-ROM**

The documents for *CentreVu* CMS R3V5 available to you are:

- 585-215-820 — *CentreVu™ CMS R3V5 Administration*
- 585-215-821 — *CentreVu™ CMS R3V5 Reports*
- 585-215-822 — *CentreVu™ CMS R3V5 Custom Reports*
- 585-215-823 — *CentreVu™ CMS R3V5 Change Description*
- 585-215-824 — *CentreVu™ CMS R3V5 External Call History*
- 585-215-825 — *CentreVu™ CMS R3V5 Forecast*
- 585-215-826 — *CentreVu™ CMS R3V5 Upgrades and Migrations*
- 585-215-827 — *CentreVu™ CMS R3V5 Sun* SPARCserver†
Computers Installation and Maintenance*
- 585-215-828 — *CentreVu™ CMS R3V5 Sun® Connectivity Diagram*

In addition to paper documents, the following *CentreVu* CMS documents are available on CD-ROM (585-215-891):

- *CentreVu™ CMS R3V5 Administration*
- *CentreVu™ CMS R3V5 Reports*
- *CentreVu™ CMS R3V5 Custom Reports*
- *CentreVu™ CMS R3V5 External Call History*
- *CentreVu™ CMS R3V5 Forecast*
- *CentreVu™ CMS R3V5 Sun® SPARCserver™ Computers
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CentreVu Supervisor and Report Designer Documents

The documents for *CentreVu* Supervisor Version 5.0 available to you are:

- 585-215-829 — *CentreVu™ Supervisor Version 5.0 User Guide* (**NOTE:** This document is available in U.S. English, European French, Dutch, Japanese, Brazilian Portuguese, German, and Colombian Spanish)
- 585-215-830 — *CentreVu™ Supervisor Version 5.0 Installation and Getting Started*
- 585-215-831 — *CentreVu™ Report Designer*
- 585-215-832 — *CentreVu™ Supervisor and Report Designer Version 5.0 Change Description* (this document)
- 585-215-833 — *CentreVu™ CMS and Supervisor Version 5 Reports* (**NOTE:** This document is available in European French, Dutch, Japanese, Brazilian Portuguese, German, and Colombian Spanish)

Supported PC Platforms

The Lucent Technologies *CentreVu* Supervisor Version 5.0 (Supervisor V5) software is a graphical user interface to the Lucent *CentreVu* Call Management System (CMS). Supervisor runs in the *Microsoft* Windows†* operating environment. The Supervisor software runs on an *IBM‡* compatible PC that is running one of the following *Microsoft* operating systems:

- *Windows 95* (new for *CentreVu* Supervisor V5)
- *Windows NT 4.0* (English version and Supervisor-English V5 only)
- *Windows 3.1*
- *Windows for Workgroups 3.11*
- *Windows NT 3.51*

Supervisor is not supported for all localized Windows operating systems. For information about which versions of Supervisor are supported for which Windows operating systems, see the table in the introductory chapter of the *CentreVu™ Supervisor Version 5.0 Installation and Getting Started* (585-215-830) document.

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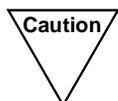
‡ IBM is a registered trademark of International Business Machines, Inc.

Supported Switch Capacities

CentreVu CMS R3V5 supports the following switch capacities:

Table 1-1: *CentreVu* CMS Supported Switch Capacities

Item	G2.2/ EAS	G3i	G3r	G3V2/ V3/V4	ECS Rel. 5	Total CMS Intel	Total CMS Sun
Agent Positions (agent-split/skill pairs)	1023/ 5115	400	1023	5200	10000	5200	10000
Agents Logged In	1023/ 1023	400	1023	5200	5200	5200	10000
Agent Traces Active	25	25	25	25	100	100	250
Agent Trace Records	500000	500000	500000	500000	500000	500000	500000
BHCC (ISDN system)	25000	7000	40000	40000	40000	40000	40000
Call records (internal)	5000	5000	5000	5000	5000	5000	5000
Call Work Codes	1999	1999	1999	1999	1999	1999	1999
Exception Records	2000	2000	2000	2000	2000	2000	2000
Login IDs	10000	10000	10000	10000	10000	10000	10000
Login/Logout Records	999999	999999	999999	999999	999999	999999	999999
Splits/Skills	60/600	99	99	255	600	1000	1000
Trunk Groups	255	99	255	665	665	665	665
Trunks (measured+unmeasured)	4000	400	4000	4000	4000	4000	4000
VDNs (measured)	2000	500	2000	2000	2000	2000	2000
Vectors	511	256	512	512	512	2048	2048
Vector Steps (per vector)	15	15	15	32	32	32	32
Splits/Skills per agent	na/5	4	4	4	20	20	20
Skill levels per agent	na/na	na	na	2	16	16	16



Even though *CentreVu* CMS supports these capacities, you will not be able to upgrade unless you have sufficient free space on your CMS server's disk to accommodate all the data you want to collect. Your current disk space allocation may specify more measured items or longer lengths of time than you actually have disk space for. If you do not have enough disk space, you must purchase more disks, make the length of time data is stored shorter, or lower the number of entities measured before you can upgrade.

Custom Reports, Vector Contents, Timetable, and Shortcut

For additional information on the Custom Reports subsystem, please see the *CentreVu™ CMS R3V5 Custom Reports (585-215-822)* document.

No major changes have been made to the Custom Reports capabilities for *CentreVu* CMS R3V5. Non-graphical custom reports created with *CentreVu* CMS R3V5 can be run from within *CentreVu* Supervisor. You may also use the Report Designer to customize any existing CMS custom report. Once modified with Report Designer, the custom report can thereafter only be run within *CentreVu* Supervisor and modified with Report Designer. To create or change CMS custom reports that can continue to be viewed/changed by CMS terminal users using Screen Painter, you must access the CMS server using the *CentreVu* Terminal emulation software on your PC or through a terminal.

The Vector Contents item on the ACD Administration menu in *CentreVu* CMS R3V5, as well as the Timetable and Shortcut items on the Keep screen-labeled key menu, cannot be executed from within *CentreVu* Supervisor. To use these items, you must access the *CentreVu* CMS R3V5 server using the *CentreVu* Terminal emulation software on your PC or through a terminal.

For more information on the vectoring enhancements for *CentreVu* CMS R3V5, refer to the “ACD Administration” chapter and the “Call Vectoring and Related ECS/Generic 3 Features” appendix in the *CentreVu™ CMS R3V5 Administration (585-215-820)* document.

Reason Codes

Reason codes provide the ability for ACD agents to indicate the reason for going into AUX or for logging out, and then to have *CentreVu* CMS R3V5 track these activities. For example, exceptions can be generated if agents do not use valid reason codes. See “Exceptions...” on page 39.

Reason codes are an option that can be enabled for switches with the EAS feature. See the “EAS” appendix in the *CentreVu™ CMS R3V5 Administration (585-215-820)* document.

Expanded Agent Capabilities

Greatly expanded agent capabilities are available for switches with the EAS feature and the EAS-PHD (Expert Agent Selection Preference Handling Distribution) option purchased and enabled.

For the DEFINITY® Enterprise Communications Server (ECS) Release 5, agents may be logged in with as many as 20 skills, each with

a skill level of between 1 and 16, where 1 is most skilled (the “highest” skill level) and 16 is least skilled (the “lowest” skill level).

For these assigned skills and skill levels (including the concept of “Top Skill”) to be significant, the new Call Handling Preference field must be administered as “skill level” rather than “greatest need.” With “skill level” call distribution, the agent gets the highest-priority, oldest call waiting for his or her highest-level skill (“top skill”), whereas with “greatest need” call distribution the agent’s skill levels are ignored.

It is advisable that all agents assigned to any particular skill have administered for them the same call handling preference: either skill level (if you want the agent who is most expert in that skill, sometimes referred to as the top agent, to take the call) or greatest need (if you want the next agent regardless of associated skill level to take the call).

A particular skill from an agent’s list of assigned skills also may be designated that agent’s “Direct Agent Skill” using this new field. If this field is blank, direct agent calls will be delivered to the first administered, highest-level skill. If “greatest need” call handling preference has been selected, then direct agent calls are always handled first; if “skill level” has been selected, then calls are delivered in skill level order (so direct agent calls would be first only if the direct agent skill was also specified as the agent’s top skill).

For more information on increased capacities, which vary by switch, see Table 1-1.

For more information on EAS-PHD, refer to the “EAS” appendix in the *CentreVu™ CMS R3V5 Administration (585-215-820)* document.

Redirect on No Answer to a VDN

The Redirection on No Answer feature has been enhanced for the *DEFINITY* ECS to include the option of routing a ringing ACD call to an assigned VDN extension for vector processing, instead of to a split/skill.

If you have used the Redirection on No Answer feature and an auto-available split/skill port has “timed out” of service (for example, after a voice-response unit [VRU] fails), then the port must be readministered as a member of the auto-available split/skill in order to log it back in to accept calls. The best way to do this for the *DEFINITY* ECS or a G3V4 switch is to use the “move agents” capability. With the Multi-Agent Skill Change screen as many as 32 agents at a time can be moved temporarily to a dedicated, unused split/skill, and then back into the auto-available split/skill. This can be set up on a Timetable (or on a manually scheduled basis) to move the agents at a later time, for example after the VRU that failed is expected to be back in service.

Data, Database Items, and Calculations

Data

No major changes have been made to the way data is handled in *CentreVu* CMS R3V5 or *CentreVu* Supervisor V5. However, new items have been added to many of the database tables on the CMS server.

Database Items

For additional information on Database Items, please refer to Appendix A of the *CentreVu™ CMS R3V5 Reports (585-215-821)* document and on-line help for *CentreVu™* Supervisor V5.

The following database items have been added or changed:

ACD_RELEASE

Applies to the real-time and historical agent tables.

Number of ACD calls released by an agent.



If the caller hangs up at the same time that the agent pushes the Release button, **ACD_RELEASE** will be incremented because the switch receives the agent release notification before the notification that the central office has dropped the trunk.

Available on the *DEFINITY* ECS and Generic 3 switches.

AGT_RELEASED

Applies to the agent trace and call record tables. The yes value (y) is recorded by *CentreVu* CMS whenever an agent is the first to release an ACD call. Otherwise, a no value (n) is recorded.



If the caller hangs up at the same time that the agent pushes the Release button, **AGT_RELEASED** will be yes because the switch receives the agent release notification before the notification that the central office has dropped the trunk.

Available on the *DEFINITY* ECS and Generic 3 switches.

ANSREASON

Applies to the call record table.

The reason code (0-9) associated with the answering agent's mode, if the agent is in the AUX mode. For agents in AUX on switches other than the *DEFINITY* ECS, or switches without EAS and reason codes active, this is 0.

Available with Generic 3 switches (significant for the *DEFINITY* ECS).

AUXREASON

Applies to the real-time agent status and agent trace tables.

The reason code associated with the agent's current state; blank if the agent is not in AUX. For agents in AUX on switches other than the *DEFINITY* ECS, or switches without EAS and reason codes active, this is 0.

Available with Generic 3 switches (significant for the *DEFINITY* ECS).

AWORKMODE

Applies to the real-time agent status table.

The current work mode for the agent. This is the same as **WORKMODE**, except when the agent is available in some but not all splits/skills. In this case, if the agent is available in **SPLIT**, then **AWORKMODE** is AVAIL. Otherwise, **AWORKMODE** is OTHER.

This database item prevents the possibility of seeing agents available with calls in queue for the split/skill, since agents who are not available in the split/skill will not be shown as available on any reports using this item.

Available on the *DEFINITY* ECS and Generic 3 Version 4 switches.

CALLING_II

Applies to the agent trace and call record tables.

The Information Indicator (II) digits associated with the call.

Available on the *DEFINITY* ECS and Generic 3 Version 4 switches.

CALLING_LOGID

Applies to the real-time trunk table.

Login ID of agent placing the current call on a particular trunk. Null when the trunk is idle.

Available on the *DEFINITY* ECS.

DA_RELEASE

Applies to the real-time and historical agent tables.

Number of Direct Agent ACD calls released by the agent before the caller released.

Available on the *DEFINITY* ECS and Generic 3 switches.

DA_SKILL

Applies to the real-time agent table.

The skill currently assigned as this agent's Direct Agent Skill.

Available on the *DEFINITY* ECS.

DISPSKLEVEL	<p>Applies to the call record table.</p> <p>The skill level (1-16) associated with the skill for which the agent answered the call or, for calls that abandoned while ringing or in a direct agent queue, the level associated with the skill of the agent from whom the call abandoned.</p> <p>Available on the <i>DEFINITY</i> ECS with the EAS feature.</p>
HOLDACDTIME	<p>Applies to the real-time and historical agent and VDN tables.</p> <p>Time spend by ACD callers on hold.</p> <p>Available on Generic 3 Version 3 and later Generic 3 switches.</p>
I_ARRIVED	<p>Applies to the real-time and historical split/skill and VDN tables.</p> <p>Number of calls that were queued to the split/skill or arrived at the VDN during the collection interval.</p> <p>Available on the <i>DEFINITY</i> ECS with the EAS feature.</p>
I_AUXTIME	<p>Applies to the real-time and historical agent tables.</p> <p>Time during the interval that agents were in AUX for this split/skill.</p> <p>Available on Generic 3 Version 2 and later Generic 3 switches.</p>
I_AUXTIME0-9	<p>Applies to the real-time and historical split/skill tables.</p> <p>Time during the interval that agents were in AUX for each reason code (0-9) for this split/skill, including time on extension calls from each AUX state.</p> <p>I_AUXTIME0 available on all switches. I_AUXTIME1-9 available on the <i>DEFINITY</i> ECS with the EAS feature and reason codes active.</p>
I_DA_ACDTIME	<p>Applies to the real-time and historical split/skill tables.</p> <p>Time that agents spent talking on Direct Agent ACD calls queued through this split/skill. This is a subset of I_OTHERTIME.</p> <p>Available on the <i>DEFINITY</i> ECS and Generic 3 switches.</p>
I_DA_ACWTIME	<p>Applies to the real-time and historical split/skill tables.</p> <p>Time that agents spent in after-call work for Direct Agent ACD calls queued through this split/skill. This is a subset of I_OTHERTIME.</p> <p>Available on the <i>DEFINITY</i> ECS and Generic 3 switches.</p>

INAUX0-9

Applies to the real-time split/skill table.

The current number of agents that are in AUX work with each of the reason codes (0-9) for all splits/skills or on AUXIN/AUXOUT calls. For switches without EAS or prior to the *DEFINITY* ECS, **INAUX0** is the same as **INAUX**.

Available on the *DEFINITY* ECS with the EAS feature.

I_TAUXTIME

Applies to the real-time and historical split/skill tables.

Time that the top agents in this split/skill were in AUX mode. This includes time on AUXIN/AUXOUT calls that were received or made **without** an ACD call on hold. (Whereas, time on AUXIN/AUXOUT calls made or received **with** an ACD call on hold are tracked in **I_ACDAUXINTIME** and **I_ACDAUX_OUTTIME**.)

Available on all switches (significant for the *DEFINITY* ECS and G3V4 switches with EAS).

I_TAVAILTIME

Applies to the real-time and historical split/skill tables.

Time that the top agents in this split/skill were available to receive calls.

Available on all switches (significant for the *DEFINITY* ECS and G3V4 switches with EAS).

LASTDIGITS

Applies to the call record table.

The last set of collected digits sent to the *CentreVu* CMS by the switch as the result of a “collect” vector command. These digits may be collected through a “converse” vector command or by prompting the caller to enter them. The latter may be via the Call Prompting feature on the switch or via network-provided Caller Information Forwarding (CINFO), such as caller-entered digits (ced) or customer-database provided digits (cdpd).

Available on the *DEFINITY* ECS.

LEVEL

Applies to the real-time agent status table.

The skill level (1-16 for the ECS, where 1 is highest, or 1 [Primary] to 2 [Secondary] for other switches with EAS) associated with any split/skill.

Available on all switches with the EAS feature.

LOGONSKILL6-20

Applies to the real-time agent and the historical agent login/logout tables. Sixth through twentieth skills that the agent logged in with. The number of skills that may be assigned to an agent depends on the type of switch.

Available on the *DEFINITY* ECS with EAS.

LOGOUTREASON	<p>Applies to the historical agent login/logout and agent trace tables. Reason code (0-9) associated with the agent's logout. For agents on switches other than the <i>DEFINITY</i> ECS, or switches without EAS and reason codes active, this is 0 whenever an agent logs out.</p> <p>Available on Generic 3 switches with EAS.</p>
MAXTOP	<p>Applies to the real-time and historical split/skill tables.</p> <p>Maximum number of top agents staffed in this split/skill during the collection interval.</p> <p>Available on Generic 3 Version 2 and later Generic 3 switches.</p>
ORIGREASON	<p>Applies to the call record table.</p> <p>Reason code (0-9) associated with the originating agent's mode, if the agent is in the AUX mode. For agents in AUX on switches other than the <i>DEFINITY</i> ECS, or switches without EAS and reason codes active, this is 0.</p> <p>Available on the <i>DEFINITY</i> ECS with the EAS feature.</p>
OTHERCALLS	<p>Applies to the real-time and historical split/skill tables.</p> <p>Number of call queued to this split/skill that were not answered or abandoned, including forced busy, forced disconnected, outflowed, and dequeued calls.</p> <p>Available on all switches.</p>
OTHERTIME	<p>Applies to the real-time and historical split/skill tables.</p> <p>Duration of OTHERCALLS. Time these calls spent ringing (and before their disposition was known) while queued to this split/skill.</p> <p>Available on the <i>DEFINITY</i> ECS.</p>
PREFERENCE	<p>Applies to the real-time agent table.</p> <p>The Call Handling Preference administered for the agent. May be blank (for Generic 3 switches other than the <i>DEFINITY</i> ECS), or LVL (for "skill level" distribution) or NEED (for "greatest need").</p> <p>Available on Generic 3 switches with EAS (significant for the <i>DEFINITY</i> ECS with EAS).</p>

SKLEVEL	<p>Applies to the real-time agent and historical agent login/logout tables.</p> <p>The skill level (1-16 for the ECS, where 1 is highest, or 1 [Primary] or 2 [Secondary] for other G3 switches with EAS) associated with the first skill that the agent logged into.</p> <p>Available on the <i>DEFINITY</i> ECS and Generic 3 switches with EAS.</p>
SKLEVEL2-20	<p>Applies to the real-time agent and historical agent login/logout tables.</p> <p>The skill level (1-16 for the ECS, where 1 is highest, or 1 [Primary] or 2 [Secondary] for other G3 switches with EAS) associated with the second through twentieth skill that the agent logged into. The number of skills that an agent may log into depends on the type of switch.</p> <p>Available on the <i>DEFINITY</i> ECS and Generic 3 switches with EAS.</p>
SLVLABNS	<p>Applies to the real-time and historical split/skill and VDN tables.</p> <p>Number of calls abandoned within SERVICELEVEL.</p> <p>Available on the <i>DEFINITY</i> ECS.</p>
SLVLOUTFLOWS	<p>Applies to the real-time and historical split/skill and VDN tables.</p> <p>Number of calls outflowed within SERVICELEVEL.</p> <p>Available on the <i>DEFINITY</i> ECS.</p>
TAGINRING	<p>Applies to the real-time split/skill table.</p> <p>Number of top agents logged into the skill who have ACD calls ringing and are not doing anything else.</p> <p>Available on all switches (significant for the <i>DEFINITY</i> ECS and Generic 3 switches with the EAS feature and using skill level distribution).</p>
TAVAILABLE	<p>Applies to the real-time split/skill table.</p> <p>Number of top agents logged into the skill who are available in the skill.</p> <p>Available on all switches (significant for the <i>DEFINITY</i> ECS and Generic 3 switches with the EAS feature and using skill level distribution).</p>
TDA_INACW	<p>Applies to the real-time split/skill table.</p> <p>Number of top agents logged into the skill who are in after-call work associated with Direct Agent calls. This is a subset of TOTHER.</p> <p>Available on all switches (significant for the <i>DEFINITY</i> ECS and Generic 3 switches with the EAS feature and using skill level distribution).</p>

TDA_ONACD	<p>Applies to the real-time split/skill table.</p> <p>Number of top agents logged into the skill who are talking on Direct Agent calls. This is a subset of TOTHER.</p> <p>Available on all switches (significant for the <i>DEFINITY</i> ECS and Generic 3 switches with the EAS feature and using skill level distribution).</p>
TI_AUXTIME0-9	<p>Applies to the real-time and historical agent tables.</p> <p>Time the agent spent in AUX with each of the reason codes 0-9. "TI_" time is stored only for the skill logged into the longest, so it needs to be summed across the skills that the agent may log into, in case the login order changes during the collection interval. For switches without AUX reason codes active, TI_AUXTIME0 is the same as TI_AUXTIME.</p> <p>TI_AUXTIME0 is available on all switches with EAS. TI_AUXTIME1-9 is available on the <i>DEFINITY</i> ECS with the EAS feature and reason codes active and is significant when using skill level distribution.</p>
TINACW	<p>Applies to the real-time split/skill table.</p> <p>Number of top agents logged into a skill who are in after call work for ACD calls to that skill. This includes top agents on ACWIN/ACWOUT calls, as well as agents who are in ACW that is not associated with ACD calls.</p> <p>Available on all switches (significant for the <i>DEFINITY</i> ECS and Generic 3 switches with the EAS feature and when using skill level distribution).</p>
TINAUX	<p>Applies to the real-time split/skill table.</p> <p>Number of top agents logged into the skill who are in AUX work mode. This includes agents on AUXIN/AUXOUT calls.</p> <p>Available on all switches (significant for the <i>DEFINITY</i> ECS and Generic 3 switches with the EAS feature and using skill level distribution).</p>
TINAUX0-9	<p>Applies to the real-time split/skill table.</p> <p>Number of top agents logged into a skill who are in the AUX work state for each of the AUX reason codes 0-9. (AUX reason code 0 is for "system" AUX work when reason codes are active on the <i>DEFINITY</i> ECS with EAS.) This includes agents on AUXIN/AUXOUT calls from AUX with the appropriate reason code. For switches without EAS or prior to the <i>DEFINITY</i> ECS, TINAUX0 is the same as TINAUX.</p> <p>Available on all switches (significant for the <i>DEFINITY</i> ECS with the EAS feature and reason codes active and when using skill level distribution).</p>

TONACD

Applies to the real-time split/skill table.

Number of top agents logged into the skill who are talking on inbound and outbound ACD calls for the skill.

Available on all switches (significant for the *DEFINITY* ECS and Generic 3 switches with the EAS feature and using skill level distribution).

TONACDAUXOUT

Applies to the real-time split/skill table.

Number of top agents logged into the skill who are on AUXOUT calls with an ACD call for the skill on hold.

Available on all switches (significant for the *DEFINITY* ECS and Generic 3 switches with the EAS feature and using skill level distribution).

TONACDOUT

Applies to the real-time split/skill table.

Number of top agents talking on outbound calls placed by an adjunct to this skill.

Available on all switches (significant for the *DEFINITY* ECS and Generic 3 switches with the EAS feature and using skill level distribution).

TONACWIN

Applies to the real-time split/skill table.

Number of top agents logged into the skill who are in after-call work and on associated inbound extension calls.

Available on all switches (significant for the *DEFINITY* ECS and Generic 3 switches with the EAS feature and using skill level distribution).

TONACWOUT

Applies to the real-time split/skill table.

Number of top agents logged into the skill who are in after-call work and on associated outbound extension calls.

Available on all switches (significant for the *DEFINITY* ECS and Generic 3 switches with the EAS feature and using skill level distribution).

TONAUXIN

Applies to the real-time split/skill table.

Number of top agents logged into the skill who are in AUX work or AVAILABLE or with an ACD or AUXIN/AUXOUT call on hold and on inbound extension calls.

Available on all switches (significant for the *DEFINITY* ECS and Generic 3 switches with the EAS feature and using skill level distribution).

TONAUXOUT

Applies to the real-time split/skill table.

Number of top agents logged into the skill who are in AUX work or AVAILABLE or with an ACD or AUXIN/AUXOUT call on hold and on outbound extension calls.

Available on all switches (significant for the *DEFINITY* ECS and Generic 3 switches with the EAS feature and using skill level distribution).

TOPSKILL

Applies to the real-time agent table.

An agent's first-administered, highest-level (where 1 is highest and 16 is lowest) measured skill. The concepts of "top skill" or "top agent" in a skill are useful only if an agent's Call Handling Preference has been administered as "skill level" rather than "greatest need."

Available on all switches (significant for the *DEFINITY* ECS and Generic 3 switches with the EAS feature and when using skill level distribution).

TOTHER

Applies to the real-time split/skill table.

The number of top agents doing other work. For Generic 3 switches, while in Auto-in or Manual-In mode: the agent put any call on hold and has performed no further action; the agent is on a direct agent call or in ACW for a direct agent call; the agent is dialing to place a call or to activate a feature; an extension call or a direct agent ACD call is ringing with no other activity. For Generic 3 switches with EAS and with multiple call handling (MCH), agents are available for other MCH skills.

Agents are logged into multiple splits/skills and doing work for a split/skill other than this one (on an ACD call, in ACW, or ACD calls ringing).

Agent **POSITIONS** will show up in **TOTHER** directly after the link to the switch comes up and directly after the agents log in before the *CentreVu* CMS is notified of the agent's work state.

The "top" items are only useful if an agent's Call Handling Preference has been administered as "skill level" rather than "greatest need."

TOTHER includes **TDA_INACW** and **TDA_ONACD**.

Available on all switches (significant for the *DEFINITY* ECS and Generic 3 switches with EAS and when using skill level distribution).

TSTAFFED

Applies to the real-time split/skill table.

Current number of top agents that are staffed in this split/skill.

TSTAFFED = TAVAILABLE + TAGINRING + TONACD + TINACW + TINAUX + TOTHER.

Available on all switches (significant for the *DEFINITY* ECS and Generic 3 switches with the EAS feature and using skill level distribution).

WORKSKLEVEL

Applies to the real-time agent table.

The skill level associated with an agent's current (non-null) **WORKSKILL**

Available on the *DEFINITY* ECS and Generic 3 switches with EAS.

WORKSPLIT6-20

Applies to the real-time agent table.

For agents available in multiple assigned splits/skills, the other splits/skills in which the agent is available. The number of skills in which an agent may be available depends on the type of switch.

Available on the *DEFINITY* ECS with the EAS feature.

Calculations

For additional information on Calculations, please refer to Appendix A of the *CentreVu™ CMS R3V5 Reports (585-215-821)* document and on-line help for *CentreVu™ Supervisor V5*.

- A new average positions staffed calculation has been added, **<AVG_TOP_STAFF>**. The calculation makes use of the top agent concept to avoid double-counting agents' time when they are staffed in multiple skills on G3 EAS switches. The calculation definition is:

$$\text{TOTAL_I_ACDACW} + \text{TOTAL_I_ACDHOLD} + \text{TOP_AVAUXTIME} / \text{INTRVL} * 60$$

- A new calculation has been added for the sum of interval-based time on ACD calls and in after-call work, **<TOTAL_I_ACDACW>**. The calculation adds the ACD and ACW time for split/skill and direct agent calls, plus the (agent) ringing time for those calls. The calculation definition is:

$$\text{I_ACD TIME} + \text{I_ACW TIME} + \text{I_DA_ACD TIME} + \text{I_DA_ACW TIME} + \text{I_RING TIME}$$

- A new calculation has been added, **<TOTAL_I_ACDHOLD>**. The calculation sums the time agents spent with ACD calls on hold. The calculation definition is:

$$\text{I_ACD OTHER TIME} + \text{I_ACD AUX INTIME} + \text{I_ACD AUX OUTTIME}$$

- A new top agent avail/aux time calculation has been added, **<TOP_AVAUXTIME>**. The calculation adds the time top agents spent in AUX work and available. The calculation definition is:

$$\text{I_TAUXTIME} + \text{I_TAVAILTIME}$$

- A new average positions staffed sum calculation has been added, **<AVG_TOP_STAFF_SUM>**. The calculation makes use of the top agent concept to avoid double-counting agents time when they are staffed in multiple skills on G3 EAS switches. The calculation definition is:

$$\text{TOT_I_ACDACW_SUM} + \text{TOT_I_ACDHOLD_SUM} + \text{TOP_AVAUXTIME_SUM} / \text{sum}(\text{INTRVL} * 60)$$

- A new ACDACW time sum calculation has been added, **<TOT_I_ACDACW_SUM>**. The calculation sums the ACD and ACW time for split/skill and direct agent calls, plus the (agent) ringing time for those calls. The calculation definition is:

$$\text{sum}(\text{I_ACD TIME} + \text{I_ACW TIME} + \text{I_DA_ACD TIME} + \text{I_DA_ACW TIME} + \text{I_RING TIME})$$

- A new ACD hold time sum calculation has been added, **<TOT_I_ACDHOLD_SUM>**. The calculation sums the time agents spent with ACD calls on hold. The calculation definition is:

```
sum( I_ACDOTHERTIME + I_ACDAUXINTIME +  
I_ACDAUX_OUTTIME )
```

- A new top agent avail/aux time sum calculation has been added, **<TOP_AVAUXTIME_SUM>**. The calculation sums the time top agents spent in AUX work and available. The calculation definition is:

```
sum( I_TAUXTIME + I_TAVAILTIME )
```

In general, these calculations are designed to count all top and backup agent work time for the skill, whether ringing, talking, in after-call work, or on hold, plus the time that “top agents” spent available or in AUX work. For switches with EAS, you may choose to substitute the new average positions staffed calculations for the existing ones (<AVG_POS_STAFF> and <AVG_POS_STAFF_SUM>) used by the Historical Split/Skill Summary and Historical Split/Skill Forecast Summary.

Specifically, these calculations count and include the following for both “top agents” and backup agents:

- ACD ring time and ACD talk time for calls to the skill
- ACW time
- Time with ACD calls on hold for other ACD calls to the skill
- Time on Direct Agent calls queued to the skill
- Time in ACW for Direct Agent calls using the skill
- Time ringing or on hold for Direct Agent calls using the skill.

These calculations count and include the following only for “top agents”:

- Time available
- Time in AUX, plus time on AUXIN and AUXOUT calls with no ACD call on hold.

If the agent’s “top skill” changes during an interval, then top skill times are divided between the skills.

Real-Time Reports

For additional information on the Real-Time Reports subsystem, please refer to Chapter 2 of the *CentreVu™ CMS R3V5 Reports (585-215-821)* document and Chapter 4-6 of the *CentreVu™ Supervisor Version 5.0 User Guide (585-215-829)* document.

CentreVu CMS R3V5 adds several new reports for Top Agents in skills. These new reports will appear in menus only for Generic 3 or later switches with the EAS feature purchased and enabled. These reports will appear when the CMS server is accessed via *CentreVu* Terminal emulation software on a PC or via a terminal, as well as from *CentreVu* Supervisor.

Several existing reports have been modified to handle the expanded agent capabilities, including higher capacities for newer switches. Another modification is the new Split/Skill field. This field displays the split/skill associated with the call on which the agent is active or for which the agent is in after-call work. When an agent is available, all the possible assigned splits/skills in which that agent is available are not shown on a particular split/skill report.

For more information on *CentreVu* CMS report changes and additions, see the *CentreVu™ CMS R3V5 Reports (585-215-821)* document.

CentreVu Supervisor V5 adds several new real-time reports in the Agent, Split/Skill, and VDN categories. Most of these new reports are graphical, meaning they represent data in chart format, rather than or in addition to tabular grid format. These new reports will appear in menus only for Generic 3 switches with the EAS feature purchased and enabled. These reports will appear **only** when accessing the *CentreVu* CMS server using the *CentreVu* Supervisor software.

Agent Graphical Information Report

The Graphical Information report shows real-time information and statistics for the specified agent in both tabular grid and color-coded bar chart formats. Figure 1-1 shows an example of the new report.

If the *CentreVu* CMS is connected to a non-EAS switch, the Agent Information Report appears. See the next section.

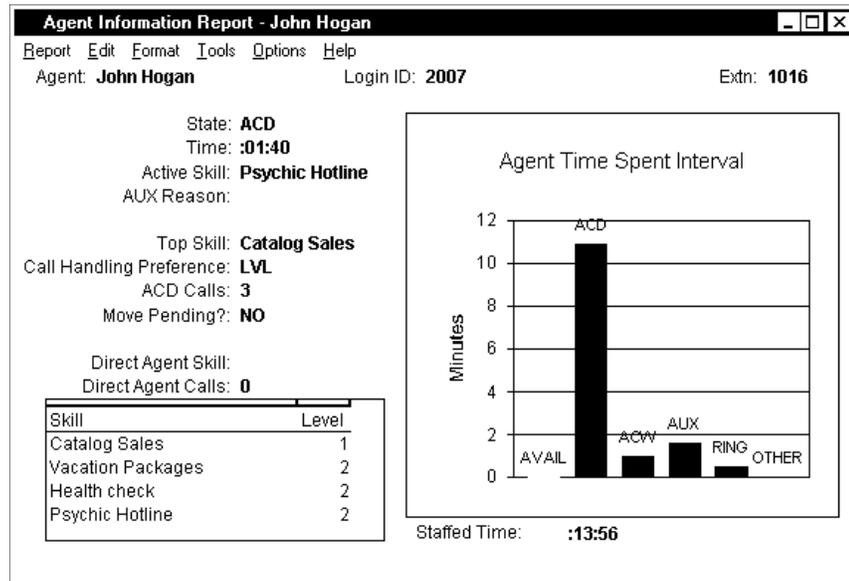


Figure 1-1: Graphical Information Real-Time Report

Agent Information Report

The Information report is new for G3 switches without EAS and shows real-time information and statistics for the specified agent in tabular grid format. Figure 1-2 shows an example of the new report.

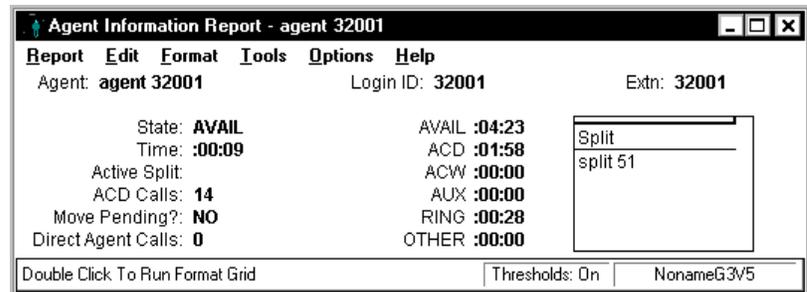


Figure 1-2: Agent Information Real-Time Report

Split/Skill Graphical AUX Agents Report

The Split/Skill Graphical AUX Agents report is new for G3 switches with EAS and shows information for all agents in the AUX work state, including the new AUX reason and their time in AUX. Figure 1-4 shows an example of the new report.

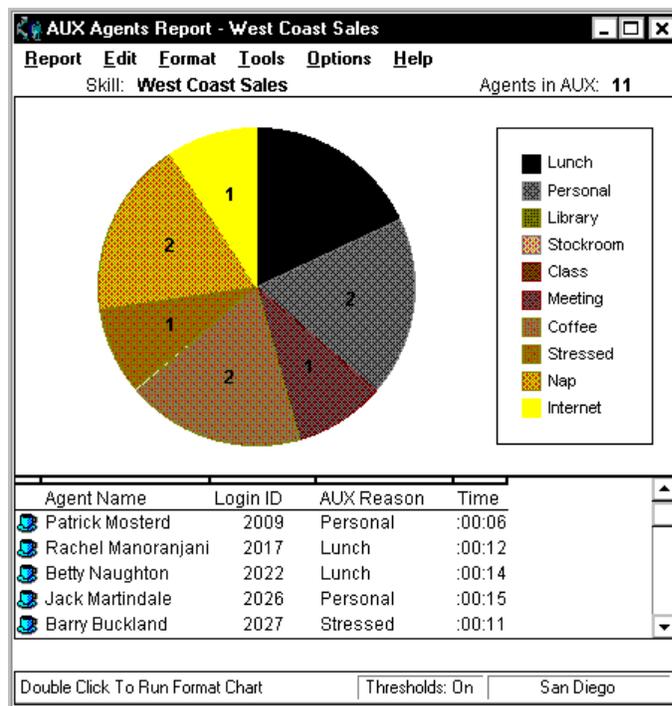


Figure 1-3: Split/Skill Graphical AUX Agents Report

Split/Skill Graphical AUX Top Agents Report

The Split/Skill Graphical AUX Top Agents report is new for G3 switches with EAS and resembles the Split/Skill Graphical AUX Agents report, except this report shows information for “top agents” (agents who have the specified skill as their “top skill”) in the AUX work state, including the reason and AUX time. Figure 1-4 shows an example of the new report.

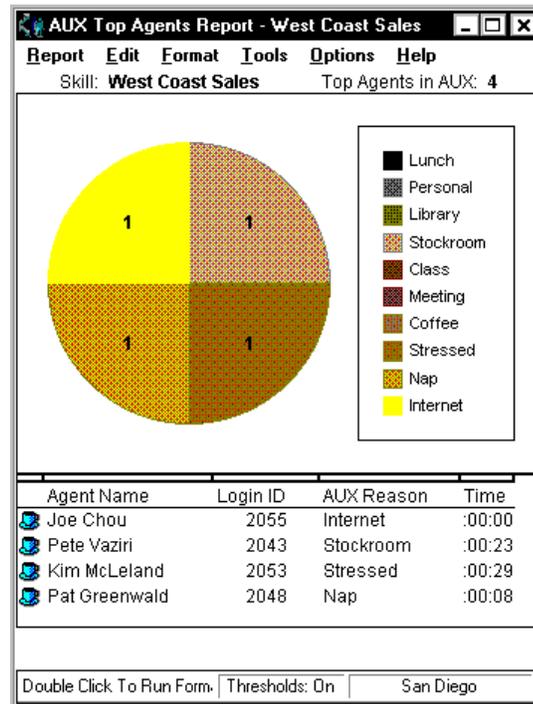


Figure 1-4: Split/Skill Graphical AUX Top Agents Report

Graphical Top Skill Status Report

The Graphical Top Skill Status report is new (for the *DEFINITY* ECS with EAS) and shows status of the “top agents” in the skill (agents who have the specified skill as their “top skill”) and their AUX reasons (if any), as well as skill status for the specified skill. Figure 1-5 shows an example of the new report.

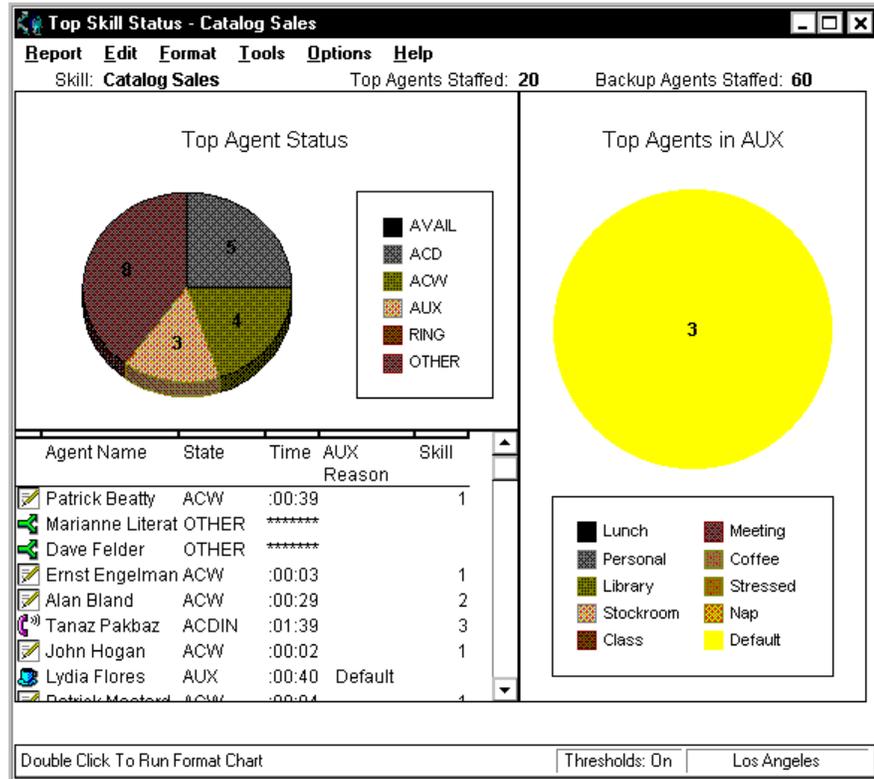


Figure 1-5: Graphical Top Skill Status Report

Split/Skill Top Agent Work State Report

The Top Agent Work State report is new for G3 switches with EAS and resembles the new Work State Report, but shows the number of “top agents” with an assigned split/skill who are in the specified work state. The report shows the top agents’ names, login IDs, time they have been in that work state, the split/skill for which they are in that work state, and the associated skill level. The report can be selected only via “drill-down” by double clicking on the top agent work state field from any running real-time report containing that field. Figure 1-6 shows an example of the new report.

Agent Name	Login ID	Active Skill	Level	Time
Tanaz Pakbaz	2006	Catalog Sales	1	:01:43
John Hogan	2007	Catalog Sales	1	:01:46
Patrick Mosterd	2009	Catalog Sales	1	:02:52
Robert Steiner	2010	Catalog Sales	1	:02:16
Carla Krueger	2011	Catalog Sales	1	:02:22
Karen Stone	2012	Catalog Sales	1	:00:23
Keith McFarlane	2014	Catalog Sales	1	:01:05
Lalit Garg	2019	Catalog Sales	1	:00:01
Susan Harris	2020	Catalog Sales	1	:02:00

Double Click To Run Format Grid Thresholds: On Los Angeles

Figure 1-6: Top Agent Work State Report

Split/Skill Work State Report

The Work State report is new and resembles the new Top Agent Work State Report, but shows *all* agents with an assigned split/skill who are in the specified work state. The report shows the agents' names, login IDs, the time they have been in the work state, the split/skill for which they are in the work state, and the associated skill level. The report can be selected only via "drill-down" by double clicking on the work state field from any running real-time report containing that field. Figure 1-7 shows an example of the new report.

The screenshot shows a window titled "Work State Report - Catalog Sales" with a menu bar (Report, Edit, Format, Tools, Options, Help) and a status bar at the bottom. The main area contains a table with the following data:

Agent Name	Login ID	Active Split/Skill	Level	Time
2085	2085	Health check	2	:03:32
2081	2081	Catalog Sales	2	:03:23
Jill Fulkerson	2054	Catalog Sales	2	:03:09
Ernst Engelman	2004	Catalog Sales	1	:03:05
Carrie Valentine	2044	Health check	1	:03:00
2098	2098	Catalog Sales	2	:03:00
2074	2074	Catalog Sales	2	:02:52
Patrick Mosterd	2009	Catalog Sales	1	:02:51
2063	2063	Catalog Sales	2	:02:48
2095	2095	Catalog Sales	2	:02:45
Susan Harris	2020	Catalog Sales	1	:02:25
Joe Chou	2055	Catalog Sales	2	:02:20
2071	2071	Catalog Sales	2	:02:20
2093	2093	Catalog Sales	2	:02:19
2099	2099	Catalog Sales	1	:02:14

At the bottom of the window, there is a status bar with the text: "A Double Click Runs Real-Time Agent Graphical Infor | Thresholds: On | Los Angeles"

Figure 1-7: Work State Report

Historical Reports

For additional information on the Historical Reports subsystem, please refer to Chapter 3 of the *CentreVu™ CMS R3V5 Reports* (585-215-821) document and Chapters 4-6 of the *CentreVu™ Supervisor Version 5.0 User Guide* (585-215-829) document.

CentreVu Supervisor V5 adds several new historical reports in the Agent, Split/Skill, and VDN categories. All these new reports are graphical, meaning they represent data in chart format, rather than or in addition to tabular grid format. These new reports will appear in menus only for Generic 3 switches with the EAS feature purchased and enabled.

Agent Graphical Time Spent Report

The Graphical Time Spent Daily historical agent report is new for the *DEFINITY ECS* with the EAS feature and resembles the Graphical Skill Time Spent report, except that it shows the time that the specified agent spent in each work state and AUX reason for the day. Figure 1-8 shows an example of the new report.

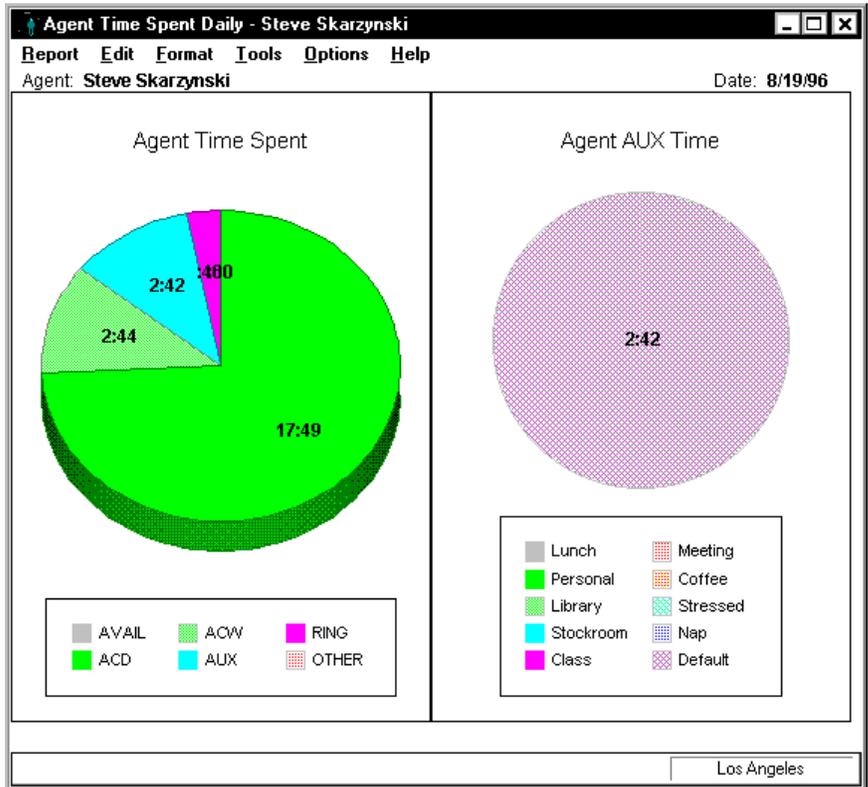


Figure 1-8: Graphical Time Spent Report

Graphical Skill Time Spent Report

The Graphical Skill Time Spent Daily historical split/skill report is new for the *DEFINITY* ECS with the EAS feature and resembles the new Agent Graphical Time Spent Daily report, except that it shows the time that all agents for a specified skill spent in each work state and AUX reason for the day. Figure 1-9 shows an example of the new report.

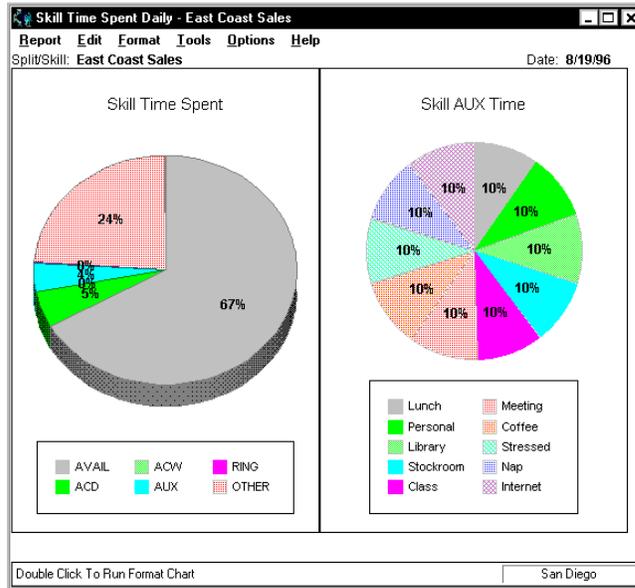


Figure 1-9: Graphical Skill Time Spent Report

Integrated Reports

“Integrated” reports combine real-time data and historical data into one report. You will find these reports especially useful for looking at cumulative data throughout one day. The standard set of Integrated Reports are listed on a new tab folder in the Report Selector window, and combine real-time as well as historical components. For general information on using reports, please refer to Chapters 4-5 of the *CentreVu™ Supervisor Version 5.0 User Guide* (585-215-829) document. For information on the new Integrated Reports in particular, please refer to Chapter 17 of that document.

In the input windows for integrated reports, you must specify a report start time within the past 24 hours. If you leave an integrated report running on your PC, the data will be cleared and the report re-started 24 hours after your original report start time.

CentreVu Supervisor V5 adds several new reports on the new Integrated tab of the Report Selector window in the Agent, Split/Skill, and VDN categories, as follows:

- Agent—Graphical Information
- Agent—Information
- Split/Skill—Comparison Report
- Split/Skill—Graphical Split/Skill View
- VDN—Graphical Call Handling.

Most of these new reports are graphical, meaning they represent data in chart format, rather than or in addition to tabular grid format. These new reports will appear in menus only for Generic 3 switches with the EAS feature purchased and enabled, except for the Agent Information report, which appears only for Generic 2 and switches without EAS.

Agent Graphical Information Report

The Graphical Information integrated report combines real-time and historical information and statistics for the specified agent in both tabular grid and color-coded bar chart formats. Figure 1-10 shows an example of the new report.

If the *CentreVu* CMS is connected to a non-EAS switch, the Agent Information Report appears. See the next section.

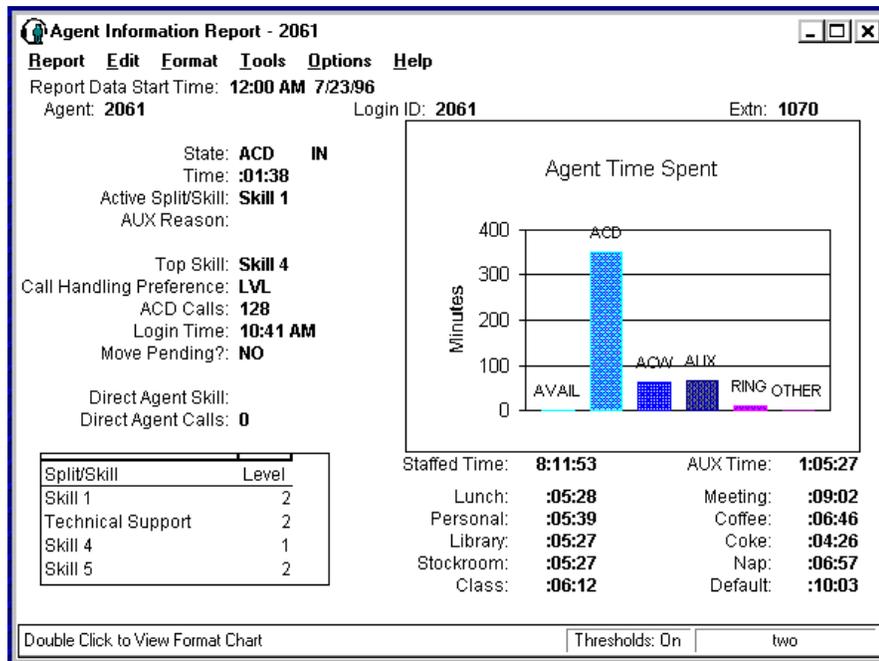


Figure 1-10: Graphical Information Integrated Report

Agent Information Report

The Information report is new for G3 switches without EAS and combines real-time and historical information and statistics for the specified agent in tabular grid format. Figure 1-11 shows an example of the new report.

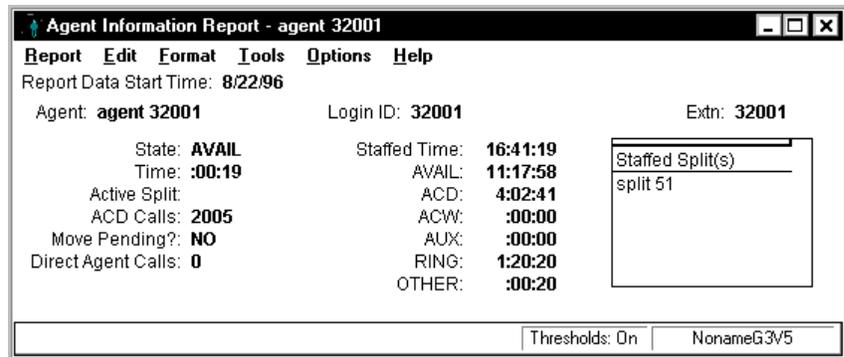


Figure 1-11: Agent Information Integrated Report

Split/Skill Comparison Report

The Split/Skill Comparison integrated report shows the current status and cumulative data for one or more splits or skills. Call center supervisors or administrators who are responsible for several splits/skills, can use this report to see if splits/skills have talk times, abandon rates, and average speed of answer figures that are comparable up until a certain point in the day. Figure 1-12 shows an example of the new report.

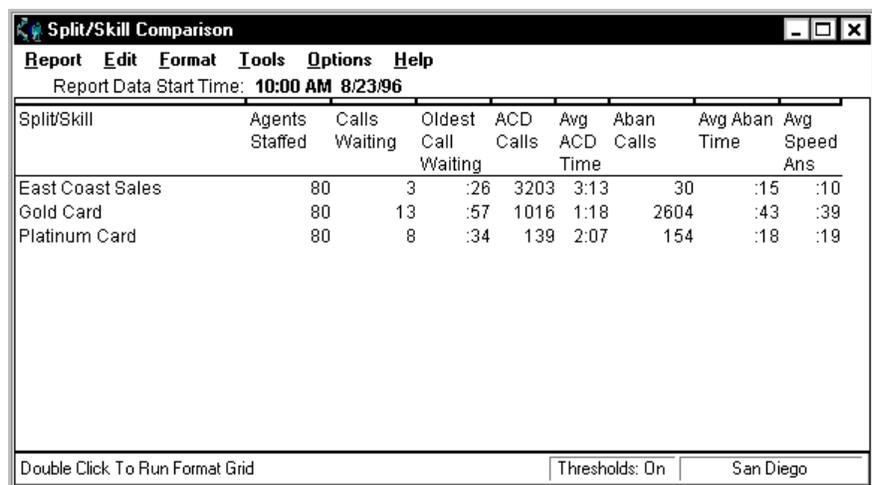


Figure 1-12: Split/Skill Comparison Integrated Report

Graphical Split/Skill View Report

The Graphical Split/Skill View integrated report shows the status of agents in the split/skill, and cumulative split/skill statistics. You may want to use this report if you have large numbers of agents in one split or skill who need split/skill status but do not want to consume the PC resources required to display individual agent status of many agents. Call center managers may also use this report to see the totals and averages for a specific split or skill up to a certain point in the day. Figure 1-13 shows an example of the new report.

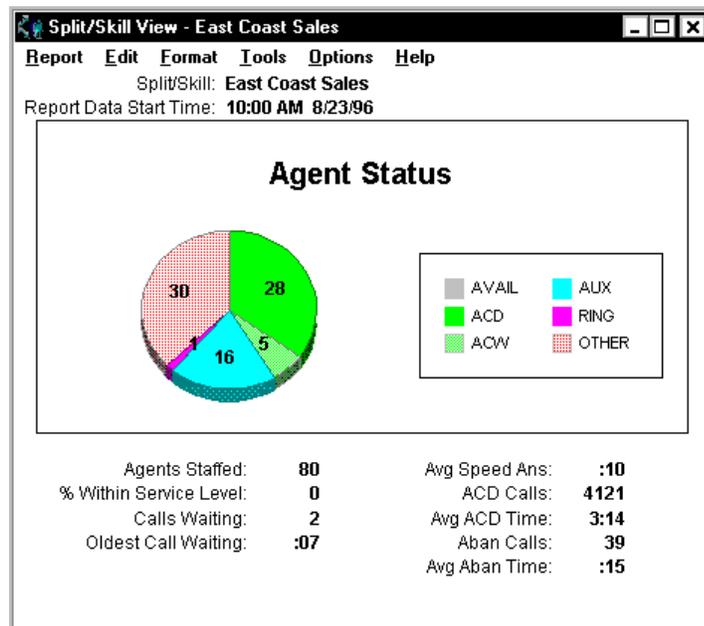


Figure 1-13: Graphical Split/Skill View Integrated Report

VDN Graphical Call Handling Report

The VDN Graphical Call Handling integrated report graphically represents in the form of a bar chart (by default), for each VDN that you specify in the input field, the cumulative number of calls that are answered, abandoned, and considered outflow calls, and also includes the switch-based Average Speed of Answer (ASA) figures for each specified VDN in the form of a line graph (by default). Figure 1-14 shows an example of the new report.

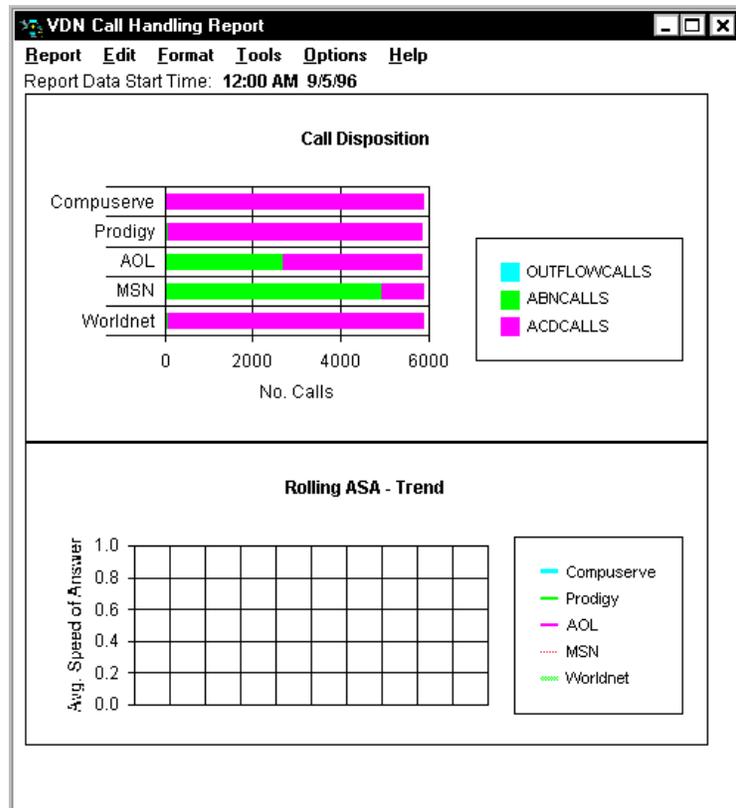


Figure 1-14: VDN Graphical Call Handling Integrated Report

Drill-Down Reports

“Drill-Down” report capabilities let you quickly access, from a report that is currently running, detailed information on a specific agent or on all of the agents in a particular work state for a split/skill. You can access the drill-down information by double clicking on an agent or work state (depending on which information you are interested in), or by selecting the drill-down report name from the right mouse-button popup menu, or from the **Tools** menu on Supervisor’s Controller menu bar.

The following reports may be accessed using the “drill-down” capability:

- Agent Information Integrated Report (for switches with EAS)
- Agent Information Real-Time Report (for switches without EAS)
- Work State Report (available only by double clicking)
- Split/Skill Graphical AUX Agents Report (for the *DEFINITY* ECS with EAS only)
- Top Agent Work State Report (available only by double clicking)
- Split/Skill Graphical AUX Top Agents Report (for the *DEFINITY* ECS with EAS only).

For additional information on the drill-down report capabilities, including tables listing all the reports from which these new drill-down reports can be accessed, see the “Reports” chapter in the *CentreVu™ Supervisor Version 5.0 User Guide* (585-215-829) document.

Report Manager

“Report Manager” capabilities give you access to Properties information about each report, lets you copy standard reports so they can be edited in the Report Designer, and lets you copy designer reports to diskette for easy transportation to another CMS in your business. For more information on the report manager, see the “Reports” chapter in the *CentreVu™ Supervisor Version 5.0 User Guide* (585-215-829) document.

Report Designer

The Report Designer feature can be purchased with the Lucent *CentreVu*™ Supervisor software. The Report Designer allows you to create reports that are tailored to your call center needs. The reports you create using the Report Designer are run from *CentreVu* Supervisor.

Using CMS Reports in Report Designer

Once modified with Report Designer, the customized report can thereafter only be run from *CentreVu* Supervisor and modified with Report Designer. To create or make changes to CMS reports that can continue to be viewed or changed by CMS terminal users, you must access the *CentreVu* CMS server using the *CentreVu* Terminal emulation software on your PC or through a terminal.

The Report Designer allows you to create reports from scratch, edit standard CMS and Supervisor reports and save them under a new name, and copy items from one report to another report.

Getting Started With Report Designer

When you are using the Report Designer to edit an existing report or create a new one, you will generally begin by creating or modifying a Structured Query Language (SQL) query. Using the database items contained in the table(s) that are referenced in the query, you can populate fields, grids, and charts for the report. The fields, grids, and charts can then be sized, moved, and changed on the report.

When you are done creating or editing a report, the report is saved on the CMS server. If you assigned Global user permissions to the report (Available to everyone), then other Supervisor users with the appropriate permissions can run the report.

What You Can Do Using Report Designer

When creating real-time, historical, and integrated reports, the Report Designer lets you:

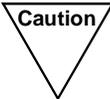
- Copy existing report designs, including standard report designs
- Edit reports by adding, moving, copying, and deleting fields, grids, or charts

- Define ACD data for report fields, grids, and charts
- Enter text for field labels, column headers, row headers, or special instructions.

For historical reports only, the Report Designer lets you:

- Merge data in a report field to include data from different entities within an ACD (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 during an intrahour interval compared to all calls answered during the day)
- Include data from custom data tables that you create and populate within the *CentreVu* CMS database.

 If you create custom database tables, as described in Chapter 17 of the *CentreVu™ Report Designer Version 5.0* (585-215-831) document, make sure that you name the tables with the prefix “c_”. If you do not use the c_ convention, the custom tables will not automatically be backed up with the rest of the CMS server database.

 If you create custom data tables, then you need to make sure there is enough disk space available to store the data. 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 R3V5 Administration* (585-215-820) document for more information about disk storage.

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

For integrated reports only, the Report Designer lets you:

- Display real-time and historical data on the same report
- Display cumulative data that shows up-to-the-moment data since a specified start time.

Dictionary...

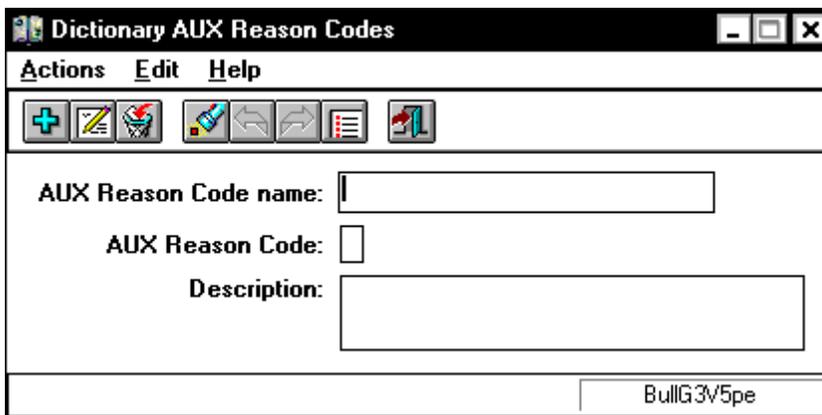
For additional information on the Dictionary subsystem, please refer to Chapter 4 of the *CentreVu™ CMS R3V5 Administration (585-215-820)* document and Chapter 7 of the *CentreVu™ Supervisor Version 5.0 User Guide (585-215-829)* document.

Updates to Include New Database Items

The Dictionary subsystem was updated to include the new and modified standard *CentreVu* CMS database items that are described in “Database Items” on page 7.

AUX and Logout Reason Codes

Two new items appear on the **Dictionary...** menu, AUX Reason Codes and Logout Reason Codes. You must have read and write permission for the dictionary subsystem to add, delete, or modify the names (up to 20 characters in length) of Reason Codes. Other valid actions for reason codes are Find one, List all, Next, and Previous. You also may define a 50-character reason code description. Figure 1-15 and Figure 1-16 show samples of these two new windows.



The screenshot shows a window titled "Dictionary AUX Reason Codes". The window has a menu bar with "Actions", "Edit", and "Help". Below the menu bar is a toolbar with icons for adding, editing, deleting, and finding. The main area contains three input fields: "AUX Reason Code name:" (a text box), "AUX Reason Code:" (a small text box), and "Description:" (a larger text box). The status bar at the bottom right shows "BullG3V5pe".

Figure 1-15: AUX Reason Codes

Figure 1-16: Logout Reason Codes

Agent String Values Window (DEFINITY ECS with EAS)

Two new Call Handling Preference fields have been added to the Agent String Values Window for the *DEFINITY* ECS with EAS (one field for skill level with a default value of **LVL** and one for greatest need with a default value of **NEED**), as shown in the example below:

Exceptions...

For additional information on the Exceptions subsystem, please refer to Chapter 5 of the *CentreVu™ CMS R3V5 Administration (585-215-820)* document and Chapter 4 of the *CentreVu™ CMS R3V5 Reports (585-215-821)* document, as well as Chapter 8 of the *CentreVu™ Supervisor Version 5.0 User Guide (585-215-829)* document.

The following changes have been made to the Exceptions subsystem on *CentreVu CMS R3V5* or *CentreVu Supervisor V5* for the *DEFINITY ECS* with the EAS feature.

New Agent Exceptions

If the appropriate reason codes have been forced or requested on the switch, then *CentreVu CMS* generates these new exceptions:

- Logout attempt without valid reason code
- AUX attempt without valid reason code.

If exceptions are active for more than one of an agent's assigned skills, and the agent does not enter a valid code when trying to log off or go into the AUX work state, then *CentreVu CMS* will generate one exception for each possible skill (as many as 20 for each invalid attempt).

Changes to Exceptions Windows

The new AUX Reason Codes (or the names administered for the codes in the Dictionary subsystem) appear on several Exceptions windows, including the following:

- Agent Exceptions Historical Report. In the input window you may select which time(s) in AUX to display on the report by reason code number. The report window displays a new column with the first six characters of the administered AUX reason code name(s), if any.
- Agent Exceptions Administration. In this window you may administer exceptions for time(s) in AUX by reason code number. You may also administer thresholds for the Logout and AUX attempt exceptions.
- Real-Time Exceptions Log. This window displays the administered AUX reason code name(s), if any, for "Time in AUX" exceptions.

ACD Administration...

For additional information on the ACD Administration subsystem, please refer to Chapter 6 of the *CentreVu™ CMS R3V5 Administration* (585-215-820) document and Chapter 9 of the *CentreVu™ Supervisor Version 5.0 User Guide* (585-215-829) document.

Multi-Agent Skill Change Window (DEFINITY ECS with EAS)

The Multi-Agent Skill Change window has been modified for *CentreVu* CMS servers that are connected to the *DEFINITY* ECS with the EAS feature to support the expanded agent capabilities (for example, skills 1-600). The **Agent** pull-down menu adds items for two new agent reports (Real-Time and Integrated Agent Graphical Information), and the **Options** menu adds two new sort options (by Skill Level and by Top Agent).

When the Multi-Agent Skill Change operation is selected, the window shown in Figure 1-17 displays. It allows you to add or move as many as 32 agents at a time to another skill with an associated skill level, or to remove as many as 32 agents at a time from an assigned skill.

In addition to the existing items on the **Agent** menu that can be used to make these changes, Supervisor V5 adds a context-specific, right mouse-button popup menu containing these items, as well as items that run the two new agent reports and that access the Change Agent Skills window for a selected agent. Note that in Version 5.0, double clicking an agent's name runs the Real-Time Agent Graphical Information Report for that agent.

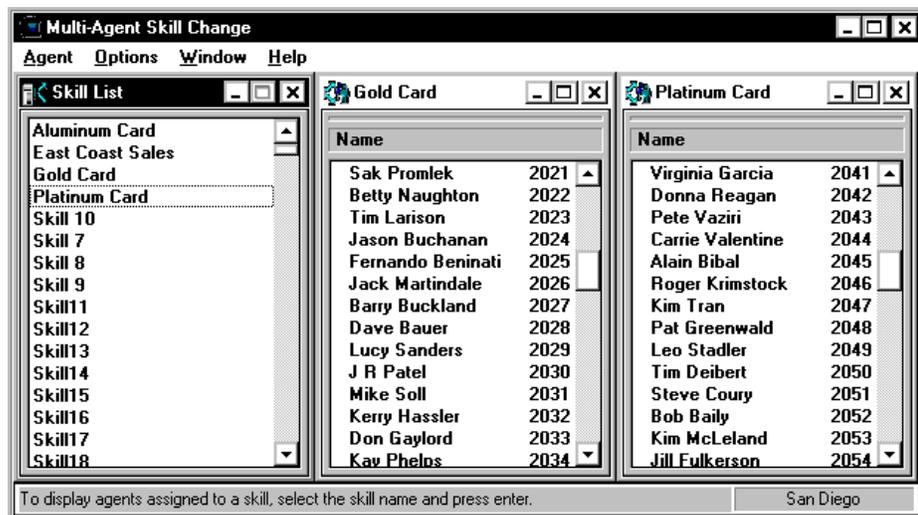


Figure 1-17: Multi-Agent Skill Change Window (ECS With EAS)

Change Agent Skills Window

The Change Agent Skills window has been updated for *CentreVu* CMS servers that are connected to the *DEFINITY* ECS with the EAS feature purchase and enabled. It now allows as many as 20 assigned skills, each with an associated skill level of between 1 and 16 (where 1 is highest or most skilled and 16 is lowest or least skilled) to be modified for a selected agent name/login ID. Skill levels are modified using the new Properties window for each assigned skill, or by selecting the Make Top button with an assigned skill selected. The Delete button removes assigned skill(s).

The Change Agent Skills window also allows the selection of a Direct agent skill (which must be from among the list of assigned skills) and a Call handling preference (either skill level or greatest need). Note that the concept of “top skills” (and “top agents”) is only significant when the Call Handling Preference is set to “Skill Level” instead of “Greatest Need.” Figure 1-18 shows the new Change Agent Skills window.

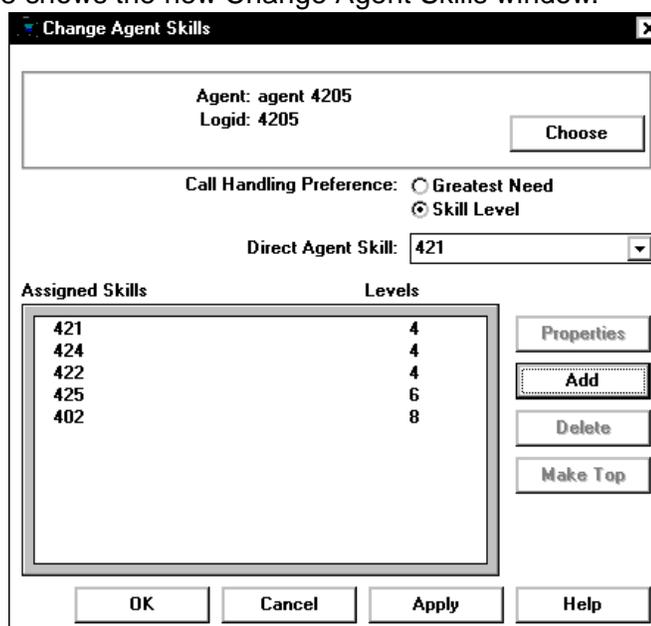


Figure 1-18: Change Agent Skills Window (ECS with EAS)

Activate Agent Trace

There are new limits for the total number of agents traced by a *CentreVu* CMS server: 100 for Intel-based servers and 250 for Sun SPARC servers. Also, you will need to balance the number of simultaneous agent traces with other uses of your system’s resources in order to maintain system performance. If you must trace many agents at a time, for example, you should make the refresh rates for running real-time reports much higher than the minimum or default refresh rates.

System Setup...

For additional information on the System Setup subsystem, please refer to Chapter 8 of the *CentreVu™ CMS R3V5 Administration* (585-215-820) document and Chapter 12 of the *CentreVu™ Supervisor Version 5.0 User Guide* (585-215-829) document.

The changes made to the System Setup subsystem support the expanded agent capabilities for the *CentreVu* CMS R3V5 with the EAS and/or the EAS-PHD option. For example, Data Storage Allocation allows as many as 600 splits/skills to be administered for the *DEFINITY* ECS and as many as 1000 splits/skills when you have also purchased *CentreVu* CMS R3V5.

Also in the Data Storage Allocation area of the System Setup subsystem, the limit on the total number of Agent Trace Records is now 500,000.

If you have purchased and are running your *CentreVu* CMS R3V5 server on the Sun platform, Data Storage Allocation supports as many as 10,000 split/skill members and 10,000 agents logged in per shift.

Maintenance...

For additional information on the Maintenance subsystem, please refer to Chapter 9 of the *CentreVu™ CMS R3V5 Administration* (585-215-820) document and Chapter 13 of the *CentreVu™ Supervisor Version 5.0 User Guide* (585-215-829) document.

The changes made to the Maintenance subsystem support the expanded agent capabilities for the *CentreVu* CMS R3V5 with EAS and/or the EAS-PHD option. For example, the ACD Status window allows as many as 600 splits/skills and 10,000 split/skill members for the *DEFINITY* ECS. The `Maximum skill members` field is deleted and the `Skill members in use` field expands to five characters.

User Permissions...

For additional information on the User Permissions subsystem, please refer to Chapter 7 of the *CentreVu™ CMS R3V5 Administration* (585-215-820) document.

The major change made to the User Permissions subsystem affecting *CentreVu* Supervisor V5 is the Feature Access permissions for “Custom Reports” are now called “Custom/Designer Reports.” The Read and Write check boxes for this feature affect both *CentreVu* CMS Custom Reports (as before) and the reports created or modified with the Report Designer.

User Interface

For additional information on the user interface, please refer to Chapter 2 of the *CentreVu™ CMS R3V5 Administration (585-215-830)* document and Chapters 1-4 and 10-11 of the *CentreVu™ Supervisor Version 5.0 User Guide (585-215-829)* document.

The following changes have been made to the *CentreVu™ Supervisor V5* user interface.

Installing Languages

Lucent *CentreVu* software is now available in the following languages:

- U.S. English (always installed by default)
- European French
- Dutch
- Japanese
- Brazilian Portuguese
- German
- Colombian Spanish.

To install language(s) other than U.S. English and the language of your operating system, choose the Complete/ Custom option during setup. For more information, see *CentreVu™ Supervisor Version 5.0 Installation and Getting Started (585-215-830)*.

Updated Look to Reports

All standard reports available in *CentreVu Supervisor V5* use updated fonts and layouts to enhance their readability. In addition, report column headings and input field labels have been reworded to be clearer and consistent across all reports run in Supervisor.

Report Selector Window Changes

A new tab folder has been added to the Report Selector window that lists the new Integrated Reports. Each of the tab folders in this window has a new category listed as a placeholder for your “Designer” reports, and also has several new buttons to help you manage your reports, as follows:

- An Add Bookmark button. (See “Bookmarking Capability” on page 45.)

- A Properties button, which accesses a new window with detailed information about the selected report, including to whom the report is available. If you have the appropriate permissions, you may modify report properties in this new window.
- Copy and Delete buttons. If you have the appropriate permissions, you may use these to copy or delete existing reports.
- Edit and New buttons, which may be used if you have access to the Report Designer feature to edit existing reports or create new Designer reports. See the *CentreVu™ Report Designer (585-215-831)* document.

Figure 1-19 shows an example of the new Report Selector window.

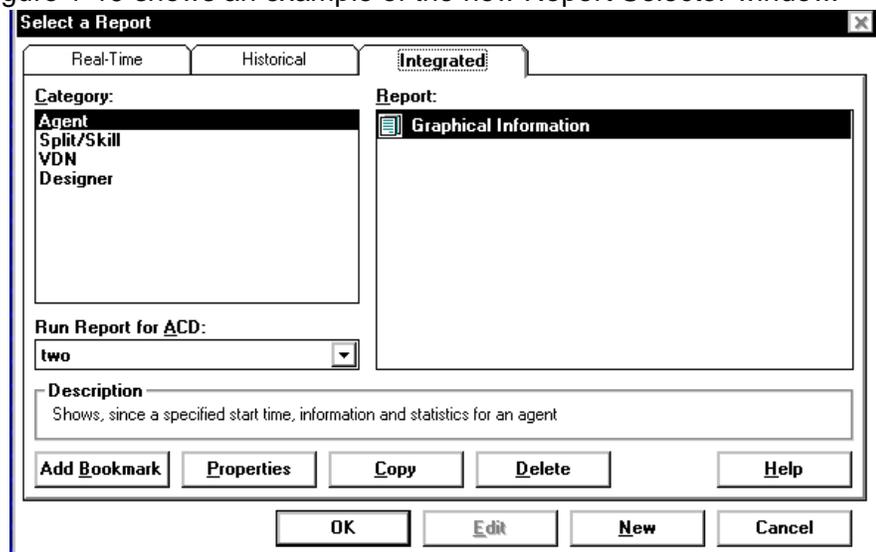


Figure 1-19: Report Selector Window

Exporting All Data on Reports

Report windows have a new Data Export option called **Export All Data**. You can access the Data Export Options window from the menu bar of running reports or from the right mouse-button popup menu.

The window allows you to export all of the data in the report, including data represented in graphical chart and tabular grid formats. You will also be allowed to include labels and headers in the data that is exported. If the data includes time durations, these can be exported as seconds. The export destination can be a specified file or the *Windows* clipboard (from which you can paste it into other *Windows* application programs).

If the report is a real-time report, only one refresh of the data will be exported. Report updates/refreshes are suspended while the Data Export Options Window is open.

Simplified Controller Toolbar Setup

The toolbar can be customized easily to give you one-click access to the CMS reports and operations that you often use. The new Add Button item is available from the **Tools** menu, or the right mouse-button popup menu when the Supervisor toolbar is selected. The new Remove Button item is available from the popup menu when an individual toolbar button is selected using the right mouse button. Selecting the “Add Button” menu item starts the Add Button Wizard to help you create a new toolbar button. The new “Remove Button” menu item works in conjunction with the right mouse button to delete an existing toolbar button. For more information on toolbar setup, see the “Editing Your Toolbar” chapter of the *CentreVu™ Supervisor Version 5.0 User Guide (585-215-829)* document.

Use of the System Tray

When the Supervisor application is running in *Windows 95 or Windows NT 4.0*, the Supervisor icon resides in the system tray. If you are using report threshold highlights, the system tray icon changes when a Caution or Warning threshold is met. For more information on Threshold highlighting, see the “Reports” chapter of the *CentreVu™ Supervisor Version 5.0 User Guide (585-215-829)* document. Also, clicking the system tray icon displays a popup menu for easy access to any of the Supervisor windows that you have open at any one time. For more information on this feature, see the “Using the System Tray Icon” section in the “Supervisor Basics” chapter of the *CentreVu™ Supervisor Version 5.0 User Guide (585-215-829)* document.

Bookmarking Capability

You can use the new Supervisor Bookmarks feature to quickly access reports and operations that you run on a regular basis. Many Supervisor windows now contain an “Add Bookmark” button, and a window to Edit Bookmarks is accessed from the Controller’s **Bookmarks** menu. This new window allows you to edit bookmark labels, categorize them in folders, and insert menu “separator lines” between them for ease of use. For additional information on using the new Bookmarks feature, refer to the “Bookmarks” chapter of the *CentreVu™ Supervisor Version 5.0 User Guide (585-215-829)* document.

Miscellaneous

Viewing the Readme file

CentreVu Supervisor provides a file called `readme.txt` to explain the differences between the *CentreVu* Supervisor V5 software loads. You can view or print this file before you upgrade Supervisor.

From the Supervisor CD-ROM:

The file is located on the CD-ROM that contains the *CentreVu* Supervisor V5 software. Follow these steps to view or print the file:

1. Insert the Supervisor CD-ROM into the CD-ROM drive.
2. Open *Windows* Explorer (*Windows* 95 or *Windows* NT 4.0) or the File Manager (*Windows* 3.x and *Windows* NT 3.51)
3. Click the icon representing the CD-ROM drive that the Supervisor CD-ROM is in
4. Double click the file named `readme.txt` in the displayed list of files.

From the Supervisor diskettes:

The file is located on Disk #1 of the set of diskettes that contain the *CentreVu* Supervisor software. Follow these steps to view or print the file:

1. Insert Disk #1 in the floppy-disk drive.
 2. Open *Windows* Explorer (*Windows* 95 or *Windows* NT 4.0) or the File Manager (*Windows* 3.x and *Windows* NT 3.51)
 3. Click the icon representing the floppy-disk drive that Disk #1 is in
 4. Double click the file named `readme.txt` in the displayed list of files.
-

***CentreVu* CMS Server Data Migration**

Because of changes in the CMS server database, all *CentreVu* CMS users must migrate their data prior to upgrading to *CentreVu* CMS R3V5. For instructions on migrating data, see the *CentreVu™ CMS R3V5 Upgrades and Migration* (585-215-826) document.