Lucent Technologies
Bell Labs Innovations

CentreVu® Explorer

Version 1

User Guide

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Getting Started with Explorer

Product Overview

CentreVu[®] Explorer transforms valuable DEFINITY[®] Enterprise Communications Server (ECS) call center information into powerful knowledge. This knowledge is crucial to the management of your call center.

By applying information collected from the Lucent Technologies CentreVu Call Management System (CMS), CentreVu Explorer provides a graphical user interface enabling desktop queries, reports, and cradle-to-grave analysis of a call center's performance. CentreVu Explorer provides a powerful mechanism to store and retrieve valuable call center data over any period of time. Additionally, call centers have access to this detailed knowledge with the same level of granularity well into the future.

CentreVu Explorer provides details into many areas of call center activities for management's use, including the following:

- Cradle-to-grave per call reporting
- Agent activities such as talk time and call work codes
- Vector Directory Number (VDN) and split/skill information
- Call transfers from split/skill, voice response units and switches

- Special call treatment such as Service Observing and Malicious Call Trace

- Queue treatment such as holding times and abandons in queue.

CentreVu Explorer delivers knowledge to the desktop (client) via powerful Microsoft[*] Windows NT[†] based internet server technologies. CentreVu Explorer requires only a frame compliant web browser on the client. This architecture provides access to critical call center data from any desktop PC or workstation running a web-enabled operating system, such as Windows[‡], OS/2[**], UNIX[††], or MacIntosh[‡‡]. Employing this technology uses minimal desktop PC resources. Furthermore, this architecture allows an organization full access to CentreVu Explorer from multiple web-enabled operating systems.

The hardware architecture of CentreVu Explorer is expandable to meet your storage requirements. It combines a local storage system with external archived capabilities to provide rapid query access while collecting historical information over long periods of time. The customer selects system storage capacities and data retrieval rates to meet the individual call center requirements.

CentreVu Explorer provides a navigation method to query a library of elements and "drill down" to further call details. Starting at a high level, you can select one of several call center elements and step through additional layers until you reach the information you desire.

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licensed exclusively through X/Open Company Limited.
‡‡MacIntosh is a registered trademark of Apple Computer Inc.

Main Menu

The CentreVu Explorer main window displays four icons.
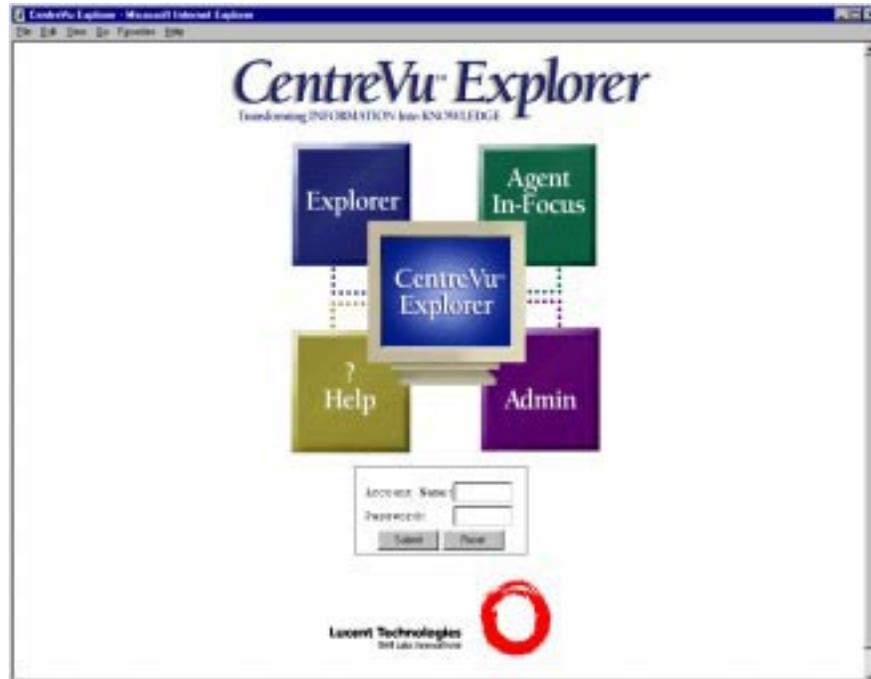
To access the following icons you must log in to the system with an Account Name and Password. The first time you log in to the system, the default logins are:

- Account Name: **admin**
- Password: **cexplorer1**

Click on **Explorer** to go to the query and reporting interface of CentreVu Explorer.

Click on **Agent In-Focus** to access predefined queries for common reporting scenarios.

Click on **Admin** to access screens where you can:

- Choose fields to display in query results
- Add or edit agent names and login IDs
- Add or edit VDN names
- Add or edit split/skill names
- Edit Stroke Count (Events) Names
- Add or edit Reason Codes
- Add or edit CentreVu Explorer Login Accounts.

Click on **Help** to access CentreVu Explorer online help.

Screen Elements

The CentreVu Explorer window is divided into the following frames:

Element Selection
Frame

Search Criteria
Frame

Query Results Frame
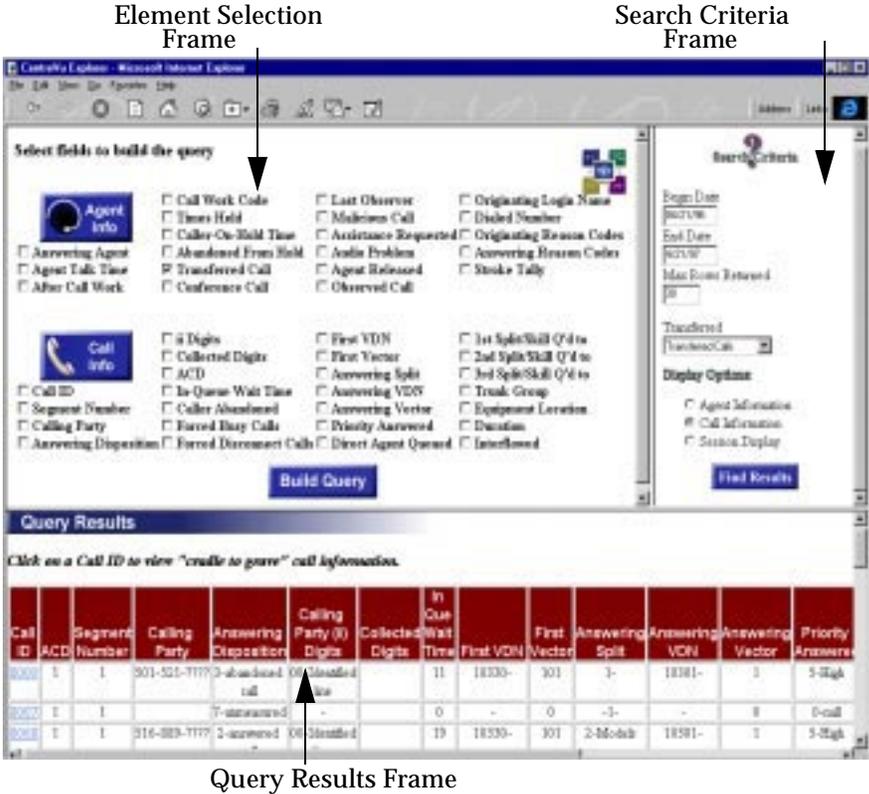
Element Selection Frame: This frame contains the External Call History Interface (ECHI) elements used to formulate queries. The ECHI elements are divided into two groups:

- Agent Info—Contains elements related to agent-based information.
- Call Info—Contains elements related to call-based information.

Element selection is made by "clicking" the box next to each element. Check marks appear at those elements selected for the current query. For additional information on building queries, see "Appendix A, Sample Query" in this document.

Search Criteria Frame: This frame allows you to enter parameters specific to the items selected in the Element Selection frame when the **Build Query** button is selected. The Search Criteria frame also contains several elements used to control the execution of the query (for example, Start Date, End Date, and Max Rows Returned). For more information on how to provide search criteria to find the information you are looking for, see "Appendix A, Sample Query" in this document.

Query Results Frame: This frame displays the data that is returned for a query. The specific elements or columns that are returned are controlled by choices you make in the search criteria frame as described in the next section.

Displaying Results

Explorer lets you display the results in three different formats:

- **Agent Information**—The elements selected in the Agent Info section of the Element Selection Frame are displayed horizontally in table format.

- **Call Information**—The elements selected in the Call Info section of the Element Selection Frame are displayed horizontally in table format.

- **Session Display**—The elements defined as "standard" for the call center are displayed. These standard elements display a subset of commonly requested information and eliminate the need for scrolling on terminal resolutions that do not allow full window display of data. CentreVu Explorer defaults to Session Display in the Search Criteria Frame.

Window Viewing and Sizing

Based on your screen size and resolution, a varying amount of data may be displayed in a window. To vary the amount of data available in a window, use the following options:

- **Scroll Bars**—Three scroll bars exist and appear in the event that all information is not presentable based on the current system and query requirements.

- **Browser Font Control**—In the Toolbar, the font size may be increased and decreased by sequentially stepping through the sizes by clicking the font icon.

- **Screen Resolution**—Adjusting the screen resolution of your terminal to at least 1024 X 768 greatly enhances the viewable data at a single screen.

- **Reduce Search Criteria Section**—Moving the control bar between windows expands the results section.

- **Session Display**—Viewing with the Session Display mode reduces the elements to most commonly requested items. Additional details can be obtained in the Cradle-to-Grave reports.

- **Frame Resizing**—Individual frame boundaries can be dragged with the mouse to change the size of each frame independently.

Browser Font Control and Scroll Bar locations can be found as shown below:

Browser Font Control
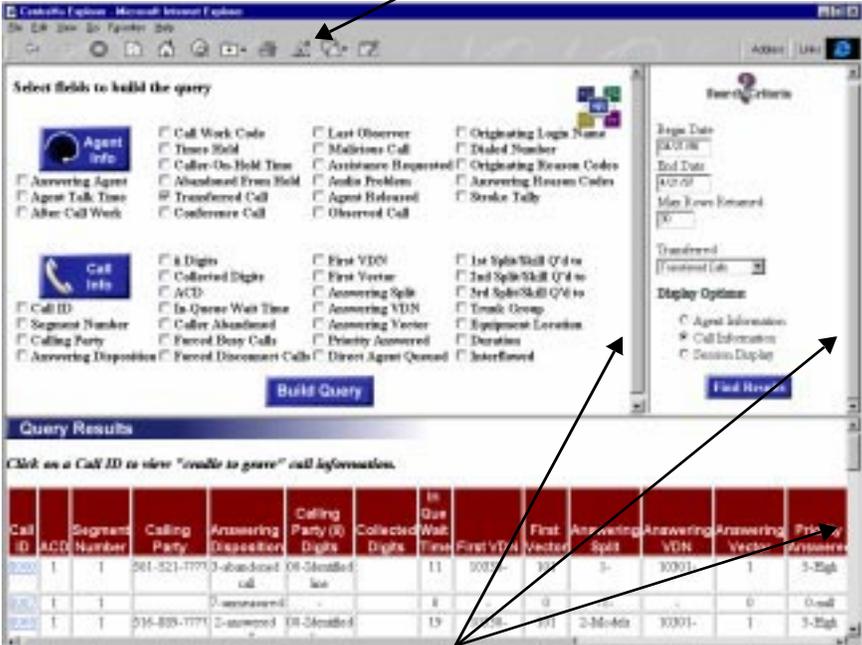
Scroll Bars

A Quick Start to *CentreVu* Explorer

1. To start the program, double click on the **Explorer** icon.
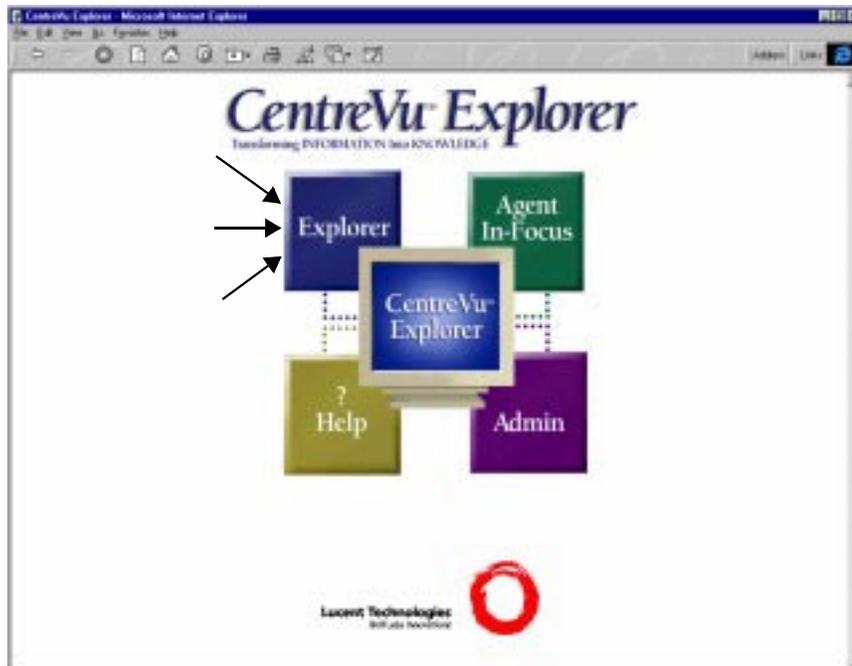
The main element selection window appears.
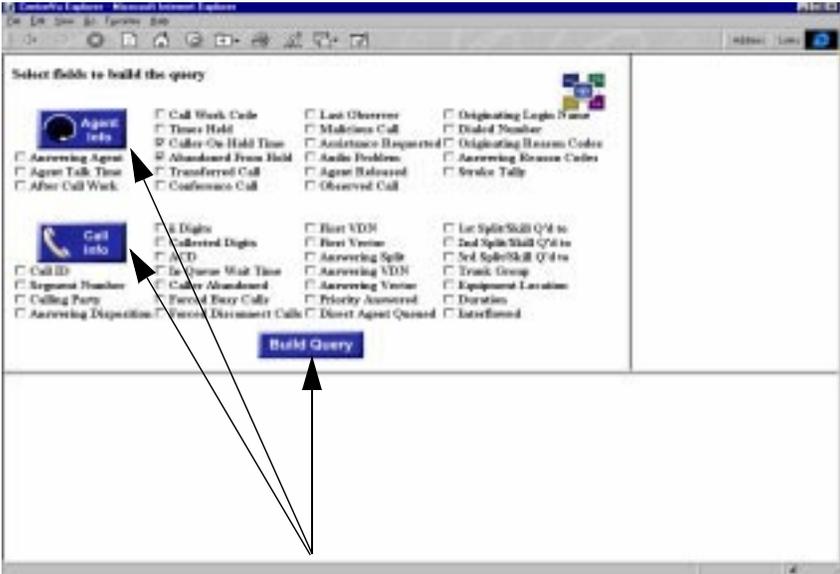
Build Query Buttons

2. Check the appropriate query elements for your search and click on
   Building Query. See "Appendix B, Query Elements" for definitions and
   parameters of each of query element.

   When the screen refreshes, parameters for each of the elements you
   selected appear on the right side of the screen. In addition, query control
   parameters are displayed for the date range and the maximum number
   of rows of results to return.

   Note: You may also click on the **Agent Info** and **Call Info** icons to
   build the query.

3. Enter a date range for your query.

4. Enter new values for the query options or search on the defaults shown.

5. Select one of the display options (Agent Information, Call Information, or Session Display).

6. Click **Find Results**.
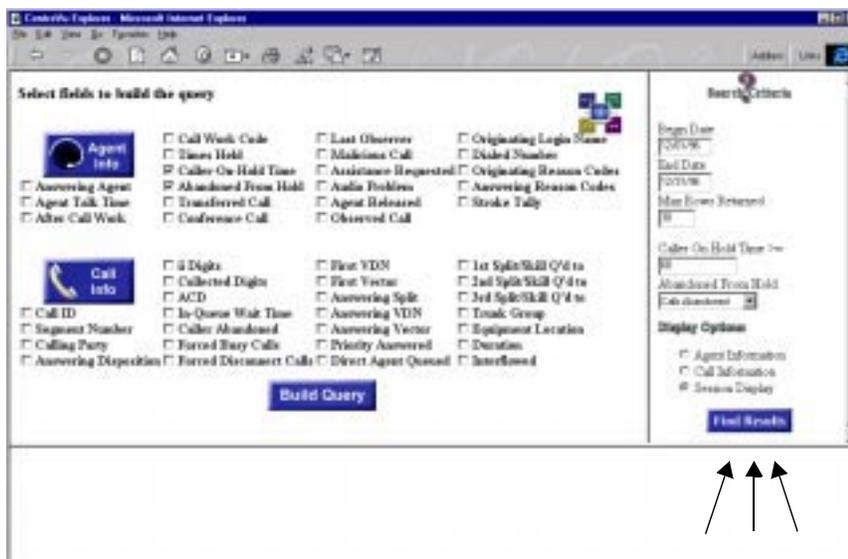
The Query Results frame contains the results of your search. The top of the window continues to display the Elements Selection and Search Criteria frames.

Note: Repeat the previous steps to drill down to more specific subsets of call information.
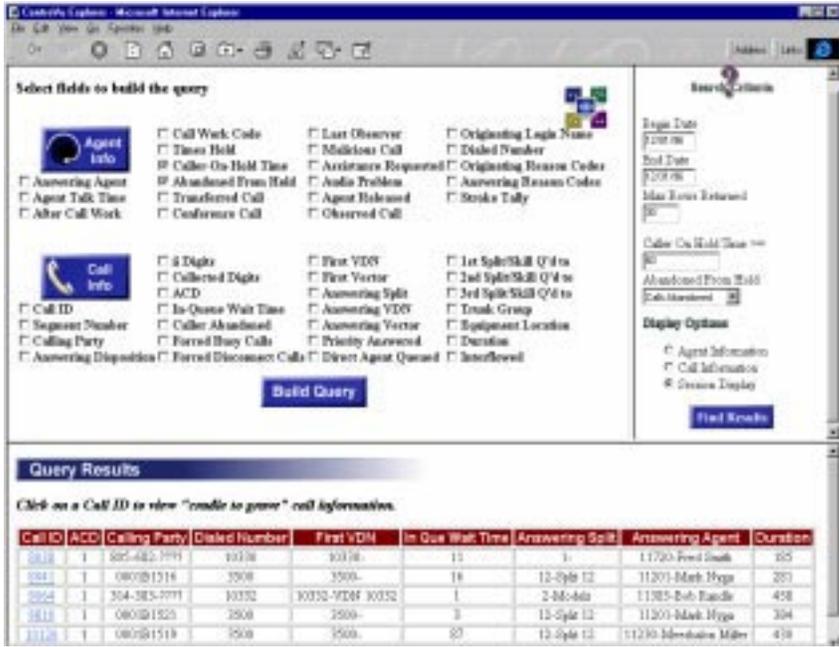
7. By clicking on a Call ID in the Query Results frame, a cradle-to grave analysis of an individual call appears. This window shows the life of the call from the time the caller entered the call center until the call is disconnected.
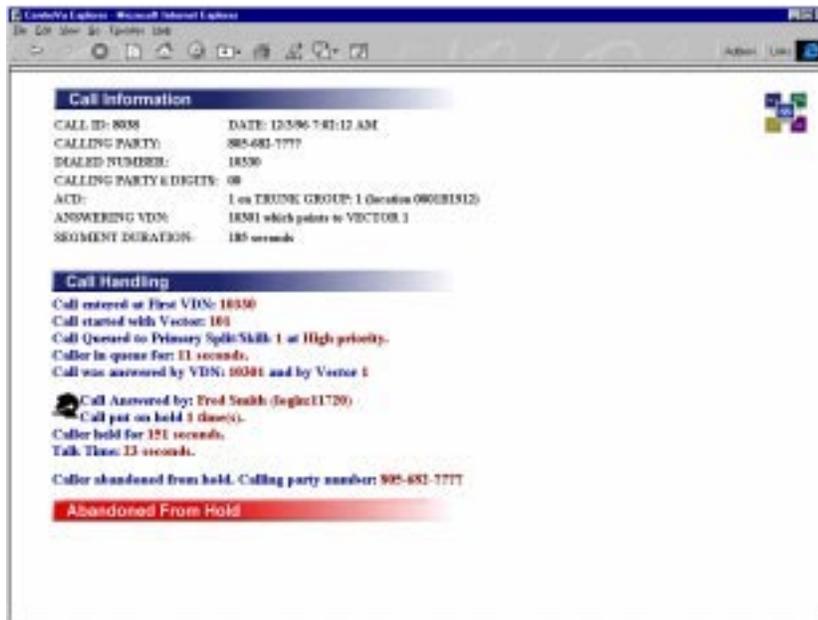
CentreVu
Explorer

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Administration

Overview

This section describes the administrative interface of CentreVu® Explorer. Examples of each of the administrative features are presented.

The administrative features of CentreVu Explorer allow you to customize CentreVu Explorer to your call center by providing meaningful names to split/skills, vector directory numbers (VDNs), reason codes, and other External Call History Interface (ECHI) data elements, and providing names to your Agent Login IDs.

Note: The CentreVu Call Management System (CMS) does not currently support a method for propagating administrable items such as Agent Names to the CentreVu Explorer server. For this reason, administrable items such as Agent Names must be administered in the CMS and CentreVu Explorer independently.

Administration Access

To access system administration, click on the **Admin** icon from the main menu:
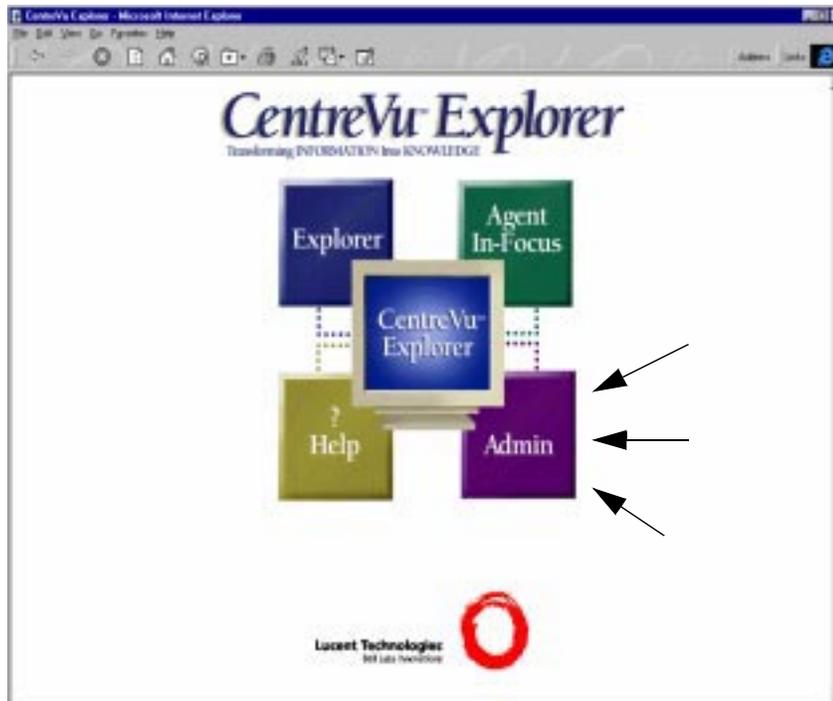
Administrable Elements

By clicking on the **Admin** icon from the main menu, the following window appears:

From this window, you can choose from the following elements that are available for administration:

- Session Display—A feature that allows each user to create a custom view of data elements to be displayed in the Query Results frame.

- Agent Logins—A feature that allows an administrator to assign an agent name to an agent Login ID.

- VDN Names—A feature that allows an administrator to assign a name to all VDNs.

- Split/Skill Names—A feature that allows an administrator to assign a name to all split/skills.

- Stroke Counts—A feature that allows an administrator to assign a name to all stroke counts.

- ACD Names—A feature that allows an administrator to assign a name to all ACDs.

- Aux Reason Codes—A feature that allows an administrator to assign a name to all Aux Reason Codes.

- Accounts—A feature that allows an administrator to add, edit or delete CentreVu Explorer Login Accounts.

Session Display

By clicking on the **Session Display** icon, the following window appears:

From this window, CentreVu Explorer allows you to customize a set of data elements for display the next time you perform a query. Customizing your own set of data elements allows you to view those elements critical to your basic operation. It also eliminates the need for scrolling on terminals with smaller screens that are unable to display all available elements.

Note: Each time you login to CentreVu Explorer, certain elements are pre-selected by default. Those elements include the following: ACD, Answering Split, Answering Agent, Call ID, Calling Party, Dialed Number, Duration, First VDN, In-Queue Wait Time, Segment, and Segment Start Time.

All elements selected in this window remain the default display elements until the next session or until you change them.

In addition to Session Display elements, administration of Agent Logins, VDN Names, Split/Skill Names, Stroke Counts, ACD Names, and Aux Reason Codes, is performed by following these steps:

1. Choose the element that you wish to administer by clicking on the appropriate icon or its associated description from the main Admin window.

2. For Agent Logins, VDN Names, and Splits/Skills, choose the ACD containing the element you wish to administer.

3. Choose one of the following administration actions:

   - **Add**—Use this action to add a new ID or code value to CentreVu Explorer. An example would be to add a new Agent Login ID.

   - **Edit**—Use this action when you wish to provide a descriptive name to an existing ID or code value. You cannot modify the ID or code value using this action.

   - **Delete**—Use this action when you wish to remove an ID or code value from CentreVu Explorer. The delete action removes both the ID or code value and any associated descriptive name. If you wish to remove the descriptive name associated with an ID or Code value and keep the ID or code value, use the Edit action and remove the name.

   Note: Not all administration actions are available for all
   ➡ elements. For example, you cannot delete ACDs.

4. Provide the necessary information. To perform an Add, you must provide an ID and optionally a descriptive name. For a Delete, you must select the specific item you wish to delete and then confirm the deletion. For an Edit, you are required to provide an updated description to an existing item.

The remainder of this section provides examples of each of the available administration actions.

Adding a Record

In this example, you will add an Agent Login ID and a descriptive name.

1. Click on **Agent Logins** from the **Admin** main menu shown below:
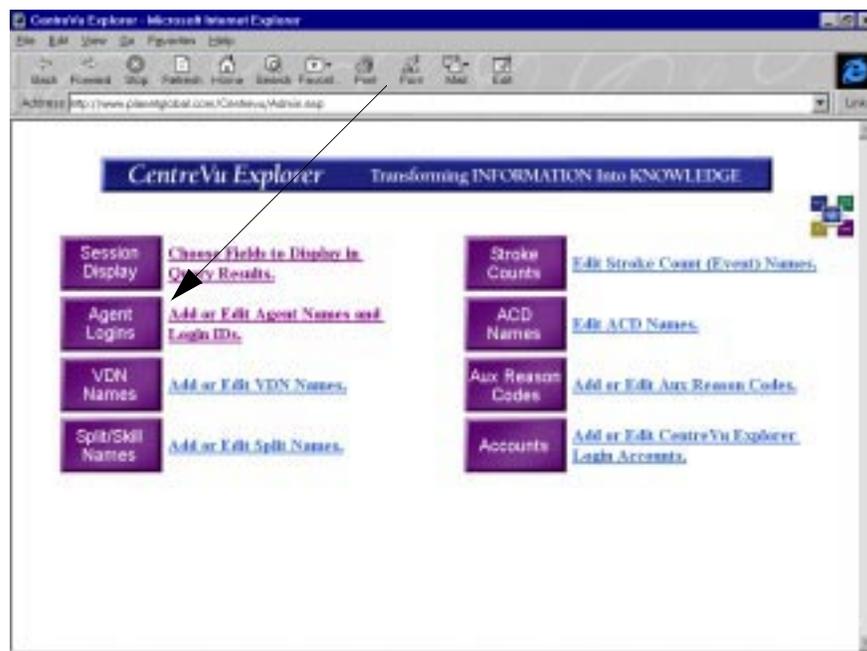
The following window appears:

2. Select the ACD containing the Agent Login IDs that you wish to administer and click **OK**.

The following window appears:

3. Click on **Add**.

The following window appears:

4. Enter a Login ID number. (This information is required.)

5. Enter a descriptive name. (This information is optional.)

6. Click on **Add Record** to save the information in CentreVu Explorer.

This Agent Login ID and Agent Name are now available for system access by queries that reference agents.

Editing a Record

In this example we edit a split/skill to change its name.

1. Click on **Split/Skill Names** from the main Admin window:
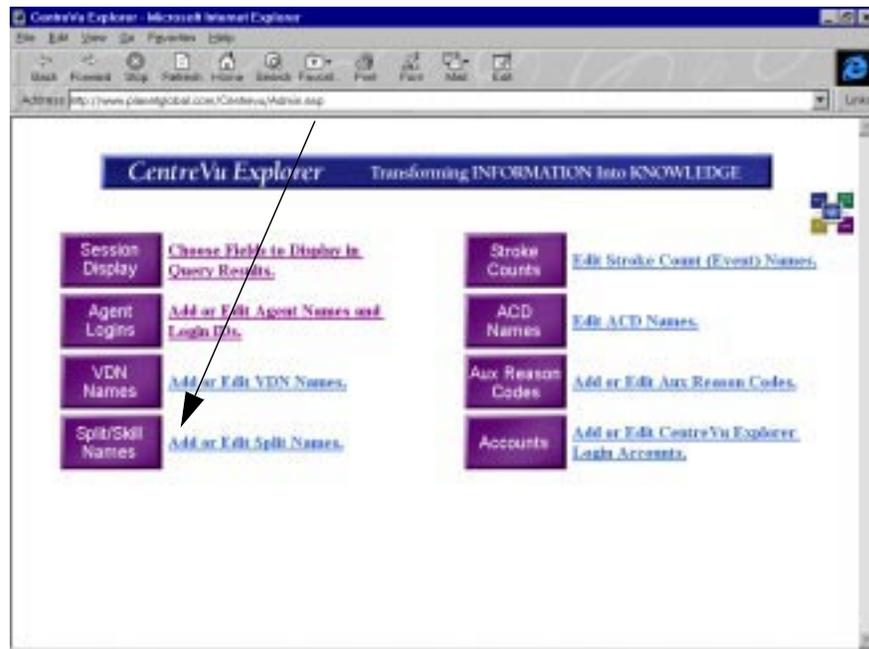
The following window appears:

From this window, you assign labels on a per ACD basis for those elements that may be unique for each individual ACD. For this example, we will select one of the four available ACDs to edit the split/skill labels.

2. After selecting the ACD, click on **OK**. Choose the ACD that contains the split/skills that you wish to administer and click on **OK**.

The following window appears:

3.   Click on **Edit**.

The following window appears:

4. Fill in the name information.

Note: As an option, the split/skill may be assigned as a voice response group of ports. When assigned, the cradle-to-grave report uniquely identifies these calls as being voice response related by displaying a unique banner for these call segments.

Note: In Edit mode, the ID or code value can not be changed. In the example above the Split Number is not editable.

5. Click on **Update Record** to save the changes in CentreVu Explorer.

Deleting a Record

In this example we delete a VDN.

1. Click on **VDN Names** from the **Admin** main menu:
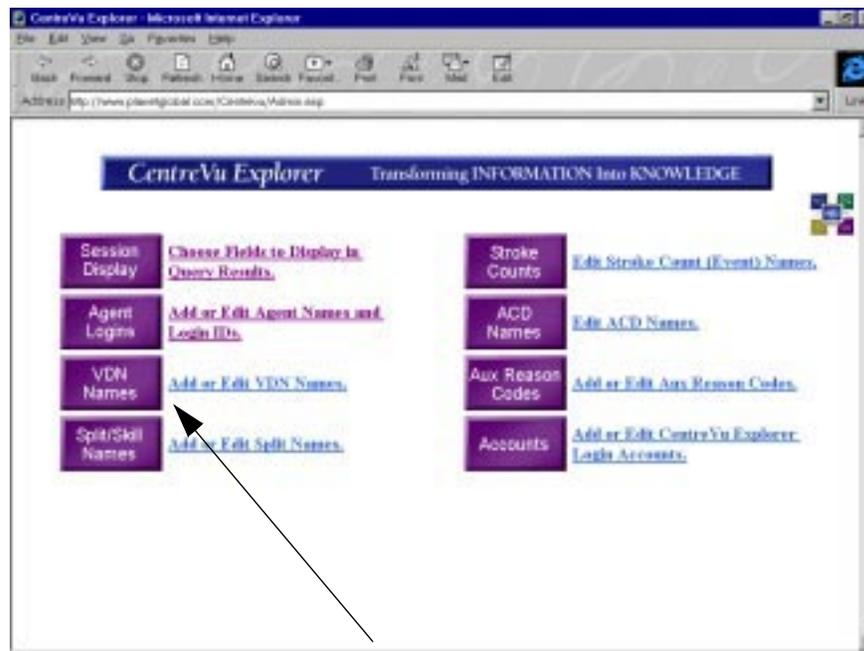
The following window appears:

2. Choose the ACD containing the VDN names you wish to administer and select **OK**.

The following window appears:
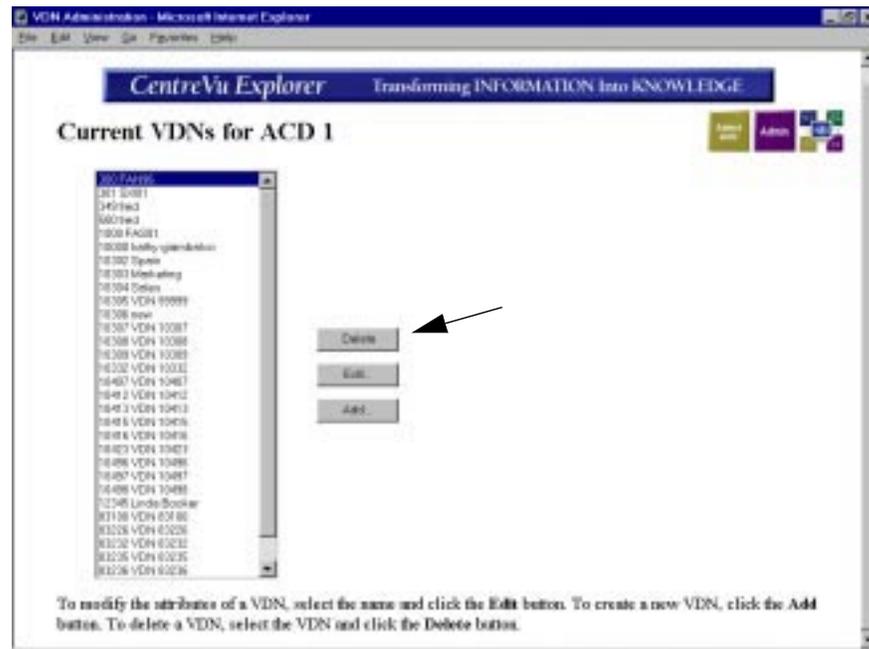
3. Select the item you wish to delete and click **Delete**.

Note: Clicking the **Delete** button will not immediately cause the record to be deleted. A delete confirmation screen is presented.

The following window appears:

4. Click on **Delete** to confirm the deletion. The item will be deleted from CentreVu Explorer.

Note: Prior to clicking the Delete button, you may back out of the Delete action by navigating backwards by pressing the browser's Back button, or clicking on the CentreVu Explorer Home icon.

Accounts

The Accounts section of CentreVu Explorer Administration allows one or more administrators to control access to CentreVu Explorer. Because the CentreVu Explorer server can be accessed from any frame compliant web browser, any user who knows the host name or the IP address of the CentreVu Explorer server can gain access to the product.

The Accounts section of CentreVu Explorer Administration allows for the creation and maintenance of two types of CentreVu Explorer accounts:

- Administration permission accounts
- User permission accounts.

An administration permission account (herein referred to as an Admin account) gives you full access to CentreVu Explorer, including the right to add, modify and delete existing accounts. A user permission account (herein referred to as a User account) gives you access to all of the functionality of CentreVu Explorer with the exception of the accounts section of the Administration portion of the product.

A CentreVu Explorer Account consists of an account name and a password. Passwords are not case sensitive. In order to gain access to CentreVu Explorer, a valid account name and password must be entered.

Chapter 2

To add, edit, or delete accounts click on **Accounts** from the Admin screen shown below:

The following window appears:

CentreVu Explorer   Transforming INFORMATION Into KNOWLEDGE

Account Information

Account Name:

Password:

Submit
Reset

Please enter your account name and password and press the **Submit** button.
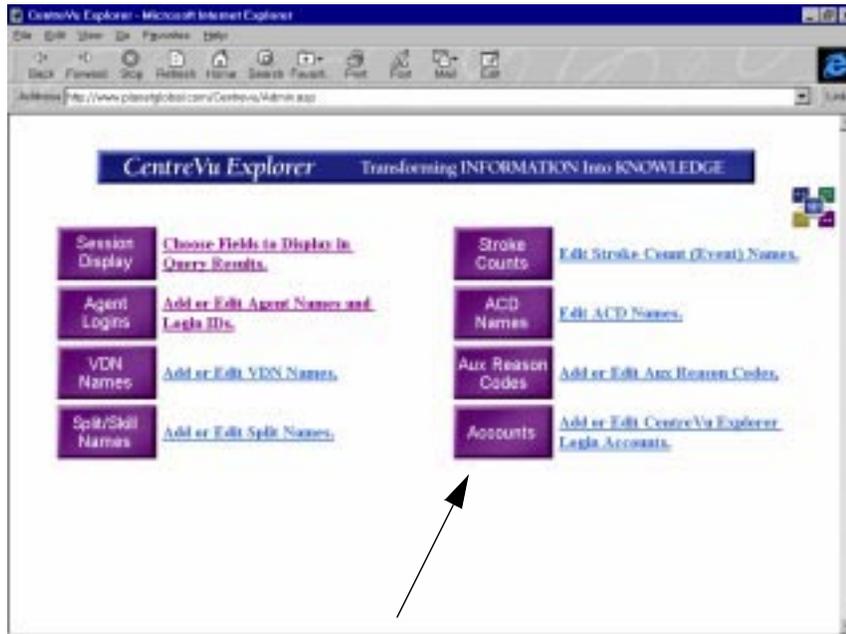
To gain access to the Accounts information, you must supply a valid Admin account name and password that has administration permissions. If you only have user permissions, access is denied. A single Admin level account is created at the time CentreVu Explorer is installed. This built-in account is called Admin and cannot be deleted.When first logging onto the system, the default Admin account information is:

- Account Name: **Admin**
- Password: **cexplorer1**

Note: It is strongly recommended that the CentreVu Explorer administrator change this password immediately to prevent unauthorized access to CentreVu Explorer. Choose a new password that is easy to remember. If you forget the password, and it is the only Admin level account in the system, then no one will have access to the accounts section to make changes.

After entering valid Admin level account information, the following
window appears:

All existing accounts are contained in the list box. At a minimum, the built-
in Admin account is listed. Any account can be deleted with the exception of
the built-in Admin account.

Adding an Account

To add a new account, select **Add**. The following window appears:

1. Fill in the Account Name field with a unique account name.

2. Fill in the Account Password field with a name that is between 4 and 10 characters long.

3. Fill in the Confirm Password field with the same character string entered in the Account Password field.

4. Select either User Account or Administrator Account by clicking on the appropriate button.

5. Click **Add Record** to add the account.

Editing an Account

Editing an existing account is similar to adding a new account except that you cannot alter the account name or modify the account permission level. If you wish to alter the account name or permission level, you must delete the existing account and add a new account with the new name and permission level.

Deleting an Account

To delete an existing account, choose the account from the Administer Accounts window and click the **delete** button. The following window appears:
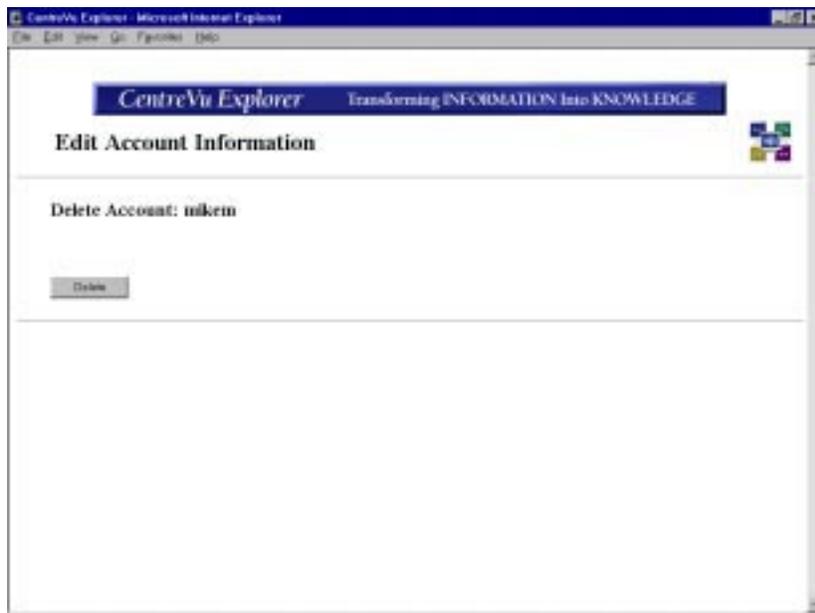
Press **Delete** on the Delete Account window to delete the account.

Note: Remember that you cannot delete the built-in account name Admin. Any attempt to delete the Admin account will result in an error message.

Chapter 2

CentreVu Explorer

3

Wizard Administration

Data Discard Wizard

The CentreVu® Explorer Data Discard Wizard performs two critical functions:

- Determines the average daily call record volumes in the existing database
- Allows you to select a reasonable data archival interval.

Determining Average Daily Call Record Volumes

The Data Discard Wizard analyzes an existing database to determine daily average call record volumes. It then calculates the maximum number of days the current database can hold data before becoming full. You are given the option of specifying additional unused local disk space to increase the size of the database thereby increasing the maximum number of days the database can hold data. Increasing the size of the database is limited only by the amount of disk space available on the CentreVu Explorer server.

Choosing a Reasonable Data Archival Interval

You are required to choose a valid interval in which to archive data from CentreVu Explorer. The interval is expressed as a number of days. Data that is older than the specified interval is removed from the database.

The Data Discard Wizard requires at least seven days worth of data at normal call volumes to do an accurate job of predicting daily call volumes. If the Data Discard Wizard is run prior to the seven day requirement, the Wizard displays a message box informing the user of the problem and then exits.

Data Discard Wizard Tutorial

The Data Discard Wizard is a tool separate from the CentreVu Explorer interface. In order to execute the Data Discard Wizard, you must locate the "DAWizard.exe" file. The CentreVu Explorer Setup Application installs the DAWizard.exe file into the following directory:

> *drive*:\InetPub\CentreVu\bin.

If the Data Discard Wizard is not located in this directory, contact your system administrator or search for the application using the "Find Files or Folders" application on the Start menu. Once you have located the DAWizard.exe file, do the following:

1. Double-click on the Data Discard Wizard icon or filename. Executing the Data Discard Wizard brings up the Data Discard Wizard Introduction window below:

Chapter 3
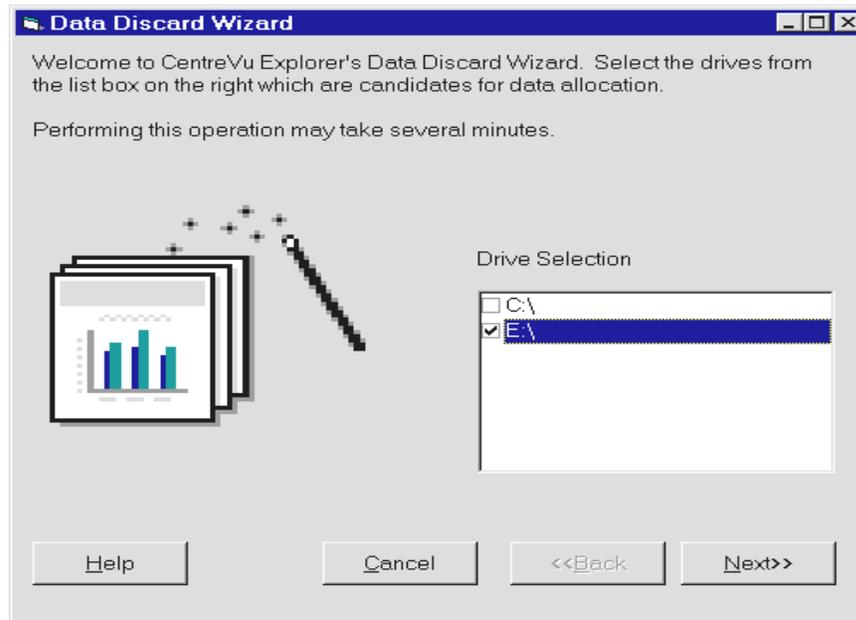
2. Place a check mark next to each drive you wish to use for additional database storage. The Drive Selection box has an entry for each local hard disk on the CentreVu Explorer server. All Drive Selection boxes are unchecked by default.

   In the preceding example, we have chosen to add database storage using only drive E, which is a typical scenario for servers with multiple disks or disk partitions. In the scenario, we have chosen not to allocate any more space on the system drive. The system drive is defined as the disk drive that contains the operating system files. For most Microsoft[*] Windows NT[†] servers, the system drive is drive C.

   The Data Discard Wizard uses space available on the system drive only if all other selected local drives have been exhausted. For this reason you should not hesitate to include it as a candidate for additional database storage.

   The Data Discard Wizard does not shrink a database, nor does it remove any previously allocated database storage space from any disk drive.

   In the event you do not want to expand the size of the database, simply choose none of the drives.

3. Press **Next>>** when you have finished selecting disk drives.

   The Data Discard Wizard begins analyzing the existing CentreVu Explorer database. This process could take moments or over an hour depending on the size of the database and the load on the server. It is advisable to run the Data Discard Wizard during a time when automatic call distribution (ACD) call traffic is low.

   The Data Discard Wizard shows you the new proposed size of your database, along with the number of days of calling information that currently exists in the database. It is important to note that the database has not physically been altered to the new size at this point. You may use the **<<Back** button to return to the previous screen and choose new values or to return to the initial screen and change the selected disk drives.

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In order for the Data Discard Wizard to accurately assess daily storage requirements, a minimum of seven days of calling information is required. If your database has less than seven days of calling information, the Data Discard Wizard exits with a message informing you how many more days are required before the Data Discard Wizard can perform its analysis. In practice it would be a good idea to wait longer than seven days unless your call center has a large number of daily ACD calls.

When the Data Discard Wizard completes its analysis, the following window appears:
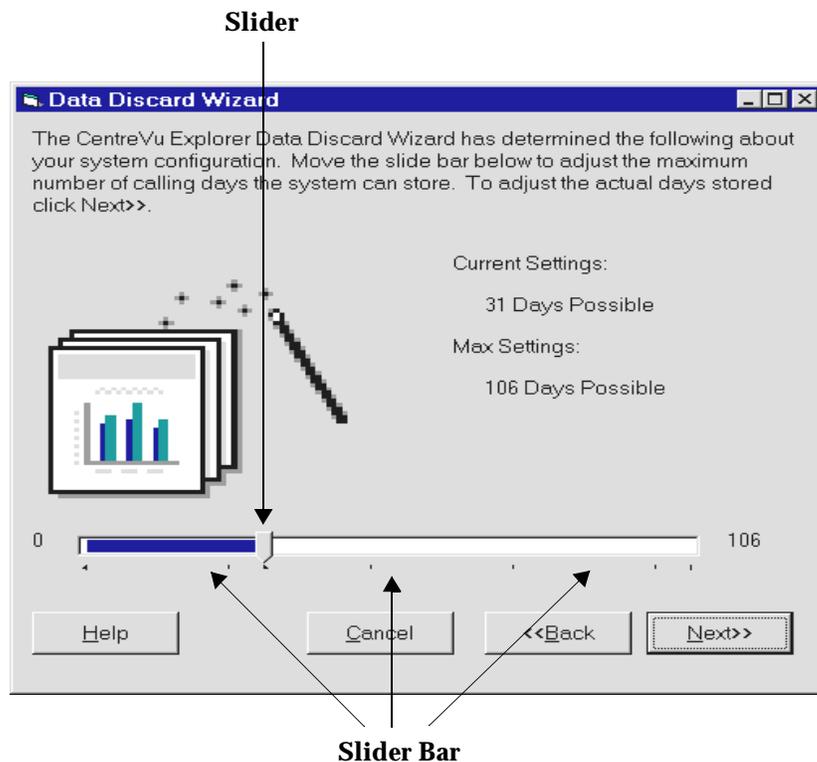
Slider

Slider Bar

The Data Discard Wizard displays a slider bar showing the maximum number of calling days on the far right. The position of the slider corresponds with the current database size. By dragging the slider to the right, you can increase the size of the database. The slider moves in

roughly one-day increments. By releasing the slider and positioning the mouse pointer over the slider bar, a tool-tip box shows you the estimated maximum number of days of calling information that could be stored in the database if the slider was left in that position.

4. Press **<<Back** to return to the previous screen. There you may allocate more disk drives for database storage, if necessary.

    If the number of days is not sufficient after selecting all of the drives listed, you will need to add hard disk storage to your server.

5. Press **Next>>** when you have chosen a new database size using the slider.
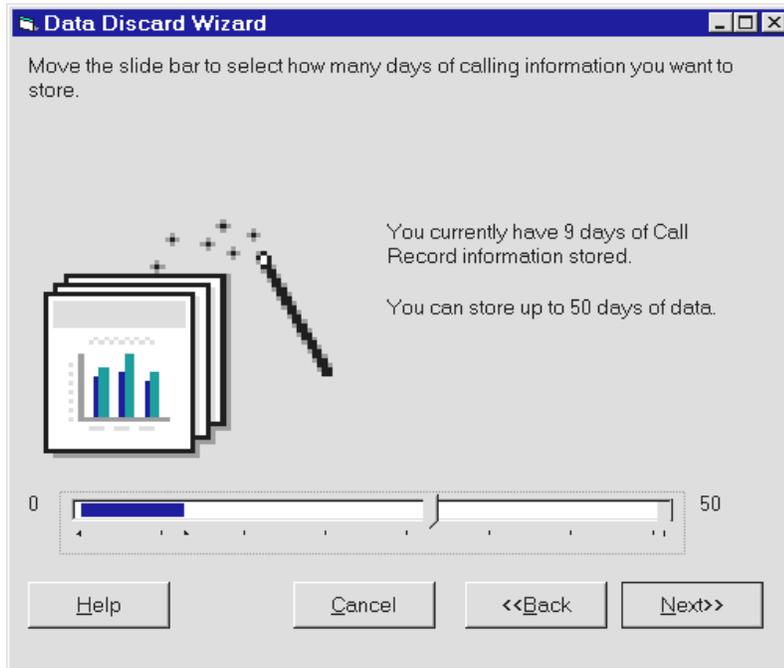
The Data Discard Wizard shows you the new proposed database size expressed in days on the far right end of the slider bar. The slider is positioned to the right of the blue area, indicating the number of days of calling information that currently exists in the database. In this screen

you can see that we have dragged the slider to the right. By placing the mouse pointer over the slider and leaving it there momentarily, without pressing any mouse buttons, a tool-tip window is displayed showing the proposed number of days of calling information that you would like to store. In this example we have chosen 30 days.

6. Press **Next>>** when you have finished selecting the aged data interval.

   The Data Discard Wizard presents a summary window showing the choices you made for sizing the database. At this point you may still return to previous windows and change any of the parameters.
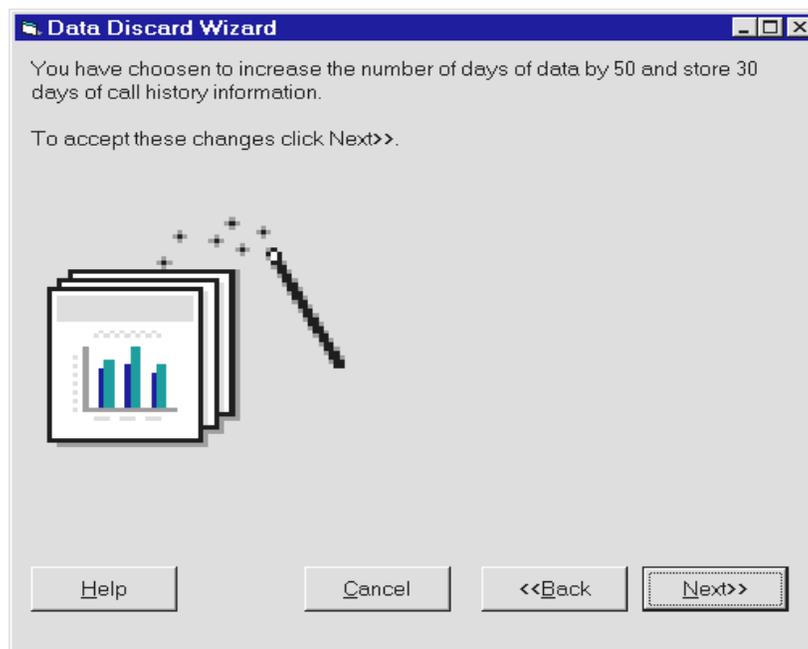
7. Press **Next>>** to continue with resizing of the database.

   The Data Discard Wizard physically alters the CentreVu Explorer database according to your choices. Expanding the database could take moments or over an hour, depending upon the magnitude of the resizing.

When the Data Discard Wizard completes its tasks the following
window appears:
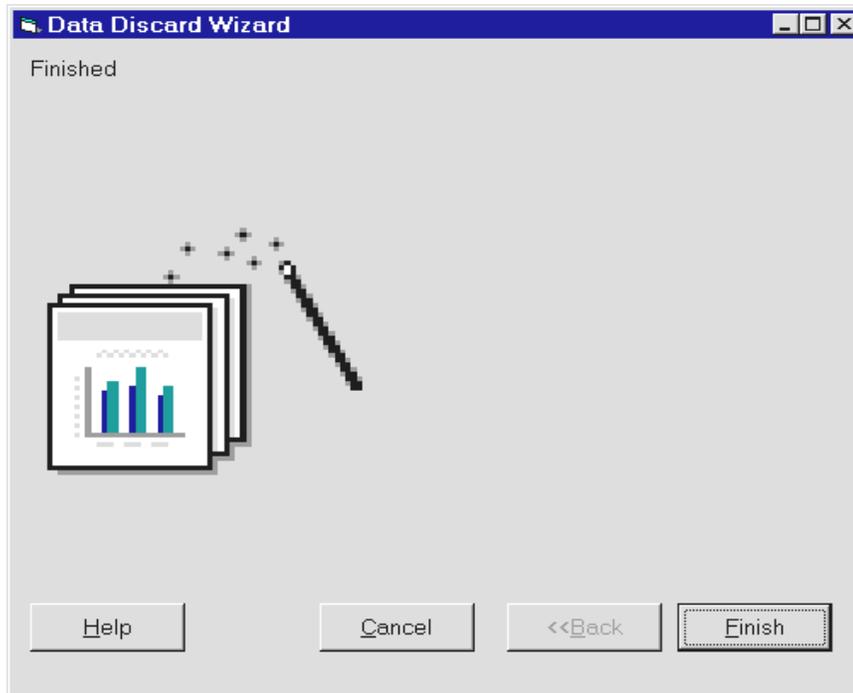
8. Press **Finish** to exit the Data Discard Wizard.

    You should periodically run the Data Discard Wizard to adjust the size
    of the database and to ensure continued successful operation of the
    CentreVu Explorer server. You may run the Data Discard Wizard more
    frequently if daily ACD call volumes change over time or if call volumes
    fluctuate due to holidays or unpredictable events.

    Note: Storage is only limited by the amount of disk space you want to
    allocate for this application.

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Displaying Query Results

Views

Query results are displayed in the Query Results frame of CentreVu Explorer in three different views:

1. Agent Information Display
2. Call Information Display
3. Session Display.

Only one display type may be viewed at a time. Different displays for the same query may be selected and viewed by clicking **Find Results**. The Query Results frame then shows the newly selected display for the same query elements.

Note: When viewing multiple rows of data and scrolling vertically in the Query Results frame, column headings will disappear.

Agent Information Display

After selecting the Agent Information display option, the results appear in the Query Results frame.

Dragging the scroll bar to the right displays the remaining Agent
Information data elements:
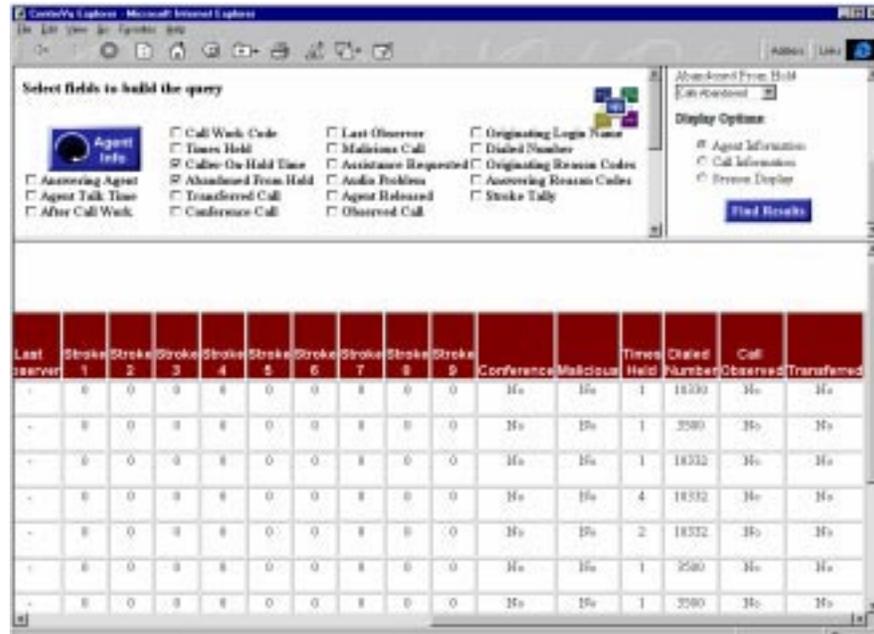
Scrolling may be required to display particular elements of interest. The
amount of scrolling required is dependent upon the screen resolution of the
monitor being used.

Note: When viewing multiple rows of data and scrolling vertically in the
Query Results frame, column headings will disappear.

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Call Information Display

After selecting the Call Information display option, the results appear in the Query Results frame:

Dragging the scroll bar to the right displays the remaining Call Information data elements as shown below:

Session Display

A customer session display may be established as described in the section entitled "Session Display," in Chapter 2 of this manual. Establishing a session display format allows you to select a subset of the entire pool of elements and mix Agent and Call Information elements in the same display. This display format also reduces the need for scrolling by presenting a reduced element display.

After selecting the Session Information display option, the results appear in the Query Results frame:

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Agent In-Focus Overview

Overview

The Agent In-Focus section of CentreVu® Explorer provides multiple reports about an agent's activities. You can select from a list of pre-defined reports, each of which focuses on a different agent activity. Results are presented in a report format for each query and can be printed.

The following section details the reports provided within the Agent In-Focus portion of CentreVu Explorer.

1. From the main menu of CentreVu Explorer click on the **Agent In-Focus** icon.
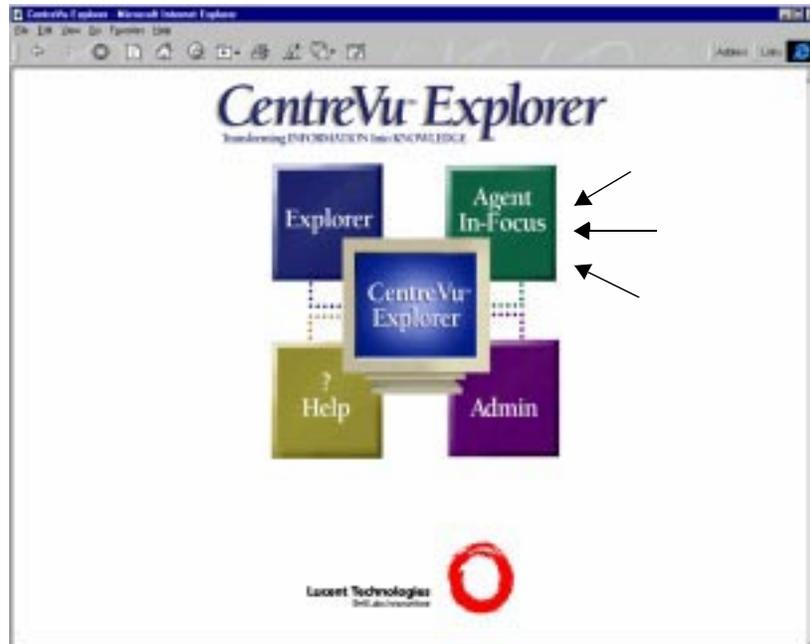
The following window is displayed:
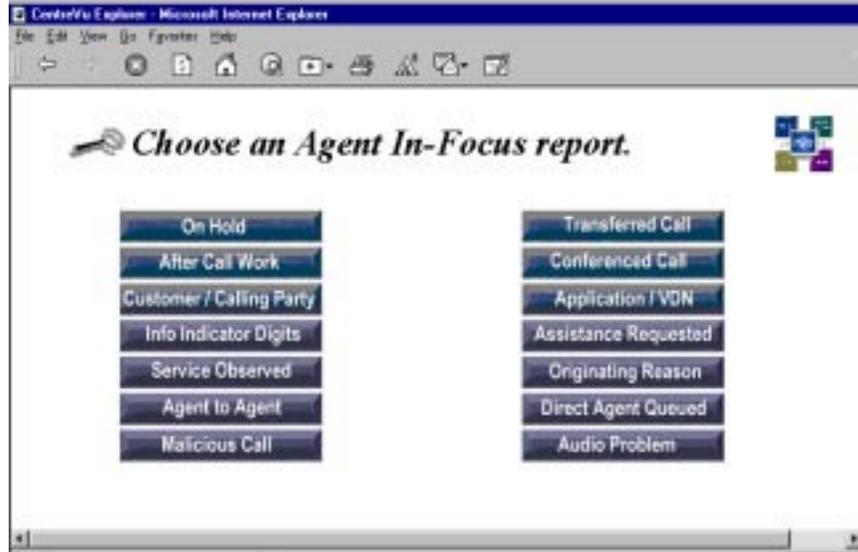
The next sections detail each of the above Agent In-Focus reports.

On-Hold Report

The On-Hold report provides details about the agent's tendency to place callers on hold. As with all Agent In-Focus reports, selecting this report provides the appropriate Search Criteria elements to run the report.

1. For the On-Hold report, select an agent from the drop-down list box.

2. Enter a number in the Times Held text box. The number entered then generates results that are equal to or greater than the number you entered. To view all calls put on hold, enter the value "1".

After entering the Search Criteria elements for the agent and clicking on
Find Results, the results window is displayed.

The following items are included in the Agent On-Hold report:

- Call ID—The identifier of the call record as generated by the
  ECS/switch.

- ACD—The number of the automatic call distribution (ACD) for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during the call.

- Times Held—The number of times the caller was placed on hold during
  the call.

- Caller On-Hold Time—The cumulative hold time for the caller during
  the call.

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- Abandoned From Hold—Yes/No value indicating if the caller abandoned from hold.

- Calling Party ii Digits—The information indicator (ii) digits received from the public network via an integrated services digital network (ISDN) communication.

- Calling Party—The originating number of the calling party. This number can be the automatic number identification (ANI), the internal extension number, or the equipment location.

Transferred Call Report

The In-Focus Transfer report provides details on the answering agent's transfer history. Listed are all call events when the agent transferred the call to a measured or unmeasured location.

The following items are included in the Agent Transferred Call report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during the call.

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- Transferred—Indicates if the call was transferred by the answering agent to another measured or unmeasured location.

- Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the equipment location.

- Dialed Number—The dialed digits received from the network or ECS/awitch. These digits are often the vector directory number (VDN) and/or dialed number identification service (DNIS) for the call.

After Call Work Report

The After Call Work report provides details on after call work activities for an agent. For the After Call Work report, select an agent and after call work time. After call work is specified in seconds. Click on **Find Results** to display results.

The following items are included in the After Call Work report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during the call.

- Call Work Code—The After Call Work Code as entered by the agent upon placing the agent's terminal into the After Call Work state.

- After Call Work—The time the agent is in the After Call Work state for the call.

- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

Conferenced Calls Report

The Conference Call report provides details on calls which an agent conferenced to either a measured or unmeasured location.

The following items are included in the Conferenced Call report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for this call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during this call.

- Conference—Indicates if this call was conferenced by the answering agent to another measured or unmeasured location.

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- Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the equipment location.

- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

Customer/Calling Party Report

The Customer/Calling Party report allows you to query on specific answering agent calls from a unique "calling" party number. The calling party number may be an ANI for external calls or an extension for internal calls. Additionally, wild card matching is available to enter partial digit strings for the number to search. For instance, all calls from area code (212) may be searched by entering "212*" in the respective field.

Note: Wild card (*)—A special character used to broaden or narrow a search.

The following items are included in the Customer/Calling report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the equipment location.

- Agent Talk Time—The total talk time for the agent during the call.

- After Call Work—The time the agent is in the After Call Work state for the call.

- Abandoned from Hold—Yes/No value indicating if the caller abandoned from hold.

- Transferred—Indicates if the call was transferred by the answering agent to another measured or unmeasured location.

- Conferenced—Indicates if the call was conferenced by the answering agent to another measured or unmeasured location.

- Agent Released—Indicates whether the agent released the call from the agent's terminal prior to call termination.

Application/VDN Report

The Application/VDN report identifies agent calling behavior to specific internal applications. These applications are identified by the internal VDN assigned to the dialed digits of the call.

The following items are included in the Application/VDN report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—Actual start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during the call.

- Call Work Code—The After Call Work Code as entered by the agent upon placing the agent's terminal into an After Call Work state.

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- After Call Work—The time the agent is in the After Call Work state for the call.

- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

- Agent Released—Indicates whether the agent released this call from the agent's terminal prior to call termination.

Information Indicator Report

The Information Indicator report lets you query on specific calling party ii digits.
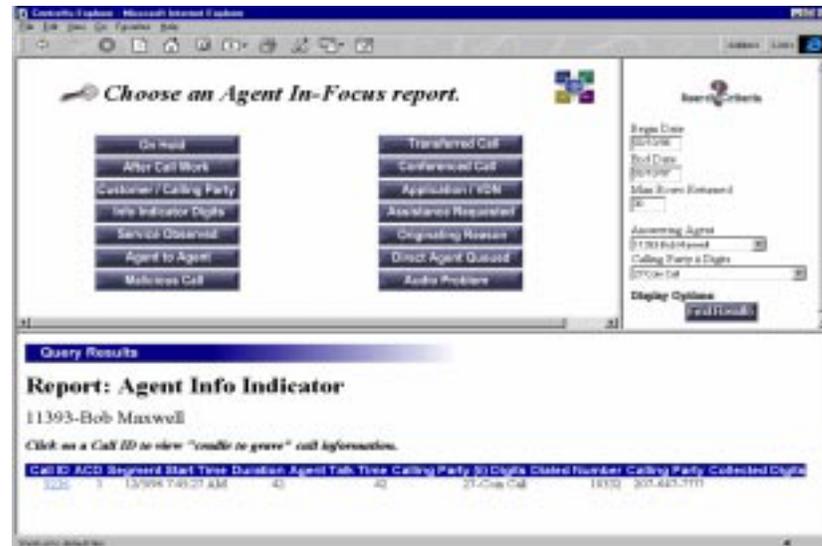
The following items are included in the Information Indicator report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during the call.

- Calling Party Digits—The information indicator (ii) digits received from the public network via ISDN communication.

- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

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- Calling Party—The originating number of the calling party. This number can be either the ANI, the internal extension number, or the equipment location.

- Collected Digits—This field presents the digits collected and passed in the CINFO field of the ISDN PRI record.

Assistance Requested Report

The Assistance Requested report shows all records in which the particular agent requested assistance from a supervisor.
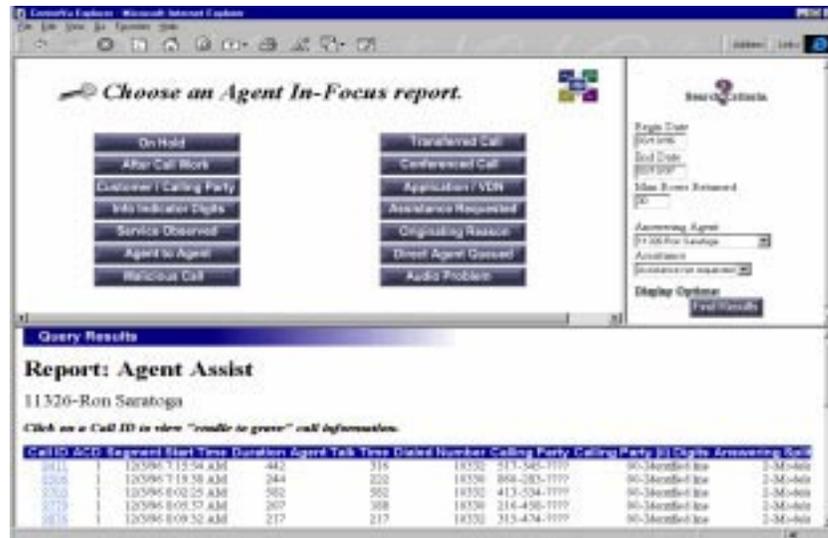
The following items are included in the Assistance Requested report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during this call.

- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

- Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the equipment location.

- Calling Party ii Digits—The information indicator (ii) digits received from the public network via ISDN communication.

- Answering Split—The split or skill of the answering agent.

Service Observed Report

The Service Observed report shows all instances for when an agent was
service observed.
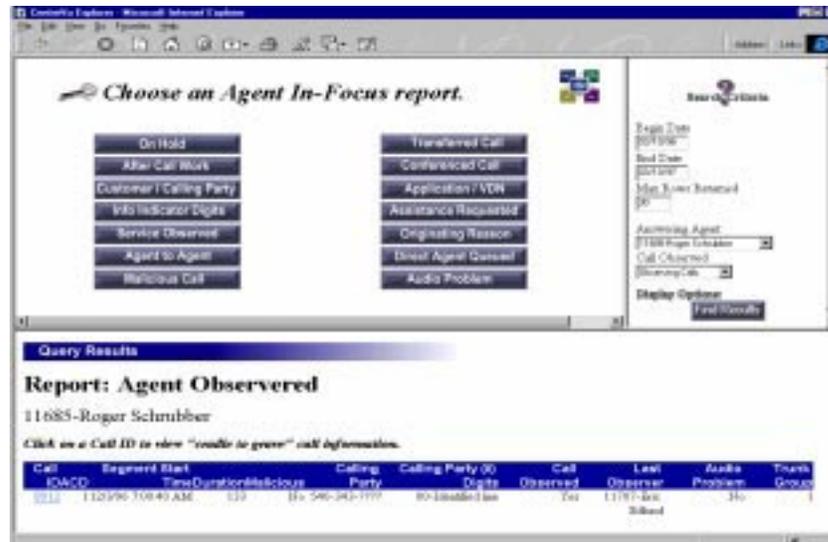
The following items are included in the Service Observed report:

- Call ID—The identifier of the call record as generated by the
  ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Malicious—Indicates if the agent initiated a malicious call trace from the
  agent's terminal.

- Calling Party—The originating number of the calling party. This
  number can be the ANI, the internal extension number, or the
  equipment location.

- Calling Party ii Digits—The information indicator (ii) digits received from the public network via ISDN communication.

- Call Observed—Indicates if the call was observed by an authorized Service Observing station.

- Last Observer—Indicates the name or ID of the observing party for the call.

- Audio Problem—Indicates if the agent indicated an audio problem for the call.

- Trunk Group—The incoming trunk group of the call as administered in the ECS/switch.

Originating Reason Report

The Originating Reason report allows you to query events for a particular Originating Reason Code as entered by the agent.
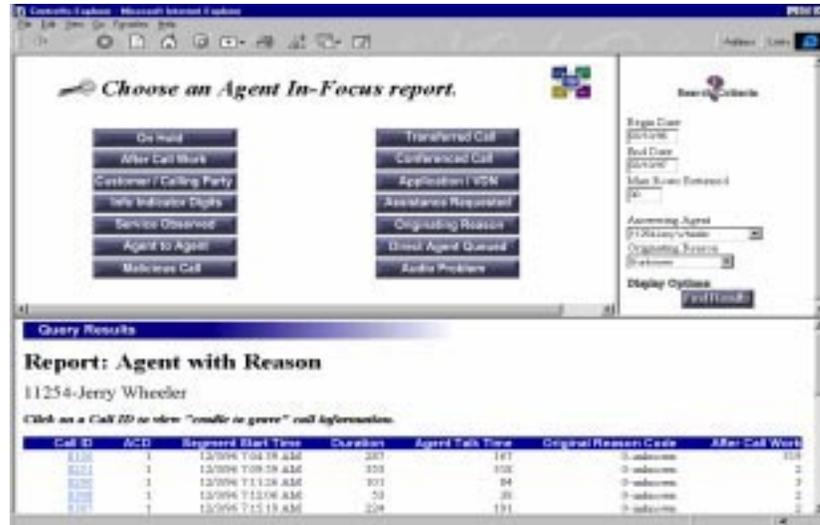
The following items are included in the Agent Reason Code report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during the call.

- Original Reason Code—The Reason Code entered by the agent as the Originating Reason Code for the call.

- After Call Work—The time the agent is in the After Call Work state for the call.

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Agent to Agent Report

The Agent to Agent report provides details on calls placed from an
originating agent to an answering agent.

The following items are included in the Agent to Agent report:

- Call ID—The identifier of the call record as generated by the
  ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—Actual start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during the call.

- Transferred—Indicates if the call was transferred by the answering
  agent to another measured or unmeasured location.

- Conferenced—Indicates if the call was conferenced by the answering
  agent to another measured or unmeasured location.

Direct Agent Queued

The Direct Agent Queued report shows all calls that were placed as direct agent queued calls.
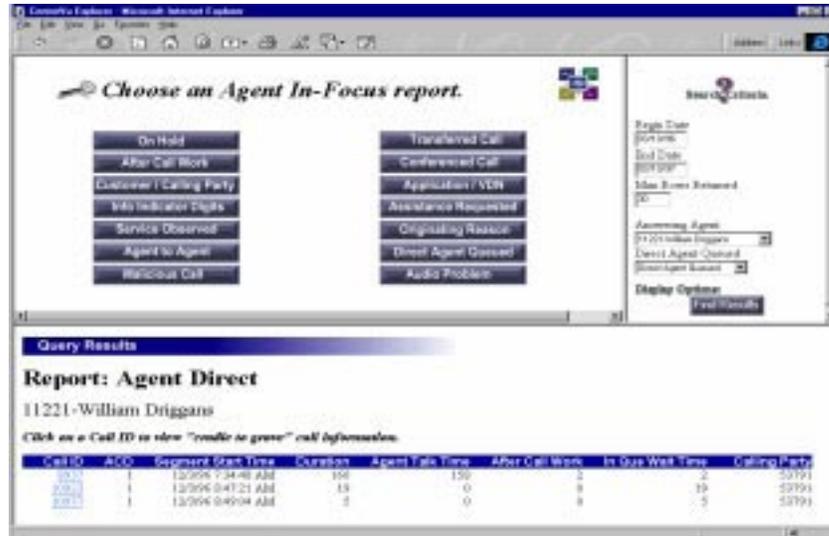
The following items are included in the Direct Agent Queued report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during the call.

- After Call Work—The time the agent is in the After Call Work state for the call.

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- In Queue Wait Time—The time the caller waited in queue prior to the call being answered or the caller abandoned from queue.

- Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the equipment location.

Malicious Call

The Malicious Call report identifies all calls for which the particular agent activated a malicious call trace via the agent terminal.
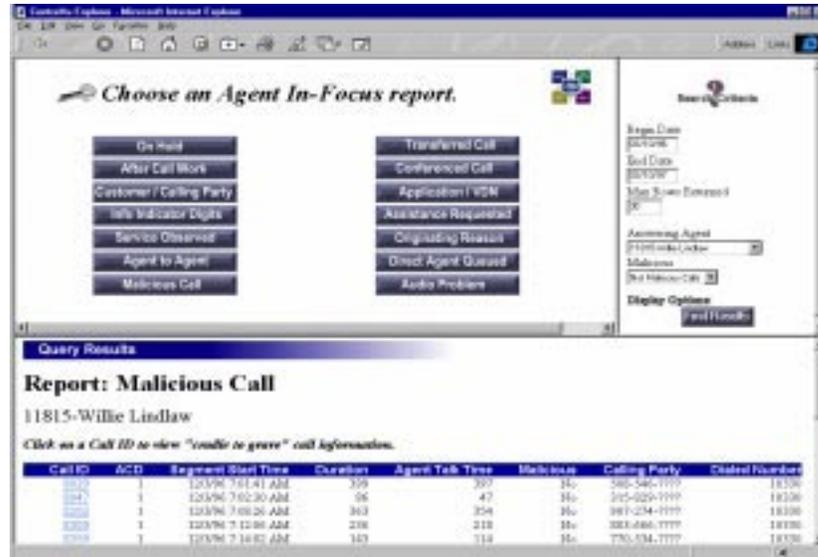
The following items are included in the Malicious Call report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during the call.

- Malicious—Indicates if the agent initiated a malicious call trace from the agent's terminal.

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- Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the equipment location.

- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

Audio Problems

The Audio Problems report identifies all calls for which the particular agent identified as having an audio problem via the agent terminal.
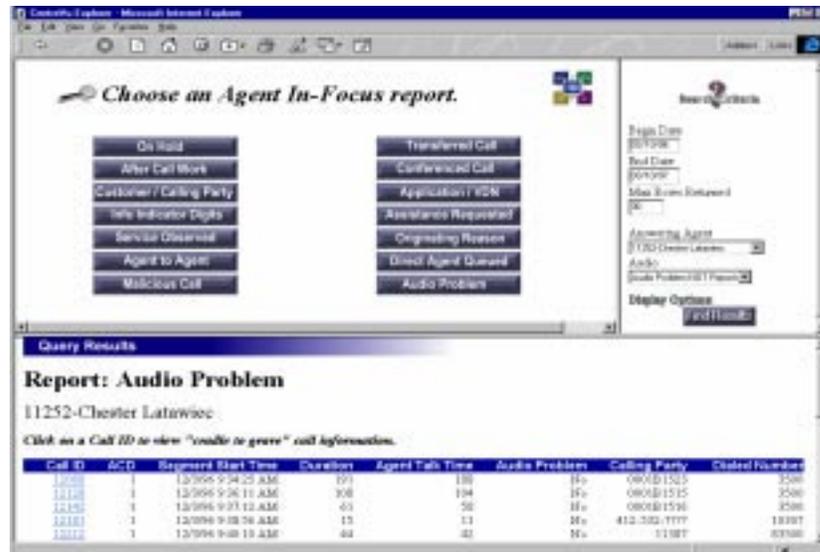
The following items are included in the Audio Problems report:

- Call ID—The identifier of the call record as generated by the ECS/switch.

- ACD—The number of the ACD for the call.

- Segment Start Time—The start time for the call segment.

- Duration—The length of the call.

- Agent Talk Time—The talk time for the agent during the call.

- Audio Problem—Indicates if the agent indicated an audio problem for the call.

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- Calling Party—The originating number of the calling party. This number can be the ANI, the internal extension number, or the equipment location.

- Dialed Number—The dialed digits received from the network or ECS/switch. These digits are often the VDN and/or DNIS for the call.

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6

Troubleshooting

Introduction

If you are having trouble with any of the procedures mentioned in this document, please read through this section before calling the National Customer Care Center. The problem may be something you can quickly solve yourself.

If you have not solved the problem after reading through this section, contact the National Customer Care Center at 1-800-242-2121 (Lucent Technologies also offers fee-based installation consultation). Customers outside the United States should contact their Lucent representative or distributor.

If you have received an error message(s) in the course of a failed installation, then record the message(s) in order to assist National Customer Care Center personnel in diagnosing your problem.

Note: Troubleshooting procedures are usually carried out by an Administrator.

Troubleshooting Tips

This section helps you with problems you may encounter when installing, logging into, or running CentreVu® Explorer. It contains the following tables which describe error messages that may appear in CentreVu Explorer.

- Table 1 for Installation Error Messages

- Table 2 through Table 5 for NT Event Log Messages from SQL Server and the Data Import Service

NT Event Log Error Messages Types

Tables 2 through 5 contain NT Event Log messages that may appear during the lifecycle of running CentreVu Explorer. The following types of error messages can appear:

- Information—Used primarily for informational messages. Usually not indicative of a problem.

- Warning—Indicates that the error may be problematic.

- Error—Indicates that a serious error occurred. This error class usually requires attention.

Table 1: Installation Error Messages

Error Message	Corrective Action
This software will only run under Microsoft* Windows NT† Server 4.0 with Microsoft Internet Information Server 3.0 with ASP support installed.	Install Windows NT Server 4.0 before attempting to install CentreVu Explorer.
This installation requires NT Administration rights.	The installer must be logged into the NT server with an account that has administration rights. Log onto NT with an account that has administration rights. If your account does not have administration rights, have your NT administrator create a temporary account for you.

Table 1: Installation Error Messages (Contd)

Error Message	Corrective Action
This machine does not have the correct version of Microsoft Internet Information Server installed. Please correct the problem by installing Internet Information Server 3.0 with ASP support before attempting to perform this install again.	The NT Server must have Internet Information Server 3.0 with ASP support loaded before attempting to install CentreVu Explorer. Complete the Internet Information Server installation before attempting to install CentreVu Explorer.
This machine does not have the correct version of Microsoft SQL Server installed. Please correct the problem by installing Microsoft SQL Server 6.5 (Service Pack 2 recommended) before attempting to perform this install again.	The NT Server must have Microsoft SQL Server 6.5 loaded before attempting to install SQL Server 6.5. Complete the SQL Server installation before attempting to install CentreVu Explorer.
Some critical Internet Information Server paths could not be found on this server's disk drives. Please contact your NT Administrator and have them correct the problem, then run Setup again. The missing pathname is `\InetPub\ftproot` Press **OK** to abort this installation.	Internet Information Server is not set up correctly. Have your NT Administrator correct the problem before attempting to install CentreVu Explorer.

   * Microsoft is a registered trademark of Microsoft Corp.
   † Windows NT is a registered trademark of Microsoft Corp.

Chapter 6

Table 2: SQL Server Error Messages

Error Message	Corrective Action
Error: 1105, Severity: 17, State: 2 Can't allocate space for object 'Syslogs' in database '[dbname]' because the 'logsegment' is full. If you ran out of space in Syslogs, dump the transaction log. Otherwise, use ALTER DATABASE or sp_extendsegment to increase the size of the segment.	An operation on the CentreVu Explorer Database caused an internal database error. This error indicates that the database ran out of log space. Record the message and contact the National Customer Care Center.
Error: 1105, Severity: 17, State: 1 Can't allocate space for object '[object name]' in database 'tempdb' because the 'system' segment is full. If you ran out of space in Syslogs, dump the transaction log. Otherwise, use ALTER DATABASE or sp_extendsegment to increase the size of the segment.	An operation on the CentreVu Explorer Database caused an internal database error. This error indicates that the database ran out of space. Record the message and contact the National Customer Care Center.
Error: 1105, Severity: 17, State: 1 Can't allocate space for object '[object name'] in database 'tempdb' because the 'system' segment is full. If you ran out of space in Syslogs, dump the transaction log. Otherwise, use ALTER DATABASE or sp_extendsegment to increase the size of the segment.	An operation on the CentreVu Explorer database caused an internal database error. This error indicates that the database ran out of temporary table space. Record the message and contact the National Customer Care Center.
Mesg 17148: SQL Server terminating due to 'stop' request from Service Control Manager INFORMATION	SQL Server was shutdown manually. Contact your database administrator to have the service restarted. Record the message and contact the National Customer Care Center.

Table 2: SQL Server Error Messages (Contd)

Error Message	Corrective Action
SQL Server Scheduled Task: 7, 'Update Usage' -- Status: Failed -- Task Invoked on: 3/10/97 12:35:15 PM -- Message: DBCC execution completed. If DBCC printed error messages, see your System Administrator. (Message 2528) INFORMATION	No corrective action required.
SQL Executive Service successfully started	No corrective action required.

Table 3: Data Import Service Messages

Error Messages	Corrective Action
The service was started. INFORMATION	No corrective action required. This is merely an informational message.
The service was stopped. INFORMATION	No corrective action required. This is merely an informational message.
The CentreVu Explorer Service was installed. INFORMATION	No corrective action required. This is merely an informational message.
The CentreVu Explorer Service was removed. INFORMATION	No corrective action required. This is merely an informational message.
The initialization process failed. WARNING	Record the message and contact the National Customer Care Center.
Could not read the file chrnnnn.xxx WARNING	The listed file could not be processed by the Data Import Service. Record the message and contact the National Customer Care Center.

Chapter 6

Table 3: Data Import Service Messages

Error Messages	Corrective Action
chrnnnn.xxx file is either corrupt or invalid. INFORMATION	An External Call History data file from the CMS was not in the expected format. Record the message and contact the National Customer Care Center.

Table 4: ODBC Error Messages

Error Message	Corrective Action
[Microsoft] [ODBC SQL Server Driver] [SQL Server] Login failed WARNING	An attempt to login to SQL has failed. Record the message and contact the National Customer Care Center.
[Microsoft] [ODBC Driver Manager] Connection not open WARNING	Record the message and contact the National Customer Care Center.

Table 5: DB-Library Error Messages

Error Message	Corrective Action
DB-LIBRARY error - Unexpected EOF from SQL Server. Connection broken. ERROR	The connection to SQL Server was lost. Record the message and contact the National Customer Care Center.
DB-LIBRARY error - DBPROCESS is dead or not enabled. ERROR	An attempt was made to communicate with a non-existent process. Record the message and contact the National Customer Care Center.

Table 5: DB-Library Error Messages

Error Message	Corrective Action
DB-LIBRARY error - Attempt to bind to a non-existent column.	The file format of the ECH file from the CMS does not match what was expected.
	Record the message and contact the National Customer Care Center.

Service Affecting Automated Procedures

This section documents the automated procedures within CentreVu Explorer that cause service interruptions. The interruptions range from moments to over an hour in duration. The time of day is listed where applicable.

Data Import

The Data Import Service runs continuously and is responsible for putting External Call History data from the Call Manager System (CMS) into the CentreVu Explorer SQL Server database. The Data Import Service can be configured to check for the existence of new data from the CMS at any interval from one minute to several days.

Each time the Data Import Service finds a file to import, it immediately inserts those records into the database. This procedure has the potential to lock out query requests for the duration of the import procedure, although the likelihood is quite small. The import procedure typically lasts less than one minute for call centers with large volumes of automatic call distribution (ACD) data.

Chapter 6

Database Maintenance Procedures

CentreVu Explorer contains built in database maintenance procedures designed to keep the database healthy and responsive. These procedures are setup during the installation of CenterVu Explorer and are scheduled to run automatically in the late evening and early morning hours. These maintenance procedures vary in duration depending on the size of the database, the call traffic, and the hardware that hosts the CentreVu Explorer Server. The durations can range from a few seconds to hours depending on these variables.

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A

Appendix A
Sample Query

Introduction

This section guides you through building a query and viewing the results using CentreVu® Explorer. This step-by-step process helps you build a query to show callers who abandoned hold after being on hold for more than 30 seconds. You will learn and use the following skills:

- Selecting external call history interface (ECHI) elements to query on
- Providing search criteria
- Controlling the results of the query
- Choosing different views of the query results
- Viewing and understanding the cradle-to-grave view of a call.

Sample Query

The following example shows the results of a query built using CentreVu Explorer. In this example, the query returns all calls where the caller abandoned hold after being on hold for more than 30 seconds.

1. Select the **Explorer** icon from the CentreVu Explorer main window.
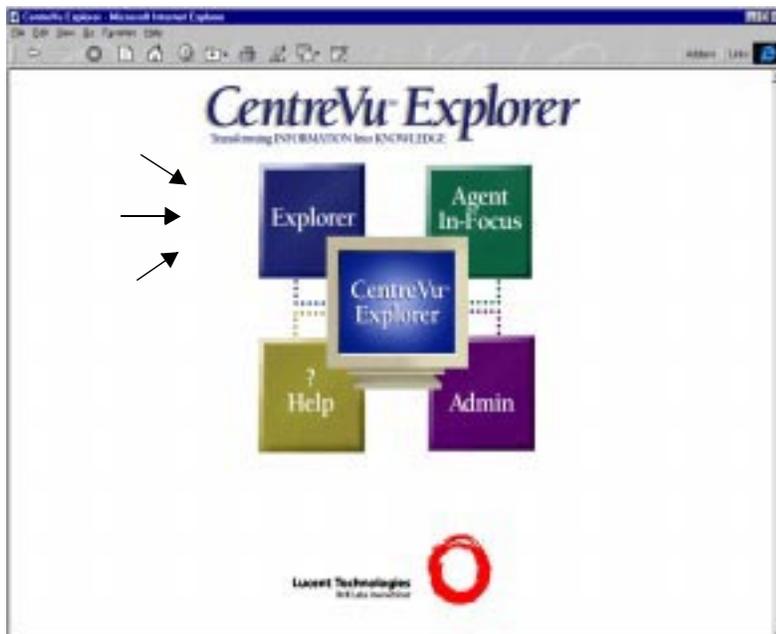
The following window appears:
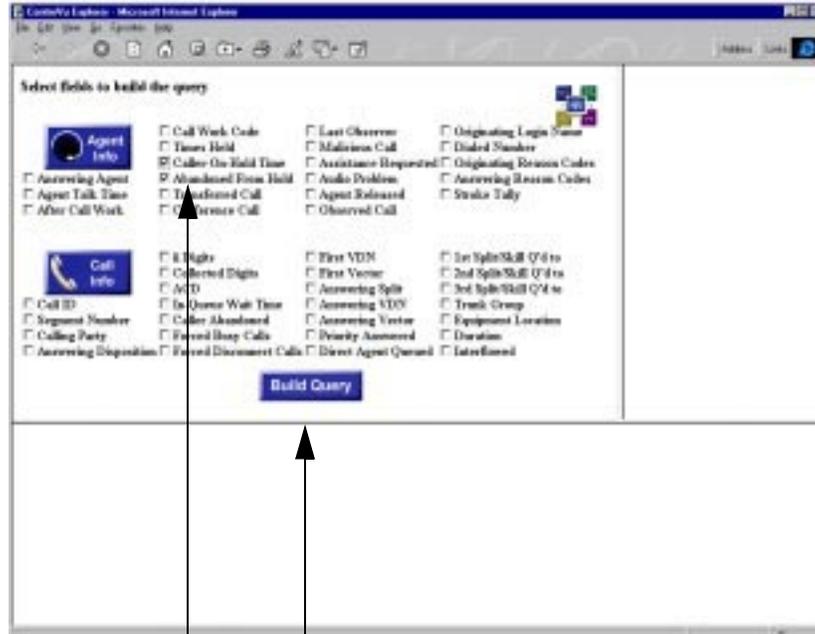
Step 2   Step 3

2. Select **Abandoned From Hold** and **Caller-On-Hold Time** elements from the Element Selection frame as shown above.

3. Click on **Build Query**.

Note: Alternatively, you may click the **Agent Info** or **Call Info** icons to perform the same function as **Build Query**.

The Search Criteria frame appears, displaying the parameters for **Abandoned from Hold** and **Caller-On-Hold Time** as shown below:

Search Criteria
Frame
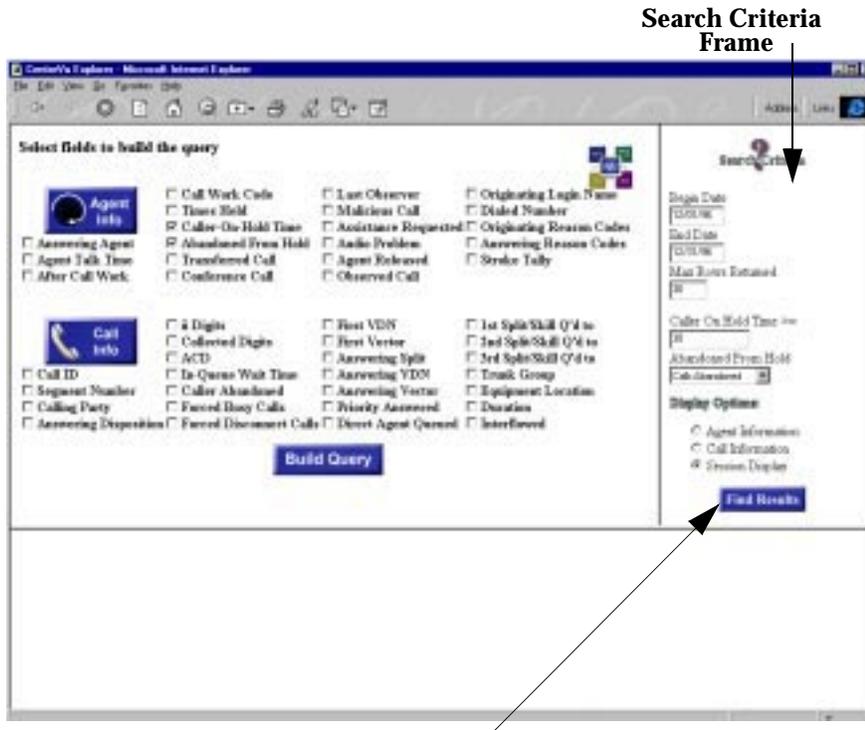
4. Enter valid values for your call center in the **Begin Date** and the **End Date** fields or accept the default values provided for you.

5. Enter a valid value in the **Max Rows Returned** field or accept the default value provided for you.

   The **Max Rows Returned** parameter sets an upper limit on the number of records returned by the query. This parameter helps improve query performance (particularly against large data sets) and prevents CentreVu Explorer from returning an overwhelming amount of data. For this example, the default value is 30 seconds.

6. Enter the appropriate **Caller-On-Hold Time** parameter.

    This parameter allows you to choose the minimum hold time value for callers placed on hold. There is no default value for this field. If you do not provide a value, the query will return the same results as if you entered a zero for this field. For this example, we wish to see results where the caller was placed on hold for a minimum of 30 seconds.

7. Select **Calls Abandoned** or **Calls NOT Abandoned** from the pull-down menu.

    This parameter allows you to choose whether the query should return records for callers that abandoned from hold or callers that did not abandon from hold. Choose the appropriate value from the pull-down menu or accept the default value of **Calls Abandoned** provided for you. For this example, we wish to view results for callers that abandoned from hold so we select **Calls Abandoned**.

8. Select a Display Option that corresponds to the information you are most interested in viewing. The choices are:

    *   Agent Information
    *   Call Information
    *   Session Display

    For this example, we have chosen the **Session Display** option.

9. Click on **Find Result**s to run the query.

The results are displayed in the Query Results frame as follows.

10. Click on a **Call ID** to obtain the cradle-to-grave details for a specific call.

The following window appears:
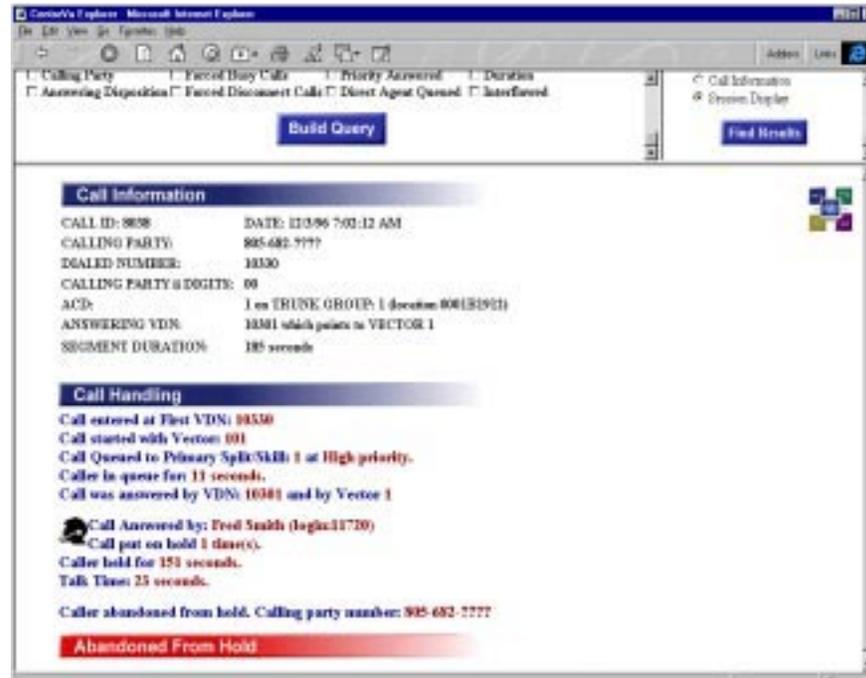
Cradle-To-Grave Analysis

The cradle-to-grave analysis indicates that the call came in on ACD 1 on trunk group 1 and was queued to Primary Split/Skill 1 at high priority. The caller waited in queue for 11 seconds before the call was answered by an agent named Fred Smith. Fred Smith spoke with the caller for 23 seconds and placed the caller on hold once for 151 seconds before the caller abandoned from hold. Note that the automatic number identification (ANI) of the abandoned caller is displayed, both as the Calling Party under the Call Information banner, as well as immediately preceding the Abandoned From Hold banner.

*CentreVu
Explorer*

B

Appendix B
Query Elements

Overview

This section details the elements used in the CentreVu® Explorer to perform the query and display functions. The following items are used to describe each element:

- **Field Description**—An overview of the contents of the element.

- **Query Options**—The options available in CentreVu Explorer for setting parameters.

Note: The elements are listed in alphabetical order based on the full textual name, not the variable name.

Example: Abandoned from Hold (HOLDABN)

Abandoned from Hold (HOLDABN)

- **Field Description**

  This field indicates whether the caller abandoned from hold during the segment. (YES=1/NO=0)

  With System 85 R2V4 and Generic 2.1, HOLDABN is only used for automatic call distribution (ACD) calls. With Generic 2.2, Generic 3, and ECS this is for any call. All records that have HOLDABN=0 are returned as calls not abandoned from hold.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — Abandoned from hold, or

  — Not abandoned from hold.

ACD

- **Field Description**

  This field contains the ACD number that handled this call.

  The ACD field contains an integer value between 1 and 4 for R3V5 CMS and prior versions.

- **Query Options**

  Select an ACD number from the drop-down list box containing all valid ACDs.

Note: The drop-down list box contains the list of valid ACD numbers based on the CMS version. Any site with an R3V5 CMS shows ACD numbers 1 through 4 in the drop-down list box, regardless of whether each of those ACDs exist. If you choose a non-existent ACD number as part of the search criteria, no results are returned for that query.

Appendix B

After Call Work Time (ACWTIME)

- **Field Description**

   This field displays the elapsed time (in seconds) an agent spends in the After Call Work (ACW) state after a call segment.

   An agent's terminal may be programmed to automatically be placed in ACW.

- **Query Options**

   The query returns results with ACW times greater than or equal to the number of seconds entered in the text box.

Agent Released (AGT_RELEASED)

- **Field Description**

  This field indicates whether an ACD or DACD call was released first by the agent or by the caller.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — Agent Released, or

  — Agent NOT Released.

Appendix B

Agent Talk Time (TALKTIME)

- **Field Description**

  This field is the total talk time (in seconds) for the answering agent in the segment.

- **Query Options**

  The query returns results with agent talk time greater than the number of seconds entered in the text box.

Answering Agent (AGENT_NAME)

- **Field Description**

  This field is the name and Login ID of the agent who answered the call in the segment. Names must be administered with a corresponding Login ID (ANSLOGIN) to be listed in this field. This field is blank for unmeasured extensions when EAS is not active.

- **Query Options**

  Select an agent name from a drop-down list box containing all agent names.

Appendix B

Answering Disposition (DISPOSITION)

- **Field Description**

  This field indicates the disposition of the call.

  1. **Connected**—A non-ACD call connected to a measured agent.

  2. **Answered**—A split/skill or direct agent ACD call that CentreVu CMS indicates was answered by an agent.

  3. **Abandoned**—A call that CentreVu CMS indicates was abandoned by the caller.

  4. **Interflowed**—A call that was redirected to an off-switch destination.

  5. **Forced busy**—A call that CentreVu CMS records as a busy call for the trunk group that carried it. For switches with vectoring, forced busy calls are vector directory number (VDN) calls that received a forced busy from the busy vector command. For the ECS and G3 switches, calls that receive a busy indication because the split queue was full (or there was no queue) are recorded here.

  6. **Forced disconnect**—VDN calls that are disconnected by the switch due to the execution of a disconnect vector command (Generic 2.2, Generic 3 Version 2, later Generic 3 switches, and the DEFINITY® ECS). For Generic 2.1, and Generic 3 Version 1 switches, forced disconnect calls are calls that were given a forced disconnect announcement and then were disconnected by the switch after listening to the entire announcement. For the ECS, Generic 3 Version 2 and later Generic 3 releases, forced disconnect vector timer or because they reached the end of vector processing without being queued.

  7. **Other calls**—Calls not previously defined, which includes unmeasured destination.

- **Query Options**

  Select one of the above call dispositions from the drop-down list box.

Answering Reason Code (ANSREASON)

- **Field Description**

  This field is the reason code for the AUX state of the agent who answered the call.

- **Query Options**

  Select a reason code from a drop-down list box that displays all distinct reason codes in the database.

Answering Split (DISPSPLIT)

- **Field Description**

  This field is the number of the split or skill associated with the call at its disposition in the segment. Calls that were not queued to a split or skill at the time of disposition are set to -1. Calls that were queued to an unmeasured split or skill are set to 0.

- **Query Options**

  Select a split/skill from the drop-down list box.

Answering VDN (DISPVDN)

- **Field Description**

  This field displays the number of the VDN associated with the call at its disposition for the call segment. DISPVDN is blank for calls not associated with a VDN at their disposition.

- **Query Options**

  Select a VDN from the drop-down list box. The query results will display a 0 for calls not associated with a VDN.

Appendix B

Answering Vector (DISPIVECTOR)

- **Field Description**

  This field is the number of the first vector associated with the disposition VDN (DISPVDN). The number is 0 if no vector is involved.

- **Query Options**

  The query returns results associated with the vector number entered in the text box.

Assistance Requested (ASSIST)

- **Field Description**

  This field is when a call is supervisor assisted if the answering agent in this segment requested supervisor assistance on this call.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — Assistance requested or

  — Assistance not requested.

Appendix B

Audio Problem (AUDIO)

- **Field Description**

  This field is 1 if the answering agent reported an audio problem in the segment.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — Audio problems reported or

  — No audio problems reported.

Call ID (CALLID)

- **Field Description**

  A number assigned to this call and all its segments.

  Note: Note that in the case of a conference or transfer, when the data for the conference/transfer is recorded, the same call ID will be recorded for all call segments of the conference/transfer. Note that in the case of "meet-me" conferences, this may result in higher-numbered segments of the call starting before the first segment on the call. Call IDs are not necessarily strictly sequential.

- **Query Options**

  The query returns results associated with the call ID number entered in the text box.

Caller Abandoned (DISPOSITION=3)

- **Field Description**

  This field indicates if a caller abandoned from queue or any other state prior to be answered by an agent. This is equivalent to the Answering Disposition equal to a value of 3.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — Calls Abandoned or

  — Calls NOT Abandoned.

Caller-on-Hold Time (ANSHOLDTIME)

- **Field Description**

  The total time (in seconds) the call was put on hold by the answering agent in this call segment.

  Note: Note that in agent-to-agent calls, ANSHOLDTIME is accrued for the answering agent if the agent puts the call on hold, but not for the other agent (who continues to accrue talk time).

- **Query Options**

  The query returns results associated with caller-on-hold times greater than the number of seconds entered in the text box. Enter 0 (zero) to get all calls that were placed on hold.

Appendix B

Calling Party (CALLING_PTY)

- **Field Description**

  The Automatic Number Identification (ANI)/Station Identification (SID) (Generic 2.2 or Generic 3 Version 4 switches or the ECS with ANI delivery), extension or trunk equipment location identifying the originator of the call. This field is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. (Up to 12 digits in this field.)

- **Query Options**

  The query returns results associated with the numeric string that identifies the calling party, and which was entered in the text box. You may enter partial number matches by including a wild card (*) in the numeric query.

Call Work Code (LASTCWC)

- **Field Description**

  This field is the last call work code entered by the answering agent in this segment. This item applies to Generic 2.2, Generic 3, and ECS only.

- **Query Options**

  The query returns results associated with the call work code entered in the text box.

Appendix B

Customer Info (LASTDIGITS)

- **Field Description**

  This field contains the data placed in the uui field of an ISDN PRI message. The data may be customer entered digits passed through an ISDN call such as a customer account number or network menu choice.

- **Query Options**

  The query returns results associated with the numeric string that identifies the CINFO, and which was entered in the text box. You may enter partial number matches by including a wild card (*) in the numeric query.

Collected Digits (LASTDIGITS)

- **Field Description**

  This field contains the last set of collected digits sent to CentreVu CMS for this call. These digits are collected during call vectoring during the call prompting steps.

- **Query Options**

  The query returns results associated with the numeric string that identifies the collected digits, and which was entered in the text box. You may enter partial number matches by including a wild card (*) in the numeric string.

Conference Call (CONFERENCE)

- **Field Description**

  This field indicates if the agent initiated a conference in the segment. The CONFERENCE field is 1 if the answering agent initiated a conference in the segment.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — Conference calls or

  — Non-conference calls.

Dialed Number (DIALED_NUM)

- **Field Description**

  This field contains the number that the caller dialed. For inbound calls with vectoring, this number is the VDN associated with the call. For inbound calls without vectoring, this number is 0. For outbound calls, this number is the dialed digits.

- **Query Options**

  The query returns results associated with the VDN or dialed digits entered in the text box.

Appendix B

Direct Agent Queued (DA_QUEUED)

- **Field Description**

  This field indicates whether the call was queued as a direct agent call. The DA_QUEUED field is 1 if the call was queued as a direct agent call. This database item applies to Generic 3 with EAS only.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — Direct Agent Queued or

  — NOT Direct Agent Queued.

Duration (DURATION)

- **Field Description**

  This field contains the duration of a segment of the total time the trunk is in use. This is the overall trunk holding time from the beginning of the segment until the caller is disconnected. For the first segment of a call, this will be the trunk holding time for the caller for the entire call. With a transfer, the original trunk remains associated with both segments until the call ends. Thus the duration for the first segment is the time from the seized to idle state for the trunk.

- **Query Options**

  The query returns results associated with a duration in seconds greater than the number entered in the text box.

Appendix B

Equipment Location (EQLOC)

- **Field Description**

  This field is the equipment location of the trunk that carried the call. This field is 0 if the trunk is not measured.

- **Query Options**

  The query returns results associated with the equipment location code entered in the text box.

First VDN (FIRSTVDN)

- **Field Description**

  This field is the first VDN associated with the call segment. This will be 0 for calls not associated with a VDN.

- **Query Options**

  Select a VDN from a drop-down list box containing all distinct VDNs.

Appendix B

First Vector (FIRSTIVECTOR)

- **Field Description**

  This field is the number of the first vector associated with the first VDN for the call segments. This number will be 0 if no vector is involved.

- **Query Options**

  The query returns results associated with the vector number entered in the text box.

Forced Busy Calls (DISPOSITION=5)

- **Field Description**

  This field indicates whether Call Vectoring provided a Forced Busy to the caller prior to being answered by an agent. This is equivalent to the Answering Disposition equal to a value of 5.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — True or

  — False.

Appendix B

Forced Disconnect Calls (DISPOSITION=6)

- **Field Description**

  This field indicates whether Call Vectoring provided a Forced Busy to the caller prior to being answered by an agent. This is equivalent to the Answering Disposition equal to a value of 6.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — True or

  — False.

ii Digits (CALLING_II)

- **Field Description**

    The Information Indicator (ii) digits associated with this call. Currently defined values:

    00—Identified line - no special treatment

    01—Multi-party - ANI cannot be provided

    02—ANI failure

    06—Hotel/Motel - DN not accompanied by automatic room ID

    07—Special operator handling required

    20—AIOD - Listed DN of PBX sent

    23—Coin or non-Coin - line status unknown

    24—800 Service

    27—Coin Call

    29—Prison/Inmate Service

    30-32—Intercept

    34—Telco Operator Handled Call

    40-49—Locally determined by carrier

    52—OutWATS60 - Telecommunication Relay Service (TRS) - Station Paid

    61—Type 1 Cellular

    62—Type 2 Cellular

    63—Romer Cellular

    66—TRS from Hotel/Motel

    67—TRS from restricted line

    70—Private paystation

    93—Private Virtual Network call

- **Query Options**

  Select an Information Indicator number from a drop-down list box containing all Information Indicator numbers from the database.

Interflowed (DISPOSITION=4)

- **Field Description**

  This field indicates if the call was redirected to an off-switch destination.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — True or

  — False.

In-Queue Wait Time (DISPTIME)

- **Field Description**

  This field is the wait time (in the vector, in queue, or ringing). For extension calls made directly to agents (not through a VDN), this field is always 0.

- **Query Options**

  The query returns results with an "in-queue wait time" in seconds greater that the number entered in the text box.

Last Observer (LASTOBSERVER)

- **Field Description**

    This field is the login ID of the last agent who service-observed or bridged on to this call.

- **Query Options**

    Select an agent ID from a drop-down list box containing the login IDs of all last observers in the database.

Malicious Call (MALICIOUS)

- **Field Description**

  This field is 1 if malicious call trace was activated in the call segment. This applies to Generic 2 and Generic 3 but not to Generic 3i Version 1.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — Malicious calls or

  — Not Malicious calls.

Observed Call (OBSERVINGCALL)

- **Field Description**

  This field is 1 if the call represents an agent observing or bridging on to an existing call.

- **Query Options**

  Select one of the following choices from the drop-down list box:

  — Observing calls or

  — Not Observing calls.

Appendix B

Originating Login Name (ORIGLOGIN)

- **Field Description**

  This field is the 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 (includes calls made as part of a transfer or conference).

- **Query Options**

  Select an agent ID from a drop-down list box containing all distinct IDs from the database.

Originating Reason Code (ORIGREASON)

- **Field Description**

  This field contains the Reason Code for the AUX state in which the
  agent originated the call.

- **Query Options**

  Select a Reason Code from a pull-down list box that displays all distinct
  Reason Codes in the database.

Priority Answered (DISPPRIORITY)

- **Field Description**

  This field represents the priority the call had at its disposition. If the call never queued to a split/skill, the priority will be null.

- **Query Options**

  Select a disposition priority from a drop-down list box containing the following possible priorities:

    — null

    — no (no vectoring)

    — yes (no vectoring)

    — low (vectoring)

    — medium (vectoring)

    — high (vectoring)

    — top (vectoring).

Segment Number (SEGMENT)

- **Field Description**

  This field is the number for identifying the segment. Segment numbers range from 1 to the number of segments in the call.

- **Query Options**

  The query returns results associated with the segment number entered in the text box.

Stroke Tally (EVENT1-9)

- **Field Description**

  This field contains the number of times each event (stroke count) button was pressed during this call segment.

- **Query Options**

  Select a stroke number from the drop-down list box. The valid range is 1 through 9.

Times Held (HELD)

- **Field Description**

  This field is the total number of times this call was placed on hold by the answering agent in the segment. With agent-to-agent calls, this count is incremented for the agent who puts the call on hold, regardless of whether that agent answered or originated the call, but it is not incremented for the other agent who is continuing to accrue talk time. (For Generic 2.1 switches, this includes only split ACD calls held. With the ECS, Generic 2.2, and Generic 3 switches, this includes all calls the agent put on hold.)

- **Query Options**

  The query returns results associated with calls that were put on hold more times than the number entered.

Appendix B

Transferred Call (TRANSFERRED)

- **Field Description**

    This field indicates whether or not the agent initiated a transfer on this call segment. Valid values for TRANSFERRED are 0=NO, 1=YES.

    For the ECS, Generic 2.2, and Generic 3 switches, TRANSFERRED is set for any call transferred.

    For Generic 2.1 switches, TRANSFERRED is set for transfers to a measured VDN or split.

- **Query Options**

    Select one of the following choices from the drop-down list:

    — Transferred calls or

    — Not Transferred Calls.

Trunk Group Used (TKGRP)

- **Field Description**

  This field contains the trunk group that carried the call. This will be 0 if the trunk group carrying the call is not measured.

- **Query Options**

  The query returns results associated with the trunk group entered in the text box.

1st Split/Skill Queued to (SPLIT1)

- **Field Description**

  This field contains the first split/skill the call queued to in the first VDN with which it was associated.

- **Query Options**

  Select a split/skill from a drop-down list box that displays all first splits.

2nd Split/Skill Queued to (SPLIT2)

- **Field Description**

  This field contains the second split/skill the call queued in the first VDN that it was associated with in the call segment. This only applies to Generic 2.2 with Expert Agent Selection (EAS), the ECS, and Generic 3 switches with vectoring.

- **Query Options**

  Select a split/skill from a list box that displays all second splits.

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3rd Split/Skill Queued to (SPLIT3)

- **Field Description**

  This field contains the third split/skill to which the call was also queued to in the first VDN that it was associated with in the call segment. This applies only to Generic 2.2 with EAS, the ECS, and Generic 3 switches with vectoring.

- **Query Options**

  Select a split/skill from a list box that displays all third splits.

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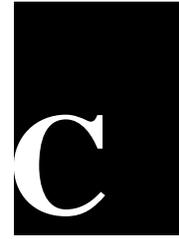
Appendix C
Cradle-to-Grave

Cradle-to-Grave

Once records are returned from a query, you may click on any Call ID to view specific events for all segments of the call. The following sections describe the elements that appear in this cradle-to-grave display:
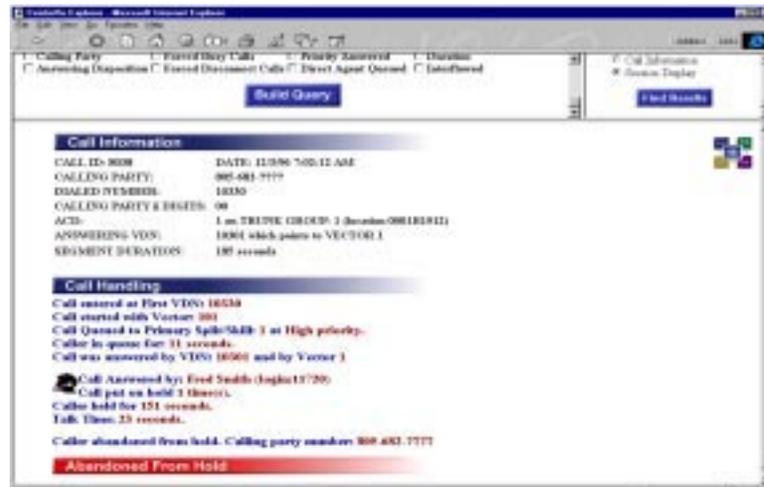
Call Information

- **Call ID**—The unique number assigned to this call and all its segments.

- **Date**—The date and time of the first segment of the call.

- **Calling Party**—The Automatic Number Identification (ANI)/Station Identification (SID), extension or trunk equipment location identifying the originator of the call.

- **Dialed Number**—The number the caller dialed (up to 24 digits).

- **Calling Party ii Digits**—Information Indication digits provided by ISDN PRI to indicate the type of originating line of the caller. For example, a pay phone, a hospital, or a prison.

- **ACD**—Automatic Call Distributor and/or trunk group for this segment.

- **Answering VDN**—The answering vector directory number.

- **Abandoned**—Indicates the party abandoned. The Calling Party number is also displayed.

- **Malicious Call**—Will only display if call was marked as Malicious.

- **Call Observed By**—Will only display if call was observed. Displays the name or ID of party performing observation.

- **Segment Duration**—Duration of the call segment in seconds.

- **Unmeasured Call**—**No call handling information**—This information is displayed in the event a call is marked in the Call Management System (CMS) but not measured by ACD statistics.

Note: Other elements may be displayed depending upon the actual call treatment. Please refer to Appendix B, "Query Elements," for descriptions of these individual elements.

Call Handling

- **Call entered at First VDN**—The number dialed for this segment.

- **Call started with Vector**—The first Vector number pointed to by the incoming VDN.

- **Call Queued to Primary Split/Skill**—The split/skill initially queued to or that Split/Skill designated as primary for this vector.

- **Call Queued to Secondary Split/Skill**—The split/skill queued to second or that Split/Skill designated as secondary for this vector.

- **Call Queued to Tertiary Split/Skill**—The split/skill queued to third or that Split/Skill designated as tertiary for this vector.

- **Calling in queue for**—Disposition time in seconds of this call segment.

- **Assistance Requested**—Will display only if assistance was requested on this call.

- **Call was answered by VDN**—Answering number called and answering Vector number.

- **Call Answered by**—Answering Agent name and Answering Agent login ID.

- **Call put on hold**—Number of times the caller was placed on hold.

- **Caller held for**—Length of time in seconds the caller was on hold.

- **Talk Time**—Talk time in seconds for this call segment.

- **After Call Work Time**—The time the agent was in the After Call Work state.

Appendix C

- **Call Completed Agent Released**—Will indicate if the Agent Released upon completion.

- **Caller Abandoned from Queue**—Indicates if the caller abandoned from queue and displays the calling party number.

Note: Other elements may be displayed depending upon the actual call treatment. Please refer to Appendix B, "Query Elements," for descriptions of these individual elements.

The following analysis shows information about a call that was transferred and conferenced prior to completion.

Multi-segment Cradle-to-Grave Analysis.

On the previous example, a cradle-to-grave is shown for a call that spanned multiple segments. Every time a call is transferred, conferenced or interflowed a new segment is created.

New segments are defined by different colored banner bars across the Cradle-to-Grave reports.

A unique banner is provided in the event a segment is handled by a split/skill defined as a Voice Response Unit.

Segments continue to build until the call completes, is abandoned or disconnected from the switch being measured by this CMS.

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Glossary

Abandoned Call	A call in which a caller hangs up before receiving an answer from an agent. The call could be queued to a split/skill, in a vector/VDN, or ringing at an agent before it is abandoned.
Access Permissions	Permissions assigned to a *CentreVu* Explorer user in order to administer specific elements (splits/skills, trunks, vectors, etc.) of the ACD. Access permissions are specified as **read** or **write** permission. Read permission means the *CentreVu* Explorer user can access and view Admin data. Write permission means the Explorer user can add, modify, or delete Admin data.
ACD	See *Automatic Call Distribution*.

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

Action List | A menu in the upper-right corner of most user windows. The menu lists the actions available for that particular user window (for example, add, modify, delete, etc.). You select an action after entering necessary data in the user window.

ACW | See *After Call Work*.

Add | An Explorer action that adds the data entered in the given window to the Admin database.

Adjunct/Switch Applications Interface (ASAI) | An open application interface through which processors and switches can jointly provide services that require applications to initiate, receive, and control calls or make use of switch features. (See *Open Application Interface*.)

After Call Work (ACW) | An agent state generally representing work related to the preceding ACD call. Going on-hook after an ACD call during MANUAL-IN operation places the agent in ACW. With Generic 3, ACW is also accessible by a button on the agent's set and may not be related to an ACD call.

Agent	A person or VRU port that answers calls to an ACD split/skill. The agent is known to CMS by a login identification keyed into a voice terminal.
Agent Login ID	A 1- to 4-digit number (Generic 2) or a 1- to 9-digit number (Generic 3) entered by an ACD agent from a voice terminal to activate the agent's position. Agent logins are required for all CMS-measured ACD agents.
Agent Position (EAS)	The combination of agent login ID and the skills the agent is assigned. Data are collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.
Agent Position (Non-EAS)	The combination of agent login ID and split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected separately for each agent/split combination.
Agent Skill	An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to 20 skills. The meaning of each Agent Skill is defined by the customer. Examples of what could be considered skills are: the ability to speak a particular language or the expertise to

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handle a certain product.See *Primary Skill*, *Secondary Skill*, and *Skill Level*.

Agent State	A feature of agent call handling. Agent states are the different call work modes and call states an agent can be in (ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RING). Data about these states is displayed in real-time and historical reports.
	See the definition of each state for additional information.
Agent Terminal	The voice terminal used by a call center agent.
AI	See *Auto-In*.
Algorithm	A prescribed set of well-defined rules or instructions for the solution of a problem; for example, the performance of a calculation, in a finite number of steps. Expressing an algorithm in a formal notation is one of the main parts of a software program.
ANI	See *Automatic Number Identification*.
ASA	See *Average Speed of Answer*.

ASAI	See *Adjunct/Switch Applications Interface*.
Auto-In (AI)	An ACD work mode that makes the agent available to receive calls and allows the agent to receive a new ACD call immediately after disconnecting from the previous call.
Automatic Call Distribution (ACD)	A switch feature using software that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills).
	Also an agent state where the extension is engaged on an ACD call.
	See *Redirect On No Answer* and *Auto-Available Split*.
Automatic Number Identification (ANI)	A general industry term referring to knowledge of the calling party number (CPN). When the calling party is behind a switch, the number provided can be either a billing number for the switch or the station identification (SID) number.
AUX	See *Auxiliary Work*.
AUX Reason Codes	AUX reason codes enable a call center to track an agent's time more precisely when the agent is in the AUX state. The agent can specify exactly why the AUX state is used, such as lunch or meetings.

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Auxiliary Work (AUX)

An agent work mode. 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 while in AI/MI mode.

AVAIL

See *Available*.

Available (AVAIL)

An agent state in which the extension is able to accept an ACD call. The agent enters this state by selecting the AI or MI work mode.

Average Speed of Answer (ASA)

The average amount of time a caller waits before connecting to an agent. ASA is usually an objective set by your call center's management.

The actual 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, in queue, and the time ringing an agent.

Interval ASA is used for BCMS and 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.

See also *Rolling ASA*.

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.

Calculation | The abbreviated name (calculation name) for the formula 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 ID | The Identifying number for a call.

Call Management System (CMS) | A software product used by business customers that have Lucent Technologies telecommunications switches/ECS and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch/ECS. The CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch/ECS.

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Call Vectoring

A switch feature that provides a highly flexible method for processing ACD calls.

A call vector is a set of instructions that controls the routing of incoming and outgoing calls based on current conditions. Examples of call vector conditions include time of day and the number of calls in queue.

Call Work Code (CWC)

An ACD capability that allows the agent to enter a string of digits during or after the call and send them to the *Centre*Vu Call Management System for management reporting.

CMS

See *Call Management System*.

Configuration

The way that the computer is set up to allow for particular uses or situations.

CONN

See *Connected*.

Connected (CONN)

A trunk state in which a caller and an agent are connected on an ACD call.

Connected Call

A non-ACD call (that is connected to an agent through a VDN) for which *Centre*Vu CMS receives an indication that the call rang or was answered.

CONVERSANT	*CONVERSANT,* is a powerful voice response system which interacts with the caller. This system may include: automated call routing, announcement storage, message retrieval, and callback.
Cradle-to-Grave	A detailed analysis which shows all of a call's activities that occurred from inception to termination of the call.
Current Window	The user window in which you are actively working.
CWC	See *Call Work Code*.
DABN	See *Dequeued* and *Abandoned*.
DACD	See *Direct Agent ACD*.
DACW	See *Direct Agent ACW*.
Data Collection Off	CMS is not collecting ACD data. Data already collected will not be lost when turning data collection off.

Data Collection On	CMS is collecting ACD data.
Data Discard Task	An automated database administration task which will allow for the removal of historical data from the *Centre*Vu Explorer database. Data which is older than a specified interval will be discarded. The interval is set by an administrator using the Data Discard Wizard.
Data Discard Wizard	A graphical tool which allows a user to design and implement a database sizing and data archival plan for *Centre*Vu Explorer.
Data Import Service	A Windows NT Service responsible for populating the *Centre*Vu Explorer Database with data deposited on the Explorer Server by the CMS.
Database	A group of files that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.
Database Item	A name for a specific type of data stored in one of the CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, etc.) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, etc.).

Database Tables	CMS uses these tables to collect, store, and retrieve ACD data. Standard CMS items (database items) are names of columns in the CMS database tables.
Date Format	The standard format for entering dates on Explorer reports and queries. Acceptable format is:
	Month/day/year (for example, 3/21/93)
DDC	See *Direct Department Calling*.
Default Skill (Generic 2.2 with EAS)	Every skill that ends with a "0" is called a default skill, since every staffed agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.
Delete	An Explorer action that removes the entry on the window from the Admin database.
Dequeued and Abandoned (DABN)	A trunk state in which the trunk quickly goes to idle after the caller abandons the call.
Dialed Number Identification Service (DNIS)	A network capability that identifies, for each call, the number dialed or the area from which the call originated (for example, a specific 800 number set up for a promotion).

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DID	See *Direct Inward Dialing*.
Direct Agent ACD (DACD)	An agent state in which the agent is on a direct agent ACD call.
Direct Agent ACW (DACW)	An agent state in which the agent is in the after call work state for a direct agent ACD call.
Direct Agent Calling	An EAS capability that makes it possible for a caller to reach the same agent every time and still include the call as an ACD call in the management tracking of the call center. This is ideal for claims processing where a client needs to speak with the agent handling the claim. This flexibility ensures a high level of customer service without reducing management control.
Direct Department Calling (DDC)	A process of selecting an agent when more than an agent is available. With DDC, the call will go to the agent closest to the top of an ordered list. (This is a non-EAS option only.)
Direct Inward Dialing (DID)	An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.
DNIS	See *Dialed Number Identification Service*.

EAD   See *Expert Agent Distribution*.

EAS   See *Expert Agent Selection*.

Entity   A generic term that refers to one of the following: Agent, Split/Skill, Trunk, Trunk Group, VDN, or Vector.

Error Message   A response from a program indicating that a problem has arisen or something unexpected has happened, requiring your attention.

EWT   See *Expected Wait Time*.

Expected Delay   See *Expected Wait Time*.

Expected Wait   An estimate of how long a caller will have to wait in
Time (EWT)   queue to be served by a call center considering the current and past traffic, handling time, and staffing conditions. (Also referred to as *expected delay*.) The time spent in vector processing before being queued and the time spent ringing an agent with manual answering operation are not included in the EWT prediction. EWT is a switch-based calculation that can be used in vector processing decisions and can be viewed from CMS (release R3V4 and later). The EWT feature is available on the *DEFINITY*,

G3V4 switch, and the Enterprise Communications Server (ECS) Release 5.

Expert Agent Distribution (EAD)	An EAS process that selects an agent when more than one agent is available. With EAS, a call will go to the most idle agent with the skill as primary (skill level one). If none are available, the call goes to an agent who is idle and has the skill as secondary. If none are available, the selection process continues with progressively lower skill levels until an idle agent is found.
Expert Agent Selection (EAS)	Expert Agent Selection (EAS) is an optional switch feature that builds on the power of the Call Vectoring and ACD features of the switch to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. 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" (Manual In) or "AI" (Auto In) button is lit, the agent is available to take a call in any assigned skills or, in the case of Multiple Call Handling (MCH), in any MCH skills. The ACD queuing and the vector commands *Queue-to-Main* and *Check-Backup* are used to route a call to an agent with the appropriate skill to handle that call.

CMS collects data on skills in the same manner as it collects data on splits. Real-time Agent reports generally indicate the skill in which agents are currently working. Skill reports show the performance of the skill overall, displaying such

items as the ASA, the number of calls, and the percentage of calls answered within the target service level for the skill.

CMS also reports VDN data by VDN skill preference, so that customers can assess the call center performance relative to calls requiring particular skills. CMS reports how many calls were handled, how long these calls waited for service, and the average talk time for calls queued to a particular skill preference in a particular VDN.

Extension Call	Extension calls are any calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches and the ECS, these include calls an agent makes to set up a conference or transfer.
External Call History Interface (ECHI)	An optional *Centre*Vu Call Center Management System (CMS) feature which allows for the transfer of R3V4 or R3V5 call record file to another computer for processing.
FBUSY	See *Forced Busy*.
FDISC	See *Forced Disconnect*.
First Threshold	A graph term for the lower limit for a particular condition in a graph report. The bar(s) change

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color/intensity when the defined limit is met, notifying you that a Caution condition could exist.

Forced Busy (FBUSY)	A trunk state in which the switch sends a busy signal to a caller when the call center is too busy to handle the incoming call.
Forced Disconnect (FDISC)	A trunk state in which the switch disconnects the caller.
Forced Multiple Call Handling (FMCH)	A feature available with the G3V4 switch, and the ECS, 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, even if the agent is talking on an ACD call.
Historical Reports	Reports that display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities.
HOLD	A trunk state in which the agent has put the call on hold.
ICM	See *Inbound Call Management*.

IDLE	A trunk state indicating that the trunk is not in use.
II	See *Information Indicator*.
Inbound Call Management (ICM)	A set of switch and adjunct features using ASAI to enable the adjunct to provide automatic screen delivery and call routing.
Information Indicator (II)	A 2-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls.
INFORMIX	A relational database management system used to organize CMS historical data.
INFORMIX SQL	A query language tool that is used to extract data from an *INFORMIX*[*] database. For the CMS historical database, CMSQL is used in place of *INFORMIX* SQL.
Input Field	An input field is an area on a user window into which an Explorer user enters one or more valid field values. For example, the valid values for the input field `Max Rows Returned` is 30, but can be modified.

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

Integrated Services Digital Network (ISDN)	A digital standard for telephony that enables, among other things, telephone, television, and computer signals on the same lines.
Interval-Based Items	A category of database items. These items generally 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 the amount of time in an interval for an activity or to calculate percentages of time spent in an interval. Interval-based items should not be used to calculate averages (such as average hold time).
Intrahour Interval	A 15-, 30-, or 60-minute segment of time starting on the hour. An intrahour interval is the basic unit of CMS report time.
ISDN	See *Integrated Services Digital Network*.
LAN	See *Local Area Network*.
Local Area Network	A private interactive communication network that allows computers to communicate over short distances, usually less than one mile, at high data transfer rates from 1 Mbps to as high as 100 Mbps.

Logical Agent	An EAS feature that associates the agent's login ID with the physical extension when the agent logs in. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set.
	The Logical Agent capability allows agents to be called by dialing their login IDs. Calls to login IDs may be treated as direct agent ACD calls, given the proper class of restriction, or may be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related from personal calls.
LOGOFF	An agent work mode indicating that an agent has logged out and is not available to take ACD calls.
LOGON	An agent work mode indicating that an agent logged in or is staffed.
Logout Reason Codes	Logout reason codes enable an agent to specify the reason for logging out, such as the end of a shift or training.
Manual In (MI)	An ACD work mode. The Manual In (MI) mode makes the agent available to receive an ACD call and automatically places the agent into the ACW state upon release from the call.

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MCH   See *Multiple Call Handling*.

Measured   A term that means an ACD element (agent,
                       split/skill, trunk, trunk group, vector, VDN) has been
                       identified to the switch as of interest to the CMS.
                       The switch sends messages to CMS only for ACD
                       elements that are measured. If the ACD element is
                       not measured on the switch, no data is collected.

Messages   Temporary windows used only for displaying
                       information like "field help" and syntactical field
                       errors. Message windows cannot be moved, sized,
                       or scrolled and do not count in the user window
                       count. Message windows are automatically
                       removed when you correct the error or move to the
                       next field.

MI   See *Manual In*.

MIA   See *Most Idle Agent*.

Most Idle Agent   This is an ACD distribution method that maintains a
(MIA)   queue of idle agents and distributes a call to the
                       split/skill to the agent closest to the head of the
                       queue who is not marked as "busy." ("Busy" is
                       defined as being in ACW, on an AUXIN/OUT call, or
                       on an ACD call for another split/skill.) Agents in
                       multiple splits/skills are in multiple "eligible agent"

lists. There is one list for each skill. If MIA across splits/skills is enabled, agents are put at the bottom of all agent lists after completing an ACD call for any split/skill. If MIA across skills is *not* enabled, an agent who is on an AUXIN/OUT extension call from the AVAIL wait or on an ACD call for another split/skill continues to move up the list of eligible agents for other splits/skills. Agents in ACW may or may not be in the eligible agent lists, depending upon the setting of an option (ECS R5 and later).

Multiple Call Handling (MCH)	Allows an agent to receive an ACD call while other calls are active on the agent's station. Unless forced MCH is in operation, the agent must put the current call on hold and press AI/MI in order to receive another ACD call.
Multiple Split/Skill Queuing	With Call Vectoring, a call can be queued to up to three splits/skills at the same time. The first agent who becomes free in any of the splits/skills gets the call.
Multi-user Mode	This is the normal Explorer operating mode, in which any valid user can log into Explorer.
Nonprimary Split/Skill	When a call is queued to multiple splits/skills, the second and third splits/skills to which the call queues in a VDN are called nonprimary splits/skills. They are also referred to as secondary and tertiary splits/skills, respectively.

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Nonzero (0) Skill (Generic 2.2 with EAS)	Any skill that does not end in "0" is called a nonzero skill.
OCM	See *Outbound Call Management*.
OTHER	An agent state in which the agent is working on a call for another split or skill, or has put a call on hold and has not chosen another work mode. When the link to the switch first comes up or when the agent has just logged in, the agent state is OTHER until the switch notifies CMS of the agent's state.
Outbound Call Management (OCM)	A set of switch and adjunct features using ASAI, that distributes outbound calls initiated by an adjunct to internal extensions (usually ACD agents).
PEC	See *Price Element Code*.
Price Element Code (PEC)	The set of numbers that Lucent Technologies has assigned to each part that may be ordered.
Primary Skill	The skills assigned to an agent. Primary skills are the areas in which the agent has the most expertise. (This is used in G3V2 through G3V4 with EAS.) See *Agent Skill*, *Skill Level*.

Pseudo-ACD | An area you create on your CMS to place previously backed-up ACD data. A pseudo-ACD is not a *live* (real) ACD and does not communicate with any switch.

Queue | A holding area for calls waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.

QUEUED | A trunk state in which an ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.

R3V2 | See *Release 3 Version 2*.

R3V4 | See *Release 3 Version 4*.

R3V5 | See *Release 3 Version 5*.

RAID | Redundant Array of Inexpensive Disks.

Recorded Announcements | Prerecorded greetings and information played to callers as they wait for service.

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Redirect On No Answer (RONA)	An ACD capability that removes an unanswered call from the voice terminal at which it is ringing, busies out the port or makes the agent unavailable, and re-queues the call at top priority or sends it to a VDN.
Release 3 Version 2 (R3V2)	The CMS software release immediately preceding R3V4. When the term R3V2 is used in this document, it applies to the R3V2 software, regardless of the hardware platform on which it is being run.
Release 3 Version 4 (R3V4)	R3V4 can refer to a software version of *Centre*Vu CMS or *Centre*Vu Supervisor.
Release 3 Version 5 (R3V5)	R3V5 can refer to a software version of *Centre*Vu CMS or *Centre*Vu Supervisor.
RING	An agent state in which a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. (This agent state is available only with Generic 2.2, and with Generic 3 and ECS.)
	A trunk state in which a call is ringing at the agent's voice terminal.
Rolling ASA	Rolling ASA is a running weighted average calculation without regard to any interval boundaries. A rolling ASA calculated by the switch

or ECS can be used, beginning with R3V4 CMS, for vector routing. Rolling ASA is calculated on the G3V4 switch, and the ECS, and sent to R3V4 and later CMS releases.

An additional Rolling ASA calculated by the switch is also available as a real time database item for G3V4 and later G3 switches.

RONA	See *Redirect On No Answer*.
Secondary Skill	Skills assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise, or is not the agent's preference. (Used in G3V2 through G3V4 with EAS.)
	See *Agent Skill, Skill Level*.
Segment	A segment is defined by the ECS/Switch as a logical grouping of call information.
SEIZED	A trunk state in which the trunk is being used for either an incoming or an outgoing call.
Service Observing— Remote	A feature that allows a user to dial into the switch and monitor a call.

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Service Observing— VDNs	A feature available with the G3V4 switch and the ECS that gives a voice terminal user the ability to monitor the treatment a call receives as it is processed by a VDN, routes to another VDN or agent, or transfers to another VDN or agent.
Session Display	The default mode used to display query results. The Session Display option allows the user to pick a customized set of ECHI data elements.
Skill	An attribute that is assigned to an ACD Agent when EAS is enabled. An agent skill is a particular expertise or speciality enabling an agent to handle a call which requires someone with that particular area of expertise. You define skills based on specific customer needs and call center requirements.
Skill Hunt Group	When EAS is enabled, calls route to specific skill hunt groups. These skill hunt groups are usually based on the needs of your customers. Agents are not assigned to a skill group (like split hunt groups), but agents are assigned specific skills that become active when they log in.
Skill Level	A priority level from 1 (highest) to 16 (lowest) indicating an agent's level of expertise or ability to handle calls to the given skill. (ECS Version 5 and later.)

Skill, Primary   See *Primary Skill.*

Skill, Secondary   See *Secondary Skill.*

SLK   See *Screen-Labeled Key.*

SPARCserver[*] 5   See *Sun*[†] *SPARCserver* Computers.

SPARCserver 10   See *Sun SPARCserver* Computers.

SPARCserver 20   See *Sun SPARCserver* Computers.

SPARCstation[‡]   A workstation client for the *SPARCserver.*

Split   A group of extensions (referred to as agents) that
                      receives special-purpose calls in an efficient, cost-
                      effective manner. Calls automatically go to a split
                      and can queue if no agents are available.

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Split/Skill ACD Call
A split/skill ACD call is a call that routed to a split/skill and was answered by an agent in that split/skill.

SQL
See *INFORMIX SQL*.

Staffed Agent
An agent who is currently logged in to the switch.

Standard Reports
The set of reports that are delivered with the CMS or *Centre*Vu Supervisor software.

Station
An unmeasured voice terminal extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group.

String Values
The descriptive words that appear on reports dealing with agents, splits/skills, and trunks. A *word* is used to describe the value of the data (for example, HOLD, AVAIL, YES, etc.).

Stroke Counts
A method used by Automatic Call Distribution (ACD) agents to record up to nine customer-defined events per call when the CAll Management System is active.

Structured Query Language (SQL)	A language used to interrogate and process data in a relational database (such as *INFORMIX*). See *INFORMIX SQL*.
***Sun* Microsystems**	Manufactures the *Sun SPARCserver* 5, 10, and 20, the host computer for the *Centre*Vu CMS R3V5.
***Sun* SPARCserver Computers**	A host computer that is attached to a network and provides services other than simply acting as a store-and-forward processor or communication switch. The *Sun SPARCserver* 5, 10, and 20 computers are capable of hosting the CMS application software.
Switch	A private switching system providing voice-only or voice and data communications services (including access to public and private networks) for a group of terminals within a customer's premises.
System	A general term for a computer and its software and data.
Technical Service Center	Provisioning, maintenance, and helpline support for Lucent Technologies call center customers.

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Terminal

A combination of monitor (video display) and keyboard used to communicate with a computer to enter and display information.

See *Agent Terminal*.

Tertiary Split/Skill

Generic 3 and ECS 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.

Trunk

A telephone line that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.

Trunk Group

A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.

TSC

See *Technical Service Center*.

UCD

See *Uniform Call Distribution*.

Uniform Call Distribution (UCD)

A process that selects an agent when more than one agent is available. With UCD, the most idle agent for the skill/split receives the call.

See *Direct Department Calling* and *Expert Agent Distribution*.

UNIX* System/ Solaris System

A multi-user computer operating system that supports CMS. A user can access the *UNIX* system from the `Commands` SLK.

UNKNOWN

An agent state in which CMS does not recognize the current state.

A trunk state in which CMS does not recognize the state of the trunk.

Update

A process used to modify a customer's existing software release in order to give the customer additional functionality or to fix a problem. The update process involves downloading Explorer via the modem on the Explorer Server, or via the internet, and installing the new files.

Upgrade

A process used to move an existing Explorer customer from one release/load to another, giving the customer the additional functionality provided in the new release. When an upgrade involves a major release, then data migration may be a necessary part of the upgrade procedure.

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*UNIX is a registered trademark in the United States and other countries, licensed exclusively through X/Open Company Limited.

User ID   The login ID for a CMS user.

User Window   A window you can move, size, or scroll. It may contain input fields, reports, or help information.

VDN   See *Vector Directory Number*.

VDN Counted-Calls Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with the G3V4 switch and the ECS. 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 currently in a VDN (in vector processing or at an agent).

VDN of Origin Announcement (VOA) A short announcement that is assigned to a VDN through switch administration. The VOA identifies the origin or purpose of a call for the call center agent who answers the call.

VDN Skill Preference A prioritized list of agent skills assigned to a VDN. Up to three skills can be assigned. VDN skill preferences are referred to in the vector as "1st," "2nd," and "3rd." Vectors use VDN skills to queue calls based on your preference. CMS tracks calls by VDN skill preference.

Vector	A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits/skills, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing via VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.
Vector Command	A vector step that describes the action to be executed for a call (for example, "Queue to main", "check backup", "disconnect").
Vector Directory Number (VDN)	An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group, dial-repeating (DID) trunk group, or ISDN trunk group. The VDN by itself may be dialed to access the vector from any extension connected to the switch.
Vector Step	One processing step in a vector. A vector step consists of a command and one or more conditions or parameters.
Vector Step Condition	A condition accompanying a vector command that defines the circumstances in which the command will be applied to a call.

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VOA   See *VDN of Origin Announcement*.

Voice Response   A switch that routes calls to a VRU adjunct
Unit (VRU)   computer that provides interactive voice related
                              services to inbound callers.

Voice Terminal   A telephone set, usually with buttons, that gives an
                              agent some control over the way calls are handled.

VRU   See *Voice Response Unit*.

Window   Any rectangle on your Explorer screen that
                              encloses a menu, data entry fields, reports, or
                              messages. See also *Frame.*

Zero (0) Skill   Every skill that ends with a "0" is called a zero skill.
(Generic 2.2 with   The zero skill is the first skill for each skill group.
EAS)   This is the same as the default skill.