

**Lucent Technologies**  
Bell Labs Innovations



# ***CentreVu*<sup>®</sup> Explorer**

Version 1.2

## **User Guide**

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Comcode 108217563  
Issue 2  
May 1998

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CentreVu  
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CentreVu  
Explorer

1

# Getting Started with Explorer

## Product Overview

*CentreVu*<sup>®</sup> Explorer transforms valuable *DEFINITY*<sup>®</sup> 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 is compatible with *CentreVu* CMS Release 3 Versions 4, 5 and 6. *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

## Getting Started with Explorer

- 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 desired information.

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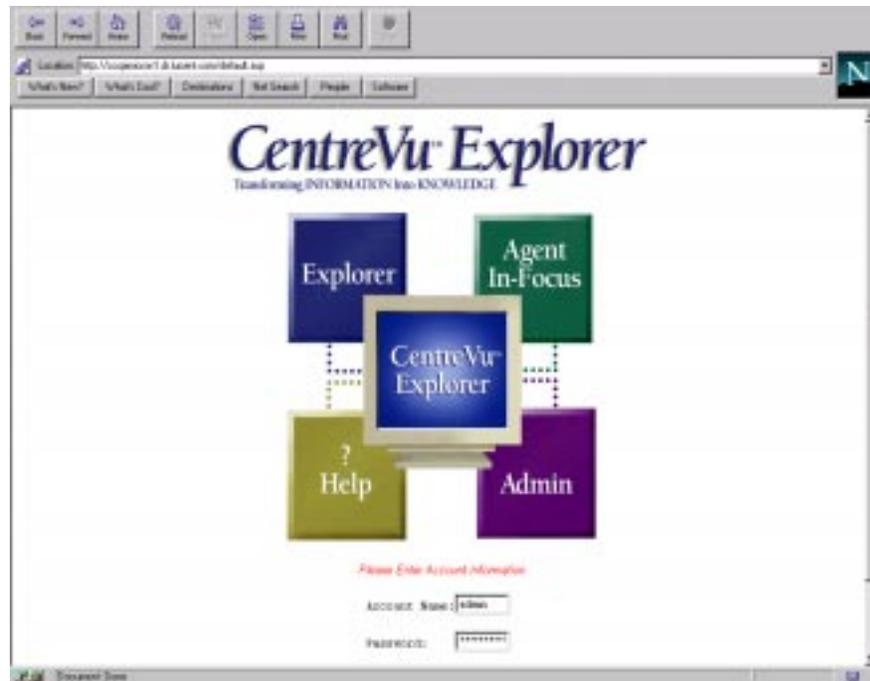
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## Main Menu

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.

## Getting Started with Explorer

Click on **Admin** to access screens to do any of the following:

- Choose fields to display in query results
- Add, view, and edit agent names and login IDs
- Add or edit VDN names, split/skill names, or Reason Codes

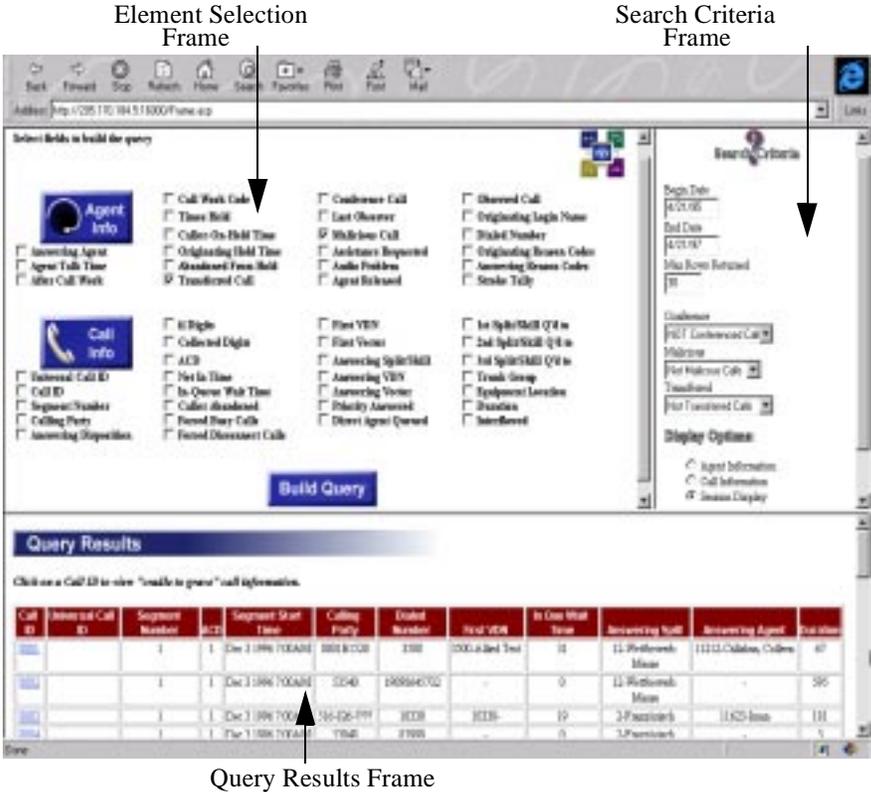
Click on **Help** to access *CentreVu* Explorer on-line help.

Click on **CentreVu Explorer** to check the version number.

# Screen Elements

The CentreVu Explorer window is divided into the following frames:

Chapter 1



**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.

## Getting Started with Explorer

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

**Search Criteria Frame:** The Search Criteria frame contains several items to control results returned by the query such as Start Date, End Date, and Max Rows Returned. This frame also allows you to enter parameters that affect the selected elements and further control results returned by the query. For more information on providing search criteria, see Appendix A, Sample Query in this document.

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

## Displaying Results

*CentreVu* Explorer displays results in the Query Results frame. You may choose between three different formats:

- **Agent Information**—This format displays results for all elements selected in the Agent Info section of the Element Selection frame. The results are displayed horizontally in table format.
- **Call Information**—This format displays results for all elements selected in the Call Info section of the Element Selection frame. The results are displayed horizontally in table format.
- **Session Display**—This format displays elements defined as standard for the call center. Standard elements are used to display 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.

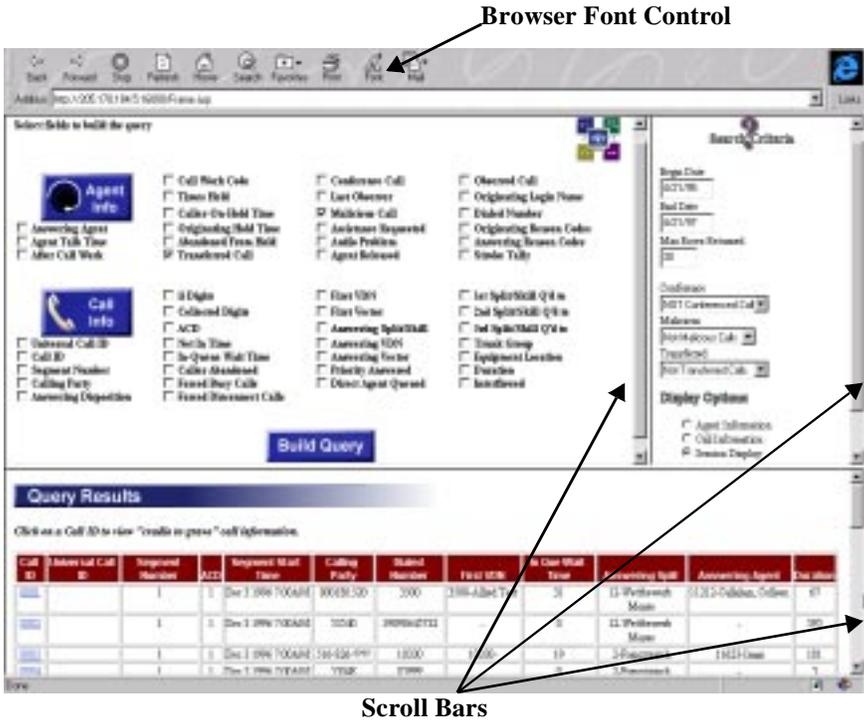


## Window Viewing and Sizing

Based on your screen size and resolution, a varying amount of data may be displayed in the Query Results frame. To control the amount of data displayed, use the following options:

- **Scroll Bars**—Scroll bars appear in each of the three frames (Element Selection, Search Criteria, and Query Results). Move the scroll bars vertically within each frame to view undisplayed information.
- **Browser Font Control**—A Browser Font Control icon is located on the toolbar. The font size may be sequentially increased or decreased by clicking the Browser Font Control 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**—Choosing the Session Display format returns results for the most commonly requested elements. For additional details on Session Display, see “Appendix C, Cradle-to-Grave” in this document.
- **Frame Resizing**—Individual frame boundaries can be dragged with the mouse to change the size of each frame independently.

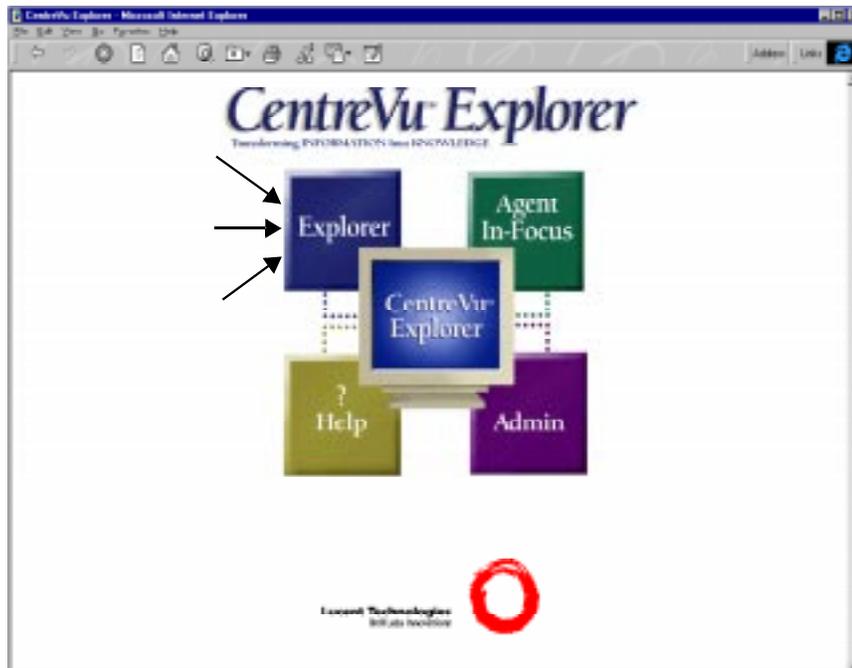
Browser Font Control and Scroll Bar locations can be found as shown below:



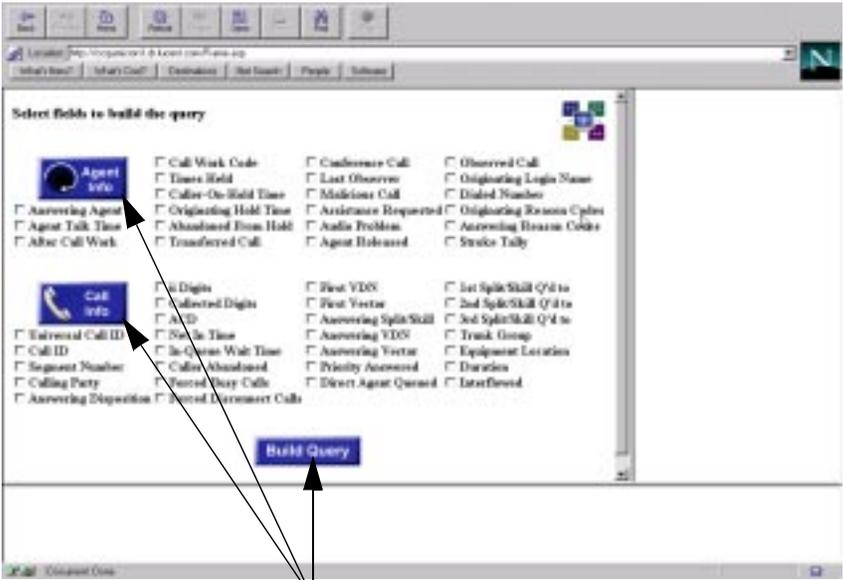
## Getting Started with Explorer

# A Quick Start to *CentreVu Explorer*

1. After logging in to the system, double click on the **Explorer** icon to start the program.



The main element selection window appears.



Build Query Buttons

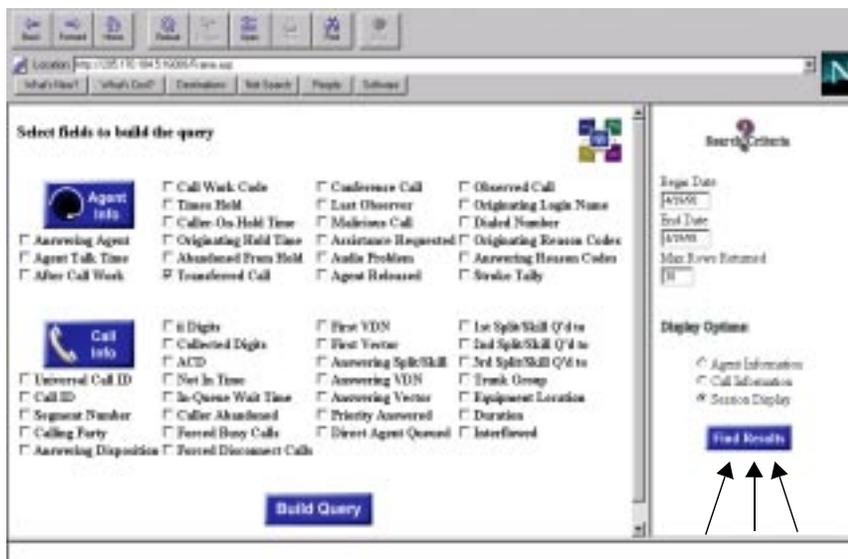
- 2. Check the appropriate query elements for your search and click on **Building Query**. For definitions and parameters of each query element, see Appendix B, Query Elements in this document.

When the screen refreshes, parameters specific to the elements you selected appear on the right side of the screen. In addition, the Begin Date, End Date, and Max Rows Returned items are displayed.

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

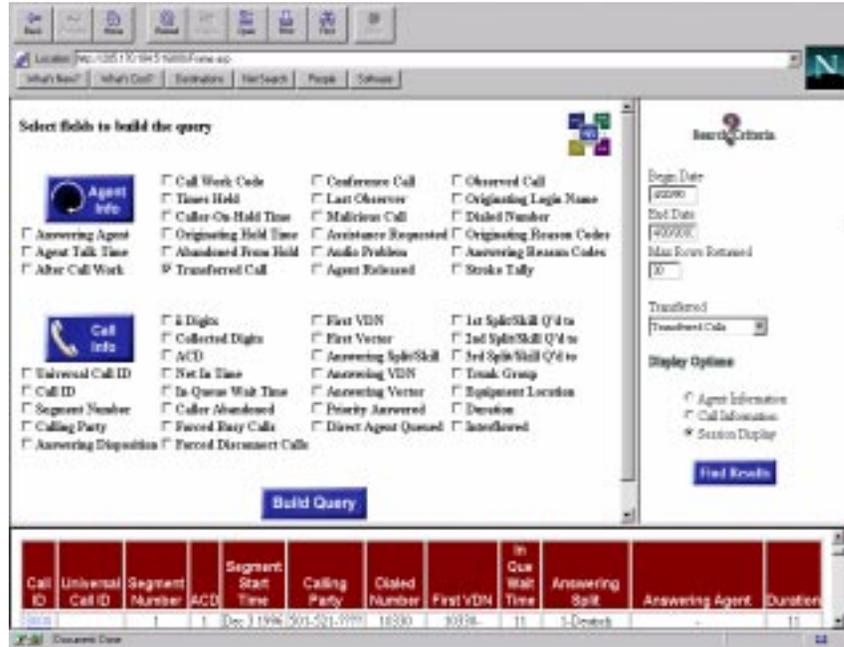
### Getting Started with Explorer

3. Enter a date range for your query.
4. Enter new values for each parameter or search on the defaults shown.
5. Select a display option (Agent Information, Call Information, or Session Display).
6. Click **Find Results**.



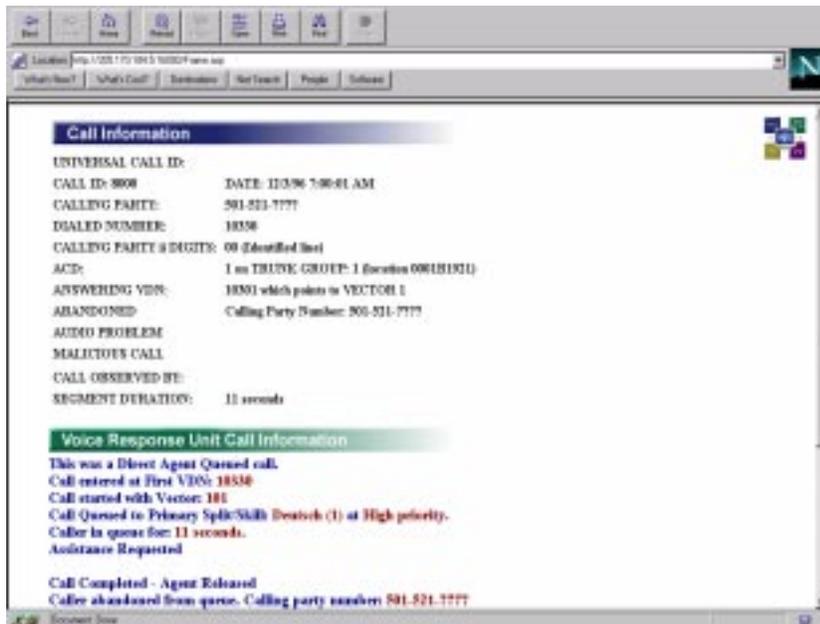
The Query Results frame appears and displays the results of your search. The top of the window continues to display the Elements Selection and Search Criteria frames.

**Note:** Repeat the previous steps to drill down to more specific subsets of call information.



## Getting Started with Explorer

7. By clicking on a Call ID in the Query Results frame, a cradle-to-grave analysis of the individual call appears. The analysis contains all information pertaining to the life of the call. For more information, see Appendix C, Cradle-to-Grave in this document.





*CentreVu  
Explorer*

2

# Administration

## Overview

This section describes features that may be administered in *CentreVu*<sup>®</sup> Explorer. Examples are given for each administrable feature.

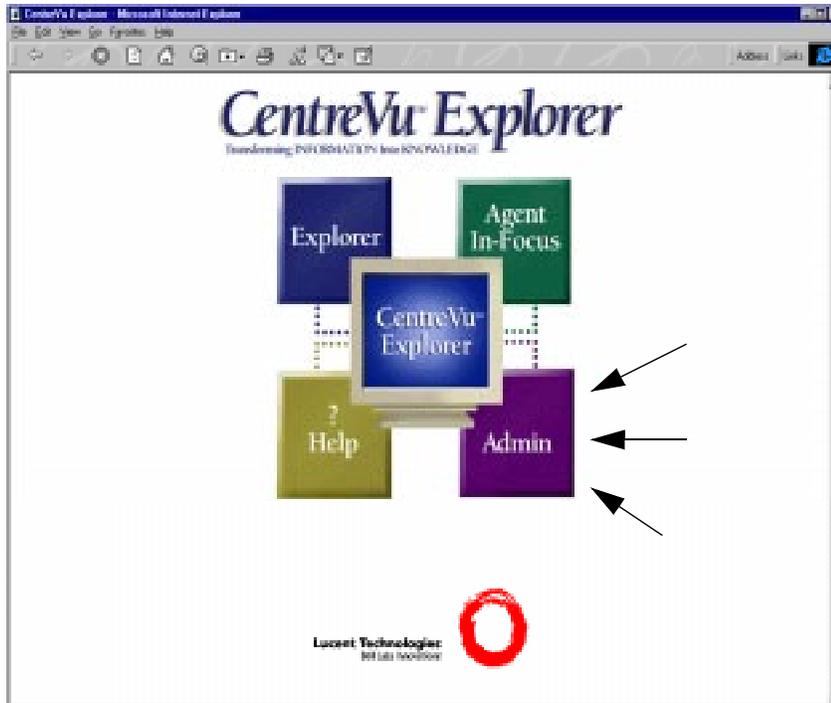
The administrable features of *CentreVu* Explorer allow you to customize *CentreVu* Explorer to your call center by providing meaningful names to split/skills, vector directory numbers (VDNs), reason codes, and other External Call History Interface (ECHI) data elements, and providing names to your Agent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

**Note:** *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 must be administered in the CMS and *CentreVu* Explorer independently.

## Administration

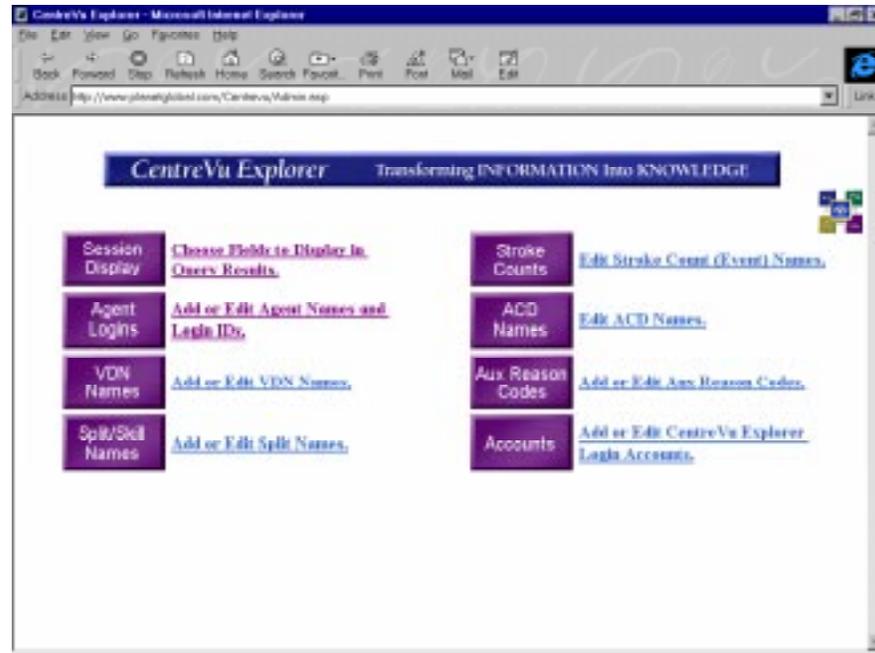
# Administration Access

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



## Administrable Elements

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



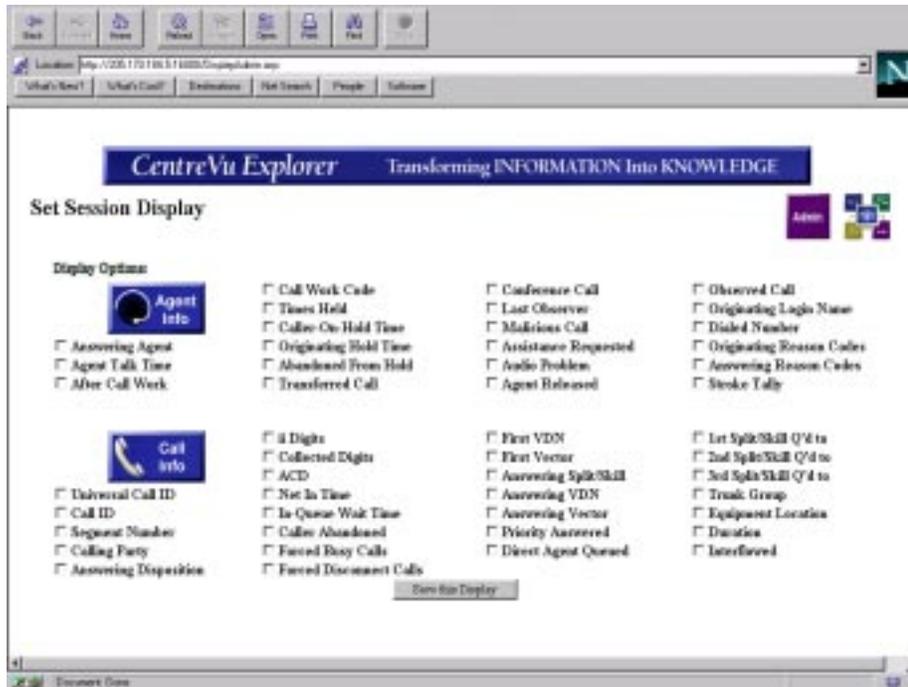
From this window, you can administer any of the following features:

- **Session Display**—Create a custom view of data elements to be displayed in the Query Results frame.
- **Agent Logins**—Add or edit agent names for each agent Login ID.
- **VDN Names**—Add or edit names for all VDNs.
- **Split/Skill Names**—Add or edit names for all split/skills.
- **Stroke Counts**—Edit names for all stroke counts.
- **ACD Names**—Edit names for all ACDs.
- **Aux Reason Codes**—Add or edit names for all Aux Reason Codes.
- **Accounts**—Add, edit or delete *CentreVu* Explorer Login Accounts.

## Administration

### Session Display

To administer the Session Display feature, click on the **Session Display** icon. The following window appears:



From this window, *CentreVu Explorer* allows you to select a customized set of data elements for use during the current session. All elements selected in this window remain the default display elements until the next session or until you change them. Customizing data elements allows you to view those elements critical to your basic

#### 2-4 Administrable Elements

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, any customized session display elements are lost and the system pre-selects the following elements by default: ACD, Answering Split, Answering Agent, Call ID, Universal Call ID, Calling Party, Dialed Number, Duration, First VDN, In-Queue Wait Time, Segment, and Segment Start Time.

In addition to Session Display elements, you may administer Agent Logins, VDN Names, Split/Skill Names, Stroke Counts, ACD Names, and Aux Reason Codes, by following these steps:

1. Choose the element 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 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 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 to 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.

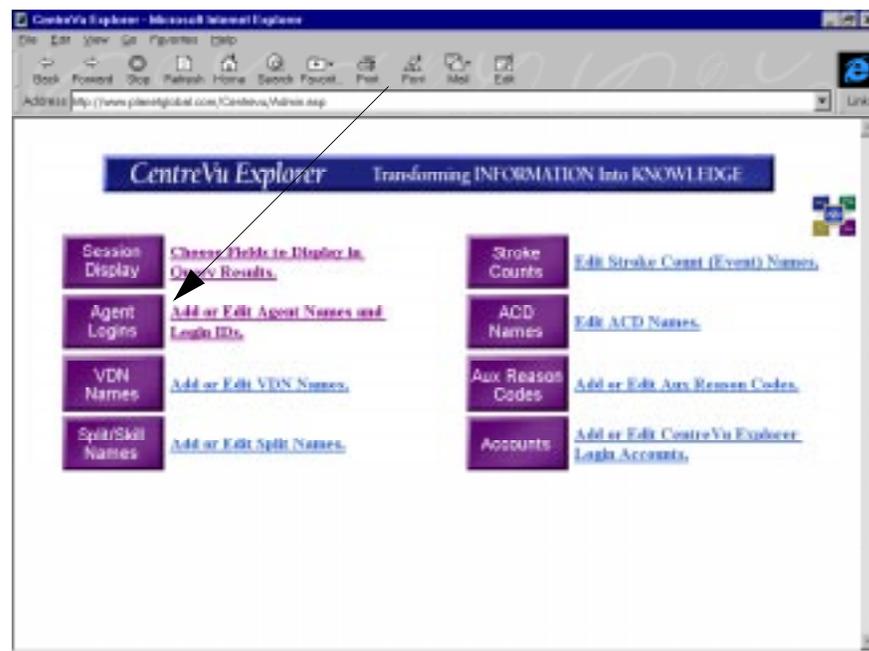
## **Administration**

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:



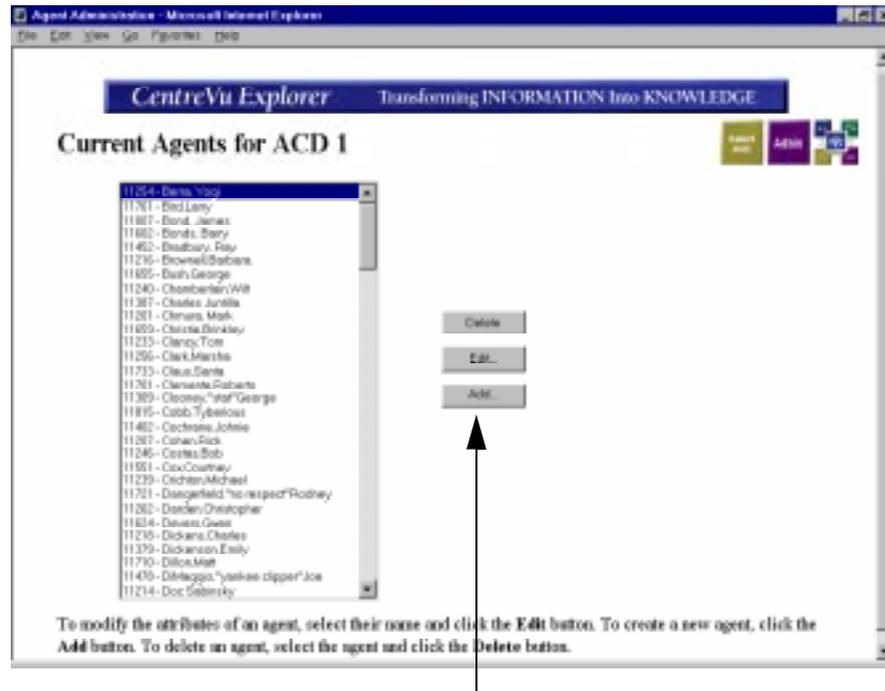
## Administration

The following window appears:



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

The following window appears:

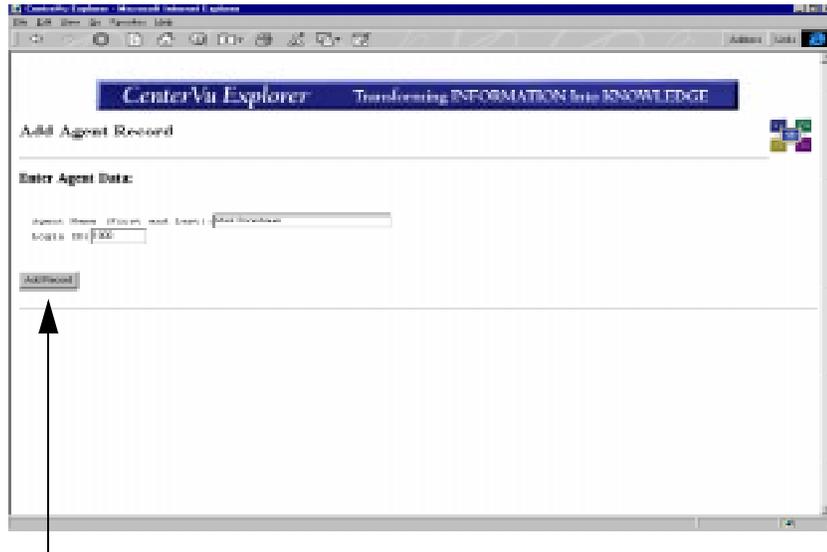


Chapter 2

3. Click on **Add**.

## Administration

The following window appears:



The screenshot shows a web browser window titled "CenterVu Explorer - Microsoft Internet Explorer". The page header includes the text "CenterVu Explorer" and "Transforming INFORMATION into KNOWLEDGE". Below the header, the page title is "Add Agent Record". Underneath, there is a section titled "Enter Agent Data:" with two input fields: "Agent Name (First, Last, User)" and "Login ID". A button labeled "Add Record" is positioned below the input fields. A black arrow points to the "Add Record" button.

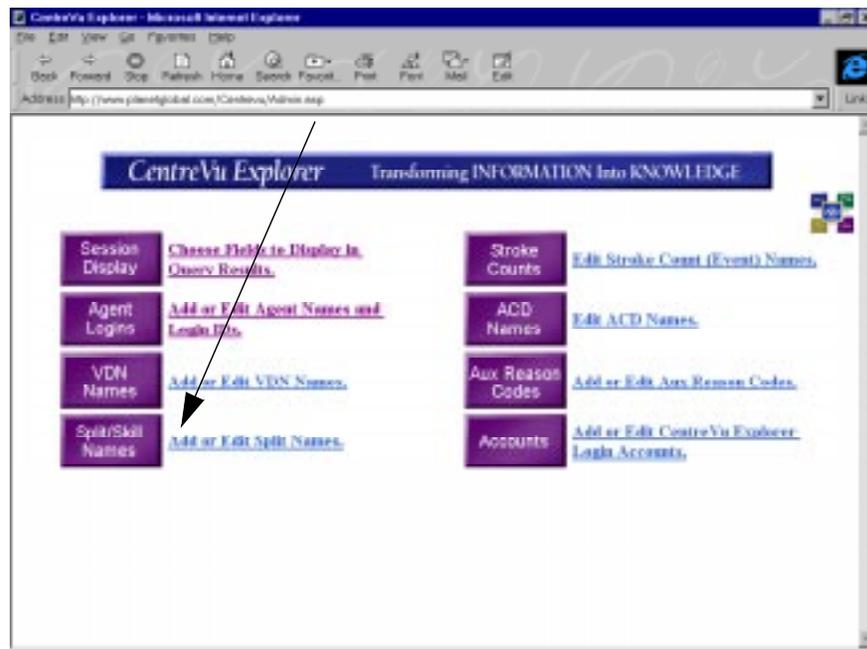
4. Enter a Login ID number. (This information is required.)
5. Enter a descriptive name. (This information is optional.)
6. Click on **Add Record** to save the information in *CentreVu* Explorer.

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

## Editing a Record

In this example, you will edit a split/skill to change its name.

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



## Administration

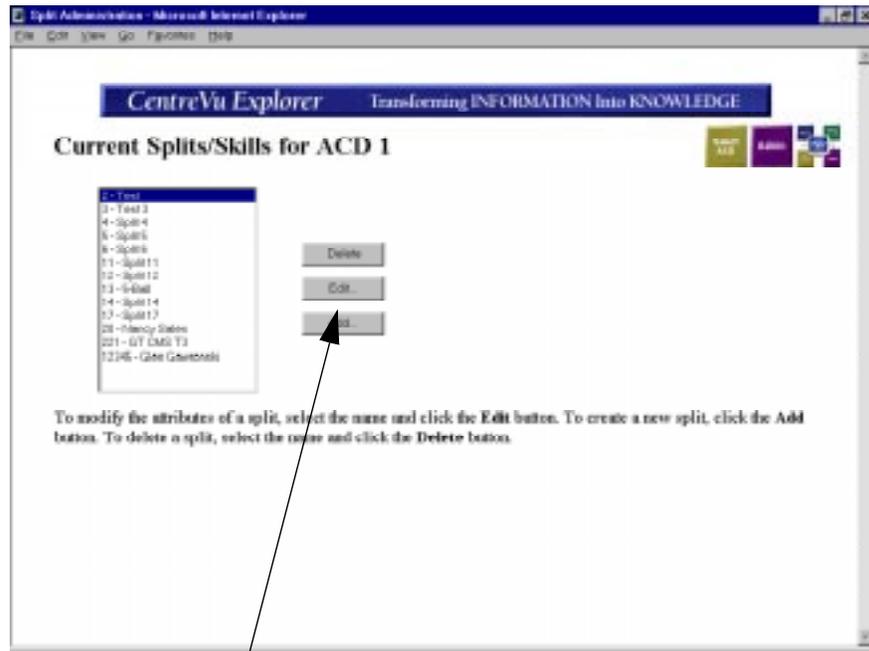
The following window appears:



From this window, you can assign labels to those elements that are unique to each individual ACD. For this example, we will select one of the four available ACDs and edit a split/skill label.

2. After selecting an ACD, click on **OK**.

The following window appears:



Chapter 2

3. Click on **Edit**.

## Administration

The following window appears:



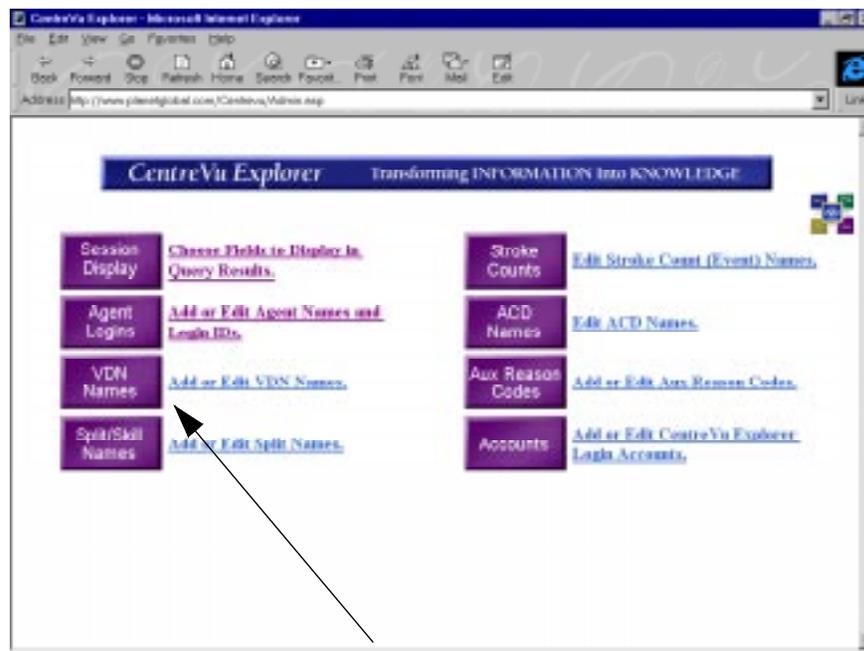
4. Fill in the name information. In Edit mode, the ID or code value cannot be changed. Therefore, the Split Number shown above can not be edited.
5. Click on **Update Record** to save the changes in *CentreVu Explorer*.

**Note:** As an option, the split/skill may be designated as a voice response group of  ports. If designated, the cradle-to-grave report identifies such calls as being voice response related and displays a unique banner for these call segments.

## Deleting a Record

In this example, you will delete a VDN.

1. Click on **VDN Names** from the **Admin** main menu:



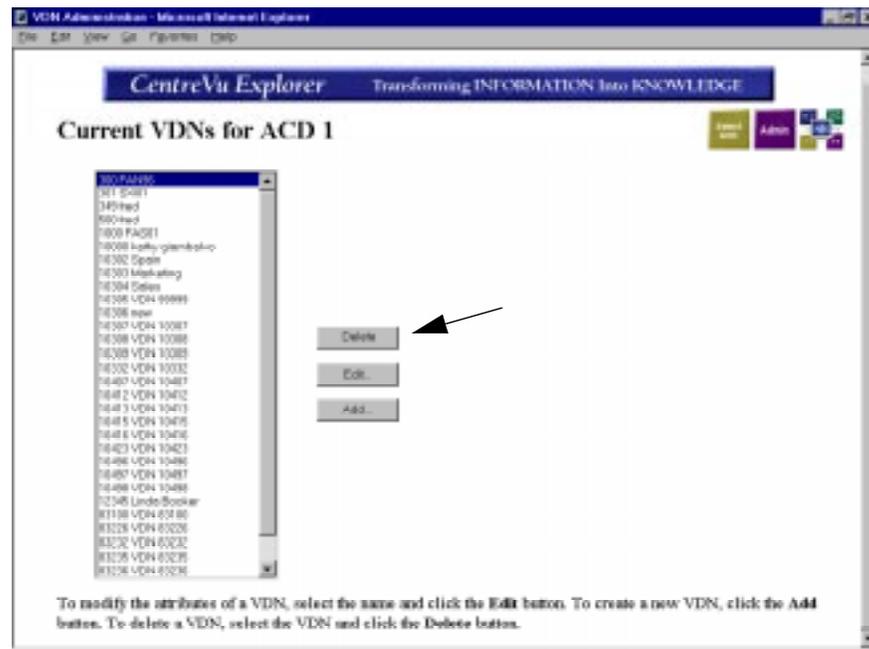
## Administration

The following window appears:



2. Choose the ACD that contains the VDN names you wish to administer and click **OK**.

The following window appears:



3. Select the VDN you wish to delete and click **Delete**.

**Note:** Clicking the **Delete** button does not automatically cause the record to be deleted. Instead, a delete confirmation screen appears.



## Administration

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 cancel the Delete action.  
⇒ Simply navigate 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:

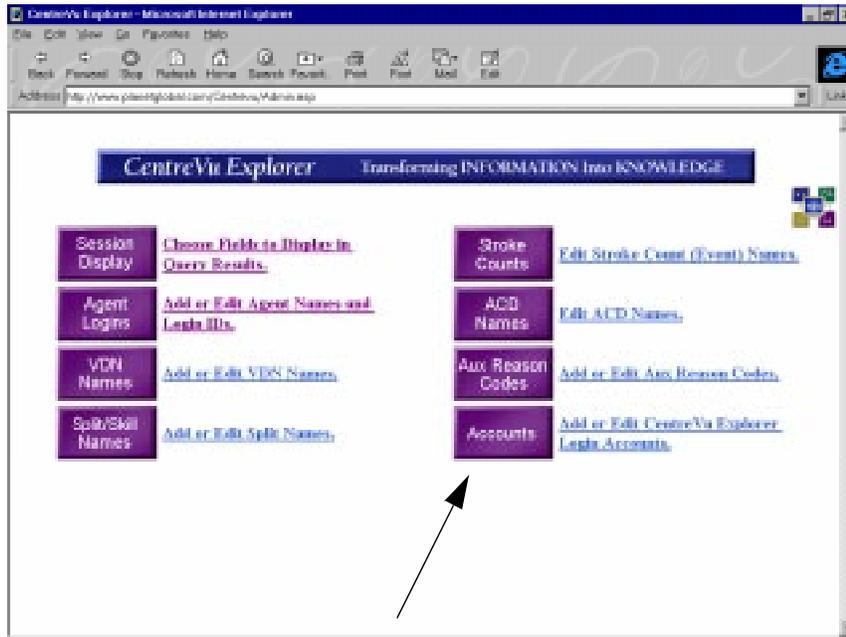
- Administration permission accounts
- User permission accounts.

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.

## Administration

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:

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: **cxplorer1**

**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.

## Administration

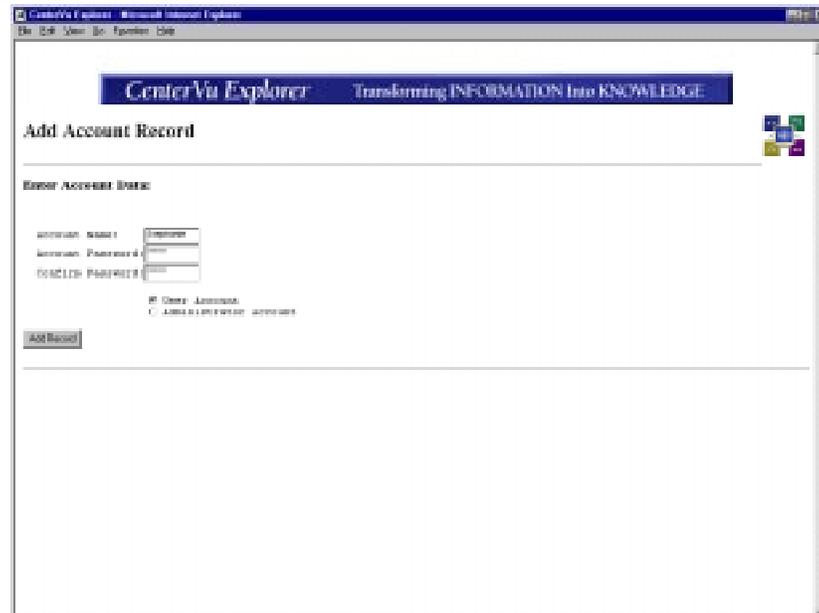
After entering valid Admin level account information, the following window appears:



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:



The screenshot shows a web browser window titled "CenterVia Explorer" with the tagline "Transforming INFORMATION Into KNOWLEDGE". The page is titled "Add Account Record". Below the title, there is a section labeled "Enter Account Data:" containing three input fields: "Account Name", "Account Password", and "Confirm Password". Below these fields are two radio buttons: "User Account" (selected) and "Administrator Account". At the bottom of the form is an "Add Record" button.

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.

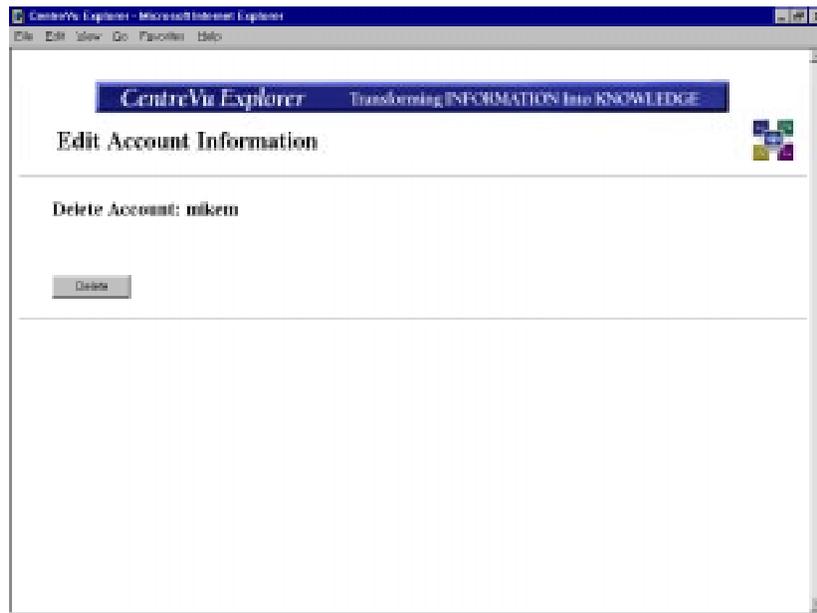
## Administration

### 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.



CentreVu  
Explorer

3

# Data Discard Administration

## Data Discard

The *CentreVu*® Explorer Data Discard Dialog performs three critical functions:

- Determines the average daily call record volumes in the existing database
- Allows you to select a reasonable data archival interval
- Deletes records when the database is more than 95% full.

**Note:** Using Data Discard while *CentreVu* Explorer is collecting data can cause a deadlock. If the computer freezes, retry the Data Discard function.

## Determining Average Daily Call Record Volumes

The *CentreVu* Data Discard Dialog box 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

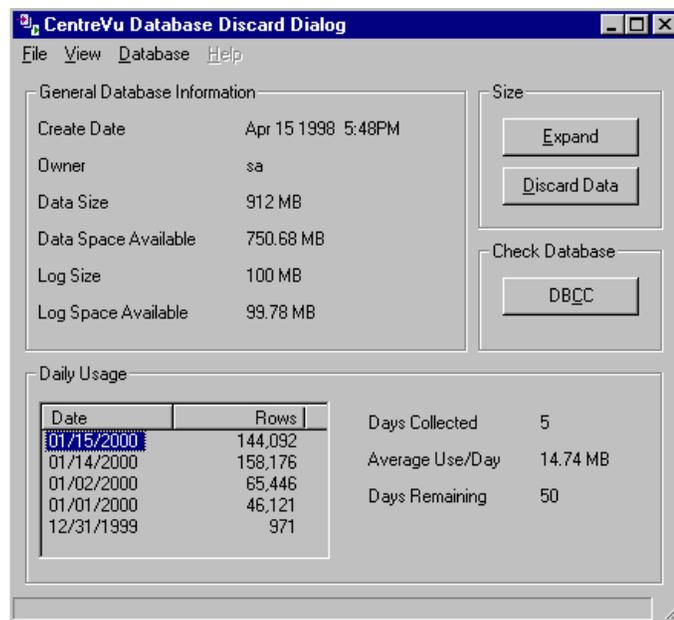
You are required to choose a valid interval in which to archive data from *CentreVu* Explorer. The interval is expressed as a number of days. Data that falls within the specified interval is removed from the database.

## Data Discard Startup

The *CentreVu* Data Discard Dialog box is a tool separate from the *CentreVu* Explorer interface. In order to execute the *CentreVu* Data Discard Dialog box, 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 data discard application, double-click on the Data Discard icon or filename. Executing Data Discard brings up the *CentreVu* Data Discard Dialog box shown below:



## Data Discard Administration

# Expanding and Decreasing Disk Space

The *CentreVu* Data Discard Dialog box can be used to expand or decrease the amount of disk space available for database storage. To change the amount of available disk space, click on the **Expand** button in the *CentreVu* Data Discard Dialog box. The Expand Database window is displayed.



Use the slider to set the new database size. If necessary, use the Browse feature to work in a different file directory.

## Removing Database Records

To remove database records, click on the **Discard Data** button in the *CentreVu* Data Discard Dialog box. The Discard Data box shown below is displayed.

The Discard Data box can remove records based on a specific date entered in the “equal to or older than” field. The Aging feature can be used to remove records at regular intervals.



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

## Database Consistency Check

The Database Consistency Check (DBCC) checks the database for corruption. The DBCC performs SQL DBA functions. DBCC ensures that everything is consistent between the index and the records in the database.

**Note:** Performing a consistency check can take several hours. It is  recommended that you perform this function once a quarter.



CentreVu  
Explorer

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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.



## Explorer

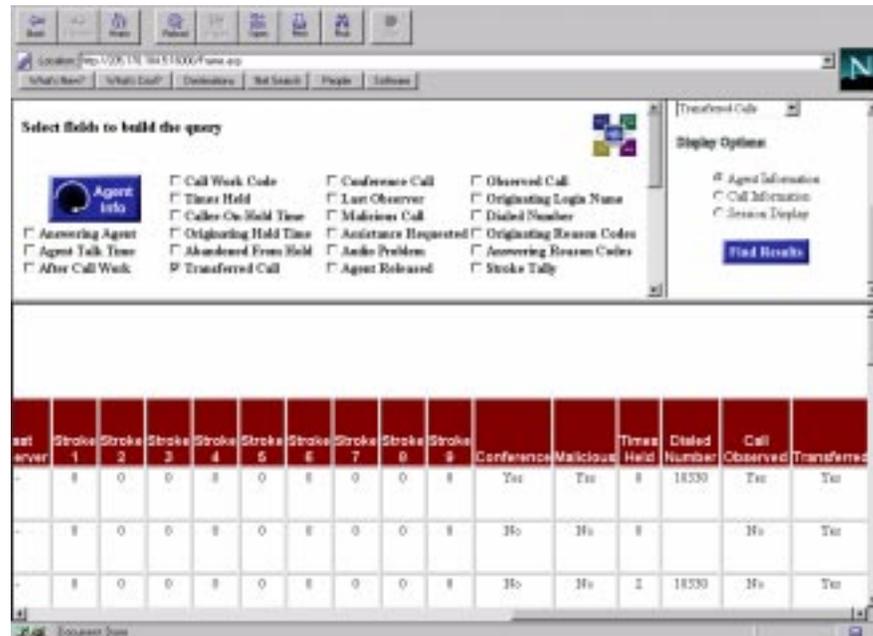
### Agent Information Display

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

The screenshot shows a web application interface for call data analysis. The 'Select fields to build the query' section has 'Agent Info' selected. The 'Query Results' table shows call data with columns for Call ID, Universal Call ID, Segment Number, Segment ACD, Segment Start Time, Answering Agent, Abandoned From Hold, Assistance Requested, In Queue Wait Time, Originating Agent, After Call Work, Audio Problem, Call Work Code, and Answered Call. An arrow points to the row for Call ID 1003.

Call ID	Universal Call ID	Segment Number	Segment ACD	Segment Start Time	Answering Agent	Abandoned From Hold	Assistance Requested	In Queue Wait Time	Originating Agent	After Call Work	Audio Problem	Call Work Code	Answered Call
1000		1	1	Dec 3 1996 7:00AM	-	Yes	Yes	11	-	0	Yes		0-amb
1001		1	1	Dec 3 1996 7:00AM	-	No	No	0	-	0	No		0-amb
1003		1	1	Dec 3 1996	11791-Wes, Ken	No	No	19	-	2	No		0-amb

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.

## Explorer

# Call Information Display

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

The screenshot shows a web application interface for displaying call information. The interface is divided into several sections:

- Select fields to build the query:** A section with a grid of checkboxes for selecting call-related fields. The 'Agent Info' checkbox is selected. Other options include Call Work Code, Callers Call, Callers Call, Observed Call, Times Held, Last Observer, Originating Login Name, Caller On-Hold Time, Malicious Call, Dialed Number, Originating Hold Time, Assistance Requested, Originating Reason Codes, Abandoned From Field, Audio Problems, Answering Reason Codes, After Call Work, Transferred Call, Agent Released, and Stroke Tally.
- Display Options:** A section with checkboxes for 'Agent Information', 'Call Information', and 'Screen Display'. The 'Find Results' button is visible below these options.
- Query Results:** A section with a table of call data. The table has the following columns: Call ID, Universal Call ID, Segment Number, Segment ACN, Segment Start Time, Calling Party, Answering Disposition, Calling Party ID, Collected Digits, Net In Time, In Que Wait Time, First VDN, First Vector, and Answering Split. The table contains three rows of data.

Call ID	Universal Call ID	Segment Number	Segment ACN	Segment Start Time	Calling Party	Answering Disposition	Calling Party ID	Collected Digits	Net In Time	In Que Wait Time	First VDN	First Vector	Answering Split
1000		1	1	Dec 3 1996 7:00AM	501-523-7177	3-abandoned call	08-identified line		8	13	10330-	101	3-Destech
1001		1	1	Dec 3 1996 7:00AM		7-unanswered	-		8	8	-	0	-1-
1002		1	1	Dec 3 1996	516-825-7177	3-answered call	08-identified line		8	18	10330-	101	3-Frametech

## Explorer

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

The screenshot shows a web application interface for call data exploration. The interface includes a 'Select fields to build the query' section with various call-related options, a 'Display Options' section, and a data table with columns for call details. A scroll bar is visible at the bottom of the table, with an arrow pointing to it.

Call ID	First VCN	First Yeast	Answering Split	Answering VCN	Answering Yeast	Priority Answered	Direct Agent Queued	Split 1	Split 2	Split 3	Trunk Group	Equipment Location	Dialed Number	Duration
1	10336-	181	1-Creaton	10301-	1	5-High	Yes	1			1	06018-1021	10338	51
2	-	8	-1-	-	8	0-nd	Ifs				1			8
3	10336-	181	2-Finacook	10301-	1	5-High	Ifs	1	2		1	06018-1022	10338	230

Chapter 4

## Explorer

### 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:

**Select fields to build the query**

Agent Info

Call Work Code

Conference Call

Observed Call

Times Held

Last Observer

Originating Login Name

Call-On-Hold Time

Malicious Call

Dialed Number

Answering Agent

Originating Hold Time

Assistance Requested

Originating Reason Codes

Agent Talk Time

Abandoned From Hold

Audio Problem

Answering Reason Codes

After-Call Work

Transferred Call

Agent Released

Strike Tally

Begin Date: 12/25  
End Date: 12/25  
Max Rows Returned: 10  
Transfered: Transferred Calls

**Query Results**

Click on a Call ID to view "read-to-go" call information.

Call ID	Universal Call ID	Segment Number	ACC	Segment Start Time	Calling Party	Dialed Number	First VCN	In Queue Wait Time	Answering Split	Answering Agent	Duration
8001		1	1	Dec 3 1996 7:00AM	301-521-1771	18330	30330-	11	1-Dispatch	-	11
8002		1	1	Dec 3 1996 7:00AM			-	0	-1-	-	0
8003		1	1	Dec 3 1996 7:03AM	316-858-1771	18330	30330-	13	2-Feedback	11307-West, Eric	236
8004		1	1	Dec 3 1996 7:04AM			-	0	-1-	-	0



*CentreVu  
Explorer*

5

# Agent In-Focus Overview

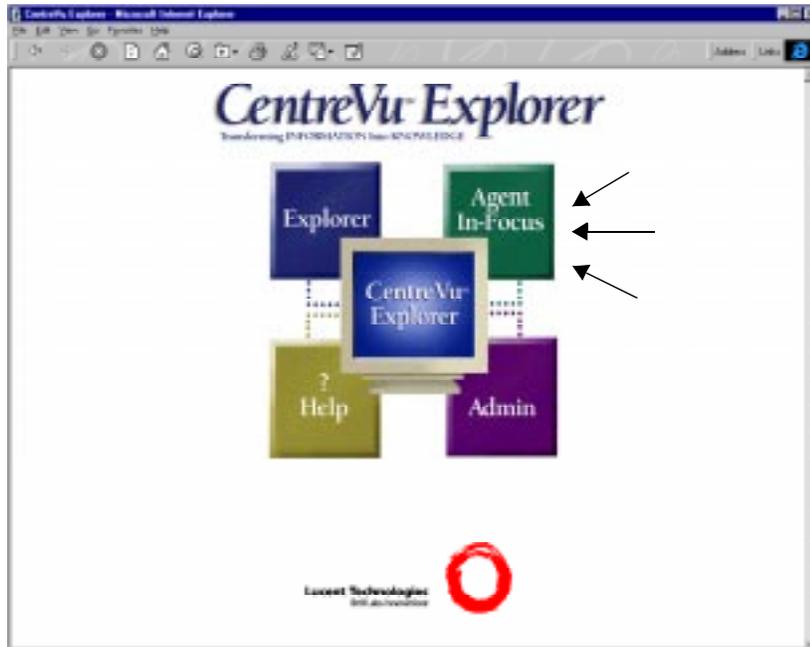
## Overview

The Agent In-Focus section of *CentreVu*<sup>®</sup> 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.

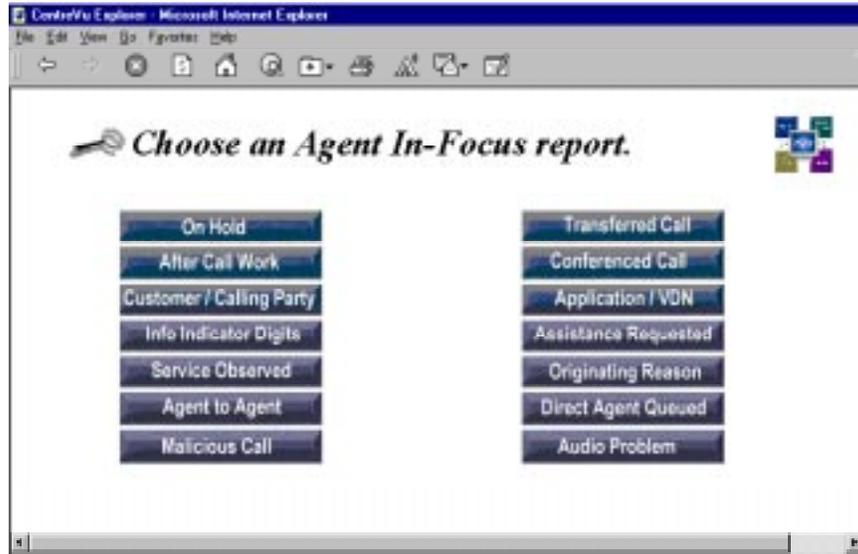
The following section details the reports provided within the Agent In-Focus portion of *CentreVu* Explorer.

## Agent In-Focus Overview

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.

## Agent In-Focus Overview

### 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.



The screenshot shows a 'Search Criteria' form with the following fields:

- Start Date: 12/15/04
- End Date: 12/15/04
- Max Items Returned: 20
- Accounting Agent: [Agent Name] (dropdown menu)
- Times Held: 1 (text box)

A 'Find Results' button is located at the bottom of the form.

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.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- 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.

### **Agent In-Focus Overview**

- **Caller On-Hold Time**—The cumulative hold time for the caller during the call.
- **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 screenshot shows the 'Agent In-Focus' web application. At the top, there's a navigation bar with 'What's Next', 'What's Cool', 'Connections', 'Get Search', 'People', and 'Settings'. Below this is a section titled 'Choose an Agent In-Focus report.' with two columns of buttons: 'On Hold', 'Alter Call Work', 'Customer / Calling Party', 'Info Indicator Digits', 'Service Observed', 'Agent to Agent', 'Malicious Call' on the left; and 'Transferred Call', 'Conferenced Call', 'Application / VDR', 'Assistance Requested', 'Originating Reason', 'Direct Agent Queued', 'Audio Problem' on the right. A search sidebar on the right includes fields for 'Begin Date', 'End Date', 'Max. Events Returned', 'Answering Agent', and a 'Transferred' dropdown menu.

The main report area is titled 'Report: Agent Transferred' and shows the agent's name '11707-West, Ken'. Below the title is a table of call records. The table has the following columns: Call ID, Universal Call ID, Segment Number, ACD, Segment Start Time, Duration, Agent Talk Time, Transferred, Calling Party, and Called Number. Three call records are visible:

Call ID	Universal Call ID	Segment Number	ACD	Segment Start Time	Duration	Agent Talk Time	Transferred	Calling Party	Called Number
1020		1	1	Dec 3 1996 10:54AM	230	23	Yes	318-289-7711	18330
1021		1	1	Dec 3 1996 7:44AM	901	20	Yes	908-252-7711	18332
11563		1	1	Dec 3 1996 9:12AM	171	20	Yes	808-282-7711	18332

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.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which segment of the call the data describes.
- 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 In-Focus Overview**

- **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.
- **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.

11720-Young, Steve

Click on a Call ID to view "credit to generate" call information.

Call ID	Universal Call ID	Segment Number	ACD	Segment Start Time	Duration	Agent Talk Time	Call Work Code	After Call Work Dials Number
3351		1	1	Dec 3 1996 7:42AM	6	8	1	30338
3357		1	1	Dec 3 1996 7:45AM	777	775	2	30338
3435		1	1	Dec 3 1996 7:52AM	261	245	2	30338
3524		1	1	Dec 3 1996 7:55AM	238	238	2	30338
3565		1	1	Dec 3 1996 7:57AM	37	37	2	30338

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.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- 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 In-Focus Overview**

- **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.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- 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.

### **Agent In-Focus Overview**

- **Conference**—Indicates if this call was conferenced 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/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 screenshot shows a web browser window with the URL <http://10.10.10.100:8080/AgentInFocus>. The main heading is "Choose an Agent In-Focus report." Below this, there are two columns of buttons representing different report types: On Hold, After Call Work, Customer/Calling Party, Info Indicator Digits, Service Observed, Agent to Agent, Missed Call, Transferred Call, Conferenced Call, Application / VDN, Assistance Requested, Originating Reason, Direct Agent Queued, and Audio Problem. To the right, there are search filters for Begin Date, End Date, and Info Entry Entered, along with a dropdown for Answering Agent and a text field for Calling Party. A "Find Results" button is at the bottom right. Below the report selection area, the user is logged in as "11707-West, Ken". A table of call records is displayed with the following data:

Call ID	Universal Call ID	Segment Number	Segment ACD	Segment Start Time	Segment Duration	Calling Party	Agent Talk Time	After Call Work	Abandoned Front Hold	Transferred	Conference	Agent Released
10000		3	1	Dec 3 1996 3:15AM	254	818-433-1111	235	17	Ifs	Ifs	Ifs	Ifs
10006		3	1	Dec 3 1996	137	813-256-1111	119	2	Ifs	Ifs	Ifs	Ifs

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

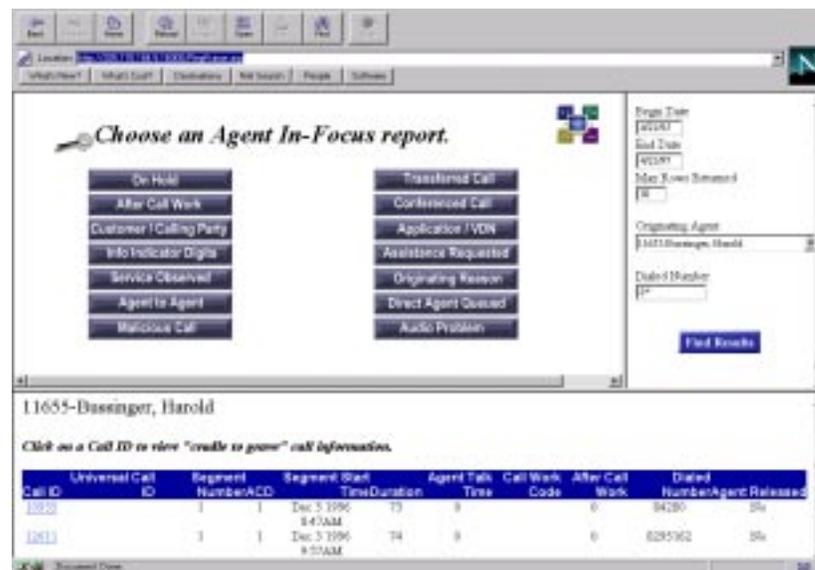
- Call ID—The identifier of the call record as generated by the ECS/switch.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.

### **Agent In-Focus Overview**

- **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:

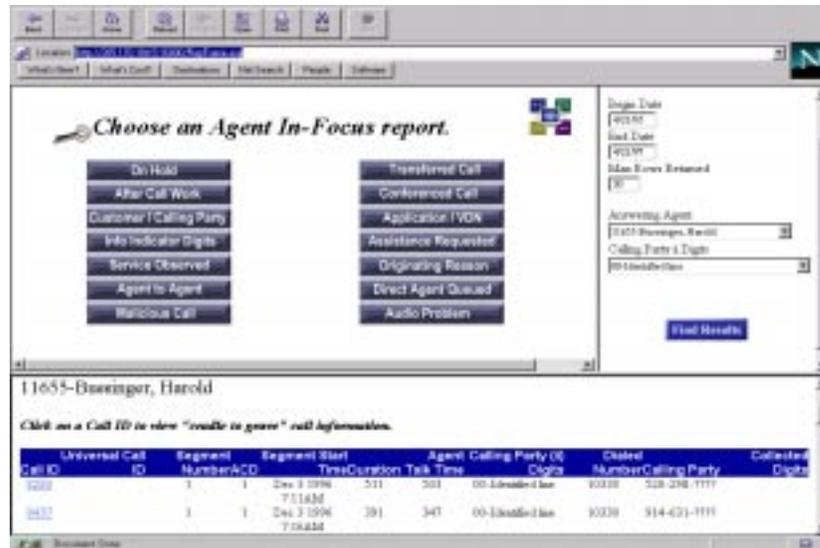
- Call ID—The identifier of the call record as generated by the ECS/switch.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- ACD—The number of the ACD for the call.
- Segment Start Time—Actual start time for the call segment.
- Duration—The length of the call.
- Agent Talk Time—The talk time for the agent during the call.

### **Agent In-Focus Overview**

- **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.
- **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:

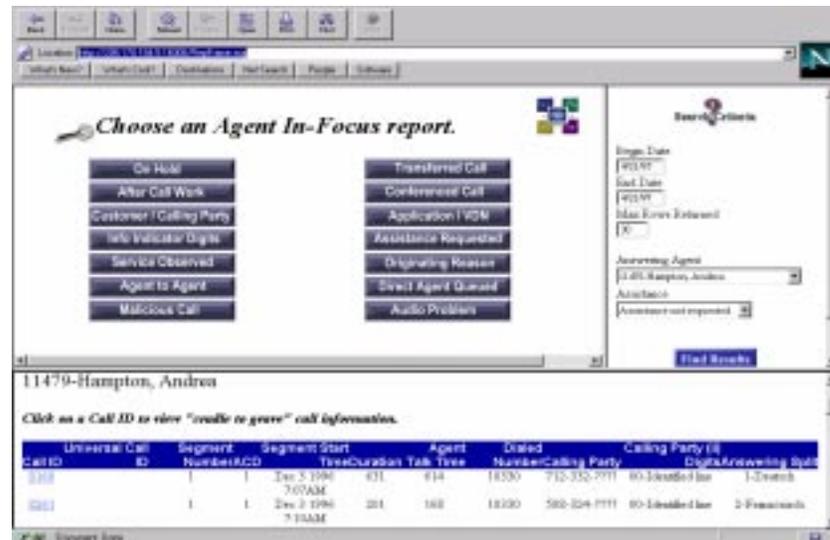
- Call ID—The identifier of the call record as generated by the ECS/switch.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- ACD—The number of the ACD for the call.
- Segment Start Time—The start 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.

### **Agent In-Focus Overview**

- 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 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:

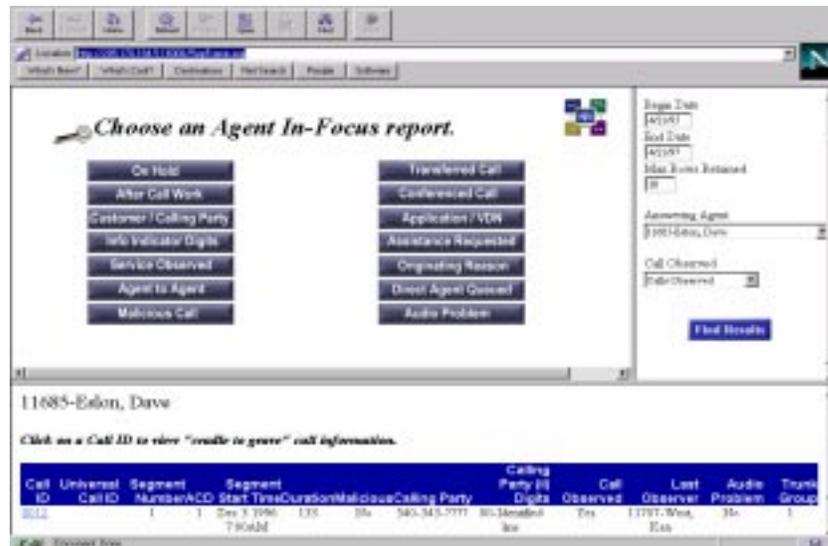
- Call ID—The identifier of the call record as generated by the ECS/switch.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- ACD—The number of the ACD for the call.
- Segment Start Time—The start 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.

### **Agent In-Focus Overview**

- 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.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- 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.

### **Agent In-Focus Overview**

- 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.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- 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.

### **Agent In-Focus Overview**

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

## 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:

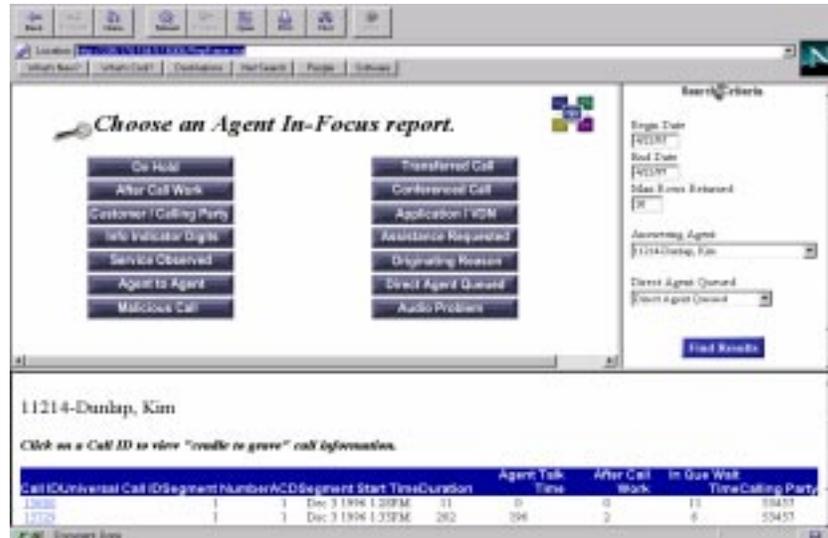
- Call ID—The identifier of the call record as generated by the ECS/switch.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- ACD—The number of the ACD for the call.
- Segment Start Time—Actual start 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.

### **Agent In-Focus Overview**

- 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:

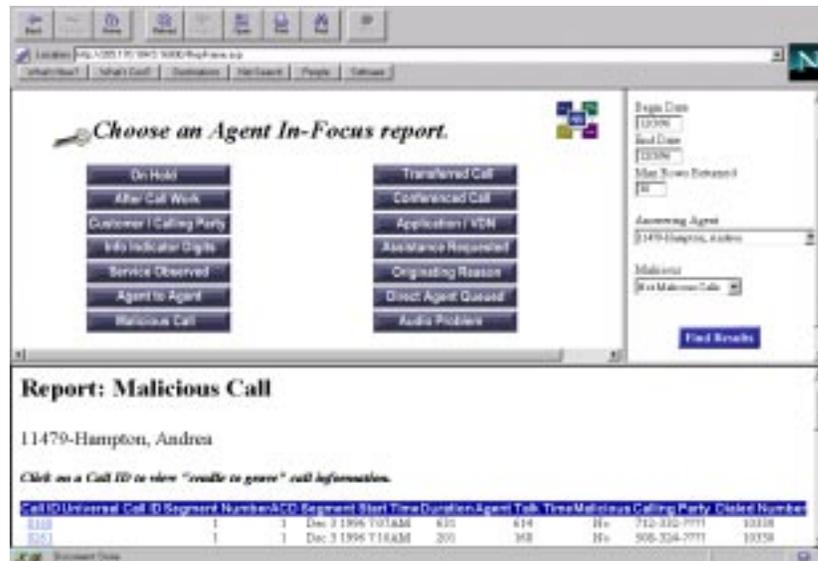
- Call ID—The identifier of the call record as generated by the ECS/switch.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- ACD—The number of the ACD for the call.
- Segment Start Time—The start 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.

### **Agent In-Focus Overview**

- 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:

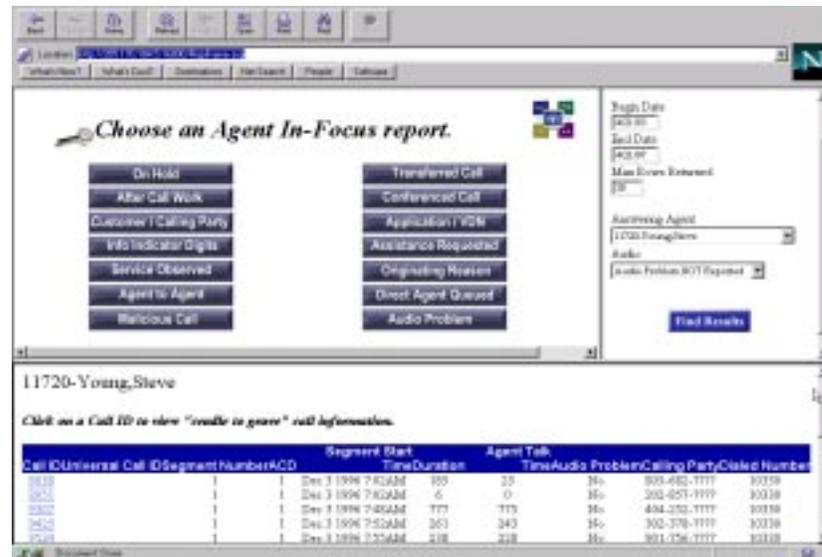
- Call ID—The identifier of the call record as generated by the ECS/switch.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- ACD—The number of the ACD for the call.
- Segment Start Time—The start 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.

### **Agent In-Focus Overview**

- **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.
- Universal Call ID—A unique number assigned to a call within the customer network
- Segment Number—Identifies which part of the call the data describes.
- 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.

### **Agent In-Focus Overview**

- **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 tables which describe error messages that may appear in *CentreVu* Explorer.

### NT Event Log Error Messages Types

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.

### Installation Error Messages

This table lists the installation error messages.

Error Message	Corrective Action
This software will only run under <i>Microsoft</i> * <i>Windows NT</i> † Server 4.0 with <i>Microsoft</i> Internet Information Server 3.0 with ASP support installed.	Install <i>Windows NT</i> Server 4.0 before attempting to install <i>CentreVu</i> 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.

Error Message	Corrective Action
<p>This machine does not have the correct version of <i>Microsoft</i> Internet Information Server installed.</p> <p>Please correct the problem by installing Internet Information Server 3.0 with ASP support before attempting to perform this install again.</p>	<p>The NT Server must have Internet Information Server 3.0 with ASP support loaded before attempting to install <i>CentreVu</i> Explorer. Complete the Internet Information Server installation before attempting to install <i>CentreVu</i> Explorer.</p>
<p>This machine does not have the correct version of <i>Microsoft</i> SQL Server installed.</p> <p>Please correct the problem by installing <i>Microsoft</i> SQL Server 6.5 (Service Pack 2 recommended) before attempting to perform this install again.</p>	<p>The NT Server must have <i>Microsoft</i> SQL Server 6.5 loaded before attempting to install SQL Server 6.5. Complete the SQL Server installation before attempting to install <i>CentreVu</i> Explorer.</p>
<p>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.</p> <p>The missing pathname is  <code>\InetPub\ftproot</code></p> <p>Press <b>OK</b> to abort this installation.</p>	<p>Internet Information Server is not set up correctly. Have your NT Administrator correct the problem before attempting to install <i>CentreVu</i> Explorer.</p>
<p>The database is currently version 1.0. This routine is not capable of upgrading from 1.0 to 1.2. Please contact the Lucent TSO for instructions. Install will now exit.</p>	<p>Contact the National Customer Care Center.</p>

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† Windows NT is a registered trademark of Microsoft Corp.

## Troubleshooting

### SQL Server Error Messages

This table lists the 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 <i>CentreVu</i> 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.	An operation on the <i>CentreVu</i> Explorer Database caused an internal database error. This error indicates that the database ran out of space. Use the Data Discard Dialog Box described in the Data Discard Administration chapter. If that doesn't help, 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.
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.

## Data Import Service Messages

This table lists the 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 <i>CentreVu</i> Explorer Service was installed. INFORMATION	No corrective action required. This is merely an informational message.
The <i>CentreVu</i> 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 <i>chrmmn.xxx</i> WARNING	The listed file could not be processed by the Data Import Service.  Record the message and contact the National Customer Care Center.
<i>chrmmn.xxx</i> 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.

## Troubleshooting

### OBDC Error Messages

This table lists the OBDC 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.

### DB-Library Error Messages

This table lists the 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.
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.

## Log-in Error Messages

This table lists the DB-Library error messages

Error Message	Corrective Action
The CentreVu Explorer Service which loads the call history data is not processing at this time. Please contact your Windows NT system administrator for help	The database is more than 95% full. Refer to the Data Discard section of this document.

## 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.

## Troubleshooting

### 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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# Appendix A

## Sample Query

### Introduction

This section guides you through building a query and viewing the results using *CentreVu*<sup>®</sup> 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:

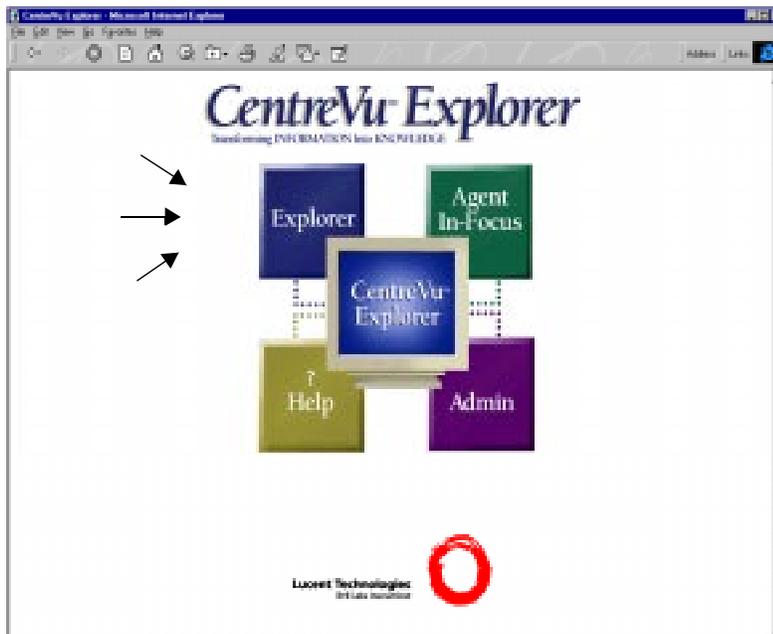
- Selecting external call history interface (ECHI) elements to query on
- Providing search criteria
- Controlling the results of the query
- Choosing different views of the query results
- Viewing and understanding the cradle-to-grave view of a call.

## Appendix A

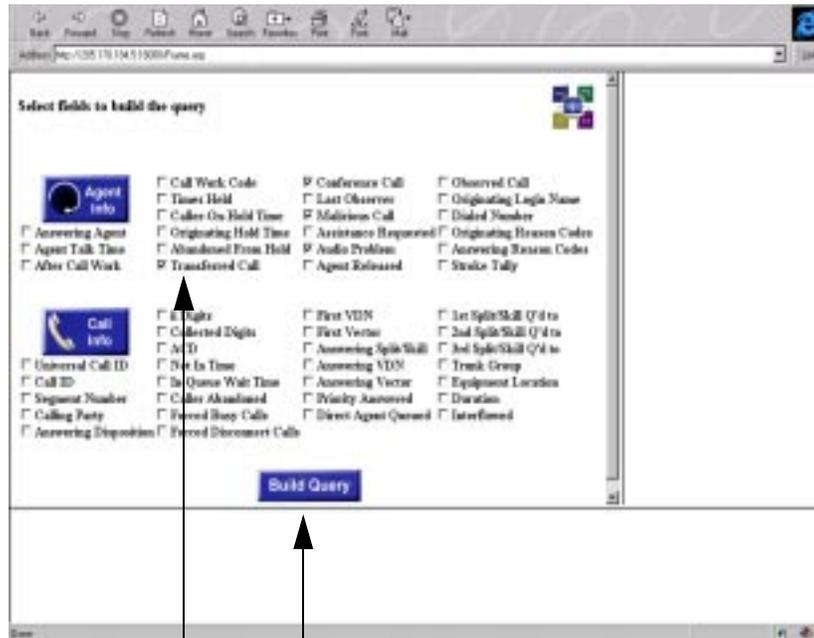
# Sample Query

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:



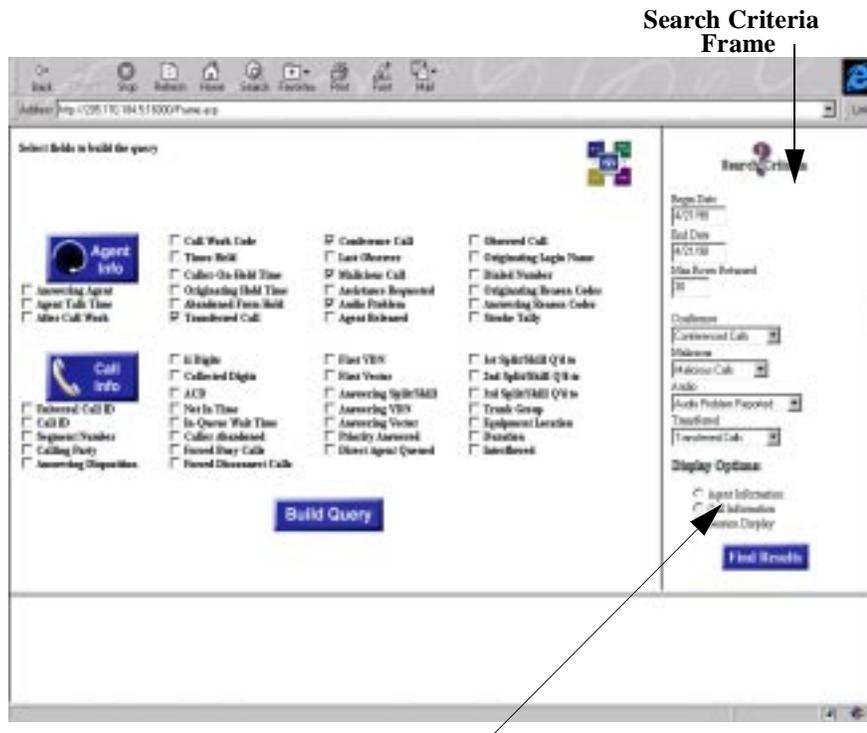
Step 2      Step 3

2. Select **Transferred Call**, **Conference Call**, **Malicious Call** and **Audio Problem** 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**.

## Appendix A

The Search Criteria frame appears, displaying the parameters for **Transferred Call**, **Conference Call**, **Malicious Call** and **Audio Problem** as shown below:



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.

### A-4 Sample Query

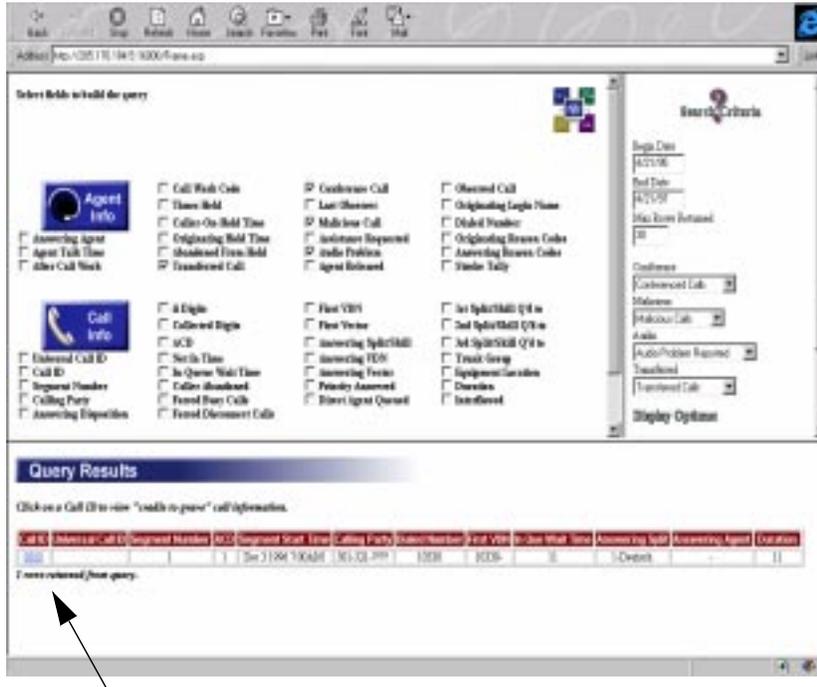
6. Select **Conferenced Calls** or **NOT Conferenced Calls** from the pull-down menu.
7. Select **Malicious Calls** or **Not Malicious Calls** from the pull-down menu.
8. Select **Audio Problem Reported** or **Audio Problem NOT Reported** from the pull-down menu.
9. Select **Transferred Calls** or **NOT Transferred Calls** from the pull-down menu.
10. 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.

11. Click on **Find Results** to run the query.

## Appendix A

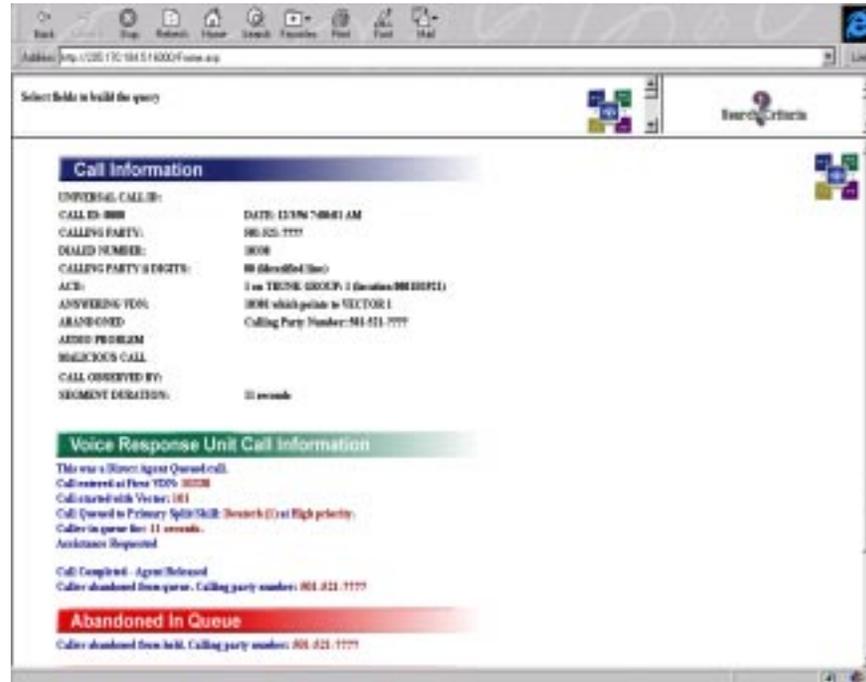
The results are displayed in the Query Results frame as follows.



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

The following window appears:

Appendix A



## 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 Deutsch (1) at high priority. The caller waited in queue for 11 seconds before the call was answered.

## Appendix A



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# Appendix B

## Query Elements

### Overview

This section details the elements used in the *CentreVu*<sup>®</sup> 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.



## 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.

## 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*<sup>®</sup> 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.

## Appendix B

### 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**

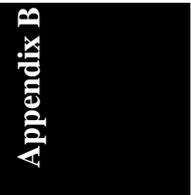
The total time (in seconds) the call was put on hold by the answering agent in this call segment.

**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.



## 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.

## 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.

## Appendix B

### 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.

## 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 (FIRSTVECTOR)

- **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.

## 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**

## **Appendix B**

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 than 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.

## Net in Time (NETINTIME)

- **Field Description**

The time the call spent in a VDN processing at another switch located elsewhere in the network.

- **Query Options**

The query returns results with a “net in time” greater than the number of seconds entered in the text box.

## Appendix B

### 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.

## Originating Hold Time(ORIGHOLDTIME)

- **Field Description**

The total time the originating agent put the call on hold.

- **Query Options**

- The query returns results with an “originating hold time” greater than the number of seconds entered in the text box.

## 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.

## Appendix B

### 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.

## 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.

## Appendix B

### Universal Call ID (UCID)

- **Field Description**

The Universal Call ID is a unique number assigned to a call within the customer network.

- **Query Options**

The query returns results associated with the Universal Call ID 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.

## 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.

## **Appendix B**



CentreVu  
Explorer



# 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:

The screenshot displays a web interface with a navigation bar at the top containing icons for Home, Search, and other functions. Below the navigation bar, there are tabs for 'Call Information', 'Call History', 'Call Details', 'Call Status', 'Print', and 'Refresh'. The main content area is divided into two sections:

- Call Information:**
  - UNIVERSAL CALL ID: [Redacted]
  - CALL ID: 8664 DATE: 12/06/07 09:00 AM
  - CALLING PARTY: Not Available
  - DIALED NUMBER: 3000
  - ACT: 3 on TRUNK GROUP 3 Location: 800110310
  - ANSWERING VDN: 10497 which points to VECTOR 12
  - SEGMENT DURATION: 67 seconds
- Call Handling:**
  - Call entered at Host VDN: Alltel Test (VDN: 3590)
  - Call started with Vector: 26
  - Call Queued to Primary Split: 0608 Withheld: 0608 (12) at High priority.
  - Call in queue for: 31 seconds.
  - Call was answered by VDN: 0608 Andrago (VDN: 10497) and by Vector: 12
  - Call Answered by: Callahan, Callina (login:11212) on Split: 0608 12
  - Talk Time: 68 seconds.
  - After Call Work Time: 689 seconds.
  - Call Completed

## Call Information

- **Universal Call ID**—A unique number assigned to a call within the customer network
- **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).
- **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.
- **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.

The screenshot shows a web browser window with the following call analysis data:

**Call Transferred**

- CALLING PARTY: 805.254.7777
- DIALED NUMBER: 1094
- CALLING PARTY EXTENSION: 00
- ACD: 1 on THINK GROUP 1 (extension 0001170)
- ANSWERING VDN: 1094 which points to VICTOR J
- SEGMENT DURATION: 34 seconds

**Call Handling**

- Call entered at First VDN: 10304
- Call started with Vector: 3
- Call Queued to Primary Skill: 3 at High priority.
- Caller in queue for: 4 seconds.
- Call was answered by VDN: 10304 and by Vector 3
- Call Answered by: Steve Bask (agent 11214)
- Call put on hold 2 time(s).
- Caller held for 34 seconds.
- Talk Time: 293 seconds.
- After Call Work Time: 2 seconds.
- Call Completed - Agent Released

**Conference Call**

- CALLING PARTY: 5913 (Internal Call)
- DIALED NUMBER: 5955
- ACD: 1 on THINK GROUP 1
- CONNECTED (0005-ACD)
- SEGMENT DURATION: 279 seconds

**Call Handling**

- Caller in queue for: 3 seconds.
- Non-ACD call to measured agent Roger Pelant
- Call Answered by: Roger Pelant (agent 11614)
- Talk Time: 271 seconds.

**Call Completed**

Appendix C

## Appendix C

### **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.



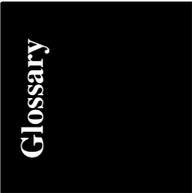
# Glossary

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 <i>CentreVu</i> Explorer user in order to administer specific elements (splits/skills, trunks, vectors, etc.) of the ACD. Access permissions are specified as <b>read</b> or <b>write</b> permission. Read permission means the <i>CentreVu</i> Explorer user can access and view Admin data. Write permission means the Explorer user can add, modify, or delete Admin data.
ACD	See <i>Automatic Call Distribution</i> .

## Glossary

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 <i>After Call Work</i> .
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 <i>Open Application Interface</i> .)
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



## Glossary

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 <i>Adjunct/Switch Applications Interface</i> .
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)	<p>A switch feature using software that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills).</p> <p>Also an agent state where the extension is engaged on an ACD call.</p> <p>See <i>Redirect On No Answer</i> and <i>Auto-Available Split</i>.</p>
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 <i>Auxiliary Work</i> .
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.

## Glossary

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 <i>Available</i> .
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)	<p>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.</p> <p>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.</p> <p>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.</p> <p>See also <i>Rolling ASA</i>.</p>

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.

## Glossary

Call Vectoring	<p>A switch feature that provides a highly flexible method for processing ACD calls.</p> <p>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.</p>
Call Work Code (CWC)	<p>An ACD capability that allows the agent to enter a string of digits during or after the call and send them to the <i>CentreVu</i> Call Management System for management reporting.</p>
CMS	<p>See <i>Call Management System</i>.</p>
Configuration	<p>The way that the computer is set up to allow for particular uses or situations.</p>
CONN	<p>See <i>Connected</i>.</p>
Connected (CONN)	<p>A trunk state in which a caller and an agent are connected on an ACD call.</p>
Connected Call	<p>A non-ACD call (that is connected to an agent through a VDN) for which <i>CentreVu</i> CMS receives an indication that the call rang or was answered.</p>

<b>CONVERSANT</b>	<i>CONVERSANT</i> 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 <i>Call Work Code</i> .
DABN	See <i>Dequeued and Abandoned</i> .
DACD	See <i>Direct Agent ACD</i> .
DACW	See <i>Direct Agent ACW</i> .
Data Collection Off	CMS is not collecting ACD data. Data already collected will not be lost when turning data collection off.

## Glossary

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 <i>CentreVu Explorer</i> 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 Dialog Box	A graphical tool which allows a user to design and implement a database sizing and data archival plan for <i>CentreVu Explorer</i> .
Data Import Service	A Windows NT Service responsible for populating the <i>CentreVu Explorer</i> 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 <i>Direct Department Calling</i> .
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).

## Glossary

DID	See <i>Direct Inward Dialing</i> .
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 <i>Dialed Number Identification Service</i> .

EAD	See <i>Expert Agent Distribution</i> .
EAS	See <i>Expert Agent Selection</i> .
Entity	A generic term that refers to one of the following: Agent, 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 <i>Expected Wait Time</i> .
Expected Delay	See <i>Expected Wait Time</i> .
Expected Wait Time (EWT)	An estimate of how long a caller will have to wait in queue to be served by a call center considering the current and past traffic, handling time, and staffing conditions. (Also referred to as <i>expected delay</i> .) 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

## Glossary

*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 <i>CentreVu</i> 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 <i>Forced Busy</i> .
FDISC	See <i>Forced Disconnect</i> .
First Threshold	A graph term for the lower limit for a particular condition in a graph report. The bar(s) change

## Glossary

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 <i>Information Indicator</i> .
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.
<b>INFORMIX</b>	A relational database management system used to organize CMS historical data.
<b>INFORMIX SQL</b>	A query language tool that is used to extract data from an <i>INFORMIX</i> <sup>*</sup> database. For the CMS historical database, CMSQL is used in place of <i>INFORMIX SQL</i> .
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 <code>Max Rows Returned</code> is 30, but can be modified.

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

## Glossary

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 <i>Integrated Services Digital Network</i> .
LAN	See <i>Local Area Network</i> .
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	<p>An EAS feature that associates the agent's login ID with the physical extension when the agent logs in. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set.</p> <p>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.</p>
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.



## Glossary

MCH	See <i>Multiple Call Handling</i> .
Measured	A term that means an ACD element (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to 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 <i>Manual In</i> .
MIA	See <i>Most Idle Agent</i> .
Most Idle Agent (MIA)	This is an ACD distribution method that maintains a 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.

**Net in Time**

The time the call spent in a VDN processing at another switch located elsewhere in the network.

## Glossary

Nonprimary Split/Skill	When a call is queued to multiple splits/skills, the second and third splits/skills to which the call queues in a VDN are called nonprimary splits/skills. They are also referred to as secondary and tertiary splits/skills, respectively.
Nonzero (0) Skill (Generic 2.2 with EAS)	Any skill that does not end in "0" is called a nonzero skill.
OCM	See <i>Outbound Call Management</i> .
Originating Hold Time	The total time the originating agent put the call on hold.
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 <i>Price Element Code</i> .
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 <i>Agent Skill, Skill Level</i> .
Pseudo-ACD	An area you create on your CMS to place previously backed-up ACD data. A pseudo-ACD is not a <i>live</i> (real) ACD and does not communicate with any switch.
Queue	A holding area for calls waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.
QUEUED	A trunk state in which an ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.
R3V2	See <i>Release 3 Version 2</i> .

## Glossary

R3V4	See <i>Release 3 Version 4</i> .
R3V5	See <i>Release 3 Version 5</i> .
R3V6	See <i>Release 3 Version 6</i> .
RAID	Redundant Array of Inexpensive Disks.
Recorded Announcements	Prerecorded greetings and information played to callers as they wait for service.
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 <i>CentreVu CMS</i> or <i>CentreVu Supervisor</i> .

Release 3 Version 5 (R3V5)	R3V5 can refer to a software version of <i>CentreVu</i> CMS or <i>CentreVu</i> Supervisor.
Release 3 Version 6 (R3V5)	R3V6 can refer to a software version of <i>CentreVu</i> CMS or <i>CentreVu</i> Supervisor.
RING	<p>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.)</p> <p>A trunk state in which a call is ringing at the agent's voice terminal.</p>
Rolling ASA	<p>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.</p> <p>An additional Rolling ASA calculated by the switch is also available as a real time database item for G3V4 and later G3 switches.</p>
RONA	See <i>Redirect On No Answer</i> .

## Glossary

Secondary Skill	<p>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.)</p> <p>See <i>Agent Skill, Skill Level</i>.</p>
Segment	<p>A segment is defined by the ECS/Switch as a logical grouping of call information.</p>
SEIZED	<p>A trunk state in which the trunk is being used for either an incoming or an outgoing call.</p>
Service Observing—Remote	<p>A feature that allows a user to dial into the switch and monitor a call.</p>
Service Observing—VDNs	<p>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.</p>
Session Display	<p>The default mode used to display query results. The Session Display option allows the user to pick a customized set of ECHI data elements.</p>

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 <i>Primary Skill</i> .
Skill, Secondary	See <i>Secondary Skill</i> .
SLK	See <i>Screen-Labeled Key</i> .

## Glossary

<b>SPARCserver</b> <sup>*</sup> 5	See <i>Sun</i> <sup>†</sup> <i>SPARCserver</i> Computers.
<b>SPARCserver</b> 10	See <i>Sun</i> <i>SPARCserver</i> Computers.
<b>SPARCserver</b> 20	See <i>Sun</i> <i>SPARCserver</i> Computers.
<b>SPARCstation</b> <sup>‡</sup>	A workstation client for the <i>SPARCserver</i> .
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.
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 <i>INFORMIX SQL</i> .
Staffed Agent	An agent who is currently logged in to the switch.

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\*SPARCserver is a trademark of Sun Microsystems Inc.

†Sun is a registered trademark of Sun Microsystems Inc.

‡SPARCstation is a trademark of Sun Microsystems Inc.

Standard Reports	The set of reports that are delivered with the CMS or <i>CentreVu</i> 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 <i>word</i> 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 <i>INFORMIX</i> ). See <i>INFORMIX SQL</i> .
<b>Sun</b> Microsystems	Manufactures the <i>Sun SPARCserver</i> 5, 10, and 20, the host computer for the <i>CentreVu</i> CMS R3V5.

## Glossary

<b>Sun SPARCserver Computers</b>	A host computer that is attached to a network and provides services other than simply acting as a store-and-forward processor or communication switch. The <i>Sun SPARCserver 5, 10, and 20</i> 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.
Terminal	A combination of monitor (video display) and keyboard used to communicate with a computer to enter and display information.  <i>See Agent Terminal.</i>
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 <i>Technical Service Center</i> .
UCD	See <i>Uniform Call Distribution</i> .
Uniform Call Distribution (UCD)	<p>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.</p> <p>See <i>Direct Department Calling</i> and <i>Expert Agent Distribution</i>.</p>
Universal Call ID	The Universal Call ID is a unique number assigned to a call within the customer network.
<b>UNIX</b> * System/ Solaris System	A multi-user computer operating system that supports CMS. A user can access the <i>UNIX</i> system from the <b>Commands</b> SLK.

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

## Glossary

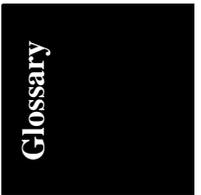
UNKNOWN	<p>An agent state in which CMS does not recognize the current state.</p> <p>A trunk state in which CMS does not recognize the state of the trunk.</p>
Update	<p>A process used to modify a customer's existing software release in order to give the customer additional functionality or to fix a problem. The update process involves downloading Explorer via the modem on the Explorer Server, or via the internet, and installing the new files.</p>
Upgrade	<p>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.</p>
User ID	<p>The login ID for a CMS user.</p>
User Window	<p>A window you can move, size, or scroll. It may contain input fields, reports, or help information.</p>
VDN	<p>See <i>Vector Directory Number</i>.</p>

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.

## Glossary

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.
VOA	See <i>VDN of Origin Announcement</i> .
Voice Response Unit (VRU)	A switch that routes calls to a VRU adjunct 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 <i>Voice Response Unit</i> .
Window	Any rectangle on your Explorer screen that encloses a menu, data entry fields, reports, or messages. See also <i>Frame</i> .
Zero (0) Skill (Generic 2.2 with EAS)	Every skill that ends with a "0" is called a zero skill. The zero skill is the first skill for each skill group. This is the same as the default skill.



## Glossary