

Lucent Technologies
Bell Labs Innovations



***CentreVu*[®] Supervisor**
Version 6
Reports

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Comcode 108144718
Issue 2
December 1998

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Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls

forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC)

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Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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This document was developed by Lucent Technologies Network Systems Customer Training and Information Products Organization.



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Document Title: *CentreVu® Supervisor Version 6*
Reports

Document No.: 585-215-851

Issue 2

Date: December 1998

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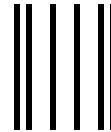
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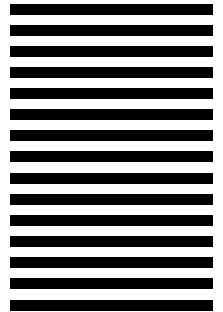
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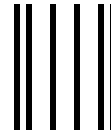
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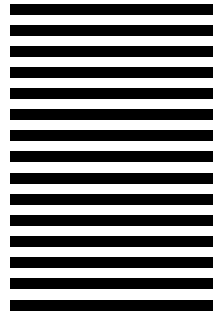
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CentreVu® Supervisor

Version 6

Reports

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Preface

Audience

The *CentreVu® Supervisor Version 6 Reports* (585-215-851) document is written for *CentreVu* Supervisor Version 6 users who analyze the available reports and use them to efficiently run their call centers.

Introduction

Call Center reports are generated through the *CentreVu* Supervisor software. This book includes:

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

NOTE:

Descriptions of reports specific to *CentreVu Advocate*, and descriptions of the supporting database items and calculations are included in a separate manual, the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855.

Organization and Use of This Document

Organization of Document

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

<i>Preface</i>	Preface
<i>Chapter 1</i>	Introduction
<i>Chapter 2</i>	Using Reports
<i>Chapter 3</i>	Real-Time Reports —show snapshots of call center activity throughout the day.
<i>Chapter 4</i>	Historical Reports —compile call center information in 15-, 30-, or 60-minute intervals. The interval information is then converted into daily, weekly, and monthly summary data.
<i>Chapter 5</i>	Integrated Reports —compile call center information from any starting point in the last 24 hours up to and including the current interval.
<i>Appendix A</i>	Database Items and Calculations
<i>Glossary</i>	Defines <i>CentreVu</i> CMS terms.

Designer Reports

Designer reports are reports that you create and design, or call the National Customer Care Center at 1-800-242-2121 to create to meet your specific call center needs (international customers contact your Lucent Technologies representative). The Report Designer feature is a standard option. Most historical, real-time, and integrated reports can be customized. For a description of the *CentreVu* CMS Report Designer subsystem, see the *CentreVu® Report Designer Version 6 User Guide* (Lucent Technologies 585-215-859) document.

Conventions Used in This Document

The following conventions are used throughout this document:

<i>Related document callouts</i>	Include the document number (if a Lucent Technologies publication) and the book title in italic. For example, see the <i>CentreVu® Report Designer Version 6 User Guide</i> (Lucent Technologies 585-215-859) document for more information.
Courier font	Designates an <i>Informix</i> * table name. For example, the <code>csplit</code> table.
“Chapter Names”	Are always in quotes.
<i>Italic</i>	Highlights references to file names and directories. For example, <i>/cms</i> . Also indicates trademarked and registered trademarked words.
Subsystem References	Are always initial capitalized. For example, set the access permissions for <i>CentreVu</i> CMS users from the User Permissions subsystem.
Window Titles	Are always capitalized.

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

Report Examples

The report examples included in this document were taken from test lab machines and are not intended to emulate real data. Report data will vary dependent on your individual site.

Terminology

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

Current Interval	The current intrahour interval which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.
Custom Reports	See the <i>CentreVu® CMS R3V5 Custom Reports</i> document, Lucent Technologies 585-215-822.
Designer Reports	Real-time or historical reports that have been customized from standard reports or are original reports designed for a specific purpose. See the <i>CentreVu® Report Designer Version 6 User Guide</i> (Lucent Technologies 585-215-859) document for more information.
Daily Data	Interval data that have been converted to a 1-day summary.
Exception Reports	Display occurrences of unusual call-handling events.
Historical Database	Contains intrahour records for up to 62 days in the past, daily records for up to 5 years in the past, and weekly and monthly records for up to 10 years for each <i>CentreVu</i> CMS-measured agent, split/skill, trunk, trunk group, vector, and Vector Directory Number (VDN).
Historical Reports	Displays past Automatic Call Distribution (ACD) data for various agent, split/skill, trunk, trunk group, vector, or VDN activities.
Integrated Reports	Compile call center information from any starting point in the last 24 hours up to and including the current interval.
Monthly Data	Daily data that have been converted to a monthly summary.
Multi-user Mode	Any administered <i>CentreVu</i> CMS user can log into <i>CentreVu</i> CMS. Data continues to be collected if data collection is “on.”

Previous Interval	One intrahour interval. At the end of each intrahour interval, the contents of the current intrahour interval are copied to the previous intrahour interval portion of the real-time database.
Real-Time Database	Current and previous intrahour data on each <i>CentreVu</i> CMS-measured agent, split/skill, trunk, trunk group, vector, and VDN.
Real-Time Reports	Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs.
Single-User Mode	Only one person can log into <i>CentreVu</i> CMS. Data continues to be collected if data collection is "on." This mode is required to change some <i>CentreVu</i> CMS administration.
Subsystem	Each <i>CentreVu</i> Supervisor Controller selection. For example, Reports is referred to as a subsystem.
Weekly Data	Daily data that has been converted to a weekly summary.

Related Documents

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

- *CentreVu® CMS R3V6 Administration* (585-215-850)
- *CentreVu® Advocate User Guide* (585-215-855)
- *CentreVu® CMS R3V5 Custom Reports* (585-215-822)
- *CentreVu® CMS R3V6 External Call History Interface* (585-215-854)
- *CentreVu® CMS R3V5 Forecast* (585-215-825)
- *CentreVu® CMS R3V6 Upgrades and Migrations* (585-215-856)
- *CentreVu® CMS R3V6 Sun^{*} SPARCserver[†] Computers Hardware Installation* (585-215-857)
- *CentreVu® CMS R3V6 Sun SPARCserver Computers Connectivity Diagram* (585-215-858)
- *CentreVu® Supervisor Version 6 Installation and Getting Started* (585-215-850)
- *CentreVu® Report Designer Version 6 User Guide* (585-215-859)
- *CentreVu® CMS R3V6 Documentation CD-ROM* (585-215-892)
- *Lucent Call Center Change Description* (585-215-853).

^{*}Sun is a registered trademark of Sun Microsystems, Inc.

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

Introduction

General Information

Audience

This chapter is written for any *CentreVu*® Supervisor Version 6 user who accesses the Real-Time, Historical, and Integrated reports subsystems. It outlines how reporting works and the reports available.

Introduction

Call Center reports are generated through the *CentreVu* Supervisor software.

About *CentreVu* CMS and Supervisor

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

The data tracked includes caller identification, service parameters, internal call transfers, outgoing calls, and agent sales. Real-time reports can be updated as often as every three seconds and summarized as often as every 15 minutes. Historical reports are available in intervals of 15, 30, or 60 minutes; daily; weekly; and monthly summaries. Integrated reports include data from any starting point in the last 24 hours up to and including the moment the report is generated.

One *CentreVu* CMS can manage up to 10,000 agent/split/skill or agent/skill pairs in up to eight Automatic Call Distributions (ACDs) at different locations. This permits you to add agents in new locations while maintaining centralized supervision to control costs.

You can use *CentreVu* reports to do the following:

- Determine how many agents are needed
- Manage call volume fluctuations
- Configure the software to make changes automatically and to meet unexpected demands
- Change agent skill assignments
- Move agents between splits and/or initiate agent audit trails
- Program vectors and/or change VDNs to vector associations.

The following table lists the *CentreVu* reports that are available. The server name will be shown on each report caption when the report is generated. The remaining chapters of this document give you an overview and an example of each report. The reports you see depend on your switch type, permissions, and system performance.

Report Name	Real-Time	Historical	Integrated
Agent Attendance		☐	
Agent AUX		☐	
Agent Event Count		☐	
Agent Graphical Information	☐		☐
Agent Group Attendance		☐	
Agent Group AUX		☐	
Agent Group Summary		☐	
Agent Group Report	☐		
Agent Inbound/Outbound		☐	
Agent Information	☐		☐
Agent Login/Logout (Skill)		☐	
Agent Login/Logout (Split)		☐	
Agent Split/Skill		☐	
Agent Summary		☐	
Agent Report	☐		
Agent Trace		☐	
Busy Hour by Trunk Group		☐	
Busy Hour by VDN		☐	
Call Record		☐	
Call Work Code		☐	
Event Count Summary	☐		
Graphical Queue	☐		
Graphical Split/Skill Call Profile	☐		
Graphical VDN Call Profile	☐		
VDN Call Handling			☐
Graphical Skill Overload*	☐	☐	☐
Graphical Split/Skill View			☐
Multi-ACD	☐	☐	
Multi-ACD by Split/Skill		☐	
Multi-ACD Top Agent	☐		
Outbound Split/Skill		☐	

Report Name	Real-Time	Historical	Integrated
Queue/Agent Summary	☐		
Skill AUX Report	☐		
Skill Status	☐		
Skill Top Agent Status	o		
Split Status	o		
Split/Skill Report	☐	☐	
Split/Skill Average Speed of Answer		☐	
Split/Skill Call Profile	☐	☐	
Split/Skill Comparison			☐
Split/Skill Graphical AUX Top Agents	☐		
Split/Skill Outbound		☐	
Split/Skill Graphical Time Spent		☐	
Split/Skill Service Level		☐	
Split/Skill Status		☐	
Split/Skill Graphical Status	☐		
System		☐	
System Multi-ACD		☐	
System Multi-ACD by Split/Skill		☐	
Top Agent Status	☐		
Trunk		☐	
Trunk Group	☐	☐	
Graphical Top Skill Status	☐		
Split/Skill Summary		☐	
Trunk Group Summary		☐	
Split/Skill Graphical EWT	☐		
VDN Multi-ACD Flow		☐	
VDN Report	☐	☐	
VDN Status		☐	
VDN Call Profile	☐	☐	
VDN Service Level		☐	
VDN Skill Preference	☐	☐	

Report Name	Real-Time	Historical	Integrated
Queue/Agent Status	☐	☐	☐
Queue/Top Agent Status	☐	☐	☐
Split/Skill Graphical Call Profile	☐	☐	☐
Split/Skill Graphical AUX Agents	☐	☐	☐
Graphical Active Agents*	☐	☐	☐
Graphical Allocated Agents*	☐	☐	☐
Graphical AUX Reserve1 Agents*	☐	☐	☐

Report Name	Real-Time	Historical	Integrated
Vector	☐	☐	☐
Agent Graphical Time Spent	☐	☐	☐
Split/Skill Graphical Service Level	☐	☐	☐
Graphical AUX Reserve 2 Agents*	☐	☐	☐
Graphical Average Positions Staffed*	☐	☐	☐
Graphical Staffing Profile*	☐	☐	☐
Work State Report for Reserve1 Agents*	☐	☐	☐
Work State Report for Reserve2 Agents*	☐	☐	☐

*This report is specific to *CentreVu Advocate* and is described in the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855.

Agent and Trunk States

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

Agent States

The following table lists the *CentreVu* CMS agent states. These states appear on real-time reports as *CentreVu* CMS records the current status of the ACD.

ACD	The agent logged into this extension is on a split/skill or direct agent call. For Generic 2.1 switches (not supported with R3V5 or R3V6 CMS), the agent state is also ACD when a call is waiting on hold.
Available (AVAIL)	The extension is able to accept an ACD call. An extension is AVAIL in AUTO-IN (AI) or MANUAL-IN (MI) work modes any time a station does not have a call active or on hold.
After Call Work (ACW)	The agent is engaged in bookkeeping, data entry, or other work related to the previous call, and is not available to receive another call. The extension enters ACW after an ACD call in MANUAL-IN completes. On the Enterprise Communications Server (ECS), the agent can select the state with the ACW key. If the agent presses the ACW button while on an ACD call, then the agent goes into ACW mode when the call is released. This ACW time is tracked as call-associated ACW. If the agent presses the ACW button while the agent is not on an ACD call, then the agent will be placed into the ACW mode, but this ACW will not be tracked as call-associated ACW. An agent's time in ACW includes time an agent is on incoming or outgoing calls while in ACW, as well as time in ACW when the agent is not connected to any calls.

Auxiliary Work (AUX)	The agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. The agent presses the AUX WORK key when the agent wants <i>CentreVu</i> CMS to recognize the extension as staffed, but does not want the ACD to distribute calls to the voice terminal. An agent's time in AUX includes time an agent is on incoming or outgoing calls while in AUX, as well as time in AUX when the agent is not connected to any calls. Agents also accrue AUX time when they make or receive extension calls from AI or MI mode. Reason codes describe the reasons you are in the AUX work mode (for example, you are on break).
Direct Agent ACD (DACD)	The agent is on a direct agent ACD call.
Direct Agent ACW (DACW)	The agent is in the after call work state for a direct agent ACD call.
OTHER	The agent is doing other work. This may represent that the agent has put a call on hold, the agent is dialing to place a call or activate a feature, an agent is in multiple splits or with multiple skills and is doing work for a split or skill other than this one.
UNKNOWN	<i>CentreVu</i> CMS does not recognize the current state. UNKNOWN remains until the condition is cleared (corrected) and/or the agent completes the current ACD call and any associated ACW, or a current agent state message is sent to <i>CentreVu</i> CMS from the switch.
UNSTAF Unstaffed	The agent is not logged in and is not being tracked by <i>CentreVu</i> CMS.
RINGING	The time a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. With this state, you can actually determine how long a call rings before an agent answers, and thereby determine the actual time a caller waits in queue and waits while the call is ringing to better analyze your call center's performance.

Trunk States

The following table lists the *CentreVu* CMS trunk states. These states appear on the *CentreVu* CMS real-time trunk report.

IDLE	The trunk is waiting for a call.
CONN	The caller and agent are connected on a call.
QUEUED	An ACD call has seized a trunk and is queued to a split or skill waiting for an agent to answer.
SEIZED	A call is using the trunk, either incoming or outgoing.
MBUSY	The trunk is maintenance busy; out of service for maintenance purposes.
HOLD	The agent has put the caller on this trunk on hold.
UNKNOWN	<i>CentreVu</i> CMS does not recognize the state of the trunk.
DABN	The caller abandoned the call. The trunk quickly goes to idle.
FBUSY	Forced busy. The caller receives forced busy signal if you have a DEFITIY ECS or Generic 2 switch with Call Vectoring. For the ECS, you can receive busy calls if there is no call in queue for the split and no agents are available.
FDISC	The caller receives a forced disconnect. This appears only if you have the Vectoring feature.
RING	A call is ringing at the agent's voice terminal.

Things to Know About *CentreVu* Supervisor Reports

Refresh Rate for Real-Time Reports

When you order a real-time report, you must specify a refresh rate for the report. This rate determines how often the report is updated to display new data.

Your fastest allowable refresh rate is defined in the User Permissions — User Data window as minimum refresh rate (see Chapter 8, “User Permissions” in the *CentreVu CMS R3V6 Administration* [Lucent Technologies 585-215-850] document). For any user, the fastest rate that may be defined is every 3 seconds. However, the actual speed at which a report refreshes may be slower than the defined speed, since the number of active terminals, the number of active windows, and the number of real-time reports can have an impact on refresh rates.

The default refresh rate when you bring up the report input window is your minimum defined refresh rate **plus** 15 seconds. You can change the refresh rate from the default at any time, with the minimum allowable refresh rate being three seconds. The minimum default refresh rate when a report is run as a script is user-defined.

If you want to calculate the shortest refresh rates you can get in *CentreVu* Supervisor real-time reports for your configuration, go to the `cmsadm` Menu in the *Solaris*^{*} system and select menu item 6) `realtime`. The Real-Time Refresh program calculates the best (shortest) refresh rates you can get in *CentreVu* Supervisor real-time reports. The program bases its calculations on your computer type, your ACD configuration, and the ways in which you use *CentreVu* Supervisor reports.

Current Interval

The current interval is a set number of minutes (15, 30, or 60). *CentreVu* CMS starts collecting ACD cumulative data at the beginning of the interval (on the hour, half-hour, or quarter hour) and continues collecting ACD cumulative data until the end of the interval. When the current interval changes, all ACD cumulative data are cleared, and *CentreVu* CMS begins counting cumulative data again starting from zero. The length of the interval is set in the System Setup: Storage Intervals window and is called the *intrahour interval*. The *intrahour interval* can be set at 15, 30, or 60 minutes. See Chapter 9, “CMS System Setup” in the *CMS R3V6 Administration* (Lucent Technologies 585-215-850) document.

^{*}Solaris is a trademark of Sun Microsystems, Inc.

Interactions with Switch Features

See Appendix A in this document or the *CentreVu Call Management System Release 3 Version 6 Administration* (Lucent Technologies 585-215-850) document for the interactions with switch features.

Service Level Increments for Call Profile Reports

You must define your acceptable service level and service level increments for splits/skills and VDNs in the Split/Skill Call Profile Setup and VDN Call Profile Setup windows. If you do not define your service level and increments, zero (0) is used for all increments, and all calls appear in the first increment. For more information, see Chapter 7, “Call Center Administration” in the *CMS R3V6 Administration* (Lucent Technologies 585-215-850) document.



CAUTION:

If you change the increments while data collection is turned on, data are distorted for the interval in which you made the change. *CentreVu* CMS deletes the call profile data already collected for that interval and only keeps the call profile data that occurred after the change. Then *CentreVu* CMS tries to combine the call profile data gathered both before and after the change into a single daily record of call profile data. As a result, some data is placed in the wrong service level increments.

Daily, weekly, and monthly summaries that include the date of the increment change look peculiar. The time increments shown on the report for the changed increment in the Call Profile Setup window are the maximum values entered for each increment before or after the change. For example, if you change the increments from all “0s” to 1, 3, 5, 10, and so on, the Call Profile report shows 1, 3, 5, 10, and so on. If you change from 1, 3, 5, 10,... to 1, 5, 7, 9,..., the report shows 1, 5, 7, 10 for the date of the change.

You should change the time increments early in the day, preferably before agents begin staffing splits/skills and before a large amount of data has been gathered. Also change the profile increments at the beginning of your reporting week and, if possible, the beginning of the month. If the beginning of the week does not coincide with the beginning of the month, you will not be able to avoid some misleading profile data for the month in which you make profile changes.

How *CentreVu* CMS Tracks ACD Data

Using the data in the real-time and historical databases, *CentreVu* CMS can generate standard reports which allow you to track your call center's activities. *CentreVu* CMS tracks the various agent, split/skill, trunk, trunk group, vector, and VDN activities at different points in the call process. See the *CentreVu Call Management System Release 3 Version 6 Administration* (Lucent Technologies 585-215-850) document for more information.

Items That Can Affect Real-Time Report Data

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

Switch Clock

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

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

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

Agents in Multiple Splits/Skills

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

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

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

Service Level Increments for Call Profile Reports

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

Prerequisite System Administration

The following system administration must be performed before you can fully use the real-time and historical reports subsystem.

Dictionary

If you want names to appear on split/skill, trunk group, agent group, ACD, call work code, VDN, and vector reports, the names must first be entered into the Dictionary subsystem. If names are not assigned in the Dictionary subsystem, numbers appear as the default.

Call Center Administration

To get Split/Skill Call Profile or VDN Call Profile reports, you must first define your acceptable service level and service level increments for the split(s)/skill(s) and VDN(s) in the Split/Skill Call Profile Setup and VDN Call Profile Setup window in the Call Center Administration subsystem.

To get an Agent Trace report, you must first start collecting agent trace data.

See Chapter 7, “Call Center Administration” in the *CMS R3V6 Administration* (Lucent Technologies 585-215-850) document for more information on setting call profiles and activating agent traces.

User Permissions

For a report to display data, you must have **read** permission for the split/skill, trunk group, ACD, vector, or VDN. For example, if you have read permission for Splits 1, 2, and 4, and try to run a report on Splits 1, 4, and 5, you receive data for Splits 1 and 4 but not for Split 5, because you do not have read permission for that split. For more information, see Chapter 8, “User Permissions” in the *CMS R3V6 Administration* (Lucent Technologies 585-215-850) document.

System Setup

You need to specify how much of the data to save for later use by historical reports. For more information, see Chapter 9, “CMS System Setup” in the *CMS R3V6 Administration* (Lucent Technologies 585-215-850) document.

Relationships to Other Subsystems

Real-Time reports have the following relationships to other *CentreVu* CMS subsystems.

Timetable

You cannot put a real-time report on a timetable. You can use shortcuts to display real-time reports. You must use the CMS terminal to use Timetable.

See Appendix D, “Timetable and Shortcut,” in the *CentreVu CMS R3V6 Administration* (Lucent Technologies 585-215-850) document.

Dictionary

For split/skill, VDN, vector, and ACD names to appear on reports, names must be defined and entered in the Dictionary subsystem.

See Chapter 4, “Dictionary,” in the *CentreVu CMS R3V6 Administration* (Lucent Technologies 585-215-850) document.

Exceptions

When an exception occurs, *CentreVu* Supervisor notifies you in three ways:

- The terminal beeps, flashes, or beeps and flashes at the same time—unless you have disabled both the beep and flash.

For more information, see Chapter 5, “Exceptions” in the *CentreVu CMS R3V6 Administration* (Lucent Technologies 585-215-850) document.

- You can see information about exception conditions by looking at appropriate Real-Time reports.
- The **Commands: Exceptions** menu item in *CentreVu* Supervisor allows you to view a running count of exceptions for Real-Time, Agents, Splits/Skill, VDNs, Vectors, and Trunk Groups. To be notified of these exceptions, you must have exception permission turned on for the specific split/skill, trunk group, ACD, VDN, and vector. Exception permissions are assigned through the *CentreVu* Supervisor Tools: User Permissions menu item.

For more information, see Chapter 8, “User Permissions” in the *CentreVu CMS R3V6 Administration* (Lucent Technologies 585-215-850) document.

- The exception is entered in the real-time exceptions log.

For more information, see Chapter 5, “Exceptions” in the *CentreVu CMS R3V6 Administration* (585-215-850) document.

Scripting

The Scripting feature lets you create a script to run a specified report or run a report and export the data on schedule. The scripts require a customer-provided scheduler to be run at a later time.

For more information on the Scripting feature, see Chapter 3, “Scripting,” in the *CentreVu® CMS R3V6 Administration* (585-215-850) guide.

User Permissions

The default for the Refresh rate in seconds: field in the report input window is the minimum refresh rate assigned for the user plus 15 seconds. The administrator assigns each user a minimum refresh rate through the *CentreVu* Supervisor User Permissions menu item. If you enter a rate that is less than your assigned minimum refresh rate, an error window appears.

For more information, see Chapter 8, “User Permissions” in the *CentreVu Call Management System R3V6 Administration* (Lucent Technologies 585-215-850) document.

Using *CentreVu*[®] Supervisor Reports

Overview

This chapter gives you general information about how to use Supervisor reports. You will find reports available under the following menus and tabs:

- **Commands** | **Reports** | Real-Time, Historical, or Integrated tab
- **Commands** | **Dictionary** | Reports tab
- **Commands** | **Exceptions** | Reports tab
- **Commands** | **Agent Administration** | Reports tab
- **Commands** | **Call Center Administration** | Reports tab
- **Tools** | **Maintenance** | Reports tab.

Procedures that apply to reports that are located in a specific Command or Tool are located in the appropriate chapter in the *CentreVu*[®] *Call Management System (CMS) R3V6 Administration* (585-215-850) document.

Supervisor reports display, report, and summarize the performance of any measured subset of the Automatic Call Directories (ACD), including agents, splits/skills, trunks/trunk groups, Vector Directory Numbers (VDNs), and vectors.

No matter where you run a report from, the way you select, run, edit, and view a report is the same. The information in this chapter teaches you how to use all Supervisor reports. The sections are as follows:

- Using the Scripting Feature
- Running a Report
- Selecting Report Run Dates
- Selecting Report Run Times
- Report Menu Bar
- Report Layouts
- Formatting Table Reports
- Formatting Chart Reports
- Minimizing Report Output Windows
- Right Mouse Button Pop-Up Menus
- Rotating a 3D Chart
- Exporting Report Data

- Copying Chart Reports
- Resizing Report Windows
- Changing Column Widths
- Selecting a Printer
- Using Page Setup
- Saving a Report as HTML
- Setting Report Thresholds
- Report Options
- Exiting and Restarting Reports.

Using the Scripting Feature

The Scripting feature lets you create a script to run a specified report or run a report and export the data on schedule. The scripts require a customer-provided scheduler to be run at a later time.

You need to specify whether the script is interactive or automatic, as follows:

- Interactive—the script runs in the current Supervisor session and the actions display on the PC. You can input requested information while the script is running.
- Automatic—the script launches a new Supervisor session that logs into CMS and runs the requested tasks in the background. Actions do not display on the PC.

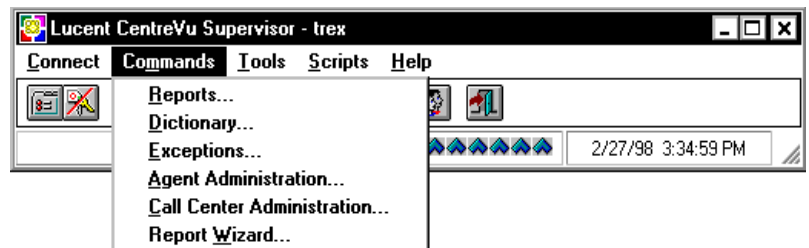
For more information on the Scripting feature, see Chapter 3, “Scripting,” in the *CentreVu® CMS R3V6 Administration* (585-215-850) document.

Running a Report

If you have Report Designer and want to quickly and easily generate a new customized report, select the **Report Wizard** button in the Controller toolbar. For more information about the Report Designer, see the *CentreVu® Report Designer Version 6 User Guide* (585-215-859).

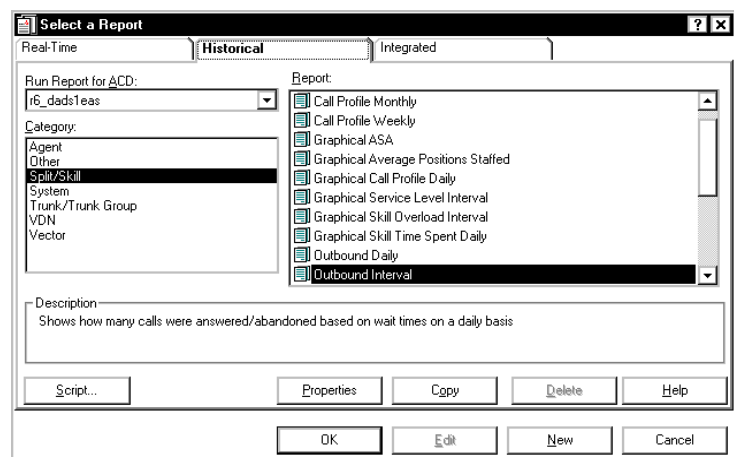
To run a Supervisor report, do the following:

1. In the Controller toolbar, select **Commands** to display the **Commands** drop-down menu.



2. Select one of the following windows:
 - **Commands|Reports** | Real-Time, Historical, or Integrated tab
 - **Commands|Dictionary** | Reports tab
 - **Commands|Exceptions** | Reports tab
 - **Commands|Agent Administration** | Reports tab
 - **Commands|Call Center Administration** | Reports tab
 - **Tools |Maintenance** | Reports tab.

The Report Selector window appears. An example of the Report Selector window is shown below. The tabs in this window may vary, depending on which option you chose under **Commands** or **Tools**.



In the Report Selector window, do the following:

1. Select a category from the **Category** box.
2. Select a report from the **Report** list box.
3. Select the ACD for which you want to run the report.
4. If you want to schedule the selected report to run at a certain time, select the **Script** button.
5. The **Script** button displays the Save as Script dialog box, which lets you create a new script for the selected report, but does not run the report. The script type is set to interactive and cannot be changed.
6. Select **OK**, or double-click on the report. The report input window displays. The inputs required will vary, depending on which report you are running.
7. Go to “Completing the Report Input Window” below.

Completing the Report Input Window

The following example shows possible types of input that might be required to run a report. The inputs required will vary, depending on which report you are running.

1. Report Title

2. History List

3. Browse Button

4. Destination Selection

5. Input Field(s)

6. Current ACD

Follow these steps in completing an input window:

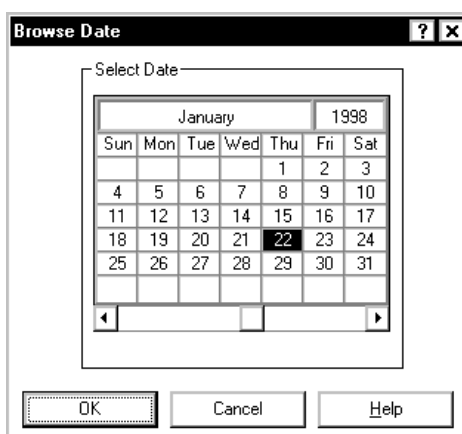
1. Fill in the **input field(s)**. Input fields are where you specify the information you are running the report for. Do any of the following:
 - Type in the name or number of the input requested.
 - Select the **Browse** button to view all of the available inputs.
 - Use the history list to select an input that you have previously used.
2. For all reports other than **Commands | Reports Real-Time** and **Integrated** tabs, select the **report destination**. Reports can be viewed on screen or printed to any printer to which your PC is connected.
3. To select the report destination, do one of the following:
 - Select the **View Report on Screen** destination.
 - Select the **Print Report on:** destination and choose a printer (if you want to print on a printer other than the one displayed).
4. Ensure that the **correct ACD** is selected. The current ACD (selected on the selector window) is displayed at the bottom of the input window.
5. If you want to run a report for a different ACD than is selected, do the following:
 - If you are in an input window, select **Cancel** to exit the report input window.
 - Go to the selector window you chose in step 1.
 - Change the ACD on the selector window.
 - Select the Report you want to run.
 - Select **OK**.
6. Select **OK**.

The report runs.

Selecting Report Run Dates

When you run historical reports, you need to select the date or dates for which to run the report. To do this, you can do any of the following:

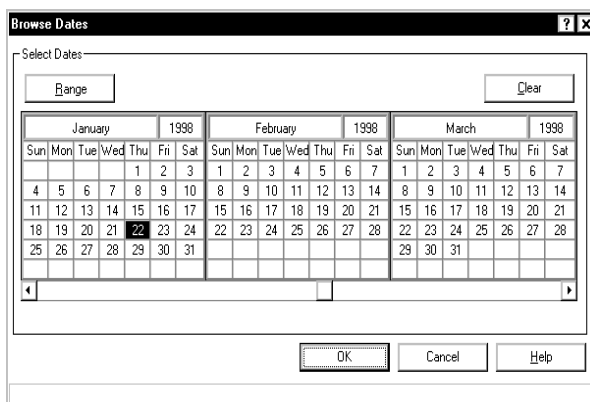
- Type the date or date range in the **Date(s)**: input field.
- Type a relative date (for example, -2 for two days ago).
- Select the date(s) from the history list of previously used date(s) for this report.
- Select the **Browse** button .
 - If you select the **Browse** button and the input needed is a single date, the following window displays:



To select a specific date, use your mouse to point at a day and click. The day is highlighted.

If you want to choose a date that is not in the current month, use the arrow keys at the bottom of the window to scroll through the months.

- If the input needed is for more than one date, the following window displays:



To select specific dates, use your mouse to point and click at a day. The day highlights. You can select as many days as you want.

To select a range of dates, select the **Range** button, point-and-click on the first day of the desired range, then point-and-click on the last day of the desired range. The dates selected highlight. You can select as many ranges as you want to, but you must select the **Range** button in order to define each range.

If you want to choose a date that is not currently displayed, use the arrow keys at the bottom of the window to scroll through the months.

To clear your current selections, select **Clear**.

- If the input needed is for one month, the following window displays:

This window is used in monthly reports where the data is for a single month. The form is initialized to the values in the input field or to the month previous to the current month when the input field is empty. Select a single month and year for the report. The minimum date is January 1980 and the maximum date is December 2055.

- If the input needed is for more than one month, the following window displays:

This window is available in monthly reports where the data is for one or more months. The report runs, beginning with

the month entered in the **First Month:** field and going through as many months as are specified in the **Number of Months:** field.

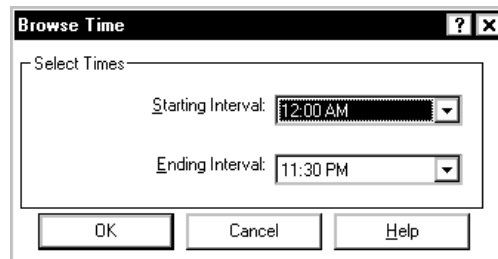
The months are in calendar order in the drop-down box, with the minimum date being January 1980 and the maximum date December 2055.

Selecting Report Run Times

When you run interval historical reports, you need to select the time period for which to run the report. To do this, do any of the following:

- Type the time range in the **Times:** input field.
- Select the times from the history list of previously used times for this report.
- Select the **Browse** button  next to the **Times:** field.

If you select the **Browse** button, the following window displays:



Complete the following fields:

- **Starting Interval** — select the time you want the report to begin with from the drop-down list. The report data will begin with the interval that begins immediately after the time you enter.
- **Ending Interval** — select the time you want the report to end with from the drop-down list. The report data will go through the interval during which the time you enter falls.

Report Menu Bar

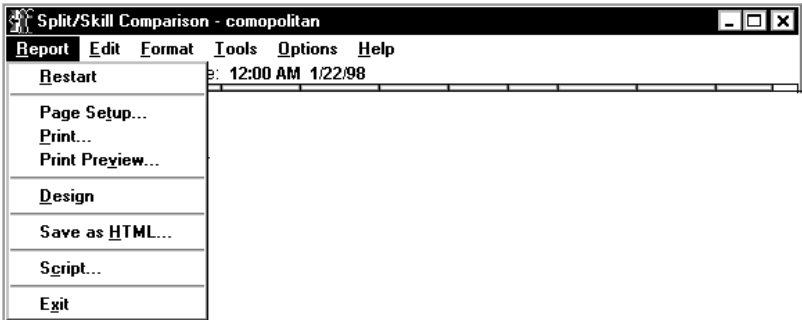
When you run a report, the menu bar at the top of the output window has the following options:

- **R**eport
- **E**dit
- **F**ormat
- **T**ools
- **O**ptions
- **H**elp

The following paragraphs detail the menu items that are available in each of these menus.

Report

The **Report** menu has the following options that relate specifically to the report you are running.



Menu Item	Action
R estart	Closes the current report output window and displays the input window for the current report. This allows you to run the same report, changing inputs as needed. The R estart menu item will be grayed out if you are currently running a drill-down report. This is disabled for drill-down reports and if the report is an unsaved report created using the Report Wizard (this item is re-enabled when the report is saved).
P age Setup	Displays the Page Setup window. See “Using Page Setup” in this chapter for more information.

Menu Item	Action
<u>P</u>rint	Displays the Print window. See “Selecting a Printer” for more information. When you select Print from the Report menu, the report that is active will be printed according to the options you choose in the Print window. If the report is a real-time report, only one refresh of the report will be printed.
Print Preview	Displays the report so that you can see it before printing.
<u>D</u>esign	If you have purchased the Report Designer software and your CMS User ID is authorized to use the Report Designer, you can access the Report Designer Design Mode window from any report using this menu item. When you select Design from the Report menu, the report that is currently running remains visible, but you are placed in the Design Mode, where you can edit the report. The Design menu item will be grayed out if you are currently running a drill-down report. For more information on the Design Mode, see the <i>CentreVu® Report Designer Version 6 User Guide</i> (585-215-859).
<u>S</u>ave	Saves the report that you edited.
Save <u>A</u>s	Saves the report you edited under a different file name.
Save as <u>H</u>TML	Displays the Save as HTML window, which lets you save a snapshot of the report output as an HTML file. Selecting the <u>S</u>cript button in this window displays the Save as Script dialog box, which lets you create a script to run the specified report and save the output as an HTML file.

Menu Item	Action
<u>S</u>cript	Displays the Save as Script dialog box, which enables you to create a script to run a specified report on schedule and display it on your PC. The script can be interactive or automatic, as follows: Interactive—the script runs in the current Supervisor session and the actions display on the PC. You can input requested information while the script is running. Automatic—the script launches a new Supervisor session that logs into CMS and runs the requested tasks in the background. Actions do not display on the PC. The scripts will require a customer-provided scheduler to be run at a later time.
<u>E</u>xit	Closes the active report output window. The location of the report output window is saved when the report is exited, and that is where the report will display the next time you run it.

Save as HTML

Overview

The Save as Hypertext Markup Language (HTML) function available with *CentreVu* Supervisor Version 6 allows the user to export a snapshot of a report running in *CentreVu* Supervisor and save it as an HTML file. Any report generated in *CentreVu* Supervisor can be converted to an HTML file. This file can then be stored on a web server for viewing on the Internet or an Intranet.

- Save as HTML does not automatically save the HTML file onto a web server. You must copy the HTML file and any associated graphics to the Internet server you want to use.
- Save as HTML does not automatically update the HTML for real-time reports.
- Save as HTML is found in the pull-down report menu on an open report.

Browsers

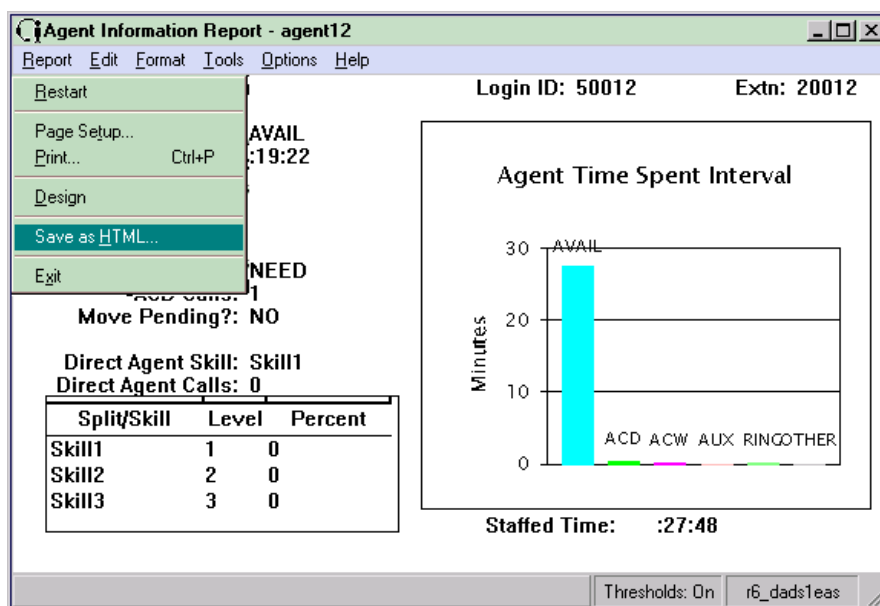
To view the HTML file, your Internet browser must support tables and *.gif* graphic files. For example, *Netscape Navigator*^{*} 3.0 or *Microsoft*[†] Internet

^{*}Netscape Navigator is a trademark of Netscape Communications Corporation.

Explorer 3.0, or later versions of either, support tables and .gif graphic files.

Selecting Save as HTML Location

The following figure shows where the Save as HTML function can be found.

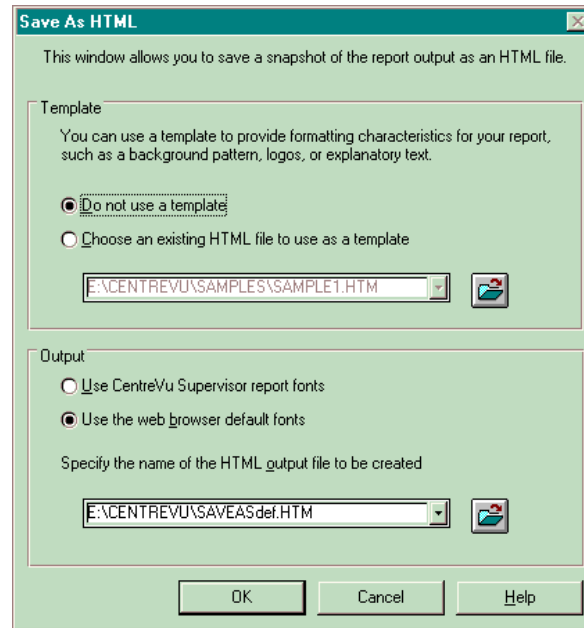


When you select **Save as HTML**, the Save as HTML dialog box displays.

†Microsoft is a registered trademark of Microsoft Corporation.

Saving a Report as an HTML File

The following figure shows the Save as HTML dialog box.



Using Save as HTML

To save a report as an HTML file, use the following steps:

1. While running the report you want to save, select **Save as HTML** from the **Report** menu.
2. Select a template option.
 - Type the template file name in the template field, select the template from the pull-down history list, or select the **Browse** button and browse for a template.
 - If you do not want to use a template, select the **Do not use a template** radio button.
3. Select an output option.
 - Selecting **Use CentreVu Supervisor report fonts** preserves the report fonts as you see them in *CentreVu* Supervisor.
 - Selecting **Use the web browser default fonts** displays the output file using Internet browser default fonts.
4. Type the name of the output file in the file name field, select the file name from the pull-down history list, or select the **Browse** button and browse for a file name.
5. Select the **OK** button to save the report in HTML file format.

The report is now saved as an HTML file for viewing with an Internet browser.

The HTML file that has been generated can be modified to fit your specific need using an HTML or text editor.

Output Files

You must select a name for the HTML file you are creating. You must specify the full file path (for example, *c:\templ\myrpt.htm*) to save the file in a directory other than the current directory.

If there are charts associated with the file, they are converted into *.gif* files and numbered in the order created. For example, *c:\templ\myrpt1.gif* and *c:\templ\myrpt2.gif*.

The output file is created using the templates and fonts you have specified. After the HTML is saved, you can move or copy it and all associated graphics files to a web server directory for viewing on the Internet or an Intranet.

Templates

A template can be used to provide company logos, background color, specific fonts, or surrounding text to the HTML file. If you do not select a template, the HTML file displays only the report.

- Templates are HTML files that can be created or edited using an HTML or text editor.
- The templates are limited by what your web browser supports.
- Templates are installed with Save as HTML.

Not Using Templates

If you choose not to use existing templates, Save as HTML generates basic HTML tags for your report to be converted to HTML.

- The standard surround tags `<HTML>` and `<BODY>` are generated.
- The background color is set to white and font color is set to black.
- The title of the page is the same as the report title.

Using Existing Templates

CentreVu Supervisor provides you with templates to use when saving a report as an HTML file. Sample templates can be found in the Samples directory of the *CentreVu* Supervisor directory where the executable files were installed.

Save as HTML Template Tags

The following table describes the tags used by Save as HTML and which can be used to create templates.

HTML Tag	Description
<CVSUP_TITLE>	This tag is replaced with the title of the report in the HTML file. If this tag is used within the <TITLE> tags, the title of the report will be used as a heading to the page. Multiple uses of this tag are allowed.
<CVSUP_BODY>	This tag is replaced by the report body in the HTML file. However, only the first occurrence of this tag is replaced. If a template is used and the <CVSUP_BODY> tag is not in the template, an error occurs, and the Save as HTML operation is aborted.

Fonts

If you choose to use the *CentreVu* Supervisor fonts, the font face and size are preserved in the HTML file.

- The fonts used in *CentreVu* Supervisor are Arial, Courier New and Times New Roman.
- In the event these fonts are not available on the computer viewing the HTML file, backup fonts are used. The backup fonts are Helvetica for Arial, Courier for Courier New, and Times for Times New Roman.
- If you choose to use the web browser's default fonts, the HTML file will not specify any fonts.
 - If you choose not to preserve the *CentreVu* Supervisor fonts, the appearance of the report in the HTML file may change.
 - If you choose to use a template, do not preserve the *CentreVu* Supervisor fonts if the template specifies the fonts.

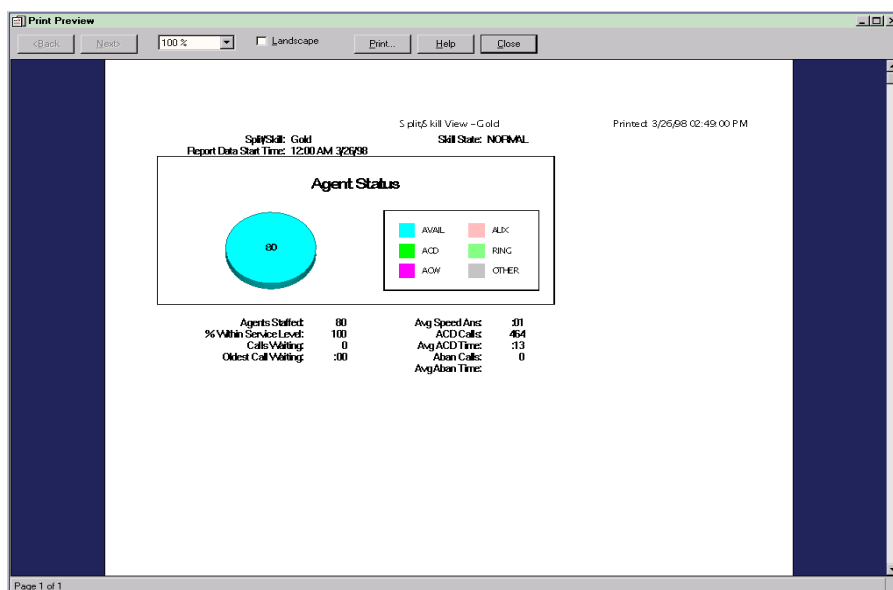
Script

The **Script** button on the Save as HTML dialog box can be used to schedule the creation of an HTML file. The **Script** button will open the Save as Script dialog box.

Print Preview

Print Preview is used to display the printed layout of a report on screen so that printed components such as page breaks and headers and footers may be viewed prior to actual printing. Print Preview is accessed from the **Report** menu of the output window of all generated reports.

Select **Print preview** to open the Print Preview dialog box. The Print preview dialog box displays one page of the generated report at a time.



Print Preview Fields/Elements

The following table describes the fields and elements on the Print Preview dialog box.

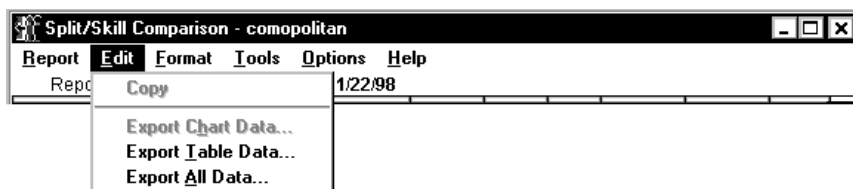
Field	Description
Scroll Bars	If the page does not fit within the Print Preview dialog box, scroll bars are available to view the entire page.
Status Bar	A status bar at the bottom of the Print Preview dialog box lists which page of the report is being viewed; for example, "page 1 of 3."
Next Button	If the generated report has more than one page in its final, printable version, the Next button moves you forward through the report one page at a time.
Back Button	If the generated report has more than one page in its final, printable version, the Back button moves you backward through the report one page at a time.

Field	Description
Zoom In/Out	The Zoom In/Out drop-down list allows you to zoom in or out on a report output in the Print Preview dialog box by a series of percentages in 25 percent increments. For example, you may view a report in Print Preview at 100 percent, 125 percent, 150 percent, and so on. The default is based on screen size.
Landscape/Portrait	The Landscape check box allows you to view a report output in either landscape mode (11x 8.5 inches) or in portrait mode (8.5 x 11 inches) for printing purposes. The default is based on your default printer settings. To select portrait mode, uncheck the Landscape box.
Print	Select the Print button to display the Print Setup dialog box. The report that is active will be printed according to the options you choose on the Print Setup dialog box, or you can select Options to display printer-specific configuration information. If the report is a real-time report, only one refresh of the report will be printed. See “Selecting a Printer” for more information.
Help	Select Help (or press F1) to display a standard <i>Microsoft Windows</i> * Help page for the Print Preview dialog box.
Close	The Close button closes the Print Preview dialog box.

*Windows is a registered trademark of Microsoft Corporation.

Edit

The **Edit** menu has the following standard *Windows* editing options.

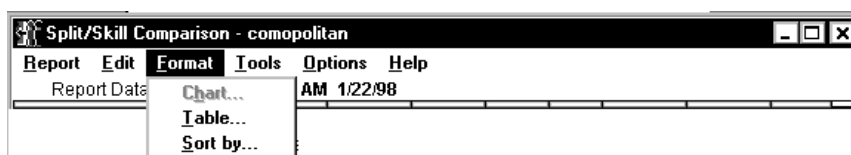


Menu Item	Action
<u>C</u>opy	The image of the currently selected chart is copied to the clipboard in <i>Windows</i> metafile format. This allows you to paste the chart picture into most <i>Windows</i> applications, such as a word processor. You can also access <u>C</u>opy from the right mouse button pop-up menu. See the “Copying Chart Reports” section in this chapter for instructions on using <u>C</u>opy .
Export <u>C</u>hart Data	Allows you to export the data in the currently selected chart. If the report is a real-time report, only one refresh of the data will be exported. You can also access the Data Export Options window from the right mouse button pop-up menu. If there is more than one chart on this report, this option will be grayed out until you select a chart. For more information on exporting data, see the “Exporting Reports” section in this chapter.
Export <u>T</u>able Data	Allows you to export the table data. If the report is a real-time report, only one refresh of the data will be exported. You can also access the Data Export Options window from the right mouse button pop-up menu. If there is more than one table on the report, this option will be grayed out until you select a table. For more information on exporting data, see the “Exporting Reports” section in this chapter.

Menu Item	Action
Export <u>A</u>ll Data	Allows you to export all data in the report. You will also be allowed to include labels and headers in the data that are exported. If the report is a real-time report, only one refresh of the data will be exported. You can also access the Data Export Options window from the right mouse button pop-up menu. For more information on exporting data, see the “Exporting Reports” section in this chapter.

Format

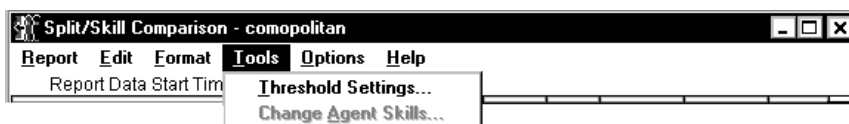
The **Format** menu contains the following actions for modifying the display format of the currently selected object. If one (or more) of the actions does not apply to the selected object, it will be grayed out.



Menu Item	Action
<u>C</u>hart	Allows you to format a chart. You can also access the Format Chart window from the right mouse button pop-up menu.
<u>T</u>able	Allows you to format a table. You can also access the Format Table window from the right mouse button pop-up menu.
<u>S</u>ort by	Allows you to sort the table by several parameters specific to the information in the selected table. You can also access the Sort by window from the right mouse button pop-up menu.

Tools

The **Tools** menu contains the following additional actions that affect the currently selected object. You can also access the Tools actions from the right mouse button.



Menu Item	Action
Available Drill-Down Reports	If you are running a report that allows you to access one or more drill-down reports, the available drill-down reports will be accessible from the Tools menu. See the “Drill-Down Reports” section in Chapter 3, “Real-Time Reports,” for more information on drill-down reports.
Threshold Settings	Opens a window that allows you to view or modify threshold highlight settings. Threshold highlight settings apply only to some real-time data items in real-time and integrated reports. For information on setting threshold highlights, see “Setting Report Threshold Highlights” in this chapter.
Change Agent Splits/Skills	If the current ACD supports Expert Agent Selection (EAS), this menu item reads Change Agent Skills ; otherwise, it reads Change Agent Splits . This menu item is enabled only when the selected table cell in a report is an agent name or agent login ID; otherwise, it is disabled. If you do not have write permission for Agent Administration, then this menu item is not shown. This action opens the Change Agent Skills window (EAS) or Change Agent Split Assignments window (non-EAS) for the selected agent. You can then modify the split/skill assignments for the agent. See the <i>CentreVu® CMS R3V6 Administration</i> (585-215-850) document for more information.

Options

The **Options** menu contains the following actions that affect the basic display of the report.



Menu Item	Action
Threshholds	Turns threshold highlighting on or off for this real-time report. When threshold highlighting is on (there is a check by the menu item), the report shows the colors (icons if the report is minimized) specified in the Threshold Settings window. When threshold highlighting is off (there is no check by the menu item), the report shows none of the threshold highlights (or icons if the report is minimized).
Status Bar	Shows or hides the status bar. When the status bar is hidden, the window remains the same size but the contents are resized to fill the window. You would choose this to get a larger viewing area for the report. When the status bar is made visible, the window remains the same size but the contents are resized to fill the smaller window area. The status bar setting is saved in the report view.
Restore Original View	Restores the Report View to the original settings. All changes made to the format of this report are discarded.

Report Layouts

There are two types of report layouts in Supervisor:

- **Tables**—the Supervisor presentation of standard Supervisor reports.
- **Charts** — the Supervisor presentation of graphical reports.

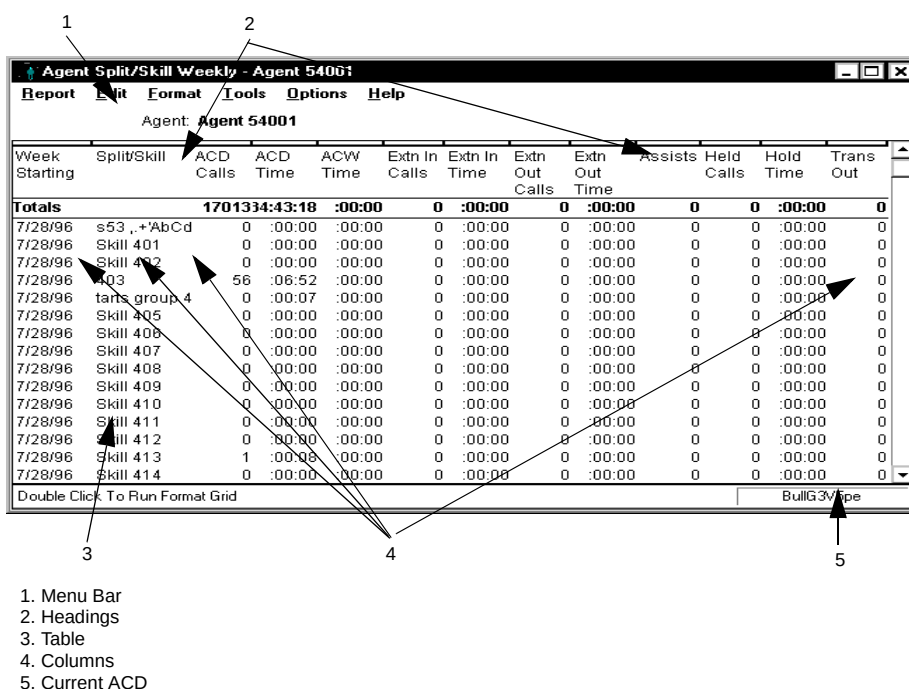
A report can consist of only a table/tables, only a chart/charts, or a combination of tables and charts.

In addition to the tables and charts that make up the main body of reports, reports can include text and field names that are followed by single data items. Text and data fields are used on both table and chart reports.

The following sections describe each type of report layout.

Tables

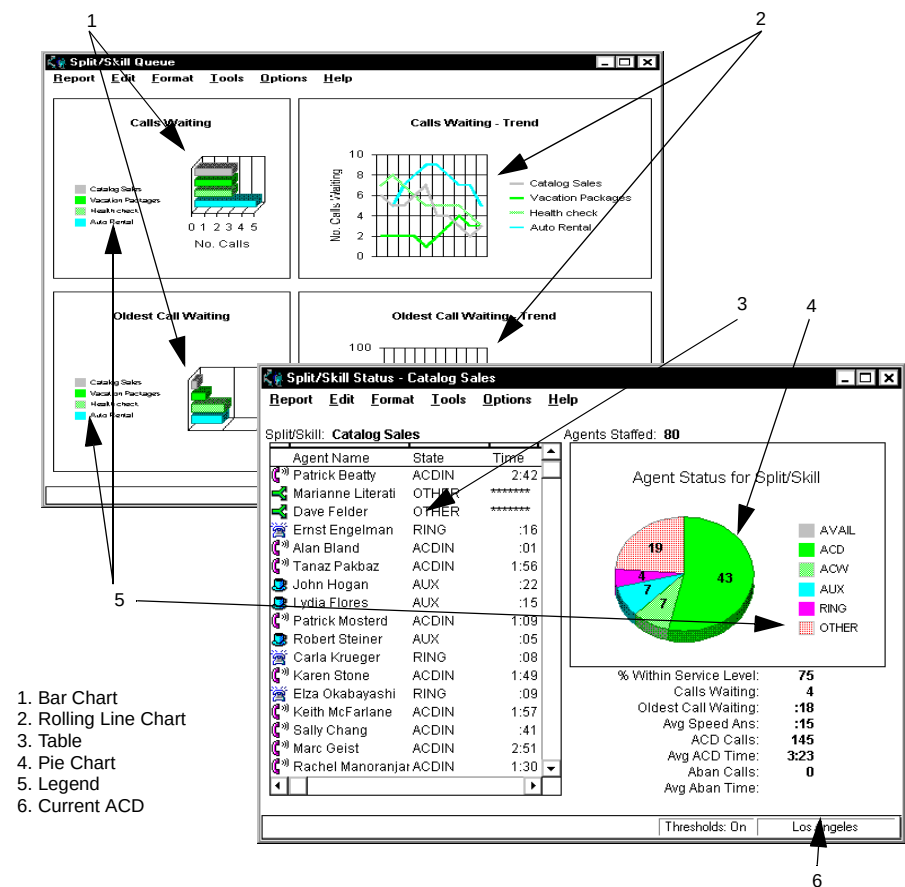
Most standard Supervisor reports (reports that are not prefaced by “Graphical”) are displayed in tables. The information on a standard report window is organized as follows:



Standard real-time reports can be sorted. See the “Formatting Table Reports” section in this chapter.

Charts

The graphical *CentreVu* Supervisor reports are displayed in charts. The information on a chart report window is organized as follows:



There are several options for formatting the appearance of the charts (graphical reports). See the "Formatting Chart Reports" section in this chapter for more information.

Formatting Table Reports

If you are in a report containing a table, you can format how the report is displayed using the Table Format Options window.

The changes you make to a report's format affect only your view of the report. The changes do not affect how other Supervisor users see the report.

To access the Table Format Options window, use one of the following:

- Double click on a column heading in the report.
- Select **Format Table** or **Sort by** from the **Format** menu or the right mouse button pop-up menu.

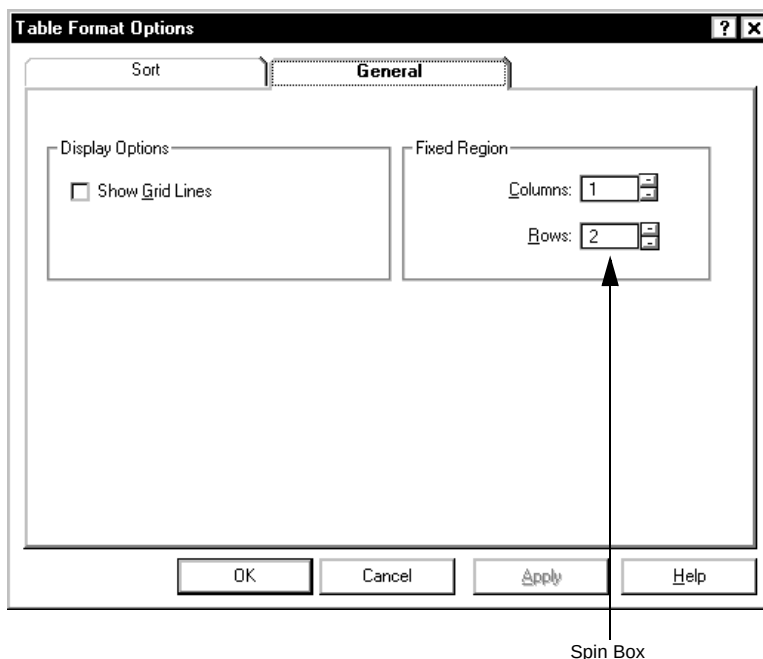
If you select **Sort by**, the Table Format Options window displays with the Sort tab active. If you select **Format Table**, the Table Format Options window displays with the General tab active.

The Table Format Options window allows you to make layout changes to a table. All changes you make are saved as part of the report view when the report exits.

The following sections describe the General and Sort tabs.

General Tab

The General tab allows you to make format changes to a table.

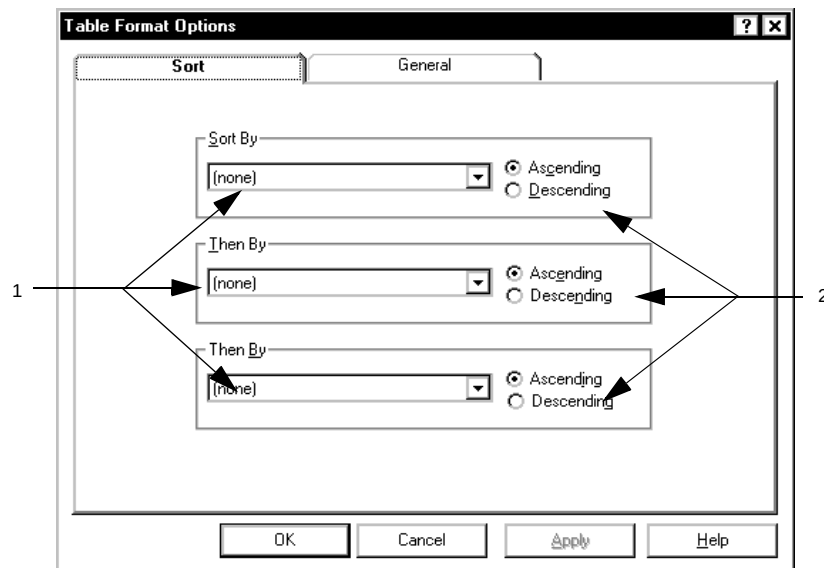


The following table parameters can be changed:

- **Show Gridlines**—specifies whether or not table lines are to be shown in the table.
- **Fixed Region, Columns**—specifies the number of columns from the left of the table that are fixed in place and do not scroll. Valid values are in the range of 0 through 99. You can use the spin boxes to select a valid value or type the value in.
- **Fixed Region, Rows**—specifies the number of rows from the top of the table that are fixed in place and do not scroll. Valid values are in the range of 0 through 99. You can use the spin boxes to select a valid value or type the value in.

Sort Tab

The Sort tab allows you to specify the order in which the following information on the real-time table report is displayed.



1. Sort By Criteria Drop-Down Lists
2. Sort Order

When you are setting up display order for a real-time report, specify the sort column (**Sort By**) and the sort order (Ascending or Descending). The drop-down list for the Sort By lists all of the database table and item names used in the report. Some examples of sorting are as follows:

- Viewing a list of agents alphabetically—select “Agent Name” from the first Sort By drop-down list, select **Ascending** as the sort order, and leave the other two Sort By boxes set to “(none).”

- Searching for agents who have been in a certain state for too long— select “State” from the first Sort By drop-down list, then select “Time” from the second Sort By drop-down list, and then select **Descending** as the sort order for the second Sort By.

Sorting may cause report refreshes to take longer. If you wish to speed up the refresh rate, turn off the sort options by selecting “(none)” for all of the Sort By criteria.

Formatting Chart Reports

Charts (found in graphical reports) provide a graphical representation of data. Values or data points are displayed in formats such as bars, lines, filled areas, and pie charts. These data points are grouped into series that are identified with unique colors.

In many chart types, one data point from each series is grouped together by category across an axis. Categories are plotted along the x-axis, while values are plotted along the y-axis. A two-dimensional chart shows series next to each other, while a three-dimensional chart plots series along the z-axis. A chart can also have a title and a legend.

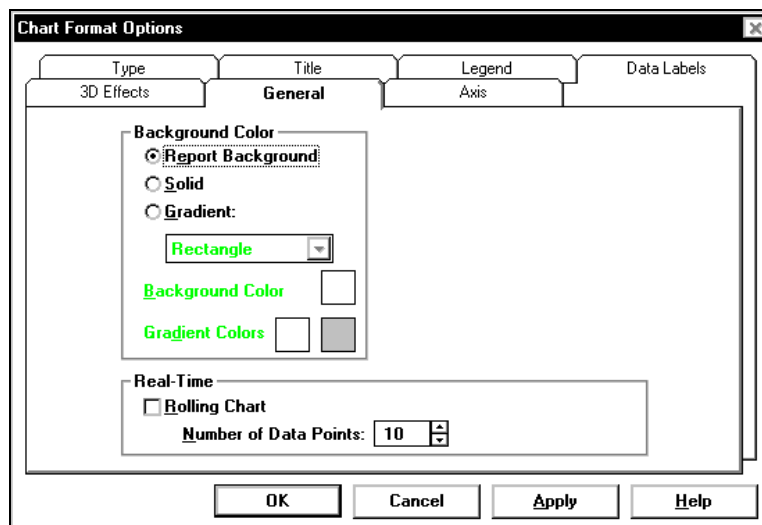
If you are in a graphical (chart) report, you can format how the report is displayed. The changes you make to a report's format affect only your view of the report. The changes do not affect how other Supervisor users see the report.

To format a chart report, selecting **Format Chart** or **Sort by** from the **Format** menu list or the right mouse button pop-up menu. The Chart Format Options window appears.

The Chart Format Options window has seven tabs: General, 3D Effects, Axis, Type, Title, Legend, and Data Labels. The following sections describe each of the tabs.

General Tab

The General tab allows you to specify several general options that apply to the chart.

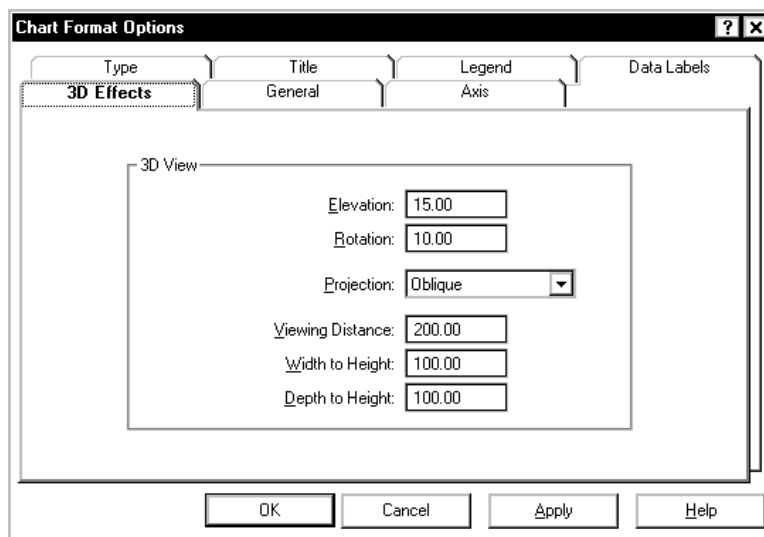


You can change the following chart parameters:

- **Background Color**—specifies whether the backdrop of the chart is a solid color or whether it is displayed as a gradient, a smooth transition from one color to another. The gradient transition can be one of the following: **Horizontal**, **Vertical**, **Rectangle**, or **Oval**. The quality of the gradient effect will vary depending on the video card installed in the PC, or the capabilities of the printer for printed reports.
- **Real-Time**—if the chart is a rolling chart, you can specify the number of data points to be displayed in the chart. Permitted values are 2 through 100, with 10 being the default. A rolling chart is a line chart that is initially displayed with no data points. For each refresh of the report, a data point is added. As data points are added, the chart “rolls” from left to right. When enough refreshes have occurred so that the chart is displaying the number of specified data points, at the next refresh, the oldest data point is dropped from the display and the newest data point is displayed.

3D Effects Tab

The 3D Effects tab allows you to control the 3D appearance of the chart. If the current chart is a 2D chart, this tab is disabled.



The following chart parameters can be changed:

- **Elevation**—a number from 0 through 90 degrees that describes the relative height from which a chart is viewed. An elevation of 90 looks directly down on the top of the chart, while an elevation of 0 looks directly at the side of the chart. The example charts throughout this document use an elevation of

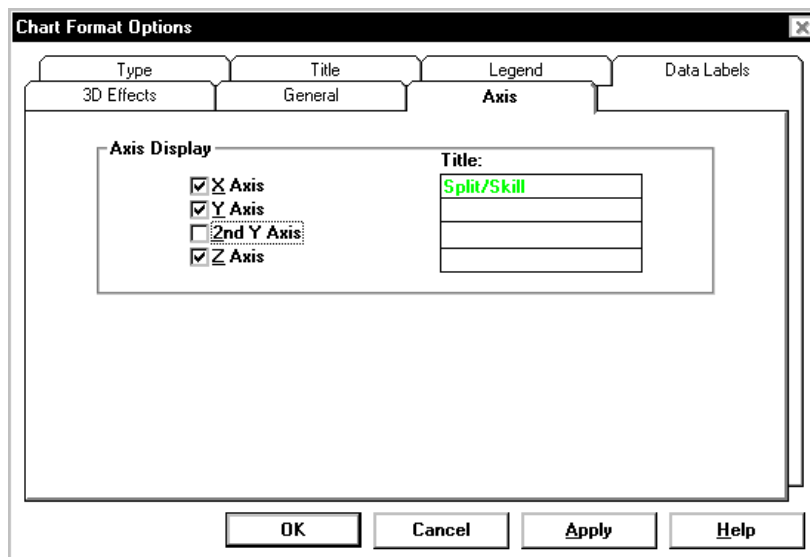
30 degrees.

- **Rotation**—a number from -360 through 360 degrees that specifies the angle that the chart is turned relative to the viewing position. The example charts throughout this document use a rotation of 60 degrees. Rotation does not apply to 3D pie charts.
- **Projection**—selects one of three mathematical algorithms used to give a 3D appearance on a 2D sheet of paper or computer screen. You can choose the following values:
 - **Oblique**: The chart has depth but the X-Y plane does not change when the chart is rotated or elevated.
 - **Orthogonal**: Perspective is not applied to the chart, resulting in less of a 3D effect. The advantage of using this type of projection is that vertical lines remain vertical, making some charts easier to read.
 - **Perspective**: This provides the most realistic 3D appearance. Objects farther away from you converge toward a vanishing point.
- **Viewing Distance**—a number from 50 through 1000 that represents the distance from which the chart is viewed as a percentage of the depth of the chart.
- **Width to Height**—a number from 5 through 2000 that represents the percentage of the chart's height that is used to draw the chart's width.
- **Depth to Height**—a number from 5 through 2000 that represents the percentage of the chart's height that is used to draw the chart's depth.

See the "Rotating a 3D Chart" section in this chapter for an easy way to change the elevation and rotation of a chart using the mouse.

Axis Tab

The Axis tab allows you to specify the title that will display on each axis of the chart report.

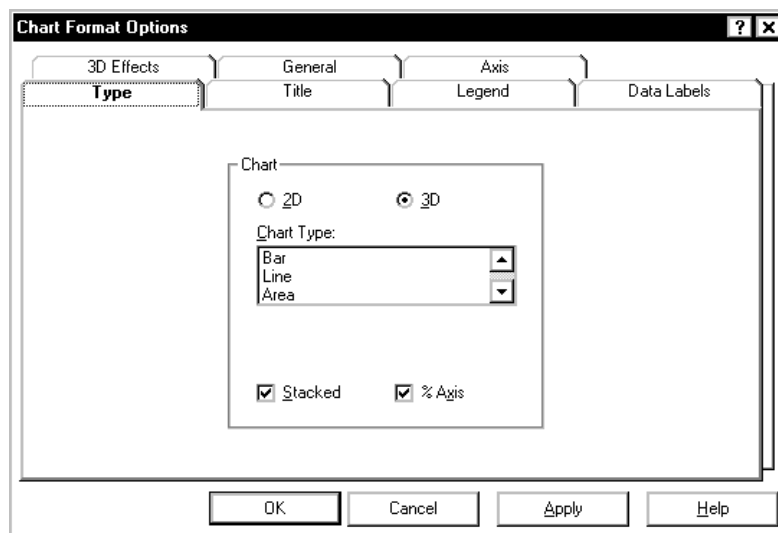


The following chart parameter can be changed:

- **Axis Display**—makes each of the axes visible or invisible. The choices are X Axis, Y Axis, 2nd Y Axis, and Z Axis.

Type Tab

The Type tab lets you change the chart type.

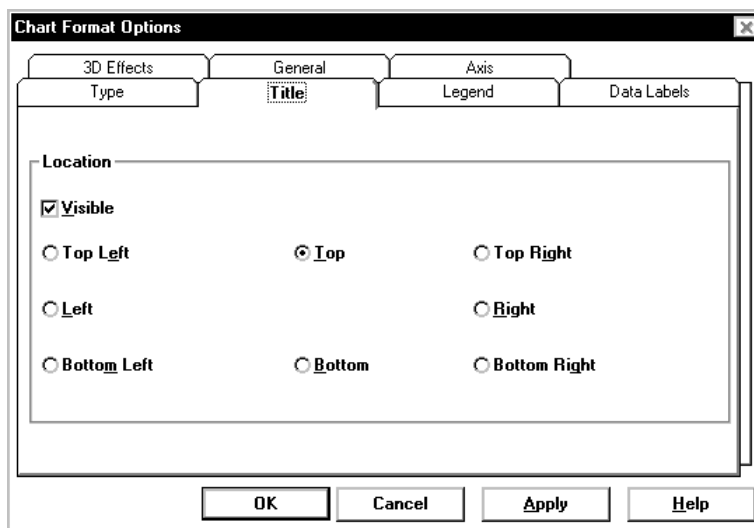


The available options on the Type tab are as follows:

- **2D and 3D**—changes the chart between 2-dimensional and 3-dimensional views. 2D charts update faster than 3D charts, so if the drawing speed seems too slow, you may want to display charts as 2D.
- **Chart Type**—specifies how the data is presented. You choose a chart type from the list. The types of charts available vary slightly depending on whether a 2D or 3D chart has been selected. All possible chart types are as follows:
 - Bar Chart (2D and 3D)
 - Line Chart (2D and 3D)
 - Area Chart (2D and 3D)
 - Step Chart (2D and 3D)
 - Horizontal Bar Chart (2D and 3D)
 - Clustered Bar Chart (3D only).
 - Pie Chart (2D and 3D).
- **Stacked** check box—causes the data for all series to be stacked rather than shown separately. This check box is disabled for pie charts.
- **% Axis** check box—causes the value axis (y-axis) to be displayed as percentages rather than as actual data values. This can be combined with the stacked check box to produce a percentage stacked chart.

Title Tab

The Title tab allows you to control the location of the chart title.



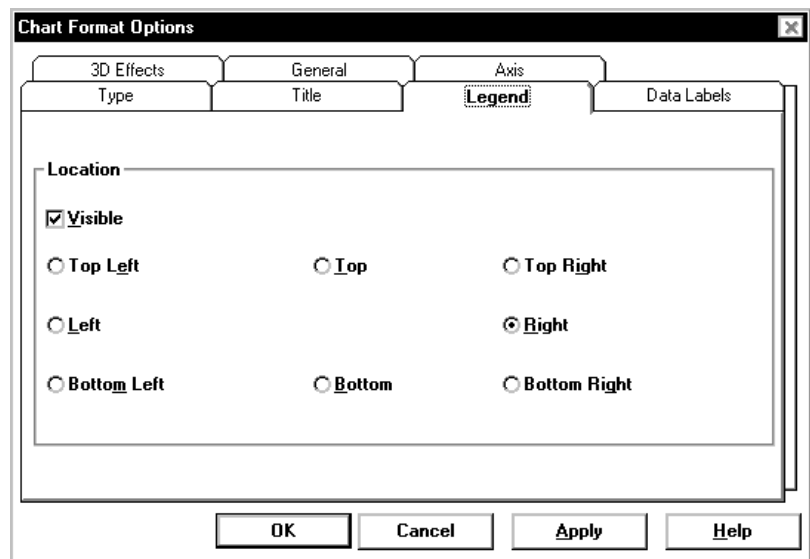
The available options on the Title tab are as follows:

- **Visible** check box—allows you to display or not display report titles.
- **Location** of title—if you elect to have report titles visible, you can select where the titles display. The available options are **Top Left**, **Top** (center), **Top Right**, **Left**, **Right**, **Bottom Left**, **Bottom** (center), and **Bottom Right**.

Since the title takes up space, the drawn chart will be smaller if you have selected Visible. If you wish to increase the size of the chart, do not select the Visible option.

Legend Tab

The Legend tab allows you to control the location of the chart legend.



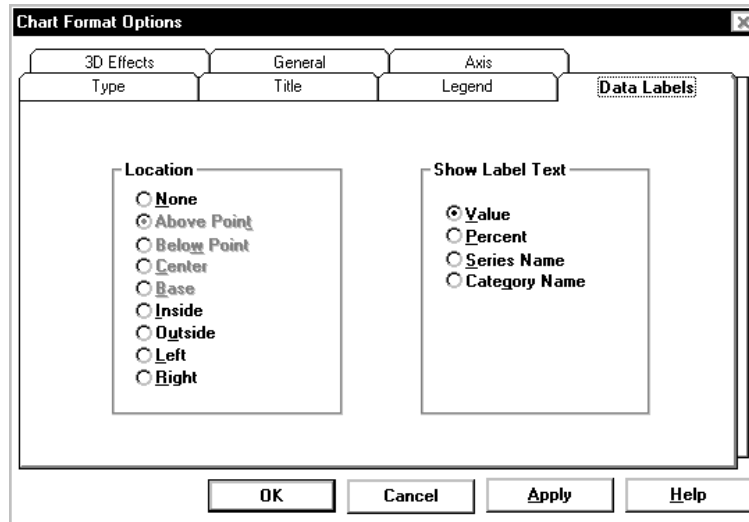
The available options on the Legend tab are as follows:

- **Visible** check box—allows you to display or not display report legends.
- **Location** of legend—if you elect to have report legends visible, you can select where the legend displays. The available options are **Top Left**, **Top** (center), **Top Right**, **Left**, **Right**, **Bottom Left**, **Bottom** (center), and **Bottom Right**.

Since legends take up space, the drawn chart will be smaller if you have selected **Visible**. If you wish to increase the size of the chart, do not select the **Visible** option.

Data Labels Tab

The Data Labels tab allows you to control the location of the data point labels.



The following parameters can be specified:

- **None**—labels are not displayed.
- **Above Point**—displays the label above the data point. This location is valid only for bar, line, area, and step charts.
- **Below Point**—displays the label below the data point. This location is valid only for bar, line, area, and step charts.
- **Center**—displays the label centered on the data point. This location is valid only for bar, line, area, and step charts.
- **Base**—displays the label along the category axis, directly beneath the data point. This location is valid only for bar, line, area, and step charts.
- **Inside**—displays the label inside a pie slice. This location is valid only for pie charts.
- **Outside**—displays the label outside a pie slice. This location is valid only for pie charts.
- **Left**—displays the label at the left of a pie slice. This location is valid only for pie charts.
- **Right**—displays the label at the right of a pie slice. This location is valid only for pie charts.

If data point labels are displayed, you can specify that they include one of the following:

- **Value**—the value of the data point appears in the label.

- **Percent**—the value of the data point appears in the label as a percentage.
- **Series Name**—the series name is used to label the data point.
- **Category Name**—the category name is used to label the data point.

The position of data point labels can affect the readability of the chart. The label text may overlap in some situations, making it difficult or impossible to read the labels.

Minimizing Report Output Windows

To minimize a report window, select the minimize button which is located in the upper right-hand corner of the window.

When a report output window is minimized, the report's icon is displayed. Depending on the category of the report, one of the following icons will be displayed:

Icon	Report Type
	Agent Administration Reports
	Agent Real-Time, Historical, and Integrated Reports
	Call Center Administration Reports
	Dictionary Reports
	Exceptions Reports
	Maintenance Reports
	Other, Queue/Agent, and Custom Real-Time and Historical Reports
	Split/Skill Real-Time, Historical, and Integrated Reports

	Trunk/Trunk Group Real-Time and Historical Reports
	VDN Real-Time, Historical, and Integrated Reports
	Vector Real-Time and Historical Reports

Minimized Report Thresholds

If Report Thresholds are enabled, real-time and integrated reports continue to update while they are minimized. If no Caution or Warning threshold condition is currently being met, the report's normal icon, as shown on the previous table, displays on the toolbar and in the system tray. If thresholds are being met, the report's icon on the toolbar remains the same, but the Caution or Warning threshold icon appears in the system tray. The threshold icons are as follows:

Icon	Threshold Type
	Caution Threshold
	Warning Threshold

Right Mouse Button Pop-Up Menus

The right mouse button pop-up menu is available only in running reports. When you click the right mouse button, a pop-up menu displays. The menu that displays is dependent on where your cursor is located. It can include options from the **Edit**, **Format**, and **Tools** menus on the **Reports** menu bar. The applicable menu items for the input field are enabled. If a report object is not selected, a menu is not displayed when you hold down the right mouse button. To deselect a selected object, click anywhere else on the report.

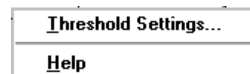
The right mouse button pop-up menu is available when you do any of the following actions:

- **Select a cell in a table and hold down the right mouse button** — a dotted border is drawn around the cell and the following menu displays:



If you select a cell that displays an agent name, agent number, or work mode, the available drill-down reports for that cell display at the top of the right mouse button menu. See examples of these later in this section.

- **Select an output field or label and hold down the right mouse button**—a dotted border is drawn around the field and the following menu displays:



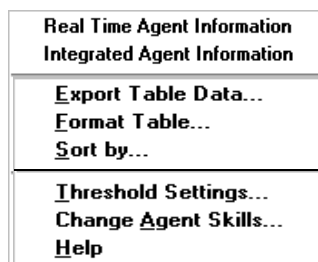
The **Threshold Settings** menu item is enabled if the highlighted field has related threshold settings. See “Setting Report Threshold Highlights” later in this chapter for information on setting report threshold highlights.

- **Select a data point in a chart and hold down the right mouse button**—the data point is highlighted using selection handles (dots along the edges of the data point) and the following menu displays:



If you selected a data point that allows report threshold highlighting to be set, the menu item will not be grayed out.

- **Select an agent name or agent number in a table and hold down the right mouse button**—a dotted border is drawn around the agent name and the following menu displays:



If you do not have the EAS feature on your Enterprise Communications Server (ECS) or switch, the drill-down reports available will be the Real-Time Agent Information report and the Integrated Agent Information report.

From this menu, you can access either the Real-Time or the Integrated Agent Graphical Information report. If you double click on the agent name and you are running a real-time report, the default drill-down report is the Real-Time Agent Graphical Information report. For descriptions of the reports, see Chapter 3, “Real-Time Reports,” and Chapter 5, “Integrated Reports.”

You can change an agent’s splits/skills while you are in a report using this method of selection. See the appropriate chapter in the *CentreVu® CMS R3V6 Administration* (585-215-850) document for more information.

- **Select a cell on a table or a point on a chart that displays agent work state information and hold down the right mouse button**— the data point is highlighted using selection handles (dots along the edges of the data point) and the following menu displays:

Agent Work State
<u>E</u> xport Table Data...
<u>F</u> ormat Table...
<u>S</u> ort by...
<u>T</u> hreshold Settings...
<u>C</u> hange <u>A</u> gent Skills...
<u>H</u> elp

If you have the ECS or switch with the EAS feature, the Real-Time AUX Agent drill-down report will also be available.

From this menu, you can access the Real-Time Split/Skill Work State Report, which also displays when you double click on a work state in the report. For a description of the reports, see Chapter 3, “Real-Time Reports.”

- **Select a cell on a table or a point on a chart that displays Top Agent work state information and hold down the right mouse button** — the data point is highlighted using selection handles (dots along the edges of the data point) and the following menu displays:

Top Agent Work State
<u>E</u> xport Table Data...
<u>F</u> ormat Table...
<u>S</u> ort by...
<u>T</u> hreshold Settings...
<u>C</u> hange <u>A</u> gent Skills...
<u>H</u> elp

If you have the ECS or switch with the EAS feature, the Real-Time AUX Agent drill-down report will also be available.

From this menu, you can access the Real-Time Split/Skill Top Agent Work State Report, which also displays when you double click on the work state in the report. For a description of the reports, see Chapter 3, “Real-Time Reports.”

Rotating a 3D Chart

The rotation and elevation of any 3D chart can be changed interactively using the mouse. This is easier than using the 3D Effects tab of the Chart Format window (see the “Formatting Chart Reports” section in this chapter for information on using the 3D Effects tab). To change the rotation and elevation of a 3D chart, do the following steps:

1. Place the pointer over a 3D chart.
2. Press and hold down the **CTRL** key. The pointer changes to indicate that the chart can be rotated.
3. Click and hold down the left mouse button. A dotted 3D outline appears around the chart.
4. Move the pointer up and down to change the chart elevation, and left and right to change the chart rotation. The dotted 3D outline shows the position of the chart as you move the mouse.
5. When you find the rotation and elevation you want, release the mouse button. The chart is redrawn in the new position.

The 3D rotation and elevation of each chart is saved as part of the report view.

Exporting Report Data

You can export the data from both standard (table) and graphical (chart) reports, either to a file or to the *Windows* clipboard. Once you have exported report data, you can copy the report information into another application (for instance, a spreadsheet).

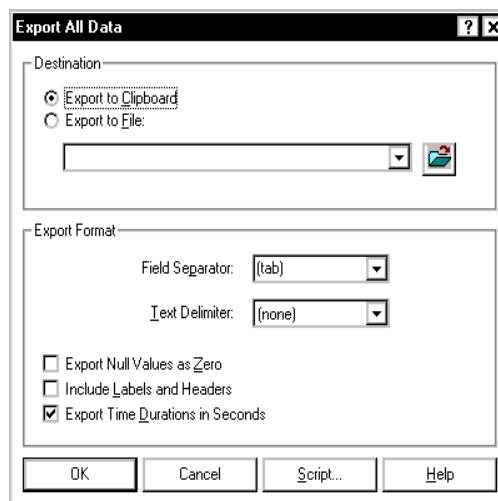
By default, only the data from the chart or table is exported. You can select the Include Labels and Headers check box on the Export Data window to include that information in the export of data.

Reports are exported from *CentreVu* Supervisor in the following format:

- Data is exported as ASCII characters.
- For table reports, each row of data is written as one line, terminated by a carriage return (ASCII value 13).
- The field separator character is written between fields.
- The field separator does not follow the last character in the line.
- Text strings are delineated according to the specified text delimiter.

To export the data from a report, do the following:

1. Click on the table or chart within a report.
2. Select **Export Table Data** or **Export Chart Data** or **Export All Data**, as appropriate, from the **E**dit menu or the right mouse button pop-up menu.
3. The Export Data window appears. The Export Data window allows you to copy the data from a report to the clipboard or a file.



4. Complete the following parts of the Export Data window:

- **Destination selection box**—choose to export the report to the clipboard or to a file. If you are exporting the report to a file, you need to type in a name for the file.
- You can select the **File** button  to browse the files on your PC, or use the history list to select a file you previously used.
- **Export Format selection box** — define the export format of the report. The character you choose from the drop-down list in the Field Separator text box is what will be placed between each field in the report. The character you choose for the Text Delimiter determines what is used around text strings in the exported file. If a text delimiter is specified, no special checks are done to ensure that the data does not contain that character and the data is written unmodified.

If you want to export data to *Microsoft Excel*, choose “Tab” as the field separator and “None” as the text delimiter.

- **Export Null Values as Zero**—select this check box to include data that is null as a zero in the export of information. This is helpful if you are exporting a table report because a null value that is not included in the export of the data could disrupt the order of the rows/columns in the data.
 - **Include Labels and Headers check box**—select this check box to include the text information (such as column headers in table reports) in the export of the report’s data.
 - **Export Time Durations in Seconds**—select this check box to include the time duration in the export of information.
5. If you want to automatically export data at a scheduled time, select the **Script** button to display the Save as Script dialog box, which lets you create a script to export the data from the report and then exit the report.

Copying Chart Reports

You can copy chart reports to the *Windows* clipboard. The copy of the selected chart report is copied to the clipboard in the *Microsoft Windows* metafile (*.wmf) format. This allows you to paste the chart image into any *Windows* application that can read the metafile format. For instance, you can copy chart reports and import the files into word processing files to be used as viewgraphs.

To copy a chart report to the metafile format, do the following steps:

1. Run a chart (graphical) report.
2. Select the image that you want to copy by clicking on it.
3. Select **C**opy from the **E**dit menu or use the right mouse button menu to select **C**opy.

The chart you selected is copied to the clipboard.

Resizing Report Windows

You can resize report windows by moving the cursor to the edge of the window and, when the resize arrow appears, holding down the left mouse button and moving the mouse to size the window. When the window is the size you want it, release the mouse button.

You can also use the maximize and minimize buttons at the top of the window to size the window.

When you resize a Supervisor report output window, the resulting effect depends on the type of report (standard Supervisor or graphical) you are running. The following paragraphs outline the effects of resizing each type of report window.

Standard Supervisor Reports

When you resize the window of a standard report, the contents of the window do not change in size to reflect the new window size.

If you made the window smaller than the size of the report, scroll bars will appear to allow you to view the entire contents of the report.

Graphical Reports

When you resize the window of a graphical report, the contents of the window will change in size to reflect the new window size.

If a window is made too small, some elements may shrink in such a way to become unreadable. If this happens, resize the window to a more appropriate size. You may also choose to turn chart legends or data labels off to make more room for the chart itself.

The window size is saved as part of the report view.

Changing Column Widths

You can change the width of an individual table column in a table or chart report by positioning the mouse pointer between the column headers.

The pointer will change to indicate that a resize is possible, and you can then drag the mouse to change the column size.

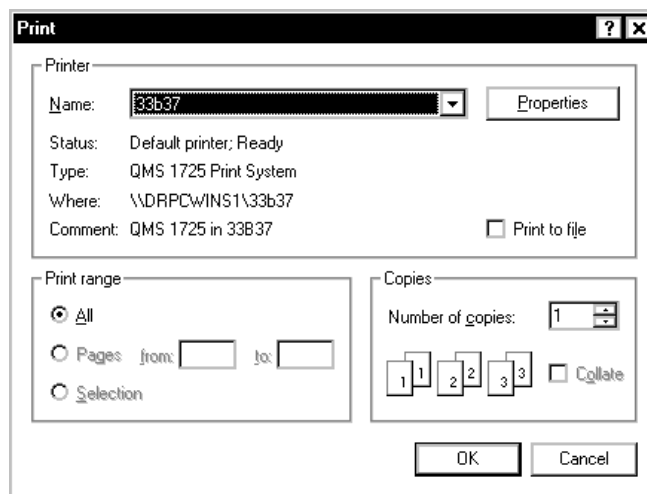
Selecting a Printer

The Print window is a standard *Windows* window.

To access the Print window, do the following:

1. Select a report (from **Reports, Dictionary, Exceptions, Call Center Administration, or Maintenance**).
2. On the report input window, select the **Print** button  , or select **Print** from the **Report** menu.

The Print window displays.



The default printer is listed in the **Name** field. To select another printer, click on the down arrow after the field to display a drop-down list of installed printers. You can choose any printer that has been installed in the *Windows* Control Panel. Depending on what printers are installed, non-printer devices such as files and fax may appear here. To print to a file, you must check the **Print to file** box.

Using Page Setup

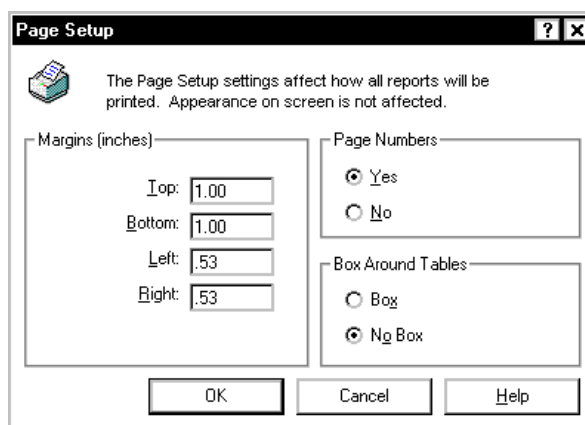
The Page Setup window allows you to specify how each page of a report is positioned when printed. The changes you make in this window apply only to printed reports and do not affect reports displayed on-screen.

The Page Setup window is a standard *Windows* print window.

To access the Page Setup window, do the following steps:

1. Select a report (from **Reports**, **Dictionary**, **Exceptions**, **Agent** or **Call Center Administration**, or **Maintenance**).
2. Complete the report input window, selecting View Report On Screen as the destination.
3. Select **OK** to run the report.
4. Once the report is running, select **Page Setup** from the **Report** menu.

The Page Setup window displays.



The following options are available in the Page Setup window:

- **Margins** — allows you to define the spaces at the edges of the page where nothing will be printed. The margin settings are defined as follows:
 - **Top**—the margin is measured from the top of the page. The report is offset by this amount at the top of each page.
 - **Bottom**—the margin is measured from the bottom of the page. When a printed table reaches the bottom of the page, it will continue printing at the top of the next page, with the table titles repeated. If a chart would overlap the bottom margin, it will be scaled smaller so that it fits within the margin. Text that reaches the bottom of the page will be printed on the next page.
 - **Left**—the margin is measured from the left of the page. The

report is offset by this amount on the left of each page.

- **Right**—the margin is measured from the right of the page. tables and text that are too wide to fit on the printed page are truncated at the right margin. Charts that would overlap the right margin are scaled smaller to fit within the margin.
- **Page Numbers**—allows you to choose whether or not to display page numbers. The following settings are valid:
 - **Yes**—page numbers will be displayed.
 - **No**—no page numbers will be displayed. This is equivalent to the way Supervisor currently prints reports.
- **Box Around Tables**—allows you to choose whether or not to display a box around report tables when printed. The following settings are valid:
 - **Box**—boxes will be displayed.
 - **No Box**—boxes will not be displayed.

Setting Report Threshold Highlights

Report threshold highlights let you set visual flags to key you when a real-time data item is out of acceptable bounds. This feature enables you to run a report minimized and be notified (through color/icon changes) when an item has passed a specific threshold.

You can set threshold highlights only for real-time data items in real-time or integrated reports. The threshold highlights you set will tell you when data for an entity (split/skill, agent, agent group, or VDN) has reached a certain level (threshold), as defined by you.

Threshold highlight settings apply to a single entity on a specific ACD. For example, if you run a real-time split report for split 17 on ACD 1 and set the threshold highlights, the threshold settings apply to split 17 on ACD 1 for all reports you run for that split and ACD. Also, the threshold highlight settings are saved on the PC you are currently using. So, if you move to another PC, you need to set up the threshold highlights on that PC. If multiple users log into the same PC, each user's threshold highlight settings are saved individually.

By default, the thresholds for each report are turned on, but the threshold highlight settings are empty and the sample size threshold is zero. Therefore, no threshold highlights show on any reports until you create them using the Threshold Settings window. You can turn thresholds on and off for each report by selecting/deselecting the **Thresholds Settings** check box in the report input window, or by selecting **Threshold Settings** from the **Options** menu in the report output window.

An example of setting report threshold highlights is to set thresholds for Time on ACD Calls in the skill named Sales. You might set the High Caution threshold to 50 seconds and the High Warning threshold to 60 seconds. If an agent spends more than 50 seconds, but less than 60 seconds, on an ACD call in the Sales skill, the item on the report will highlight with the High Caution threshold color. If the time exceeds 60 seconds, the item on the report will highlight with the High Warning threshold color. However, if the agent spends more than 50 seconds on an ACD call in any other skill (that does not have the same thresholds), the item on the report will not display any threshold highlighting.

NOTE:

Report threshold highlights are not the same as CMS Exceptions Thresholds. The threshold highlighting you can do with this feature is available through the Supervisor interface only.

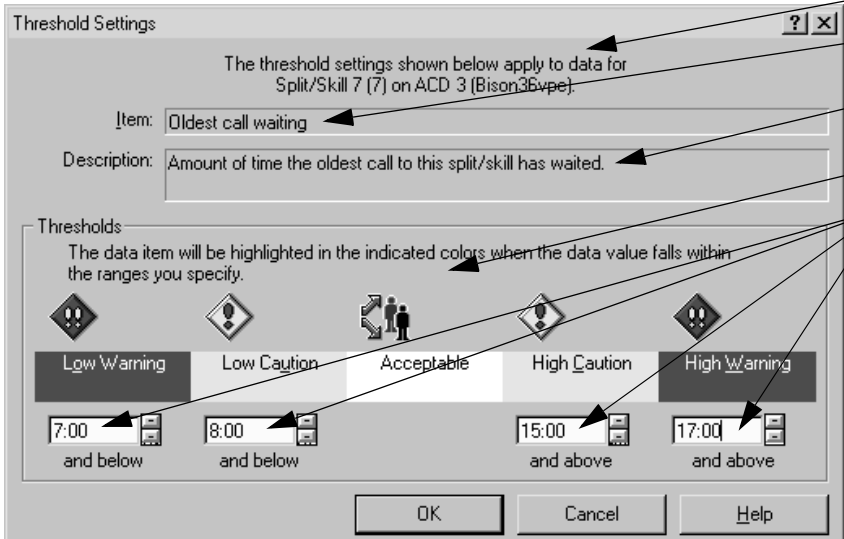
To set report threshold highlights do the following steps:

1. Run a report that contains real-time data (a real-time or integrated report)
2. Select on a data item in the report for which you can set threshold highlights

 NOTE:

When a data item/items for which threshold highlights can be set is selected, the **Threshold Settings** menu item is enabled. When the data item that is selected does not allow thresholds, an error message will display. See the tables later in this section for a list of the report outputs that allow threshold highlighting.

3. Select **Threshold Settings** from the right mouse button or from the **Tools** menu.
4. Complete the Threshold Settings window:



The Threshold Settings dialog box is shown with five numbered callouts:

1. Data Item Threshold Definition (points to the title bar)
2. Item (points to the 'Item' text box)
3. Description (points to the 'Description' text box)
4. Icons (points to the icons for Low Warning, Low Caution, Acceptable, High Caution, and High Warning)
5. Thresholds (points to the threshold ranges and icons)

The dialog box contains the following fields and controls:

- Title Bar:** Threshold Settings
- Text:** The threshold settings shown below apply to data for Split/Skill 7 (7) on ACD 3 (Bison36vpe).
- Item:** Oldest call waiting
- Description:** Amount of time the oldest call to this split/skill has waited.
- Thresholds:** The data item will be highlighted in the indicated colors when the data value falls within the ranges you specify.
- Icons:** Low Warning (yellow diamond with exclamation mark), Low Caution (yellow diamond with exclamation mark), Acceptable (green diamond with checkmark), High Caution (yellow diamond with exclamation mark), High Warning (yellow diamond with exclamation mark).
- Threshold Ranges:** 7:00 and below, 8:00 and below, 15:00 and above, 17:00 and above.
- Buttons:** OK, Cancel, Help.

1. Data Item Threshold Definition
2. Item
3. Description
4. Icons
5. Thresholds

⇒ NOTE:

Depending on which data item you have selected, the Sample Size box at the bottom of the Threshold Settings window may or may not be visible. If you selected a data item that is a percentage or an average, the **Sample Size** box is present.

The Threshold Settings window includes the following information and text boxes:

- **Item** — shows the name of the report threshold that applies to the selected data value. In most cases, this box contains a single entry. If the data value is agent “Time in State” or “Time in Workmode,” or agent group “Time in State” or “Time in Workmode,” then this list box contains multiple names, one for each possible agent state or workmode. Threshold highlights can be set for each individual state and workmode.
- **Description** — shows a description of the threshold currently selected.
- **Thresholds** — shows the colors (as defined in the **Options** Threshold Colors tab, accessed from the **Tools** menu), icons, and current numerical settings for the threshold highlights of this item. For thresholds that are time-related, the numbers you enter are in seconds. For example, if you are entering a High Caution threshold for three minutes, type 180 (for 180 seconds) in the High Caution field.
 - **Low Warning** — contains the current value for the Low Warning threshold for the selected data item. If no value is defined, the field is blank. You can set the value to any positive integer from 0 to 999,999,999 or leave it blank. If the field is blank, no threshold is set.
 - **Low Caution** — contains the current value for the Low Caution threshold for the selected data item. If no value is defined, the field is blank. You can set the value to any positive integer from 0 to 999,999,999 or leave it blank. If the field is blank, no threshold is set.
 - **High Caution** — contains the current value for the High Caution threshold for the selected data item. If no value is defined, the field is blank. You can set the value to any positive integer from 0 to 999,999,999 or leave it blank. If the field is blank, no threshold is set.
 - **High Warning** — contains the current value for the High

Warning threshold for the selected data item. If no value is defined, the field is blank. You can set the value to any positive integer from 0 to 999,999,999 or leave it blank. If the field is blank, no threshold is set.

- **Sample Size** — contains the current value for the Sufficient Sample Size value. You can set this to any value from 0 to 999. When you set Sufficient Sample Size value, you are defining a minimum number of items that must be currently tracked before the threshold highlighting is enabled. You will only see Sample Size if the data item you selected is a percentage or an average.

5. Select **OK**.

Tips for Setting Report Threshold Highlights

Keep the following tips in mind when you are setting report threshold highlights.

- Before you can administer threshold highlights for a data item, you must first click on the data item in the report to select it. When a data item is highlighted in a table (standard) report, it is outlined with a dotted line. When a data item is highlighted in a chart (graphical) report, it has “pull-bars” around the perimeter.
- See the “Available Agent Threshold Settings,” “Available Split/Skill Threshold Settings,” and “Available VDN Threshold Settings” sections in this chapter for more information on the real-time data items in reports for which you can set threshold highlights.
- In standard reports, you can select items from the table or from the output information at the top of the report.
- In chart reports, you can select items from the pie charts, bar charts, graphical reports, or tables.
- When you set threshold highlights for an entity (split/skill, agent, agent group, or VDN), that set of threshold highlights applies to every report that is run specifically for that entity.
- The report threshold highlights are updated with each refresh of the report, but not between report refreshes.
- The numbers you define for the threshold highlights must increase from left to right (the number you use for Low Warning must be less than the number you use for High Warning).
- You can set the label colors by choosing **Options** from the **Tools** menu on the Controller. Depending on how you define the colors, the sample size threshold can behave in the following ways:

- If you want to be alerted to the fact that a particular calculation is not statistically significant, set the **Insufficient** color to a different color than any other threshold condition. This causes data with insufficient sample size to be highlighted in a special color.
- If you want to ignore values with insufficient sample sizes, set the **Insufficient** color to be black text on a gray background. This causes the value with insufficient sample size to not be highlighted.
- Setting report threshold highlights affects how report data is displayed in the following ways:
 - If the data calculation contains a non-zero Sample Size threshold, the denominator of the specified calculation is compared to the Sample Size threshold. If the denominator is less than the Sample Size threshold, the value displays in the “Insufficient” color, indicating that the sample size is insufficient for the value to be significant.
 - If the sample size is sufficient or if there is no sample size associated with the data, then the data value is compared to the Low Warning, Low Caution, High Caution, and High Warning threshold values to determine which band applies. The value is displayed in the color associated with the appropriate threshold.

Available Agent Threshold Settings

All of the data that *CentreVu* Supervisor uses for agent threshold highlights are retrieved from the cagent (current interval agent) database table. See Appendix A of the *CentreVu® Version 6 Supervisor Reports* (585-215-851) document for more information on the database tables. The agent threshold highlights you can set are as follows:

Threshold	Description/Database Item or Calculation
Time in AUX State	<i>Description</i> — Amount of time the agent is in the Auxiliary Work state. <i>Measures</i> — DURATION while AGSTATE = AUX
Time in AUX-IN State	<i>Description</i> — Amount of time the agent is on an incoming call while in the Auxiliary Work state. <i>Measures</i> — DURATION while AGSTATE = AUX-IN

Threshold	Description/Database Item or Calculation
Time in AUX-OUT State	<i>Description</i> — Amount of time the agent is on an outgoing call while in the Auxiliary Work state. <i>Measures</i> — DURATION while AGSTATE = AUX-OUT
Time in ACW State	<i>Description</i> — Amount of time the agent is in the After Call Work state. <i>Measures</i> — DURATION while AGSTATE = ACW
Time in ACW-IN State	<i>Description</i> — Amount of time the agent is on an incoming call while in the After Call Work state. <i>Measures</i> — DURATION while AGSTATE = ACW-IN
Time in ACW-OUT State	<i>Description</i> — Amount of time the agent is on an outgoing call while in the After Call Work state. <i>Measures</i> — DURATION while AGSTATE = ACW-OUT
Time in AVAIL State	<i>Description</i> — Amount of time the agent is in the AVAIL state. <i>Measures</i> — DURATION while AGSTATE = AVAIL
Time in ACD State	<i>Description</i> — Amount of time the agent is in the ACD state. <i>Measures</i> — DURATION while AGSTATE = ACD
Time in ACD-IN State	<i>Description</i> — Amount of time the agent is in the ACD-IN state. <i>Measures</i> — DURATION while AGSTATE = ACD-IN
Time in ACD-OUT State	<i>Description</i> — Amount of time the agent is in the ACD-OUT state. <i>Measures</i> — DURATION while AGSTATE = ACD-OUT
Time in DACD State	<i>Description</i> — Amount of time the agent is in the DACD state. <i>Measures</i> — DURATION while AGSTATE = DACD

Threshold	Description/Database Item or Calculation
Time in DACD-IN State	<i>Description</i> — Amount of time the agent is in the DACD-IN state. <i>Measures</i> — DURATION while AGSTATE = DACD-IN
Time in DACD-OUT State	<i>Description</i> — Amount of time the agent is in the DACD-OUT state. <i>Measures</i> — DURATION while AGSTATE = DACD-OUT
Time in DACW State	<i>Description</i> — Amount of time the agent is in the DACW state. <i>Measures</i> — DURATION while AGSTATE = DACW
Time in DACW-IN State	<i>Description</i> — Amount of time the agent is in the DACW-IN state. <i>Measures</i> — DURATION while AGSTATE = DACW-IN
Time in DACW-OUT State	<i>Description</i> — Amount of time the agent is in the DACW-OUT state. <i>Measures</i> — DURATION while AGSTATE = DACW-OUT
Time in RING State	<i>Description</i> — Amount of time the agent is in the RING state. <i>Measures</i> — DURATION while AGSTATE = RING
Time AUX Workmode	<i>Description</i> — Amount of time the agent is in the AUX workmode, including incoming and outgoing calls. This time measures the time the agent remains in AUX, regardless of any incoming or outgoing calls handled. <i>Measures</i> — AGTIME while WORKMODE = AUX.
Time in ACD Workmode	<i>Description</i> — Amount of time the agent is in the ACD workmode, including incoming and outgoing calls. This time measures the time the agent remains in ACD, regardless of any incoming or outgoing calls handled. <i>Measures</i> — AGTIME while WORKMODE = ACD

Threshold	Description/Database Item or Calculation
Time in ACW Workmode	<i>Description</i> — Amount of time the agent is in the ACW workmode, including incoming and outgoing calls. This time measures the time the agent remains in ACW, regardless of any incoming or outgoing calls handled. <i>Measures</i> — AGTIME while WORKMODE = ACW
Time in AVAIL Workmode	<i>Description</i> — Amount of time the agent is in the AVAIL workmode, including incoming and outgoing calls. This time measures the time the agent remains in AVAIL, regardless of any incoming or outgoing calls handled. <i>Measures</i> — AGTIME while WORKMODE = AVAIL
Time in DACD Workmode	<i>Description</i> — Amount of time the agent is in the DACD workmode. This time measures the time the agent remains in DACD, regardless of any incoming or outgoing calls handled. (Applies only to Generic 3 switches.) <i>Measures</i> — AGTIME while WORKMODE = DACD
Time in DACW Workmode	<i>Description</i> — Amount of time the agent is in the DACW workmode, including incoming and outgoing calls. This time measures the time the agent remains in DACW, regardless of any incoming or outgoing calls handled. <i>Measures</i> — AGTIME while WORKMODE = DACW
Calls in Direct Agent Queue	<i>Description</i> — Number of Direct Agent calls that are queued to the agent. DA_INQUEUE is the current number of Direct Agent calls waiting in any split/skill queue for a specific agent. (Applies only to Generic 3 switches.) <i>Measures</i> — DA_INQUEUE

Threshold	Description/Database Item or Calculation
Time call waiting in Direct Agent Queue	<i>Description</i> — Amount of time the caller has waited in the Direct Agent queue. DA_OLDESTCALL is the length of time that the oldest Direct Agent call has waited in any split/skill queue for this agent. (Applies only to Generic 3 switches.) <i>Measures</i> — DA_OLDESTCALL
Average talk time*	<i>Description</i> — Average length of time the agent spends talking on ACD calls. <i>Measures</i> — AVG_AGENT_TALK_TIME calculation.

*Sample Size thresholds apply.

Available Split/Skill Threshold Settings

All of the data that *CentreVu* Supervisor uses for split/skill threshold highlights are retrieved from the `cspLit` (current interval split) database table. See Appendix A of the *CentreVu® Version 6 Supervisor Reports* (585-215-851) document for more information on the database tables. The split/skill threshold highlights you can set are as follows:

Threshold	Description/Database Item or Calculation
Oldest Call Waiting	<i>Description</i> — Amount of time the oldest call to this split/skill has waited in queue. OLDESTCALL is the number of seconds the oldest split/skill ACD call has waited in queue or ringing. <i>Measures</i> — OLDESTCALL
Number of Calls Waiting in Queue	<i>Description</i> — Number of calls queued to this split/skill. The computation measures the number of calls in queue or ringing at an agent position. <i>Measures</i> — INQUEUE + INRING
Number of Calls Abandoned	<i>Description</i> — Number of calls that were queued to this split/skill and then abandoned. ABNCALLS is the number of calls offered to a split/queue which were subsequently abandoned by the caller. <i>Measures</i> — ABNCALLS
Average Speed of Answer*	<i>Description</i> — Number of seconds, on average, before a call to this split/skill is answered. Average speed of answer is the ANSTIME (time spent by callers in queue or ringing before being answered) divided by the ACDCALLS (number of calls queued to the split/skill that were answered by an agent at this split/skill). <i>Measures</i> — AVG_ANSWER_SPEED
Average Talk Time*	<i>Description</i> — Average length of time spent on ACD calls to the split/skill. <i>Measures</i> — AVG_ACD_TALK_TIME
Average Time to Abandon*	<i>Description</i> — Average length of time callers waited before abandoning calls to the split/skill. <i>Measures</i> — AVG_ABANDON_TIME

Threshold	Description/Database Item or Calculation
Full Time Equivalent Agents Staffed	<i>Description</i> — Number of total full-time equivalent agents currently staffed for the skill. <i>Measures</i> — FTE_AGENTS
Number of Calls Forced Busy	<i>Description</i> — Number of calls to the split/skill that were given a busy signal by the switch. <i>Measures</i> — BUSYCALLS
Number of Calls Disconnected	<i>Description</i> — Number of calls to the split/skill that were disconnected by the switch. <i>Measures</i> — DISCCALLS
Percent of Calls Answered in Service Level*	<i>Description</i> — Percentage of ACD calls to the split/skill that were answered within the service level. <i>Measures</i> — PERCENT_SERV_LVL_SPL
Percent of Calls Abandoned*	<i>Description</i> — Percentage of ACD calls to the split/skill that were abandoned. <i>Measures</i> — PERCENT_CALL_ABAN
Number of Agents Staffed	<i>Description</i> — Number of agents logged into the split/skill. <i>Measures</i> — STAFFED
Percent of Calls Answered*	<i>Description</i> — Percent of ACD calls offered to the split/skill that were answered. <i>Measures</i> — PERCENT_CALL_ANS
Call Profile Abandon per Service Level Increment	<i>Description</i> — Number of abandoned calls to the split/skill for any service level increment. A single report threshold applies to all of the values. If the number of abandoned calls for the split/skill reaches the threshold for any of the service level increments, the value for that service level increment is highlighted. <i>Measures</i> — ABNCALLS1 through ABNCALLS10
Rolling Average Speed of Answer	<i>Description</i> — Switch-based Rolling Average Speed of Answer for this split/skill. The Rolling Average Speed of Answer is the average speed of answer across intervals. <i>Measures</i> — ASA

Threshold	Description/Database Item or Calculation
Expected Wait Time (Low)	<i>Description</i> — Expected Wait Time for a call queued to this split/skill at a low priority level. <i>Measures</i> — EWTLOW
Expected Wait Time (Medium)	<i>Description</i> — Expected Wait Time for a call queued to this split/skill at medium priority level. <i>Measures</i> — EWTMEDIUM
Expected Wait Time (High)	<i>Description</i> — Expected Wait Time for a call queued to this split/skill at high priority level. <i>Measures</i> — EWTHIGH
Expected Wait Time (Top)	<i>Description</i> — Expected Wait Time for a call queued to this split/skill at top priority level. <i>Measures</i> — EWTTOP

*Sample Size thresholds apply.

Available VDN Threshold Settings

All of the data that *CentreVu* Supervisor uses for VDN threshold highlights are retrieved from the cvdn (current interval VDN) database table. See Appendix A of the *CentreVu® Version 6 Supervisor Reports* (585-215-851) document for more information on the database tables. The VDN threshold highlights you can set are as follows:

Threshold	Description/Database Item or Calculation
Number of Calls Abandoned During the Interval	<i>Description</i> — Number of calls that were queued to this VDN and then abandoned. <i>Measures</i> — ABNCALLS
Number of Calls Forced Busy During the Interval	<i>Description</i> — Number of calls to the VDN that were given a busy signal by the switch. <i>Measures</i> — BUSYCALLS
Number of Calls Disconnected During the Interval	<i>Description</i> — Number of calls to the VDN that were disconnected by the switch via the vector “disconnect” command. <i>Measures</i> — DISCCALLS
Oldest Call Waiting	<i>Description</i> — Number of seconds the oldest call has waited in this VDN. <i>Measures</i> — OLDESTCALL

Threshold	Description/Database Item or Calculation
Number of Calls Waiting	<i>Description</i> — Number of calls queued to this VDN that have not been answered by an agent. <i>Measures</i> — INPROGRESS - ATAGENT
Percent of Calls Answered in Service Level*	<i>Description</i> — Percentage of ACD calls to the VDN that were answered within the service level. <i>Measures</i> — $100 * (\text{ACCEPTABLE} / \text{INCALLS})$
Percent of Calls Abandoned*	<i>Description</i> — Percentage of ACD calls to the VDN that were abandoned. <i>Measures</i> — $100 * (\text{ABNCALLS} / \text{INCALLS})$
Percent of Calls Answered*	<i>Description</i> — Percentage of ACD calls offered to the VDN that were answered. <i>Measures</i> — $100 * [(\text{ACDCALLS} + \text{CONNECTCALLS}) / \text{INCALLS}]$
Call Profile Abandon per Service Level Increment	<i>Description</i> — Number of abandoned calls to this VDN for any service level increment. A single report threshold applies to all of the values. If the number of abandoned calls for the VDN reaches the threshold for any of the service level increments, the value for that service level increment is highlighted. <i>Measures</i> — ABNCALLS1 through ABNCALLS10
Average Speed of Answer*	<i>Description</i> — Number of seconds, on average, before a call to this VDN is answered. This value is the time callers spent in queue or ringing before being answered divided by the number of calls queued to the VDN that were answered by an agent at this VDN. <i>Measures</i> — AVG_ANSWER_SPEED
Average Talk Time*	<i>Description</i> — Average length of time spent on ACD calls to the VDN. <i>Measures</i> — AVG_ACD_TALK_TIME
Average Time to Abandon*	<i>Description</i> — Average length of time callers waited before abandoning calls to the VDN. <i>Measures</i> — AVG_ABANDON_TIME
Rolling Average Speed of Answer	<i>Description</i> — Switch-based Rolling Average Speed of Answer for this VDN. The Rolling Average Speed of Answer is the average speed of answer across intervals. <i>Measures</i> — ASA

*Sample Size thresholds apply

Report Options

Use the **Options** tab to do the following actions:

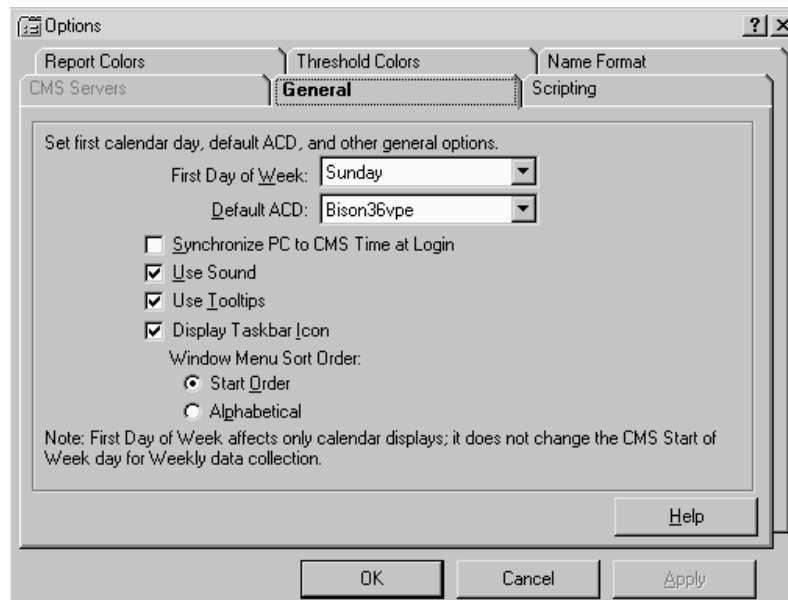
- Set the ACD and other general options that Supervisor will default to when you log in (General tab).
- Set up the colors that will be used in your graphical reports (Report Colors tab).
- Set up the colors that will be used in reports to tell you when threshold highlights (not exceptions thresholds) have been reached. See “Setting Report Threshold Highlights” in this chapter for more information on threshold highlights.
- Choose or create a name format using {name} for Dictionary Name, {entity} for entity type, and {number} for entity number. The name format determines how items will be displayed in reports. For instance, if you select the name format of {entity}{number}, then all of the entities (splits/skills, ACDs, VDNs, vectors, trunks, trunk groups, call work codes, and AUX codes) that can be named in the Dictionary will display as the entity type and number instead of the Dictionary name. If you selected {name} as the name format, then the names that have been assigned to the entities in the Dictionary will display.

Options General Tab

 NOTE:

The General tab is accessible when you *are* connected to a CMS server.

The following graphic shows the **Options** General tab (with default settings).



Use the General tab to set your first calendar day, default ACD, and other general options. The options are described below.

- **First Day of Week** — this option affects only how the calendar displays; it does not change the CMS Start of Week day for weekly data collection (the CMS Start of Week day is set through the System Setup—Storage Intervals window). For example, if you browse for a date, the calendar will start the week based on the day that you choose.

Use the drop-down list to make your selection.

- **Default ACD** — when you select the ACD, this ACD will be the default listed in the functions windows and drop-down list options.

Use the drop-down list to make your selection.

- **Synchronize PC and CMS Time at Login** — activate the check box for this selection to set the PC's clock to read the same time as the CMS clock. If you do not activate this selection, your PC clock and the CMS clock may not read the same time. This does not affect the CMS clock.
- **Use Sound** — activate the check box for this selection to be alerted, by sound, when the **Exceptions Indicator** box is updated. The **Exceptions Indicator** box is on the Controller status bar. The sound you hear is the sound you have chosen for the exclamation event associated with your PC.

NOTE:

Threshold Highlighting does not use sound. It uses color only as an indicator of a threshold being met.

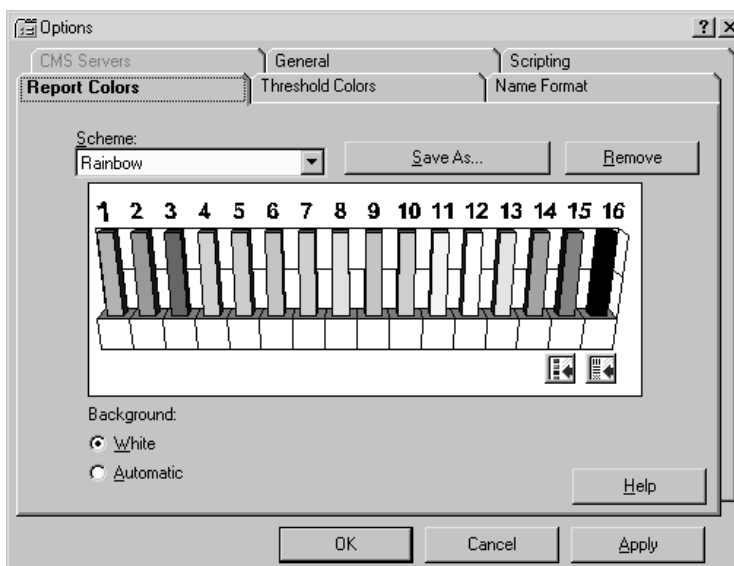
- **Use Tooltips** — activate the check box for selection to make tooltips visible. For example, when you are working on the Controller window, you may place your mouse cursor over a toolbar button and a yellow box will appear with a brief description of that button.
- **Use Taskbar Icon** — activate the check box for this selection to use the Supervisor system tray icon feature. See Chapter 2, “Supervisor Basics,” for more information on using the Supervisor system tray icon.
- **Window Menu Sort Order** —if you activate the Use Tray Icon, you need to determine how the items that display in the system tray icon menu will be sorted.
 - **Start Order** — select this radio button and the items in the system tray icon menu will display in the order in which you started them from Supervisor.
 - **Alphabetical** — select this radio button and the items in the system tray icon menu will display in alphabetical order, regardless of the order in which you started them.

Options Report Colors Tab

NOTE:

The Report Colors tab is accessible when you *are* connected to a CMS server.

The following graphic shows the **Options** Report Colors tab (with default settings).



Use the Report Colors tab to set up the colors that will be used in your graphical reports.

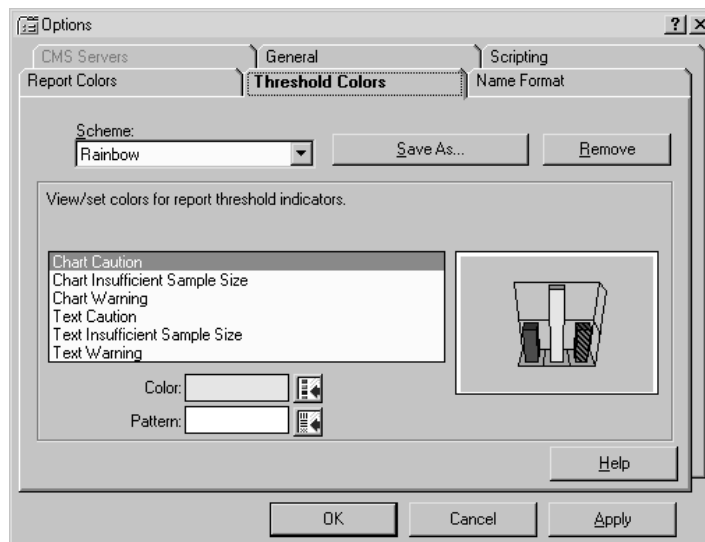
- **Scheme** — You can select the report color scheme that you want to use for Supervisor reports in one of two ways:
 - From a series of predefined color schemes, which are listed in the **Scheme:** field. Use the drop-down list to select a different scheme from the one that is currently displayed.
 - By creating a new color scheme. See the “Creating a New Report Color Scheme” section in this chapter for instructions on creating report color schemes.
- **Background** — Supervisor gives you two choices for the background color of reports:
 - **White** — Select this radio button to make the background of all reports white.
 - **Automatic** — Select this radio button to make the background of all reports match the color that you have set up for your system in *Windows*.

Options Threshold Colors Tab

➡ NOTE:

The Threshold Colors tab is accessible when you *are* connected to a CMS server.

The following graphic shows the **Options** Threshold Colors tab (with default settings).



Use the Threshold Colors tab to set up the colors that will be used in reports to tell you when exceptions thresholds have been reached. You can select report color schemes in the following ways:

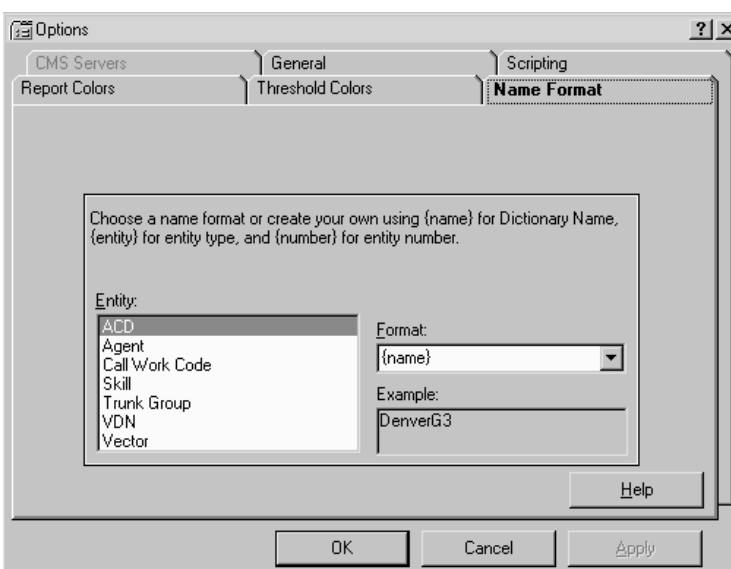
- From a series of predefined color schemes, which are listed in the **Scheme:** field. Use the drop-down list to select a different scheme from the one that is currently displayed.
- By creating a new color scheme. See the "Creating a New Threshold Color Scheme" section in this chapter for instructions on creating report color schemes.

Options Name Format Tab

⇒ NOTE:

The Name Format tab is accessible when you *are* connected to a CMS server.

The following graphic shows the **Options** Name Format tab (with default settings).



Use the Name Format tab to choose or create formats for how CMS entities (splits/skills, ACDs, VDNs, vectors, trunks, trunk groups, call work codes, and AUX codes) will display in Supervisor. The display can be set to any one or a combination of {name} for Dictionary Name, {entity} for entity type, and {number} for entity number.

To define the name format for entities, do the following steps:

1. Select the item that you want to set formats for from the **Entity** box.
2. In the **Format** text box, you can do either of the following actions:
 - Type the format that you want ({name}, {entity}, and/or {number}), or
 - Use the drop-down list to choose from a set of preformatted options.

For example, if you want to display agent names and extension numbers on reports, enter {name} {number} in the **Format** box.

The **Example** box provides an example of what the format will

look like based on your current definition of the name format.

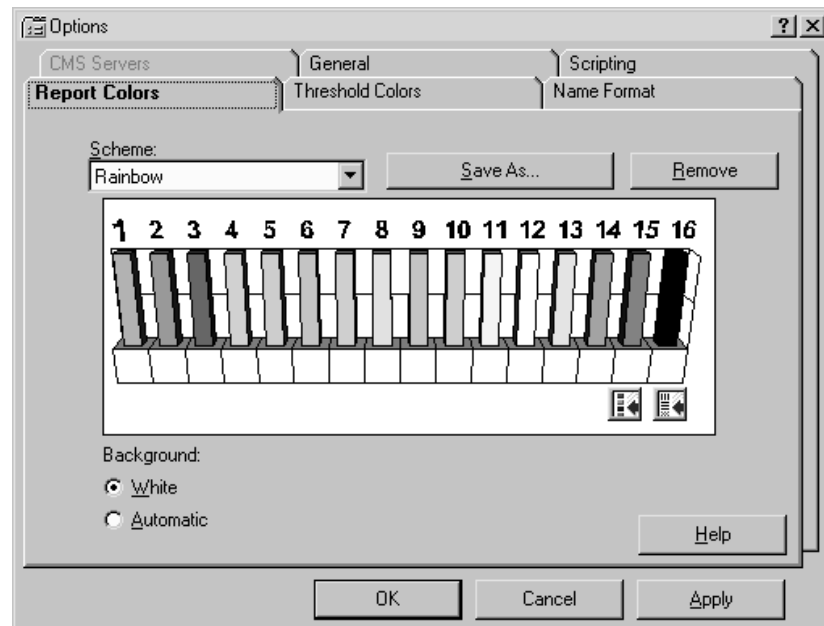
3. Select **OK** to save your changes. Select Cancel to clear your changes.

Creating a New Report Color Scheme

To create a new color scheme for reports, do the following steps:

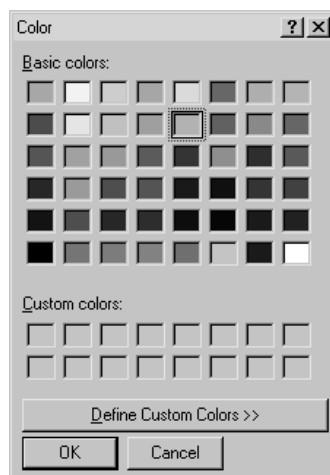
1. Choose **Options** from the **Tools** menu, or select the **Options** button  on the toolbar.
2. Select the Report Colors tab.
3. Select the color scheme with which you want to begin from the Scheme: drop-down list.

The view of the scheme displays:

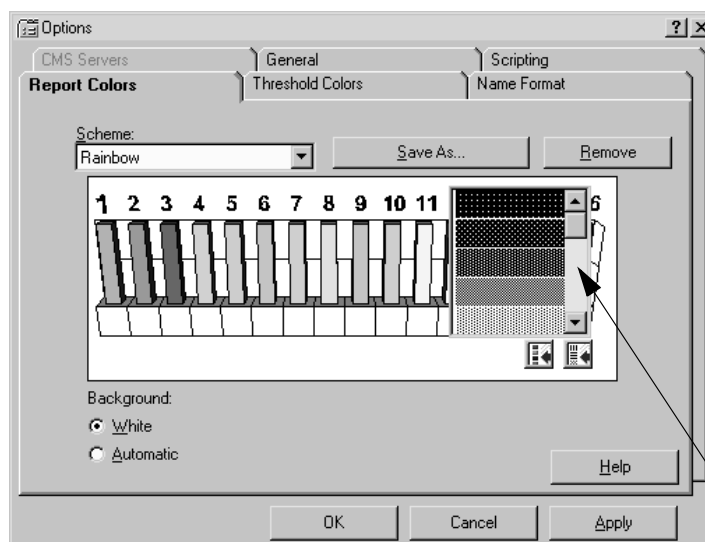


4. Choose the **Background** color for reports by selecting **White** or **Automatic**.
5. Click on the color bar (1 through 16) you want to modify.
6. Select either the **Color Selector** or the **Pattern Selector** button.

If you select the **Color Selector** button, the following window displays:



If you select the **Pattern Selector** button, the following selection box displays:



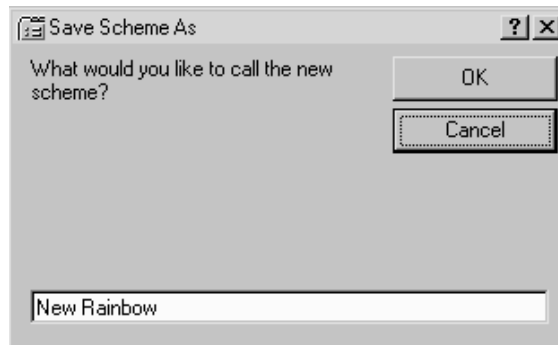
Pattern Selection box

7. To select a new **color**, choose from the Basic colors palette, or create a custom color using standard *Windows* procedures.
8. To select a new **pattern**, click on the pattern you want to use.
9. Repeat steps 5 through 7 until you have updated all of the color bars that you want to modify.
10. When you are done modifying color bars, select **Save As**.

 WARNING:

If you do not save the new color scheme using the **Save As** button, the changes that you have made will overwrite the default color scheme that you modified.

The following window displays:



11. Type the name of the report color scheme that you created in the text box.
12. Select **OK** to save the scheme and the scheme name.

 NOTE:

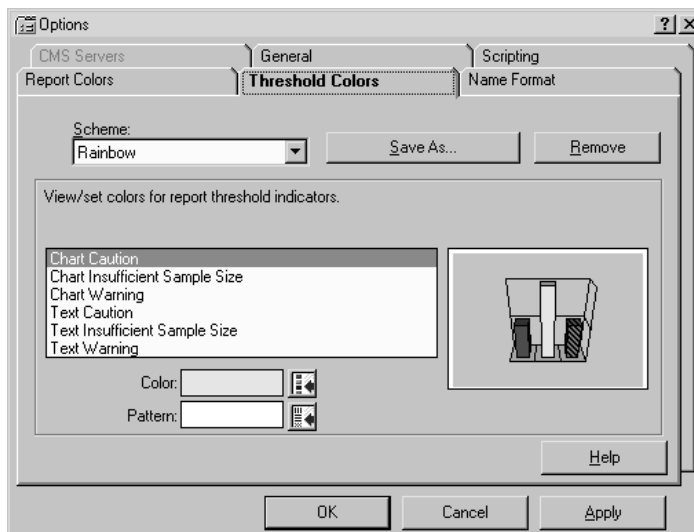
You can view the changes that you made to a color scheme at any point in the modification by selecting **Apply**. When you do this, the current color scheme is applied to any reports that are running.

Creating a New Threshold Color Scheme

To create a new threshold color scheme for reports, do the following steps:

1. Choose **Options** from the **Tools** menu, or select the **Options** button  on the toolbar.
2. Select the Threshold Colors tab.
3. Select the color scheme with which you want to begin from the **Scheme:** drop-down list.

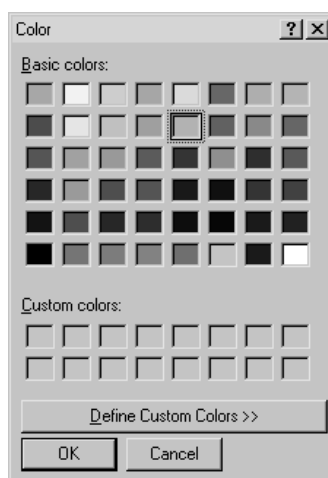
The view of the scheme displays:



4. Select the element of threshold highlighting that you want to modify colors for from the list box (Text Warning, Text Caution, Text Insufficient Sample Size, Chart Warning, Chart Caution, or Chart Insufficient Sample Size).

The current setting for the element displays to the right of the list box.

5. Set the color that will be displayed as text:
 - a. Select the **Color Selector** button next to the Text display box. The following window displays:



- b. Choose a color from the Basic colors palette, or create a custom color using standard *Windows* procedures.

- c. Select **OK** when you are done.

The Options window displays.

6. Set the color that will be displayed as the background on the threshold element:
 - a. Select the **Color Selector** button next to the Background display box.

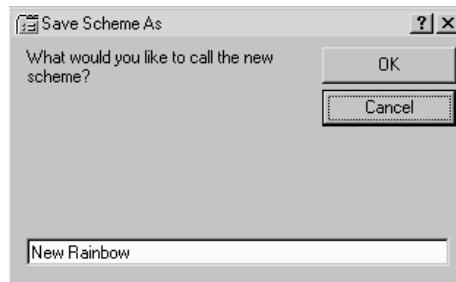
The Color palette displays.

- b. Choose a color from the Basic colors palette or create a custom color using standard *Windows* procedures.
 - c. Select **OK** when you are done.

The Options window displays.

7. Repeat steps 4 through 6 until you have updated all of the threshold element colors that you want to modify.
8. When you are done modifying the threshold element colors, select **Save As**.

The following window displays:



9. Type the name of the threshold color scheme that you created in the text box.
10. Select **OK** to save the scheme and the scheme name.

⇒ NOTE:

You can view the changes that you made to a color scheme at any point in the modification by selecting **Apply**. When you do this, the current color scheme is applied to any threshold highlights that are displayed on running reports.

Creating a New Name Format

To create a new name format, do the following steps:

1. Choose **O**ptions from the **T**ools menu, or select the **O**ptions button  on the toolbar.
2. Select the Name Format tab.
3. Select the Entity for which you want to change the name format.
4. In the Format text box, use the drop-down list to select one of the standard formats, or type in a name combination.
5. Select **OK**.

If you typed a nonstandard name format in Step 4, the format is not saved in the Format list as a standard option.
6. To select another name format, go to the Name Format tab, select the format, and then select **OK**.

Exiting and Restarting Reports

To exit a report (return to the Controller), do one of the following:

- Double click the **S**ystem button.
- Select **C**lose from the **S**ystem button menu.
- Select **E**xit from the **R**eport menu.

If the system shuts down due to an error, any changes you have made to the report(s) you are running are saved.

To restart a report (return to the report input window), do the following:

- Select **R**estart from the **R**eport menu.

Work State drill-down reports and unsaved reports created in Report Wizard cannot be restarted.

Real-Time Reports

General Information

Audience

This chapter is written for *CentreVu®* Supervisor users and administrators who use the real-time report subsystem to generate reports. Real-time reports can be displayed on your PC, printed, stored to a file, copied to a clipboard, run as a script, or exported to HTML format through the Save as HTML feature.

Introduction

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

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

Standard real-time reports:

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

NOTE:

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

- You assign the length of the current interval for real-time ACD data in the System Setup: Storage Intervals window. See the *CentreVu® CMS R3V6 Administration* (585-215-850) document for more information.

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

How This Chapter is Organized

This chapter gives a brief description of each available report, examples of the report input windows, and definitions of the input fields. It provides you with the information you need to complete any real-time report input screen.

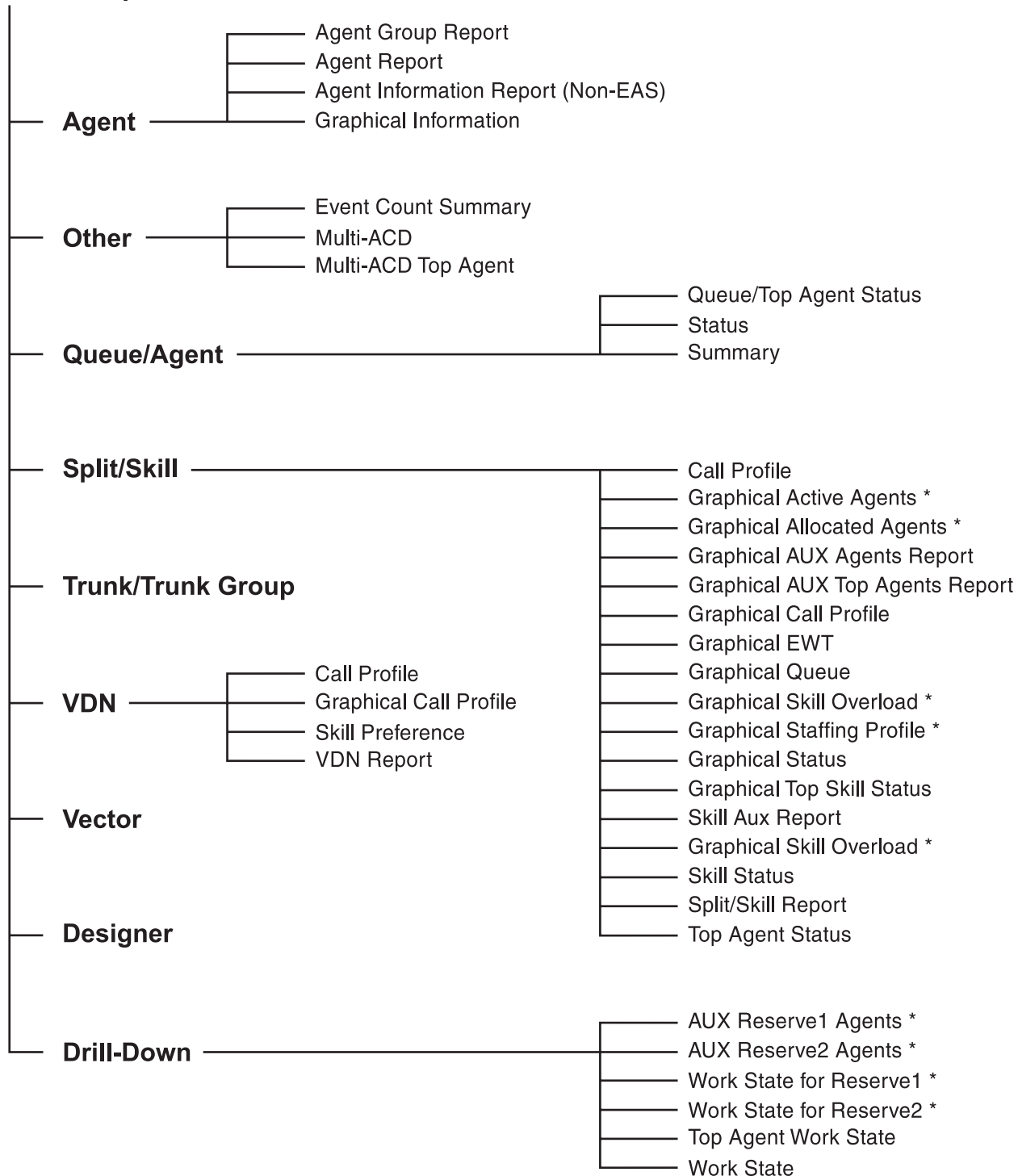
Each report description has the following headings:

- **Things to Know About All Real-Time Reports** — gives you information on factors that affect the real-time reports.
- **Input Window** —provides an example of an input window for each type of real-time report. The input window is shown at the beginning of each section of reports (agent, split/skill, and so on).
- **Sample Report** — provides an example of the report. A table provides report headings, field definitions, and the corresponding database item.

A short summary and example of each *CentreVu* Supervisor real-time report is included in this chapter. When you generate a real-time report, the totals for the report columns are on the top line of the report under the headings.

Diagram of Real-Time Reporting System

The following diagram shows how the Real-Time reporting system is structured. This section follows the report structure outlined in this diagram—agent reports are described first, followed by other reports, and so on.

Real-Time Reports

* This report is described in the *CentreVu Advocate User Guide*,
Lucent Technologies document 585-215-855.

Agent Reports

Overview

The Agent reports give you the following specific information about agents:

- The agents according to groups you have created in the Dictionary subsystem.
- The current activities of all agents assigned to a split or skill.
- Real-time information and statistics for a specified agent.

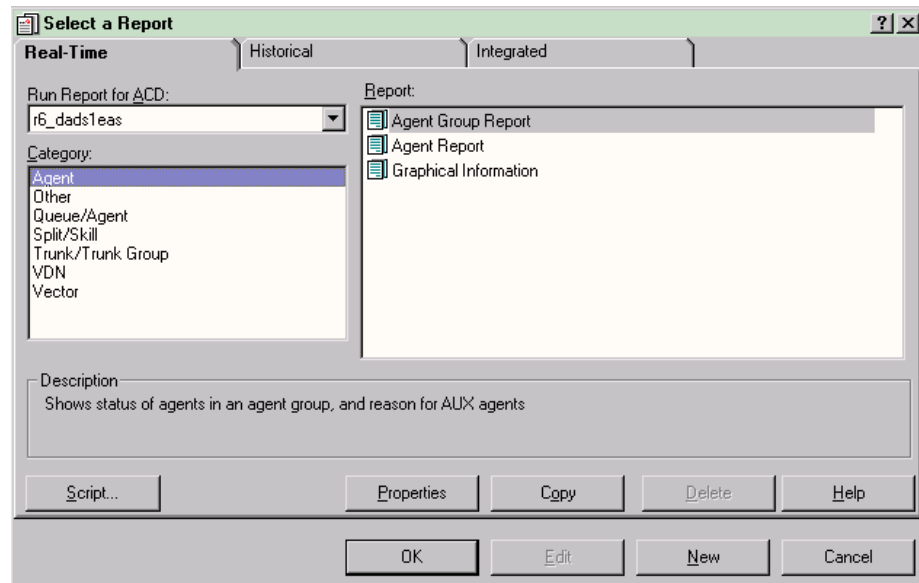
Organization of Agent Reports

The following list shows how the Agent reports are organized in *CentreVu* Supervisor.

- Agent Group
- Report
- Agent Information (non-EAS)
- Graphical Information

Agent Report Selector Window

The following figure is an example of the Agent Report Selector window. The reports are explained in the same order as listed in the window.



Agent Report Input Windows

The reports in this section use the Agent Report Input Windows. Specific input information is included with the reports.

Agent Report Input Fields

The following table describes the input fields on real-time Agent report input windows. Not all reports use all fields; refer to information for the specific report you are running to determine what you want to view. For example, you may enter an agent group, agent name or split/skill to run the report. All possible fields on this window are described here.

Field	Definition
Agent group:	Enter the name of the group that you want to view. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Agent: or Agent Name:	Enter the name of the agent. The agent's name must be defined in the Dictionary subsystem; otherwise, you will see the agent Login IDs.
Split/Skill:	Enter the split or skill name or number that you want to view in this report. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh Every <#> Seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Click the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Agent Group Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- Only one agent group displays on this report. If you want to compare groups, you can bring up two reports separately and toggle between the reports.
- Only the agents logged in and assigned to the group display in the report.
- The database items used for the Agent Group report are stored in the cagent table.
- This report uses the Agent Group input window. Select an agent group to view on the report. See "Agent Report Input Fields" on page 3-5 for more information.

Agent Group Report Example

The following figure provides an example of the Agent Group report.

Agent Name	Login ID	Extn	AUX Reason	State	Split/Skill	Time	VDN Name
agent5	50005	0005		AVAIL		11:25	
agent1	50001	0001		AVAIL		8:08	
agent4	50004	0004		AVAIL		6:54	
agent3	50003	0003		AVAIL		3:05	
agent6	50006	0006		AVAIL		2:25	
agent2	50002	0002		AVAIL		49:25	

Double Click To Run Format Table Thresholds: On r6_dads1eas

Agent Group Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent Group	The name of the group of agents. You can make this selection in the report input window.	No database item or calculation.
Agent Name	The name(s) of the agent(s) assigned to this split/skill and logged in (or their login IDs if names have not been assigned to them in Dictionary).	syn(LOGID)
Login ID	The login identification of the agent.	LOGID
Extn	The extension the agent logged in from.	EXTENSION
AUX Reason	The reason associated with the auxiliary work state of this agent (for example, lunch, break, meeting, or training). This field is blank if the agent is not in the AUX state.	AUXREASON
State	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	AWORKMODE and DIRECTION
Split/Skill	When an agent is on a split/skill call, a direct agent call, or in After Call Work associated with the call or the ACW, WORKSKILL is the OLDEST_LOGON: • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold • When an agent is on an AUXIN call with an ACD call on hold. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call. When an agent is available, in AUX, or in OTHER, this is blank.	WORKSKILL

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME
VDN Name (Shows data only if you have the Vectoring feature)	The number or name of the VDN for which the report shows data. The Vector Directory Number (VDN) is associated with the ACD call in progress. If a name has been assigned to the VDN in the Dictionary, the name displays instead of the number.	syn(VDN)

Agent Report

The **Agent** report displays the current activities of all agents assigned to a split or skill. It shows the extension from which the agent logged in, the agent's work state, how long the agent has been in that work state, and the split or skill in which the agent is currently working. This report also gives you VDN information (if you have the Vectoring feature).

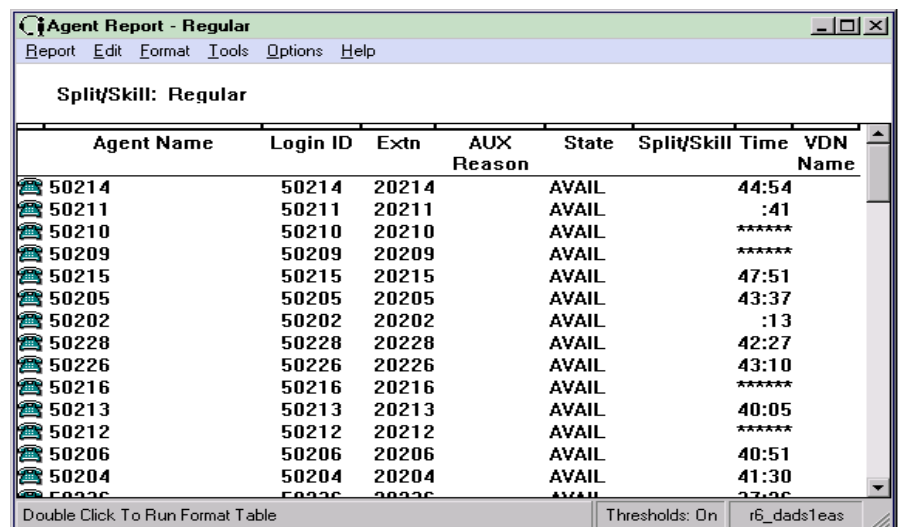
Things to Know About This Report

Here are some things you need to know about this report.

- Only the agents currently assigned and logged into the split/skill display on this report.
- The database items used for the Agent Report are stored in the cagent table.
- This report uses the Agent Input Window. Select a split/skill that you want to view on the report. See "Agent Report Input Fields" on page 3-5 for more information.

Agent Report Example

The following figure provides an example of the Agent report.



The screenshot shows a window titled "Agent Report - Regular" with a menu bar (Report, Edit, Format, Tools, Options, Help). Below the menu bar, it says "Split/Skill: Regular". The main area contains a table with the following columns: Agent Name, Login ID, Extn, AUX Reason, State, Split/Skill Time, and VDN Name. The table lists 15 agents, all in an "AVAIL" state. The "Split/Skill Time" column shows times like "44:54", ":41", "*****", "47:51", "43:37", ":13", "42:27", "43:10", "*****", "40:05", "*****", "40:51", "41:30", and "43:26". The "VDN Name" column is mostly empty, with "*****" appearing for some agents. At the bottom of the window, there is a status bar with the text "Double Click To Run Format Table" and "Thresholds: On r6_dads1 eas".

Agent Name	Login ID	Extn	AUX Reason	State	Split/Skill Time	VDN Name
50214	50214	20214		AVAIL	44:54	
50211	50211	20211		AVAIL	:41	
50210	50210	20210		AVAIL	*****	
50209	50209	20209		AVAIL	*****	
50215	50215	20215		AVAIL	47:51	
50205	50205	20205		AVAIL	43:37	
50202	50202	20202		AVAIL	:13	
50228	50228	20228		AVAIL	42:27	
50226	50226	20226		AVAIL	43:10	
50216	50216	20216		AVAIL	*****	
50213	50213	20213		AVAIL	40:05	
50212	50212	20212		AVAIL	*****	
50206	50206	20206		AVAIL	40:51	
50204	50204	20204		AVAIL	41:30	
50206	50206	20206		AVAIL	43:26	

Agent Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill	The name or number of the split/skill selected for this report.	syn(SPLIT)
Agent Name	The name(s) of the agent(s) assigned to this split/skill and logged in (or their login IDs if names have not been assigned to them in Dictionary).	syn(LOGID)
Login ID	The login identification of the agent.	LOGID
Extn	The extension that the agent logged in from.	EXTENSION
AUX Reason	The reason associated with the auxiliary work state of this agent (for example, lunch, break, meeting, or training). This field is blank if the agent is not in the AUX state.	AUXREASON
State	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	AWORKMODE and DIRECTION
Split/Skill	When an agent is on a split/skill call, a direct agent call, or in After Call Work associated with the call or the ACW. WORKSKILL is the OLDEST_LOGON: - When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold - When an agent is on an AUXIN call with an ACD call on hold. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call. When an agent is available, in AUX, or in OTHER, this is blank.	WORKSKILL

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME
VDN Name (Shows data only if you have the Vectoring feature)	The number or name of the VDN for which the report shows data. The Vector Directory Number (VDN) associated with the ACD call in progress. If a name has been assigned to the VDN in the Dictionary, the name displays instead of the number.	VDN

Agent Information Report

The Agent Information report displays real-time information and statistics for the specified agent.

NOTE:

This version of the Agent Information report is for non-EAS users.

Things to Know About This Report

Here are some things you need to know about this report.

- You can access this report as follows:
 - From the Real-Time Agent Category selector menu.
 - By drilling down from the Agent Name or Login ID fields on other reports (for example, Agent, Agent Group, Graphical AUX Agents Report, Graphical AUX Top Agents Report, or other Real-Time and Integrated reports).
- Whenever you drill down to the Real-Time Agent Information report, you can also drill down to the Integrated Agent Information report by clicking the right mouse button.
- This report includes a table that shows all the splits which the agent is logged into. If the agent is assigned to additional splits, but is not logged into those splits, these will not be reflected in this table.
- When this report is accessed from the report selector menu, you need to enter the Agent Name and Login ID input fields.
- When this report is accessed from another report by drilling down, the input fields will be defaulted from the report you are drilling down from.
- The database items used for the Agent Information report are stored in the `cagent` table.
- This report uses the Agent Information Input Window. Select an agent that you want to view on the report. See “Agent Report Input Fields” on page 3-5

Agent Information Report Example

The following figure provides an example of the Agent Information report.

Agent Information Report - agent 32001

Report Edit Format Tools Options Help

Agent: **agent 32001** Login ID: **32001** Extn: **32001**

State: **AVAIL** AVAIL: **:04:23**
 Time: **:00:09** ACD: **:01:58**
 Active Split: ACW: **:00:00**
 ACD Calls: **14** AUX: **:00:00**
 Move Pending?: **NO** RING: **:00:28**
 Direct Agent Calls: **0** OTHER: **:00:00**

Split
split 51

Double Click To Run Format Grid Thresholds: On NonameG3V5

Agent Information Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent Name:	The name(s) of the agent(s) assigned to this split/skill and logged in (or their login IDs if names have not been assigned to them in Dictionary).	syn(LOGID)
Login ID:	The login identification of the agent.	LOGID
Extn:	The extension that the agent logged in from.	EXTENSION
State:	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	AWORKMODE and DIRECTION
Time:	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Active Split:	The split is active when the agent is: • On a split/skill, on a direct agent ACD call, or in ACW—this is the split/skill associated with the call or ACW. • Available, in AUX or in OTHER states, this is null (blank). • On an AUXIN/AUXOUT call—this is the OLDEST_LOGON split/skill. • On an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold—this is the OLDEST_LOGON split/skill. • On an AUXIN call with an ACD call on hold—this is the OLDEST_LOGON split/skill. • On an AUXOUT call with an ACD call on hold—this is the split/skill associated with the ACD call. WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL will be blank and WORKSPLIT will contain one of the splits/skills in which the agent is available.	syn(WORKSKILL)
ACD Calls:	The ACD calls that were queued to the split/skill and answered by an agent during the current interval. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only.	sum(ACDCALLS)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Move Pending?:	A move to a new split or skill or a change of skill is pending for this agent. This is available only for Generic 3 Version 4 and later switch releases with the "Move Agent While Staffed" feature. Values for MOVEPENDING are 0= NO, 1 = YES.	MOVEPENDING
Direct Agent Calls:	The total number of split and direct agent calls (Generic 3 switches only) that have been answered by the agent during the current interval. This is the number of calls that the agent answered, not the number of calls for which the agent counted an event.	sum(DA_SKILL)
AVAIL	The time during the collection interval that the agent was in the available state for split or direct agent ACD calls in any split.	sum(TI_AVAIL TIME)
ACD	The time during the collection interval that the agent was talking on ACD calls for the SPLIT.	sum (<TOTAL_I_ACDTIME>)
ACW	The time during the collection interval that the agent was in after call work (ACW). This includes ACW for split ACD calls and ACW not associated with the call.	sum(<TOTAL_I_ACWTIME>)
AUX	The time during the collection interval that the agent was in the AUX work state in all splits/skills or on AUXINCALLS or AUXOUTCALLS.	sum(TI_AUXTIME)
RINGING	The time during the collection interval that the agent had split and direct agent ACD calls ringing.	sum(I_RINGTIME)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
OTHER	The time during the collection interval that the agent was doing other work in all splits. For Generic 3 switches, while in Auto-in or Man-In: the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or an extension call rang with no other activity. For Generic 2.2 switches, the agent pushed the Hold button or flashed the switchhook from Auto-in or Manual-in mode and performed no further action. For all switches, TI_OTHERTIME is collected for the time period after the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch. The "TI_" time is stored only for the split/skill logged into the longest. "TI_" time needs to be summed across the splits/skills the agents may log into, in case the logon order changes during the collection interval.	sum(TI_OTHERTIME)
Split	The split number or name that this extension is assigned to or the split number or name that the agent logged into.	syn(SPLIT)

Graphical Information Report

The Graphical Information report displays real-time information and statistics for the specified agent.

Things to Know About This Report

Here are some things you need to know about this report.

- You can access this report in the following ways:
 - From the Real-Time Agent Category selector menu.
 - By drilling down to this report from the Agent Name or Login ID fields on other reports (for example, Agent Information, Work State, or Graphic AUX Agent reports).
- Supervisors can use this report to access further information on one particular agent without having to execute several steps and several different reports to get the pertinent information. This report enables the supervisor to quickly make a more educated decision on whether an agent should be added to or removed from a skill.
- This report is available for all switch releases. The contents of this report depends upon the switch release for which it is being run.
- The following example of this report shows the information it will contain for the *DEFINITY*® Enterprise Communications Server (ECS) Release 5 switch:
 - Graphical information:

A three-dimensional vertical bar chart, with time (in minutes) along the y-axis, and agent work states along the x-axis. The chart shows how much time (in minutes) during the current interval the agent spent in each of the work states. By default, no legend accompanies the chart.
 - Table information:

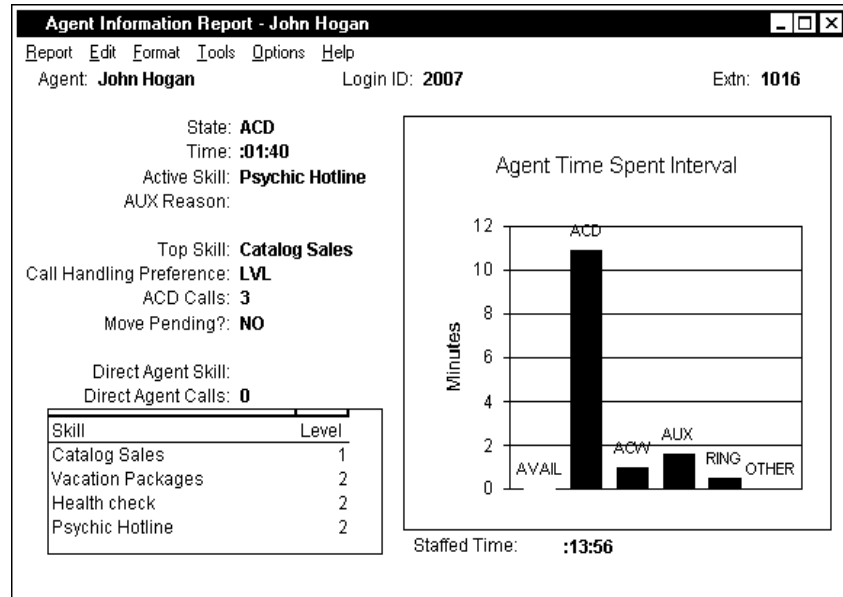
A table shows the skill that is assigned to the agent, and the skill level of 1-16 (if ECS switch with EAS) or the priority level with “1” representing the primary level, and “2” representing the secondary level (if using a pre-ECS switch with the EAS feature).

A scroll bar is displayed only if the number of skills to which the agent is assigned exceeds what can be displayed in the table.
 - Real-Time report status.
- The database items used for the Graphical Information Report are stored in the cagent table.

- This report uses the Agent Information Input window. Select an agent that you want to view on the report. See “Agent Report Input Fields” on page 3-5 for more information.

Graphical Information Report Example

The following figure provides an example of the Graphical Information report.



Graphical Information Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent:	The name(s) of the agent(s) assigned to this split/skill and logged in (or their login IDs if names have not been assigned to them in Dictionary).	syn(LOGID)
Login ID:	The login identification of the agent.	LOGID
Extn:	The extension that the agent logged in from.	EXTENSION
State:	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	AWORKMODE and DIRECTION

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Time:	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME
Active Skill:	The skill is active when the agent is: • On a split/skill, on a direct agent ACD call, or in ACW. This is the split/skill associated with the call or ACW. • Available, in AUX or in OTHER states. This is null (blank). • On an AUXIN/AUXOUT call. This is the OLDEST_LOGON split/skill. • On an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold. This is the OLDEST_LOGON split/skill. • On an AUXIN call with an ACD call on hold. This is the OLDEST_LOGON split/skill. • On an AUXOUT call with an ACD call on hold. This is the split/skill associated with the ACD call. WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL will be blank and WORKSPLIT will contain one of the splits/skills in which the agent is available.	syn(WORKSKILL)
AUX Reason:	For the <i>DEFINITY</i> ECS, this is the reason code associated with the auxiliary work state (on a break, in a meeting, and so on) of this agent. This field is blank if the agent is not in the AUX state.	syn(AUXREASON)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Top Skill:	The agent's first-administered, highest-level, measured skill, where skill level 1 is the highest, skill level 16 is the lowest. This field will be blank unless the agent's call handling preference is Skill Level.	syn(TOPSKILL)
Call Handling Preference:	The agent's call handling preference. Values are blank, skill level (LVL) or greatest need (NEED), or percent allocation (PCNT).	syn(PREFERENCE)
ACD Calls:	The ACD calls that were queued to the split/skill and answered by an agent during the current interval. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only.	sum(ACDCALLS)
Move Pending?:	A move to a new split or skill or a change of skills is pending for this agent. This is available only for Generic 3 Version 4 and later switch releases with the "Move Agent While Staffed" feature. Values for MOVEPENDING are 0= NO, 1 = YES.	MOVEPENDING
Direct Agent Skill:	The skill currently assigned as the agent's direct agent skill. Direct agent calls to the agent are queued to this skill.	syn(DA_SKILL)
Direct Agent Calls:	The total number of split/skill and direct agent calls (Generic 3 switches only) that have been answered by this agent during the current interval. This is the number of calls that the agent answered, not the number of calls for which the agent counted an event.	sum(DA_ACDCALLS)
Skill	The name or number of the skill that is selected for this report.	syn(SPLIT)
Level	The skill level (1-16) associated with the SPLIT.	syn(LEVEL)
Percent	Agent's percent allocation for this SPLIT . Requires ECS R6 with <i>CentreVu</i> Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	PERCENT

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
AVAIL	The time during the collection interval that the agent was in the available state for split/skill or direct agent ACD calls in any split/skill.	sum(TI_AVAILTIME)
ACD	The total time during the collection interval that the agent was talking on ACD calls for the split.	sum(<TOTAL_I_ACDTIME>)
ACW	The total time during the collection interval that the agent was in after call work (ACW). This includes ACW for split/skill ACD calls and ACW not associated with the call.	sum(<TOTAL_I_ACWTIME>)
AUX	The total time during the collection interval that the agent was in the AUX work state in all splits/skills or on AUXINCALLS or AUXOUTCALLS.	sum(TI_AUXTIME)
RINGING	The time during the collection interval that the agent had split/skill and direct agent ACD calls ringing.	sum(I_RINGTIME)
OTHER	The time during the collection interval that the agent was doing other work in all splits/skills. For Generic 3 switches, while in Auto-in or Man-In: the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or an extension call rang with no other activity. For Generic 2.2 switches, the agent pushed the Hold button or flashed the switchhook from auto-in or manual-in mode and performed no further action. For all switches, TI_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch. The "TI_" time is stored only for the split/skill logged into the longest. "TI_" time needs to be summed across the splits/skills the agents may log into, in case the logon order changes during the collection interval.	sum(TI_OTHERTIME)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Staffed Time:	The time during the collection interval that the agent was staffed in any split/skill. "TI_" time is recorded only for the split/skill logged into the longest amount of time. "TI_" time needs to be summed across the splits/skills the agents may log into, in case the login order changes during the collection interval.	sum(TI_STAFFTIME)

Other Reports

Overview

The Real-Time Other reports give you the following specific information:

- A summary of the number of times during the current interval that an agent in a split/skill pressed any of the nine event count keys while on an ACD call or in call-related after call work.
- Real-time call-handling information.
- Skill information for skills from multiple ACDs.

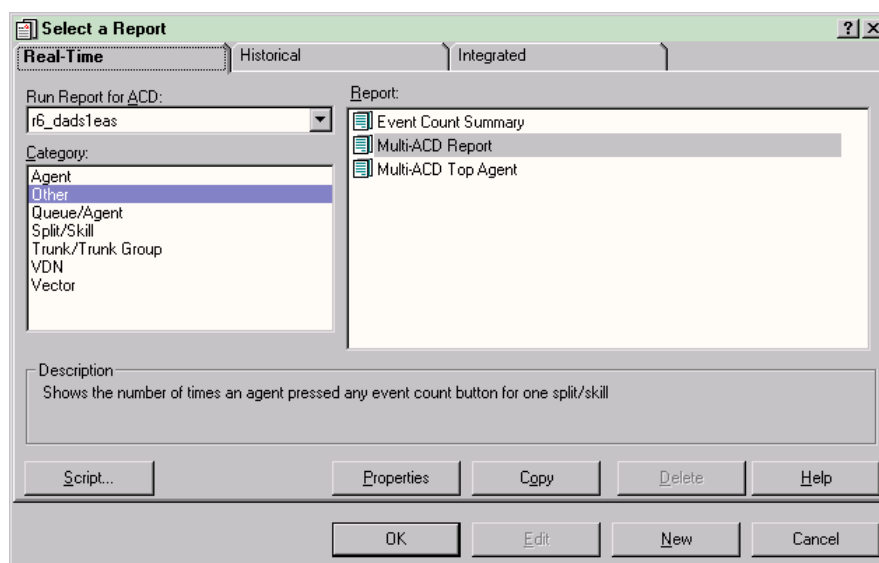
Organization of Other Reports

The following list shows how the Other reports are structured in *CentreVu Supervisor*.

- Event Count
- Multi-ACD
- Multi-ACD Top Agent

Other Report Selector Window

The following figure is an example of the Other Report Selector window. The reports are explained in the same order as listed in the window.



Event Count Summary Report

The **Event Count Summary** report displays the number of times during the current interval that an agent in a split/skill pressed any of the nine event count keys while on an ACD call or in call-related ACW.

Things to Know About This Report

Here are some things you need to know about this report.

- You can define event keys to represent any kind of event you want (for example, the number of calls generated from an advertisement, promotion, or geographic area).
- Event counts are only recorded while an agent is on an ACD call or in call-related ACW. If an agent is in AUTO-IN mode, the ACD call terminates when the caller hangs up, and an event count cannot be recorded after the caller hangs up. To track event counts, it is recommended that agents use the MANUAL-IN mode because the agent goes to ACW when the caller hangs up, allowing the agent to enter an event count.
- The database items used for the Event Count Summary report are stored in the `csplit` table.

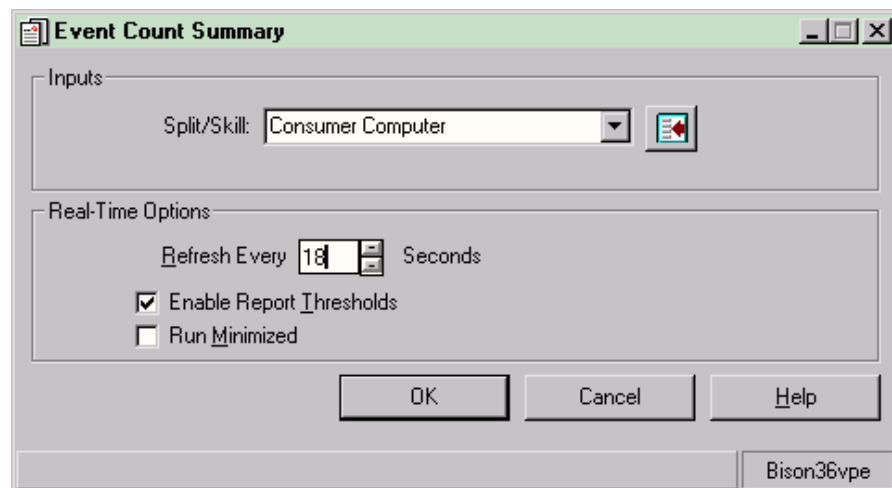
Relationships to Other Subsystems

Exceptions

Event 0, audio difficulty, is used in the trunk and trunk group exception reports.

Event Count Summary Input Window

The following figure shows an example of the Event Count Summary input window. You must fill in the report input window to run the report.



The screenshot shows a window titled "Event Count Summary" with a green title bar. It contains two main sections: "Inputs" and "Real-Time Options".

Inputs: A dropdown menu labeled "Split/Skill:" is set to "Consumer Computer". To the right of the dropdown is a small icon with a red arrow pointing left.

Real-Time Options: A "Refresh Every" spinner box is set to "18" with "Seconds" to its right. Below this are two checkboxes: "Enable Report Thresholds" (checked) and "Run Minimized" (unchecked).

At the bottom of the window are three buttons: "OK", "Cancel", and "Help". In the bottom right corner, the text "Bison36vpe" is displayed.

Event Count Summary Input Fields

The following table describes the input fields on real-time Event Count Summary report input windows.

Field	Definition
Split/Skill:	Fill in the split or skill name or number for which you want to run the report. You can enter a split/skill name only if the name has been defined in Dictionary.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh Every <#> Seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report thresholds	Check the Enable Report thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Event Count Summary Report Example

The following figure provides an example of the Event Count Summary report.

Agent Name	ACD Calls	Event 1	Event 2	Event 3	Event 4	Event 5	Event 6	Event 7	Event 8	Event 9
50207	0	0	0	0	0	0	0	0	0	0
50214	0	0	0	0	0	0	0	0	0	0
50208	0	0	0	0	0	0	0	0	0	0
50213	0	0	0	0	0	0	0	0	0	0
50234	0	0	0	0	0	0	0	0	0	0
50233	0	0	0	0	0	0	0	0	0	0
50226	0	0	0	0	0	0	0	0	0	0
50224	0	0	0	0	0	0	0	0	0	0
50216	0	0	0	0	0	0	0	0	0	0
50221	0	0	0	0	0	0	0	0	0	0
50211	0	0	0	0	0	0	0	0	0	0
50206	0	0	0	0	0	0	0	0	0	0

Event Count Summary Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill	The name or number of the split(s)/skill(s) that is selected for this report.	syn(SPLIT)
Agents Staffed	The total number of agents that are logged into each split/skill.	STAFFED
Agent Name	The name(s) of the agent(s) assigned to this split/skill and logged in (or their login IDs if names have not been assigned to them in Dictionary).	syn(LOGID)
ACD Calls	The total number of split/skill and direct agent calls (Generic 3 switches only) that were answered by this agent. This is the number of calls that the agent answered, not the number of calls for which the agent counted an event.	ACDCALLS + DA_ACDCALLS <TOTAL_ACDCALLS>

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Event 1 ... 9	The number of times during the specified time period that this agent entered each event count (1 - 9) while on ACD calls or in ACW associated with an ACD call for this split/skill recorded during this interval.	EVENT1 ... 9

Multi-ACD Report

This report displays real-time call-handling information. This information can be requested simultaneously for up to six splits/skills and up to eight ACDs. This report allows you to evaluate and compare similar splits/skill information in different ACDs. With this information you can determine workload and call-handling performance, agent reassignment, or other ACD configuration alternatives to balance workloads and reduce abandoned calls

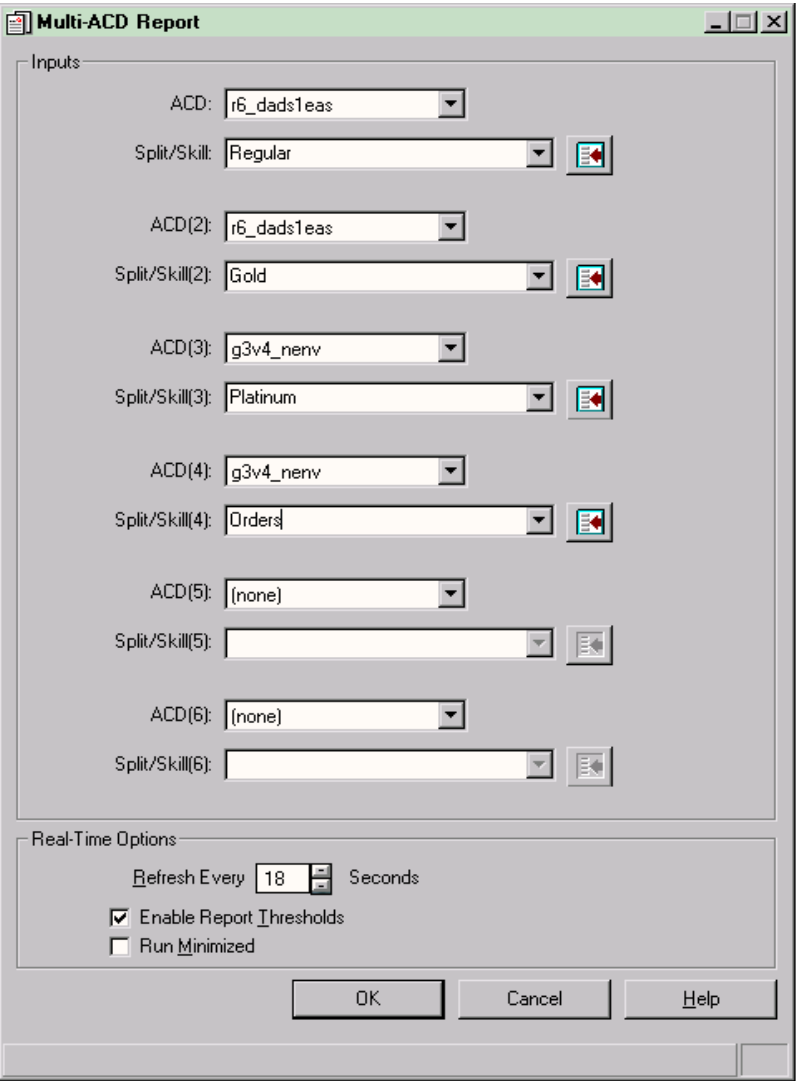
Things to Know About This Report

Here are some things you need to know about this report.

- The Multi-ACD report item does not appear on the real-time reports menu unless you have more than one real ACD installed on your *CentreVu* CMS.
- The database items used for the Multi-ACD Report are stored in the `csplit` table.
- Standard Multi-ACD reports only allow information for six ACDs. You can customize this report through Report Designer to include eight ACDs.

Multi-ACD Input Window

The following figure shows an example of the Multi-ACD Report input window. You must fill in the report input window to run the report.



Multi-ACD Input Fields

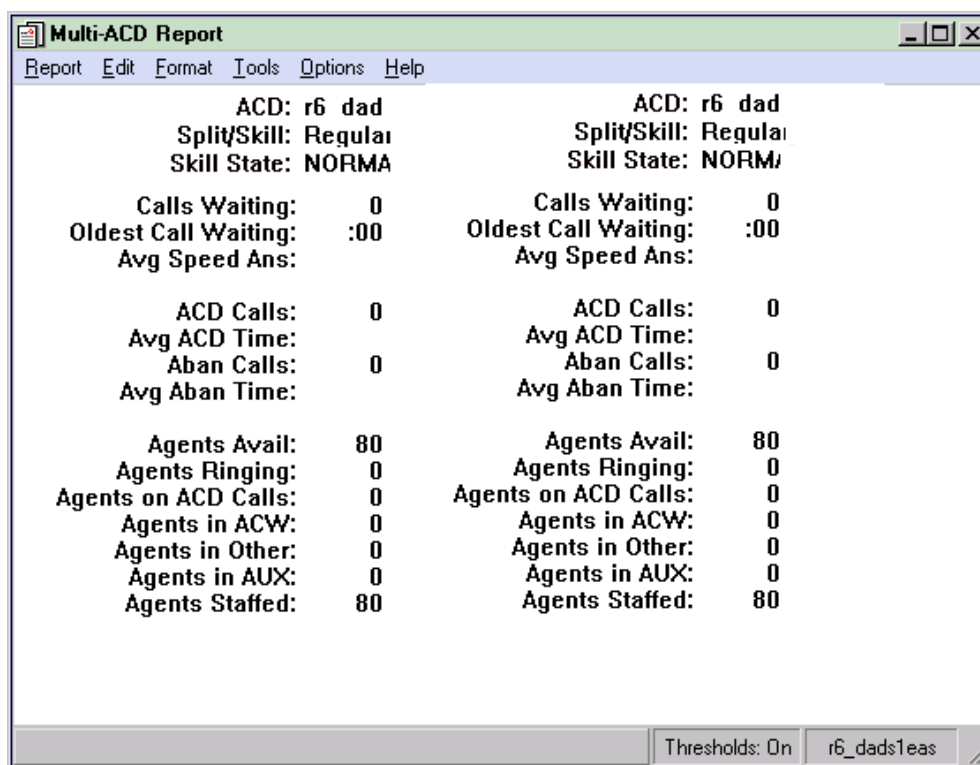
The following table describes the input fields on real-time Multi-ACD report input windows.

Field	Definition
First through Sixth ACD:	Fill in the names or numbers of the First through Sixth ACD(s) for which you want to run the report. You can enter an ACD name only if the name has been defined in Dictionary.

Field	Definition
Split/Skill (1... 6):	Fill in the names or numbers of the Split/Skill(s) for which you want to run the report. You can enter a split/skill name only if the name has been defined in Dictionary.
Refresh Every <#> Seconds	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh Every <#> Seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report Thresholds	Check the Enable Report thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Multi-ACD Report Example

The following figure provides an example of the Multi-ACD report.



Multi-ACD Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill:	The name(s) or number(s) of the splits/skills selected for this report.	syn(SPLIT)
ACD:	The name or number of the ACD for which the data was selected.	syn(ACD)
Skill State:	Current state of this skills. Requires ECS R6 with <i>CentreVu Advocate</i> . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Calls Waiting:	The number of split/skill ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the <i>DEFINITY</i> ECS Generic 3 switch.	INQUEUE+INRING
Oldest Call Waiting:	The length of time (in seconds) the oldest ACD call has waited in queue or ringing before being answered. This does not include direct agent calls.	OLDESTCALL
Avg Speed Answer:	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with the ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
ACD Calls:	The ACD calls that were queued to the split/skill and answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway interface feature or Generic 3 switches with the ASAI feature only.	ACDCALLS
Avg ACD Time:	The average talk time for all ACD calls to this split/skill. This does not include hold time or time on direct agent calls, but it does include talk time of all outbound ACD calls placed by an adjunct (also called outbound predictive dialing) for Generic 2.2 switches with ASAI Gateway interface feature or the Generic 3 switches with the ASAI feature only.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Aban Calls:	The total number of queued calls for each split/skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned at the far end before the agent answered, for the Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only.	ABNCALLS
Avg Aban Time:	The average time a caller waited (in split/skill or VDN) before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>
Agents Avail:	The total number of agents who are available to receive ACD calls in each split/skill.	AVAILABLE
Agents Ringing:	The current number of agents that are available and have ACD calls (including direct agent calls) ringing at their voice terminal but have not yet answered. If the agent places a call or answers an extension call, the agent is shown in the AUX work state, rather than in the ringing state.	AGINRING
Agents on ACD Calls:	The total number of agents that are connected to inbound and outbound ACD calls in each split/skill. This does not include direct agent calls.	ONACD
Agents in ACW:	The number of agents who are in the after call work mode for each split/skill. This includes agents on ACWIN/ACWOUT calls and agents in ACW not associated with an ACD call.	INACW

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agents in Other:	The current number of agent positions that are doing other work. Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state. For the Generic 3 and Generic 2.2 switches with EAS, the agent did one of the following activities while in the Auto-in or Manual-In state: The agent put any call on hold and performed no further action. The agent is on a direct agent call or in ACW for a direct agent call. The agent is dialing to place a call or to activate a feature. The agent has a ringing personal call queued through another split or skill, with no other activity. For the Generic 2.2 switch, the agent in AUXIN/AUXOUT put a call on hold using the Hold button or switchhook flash and performed no further action. For the Generic 3 switch without EAS, agents are logged into multiple splits and doing work for a split other than this one.	OTHER
Agents in AUX:	The current number of agents who are in the AUX work mode for all splits/skills including agents who are handling AUXIN or AUXOUT calls.	INAUX
Agents Staffed:	The number of agents logged into each split/skill.	STAFFED

Multi-ACD Top Agent Report

This report displays skill information for skills from multiple ACDs. Agent counts show top and backup agents. This report allows you to enter skills from multiple ACDs connected to the CMS.

➤ NOTE:

The Multi-ACD Top Agent Report item does not appear on the real-time reports menu unless you have more than one ACD installed on your *CentreVu* CMS

Things to Know About This Report

Here are some things you need to know about this report.

- This report shows the number of agents with this skill as their top skill for *DEFINITY* ECS G3 EAS switches.
- This report shows the number of agents with this split as *OLDEST_LOGON* for Generic 3 non-EAS switches.
- This report shows the number of agents in the corresponding zero skill for Generic 2.2 switches with EAS. (For a G2 switch without EAS, agents can only be in a single split, so the counts are for all agents in the split.)
- The menu items for this report appear only if the current ACD is a Generic 3 switch and EAS is activated. The report can be run for any live ACD on the CMS (some of which may not be G3 switches with EAS activated).
- “Top Agents” are agents for whom the skill is their highest-level skill. If agents have more than one skill at the highest level, then the first one administered is the top skill.
- The database items used for the Multi-ACD Top Agent Report are stored in the `csplit` table.
- Standard Multi-ACD reports only allow information for six ACDs. You can customize this report through Report Designer to include eight ACDs.

Multi-ACD Top Agent Input Window

The following figure shows an example of the Multi-ACD Top Agent input window. You must fill in the report input window to run the report.

Multi-ACD Top Agent Report

Inputs

ACD: r6_dads1eas

Split/Skill: Platinum

ACD(2): r6_dads1eas

Split/Skill(2): Gold

ACD(3): r6_dads1eas

Split/Skill(3): Regular

ACD(4): g3v4_nerv

Split/Skill(4): Orders

ACD(5): g3v4_nerv

Split/Skill(5): Returns

ACD(6): (none)

Split/Skill(6):

Real-Time Options

Refresh Every 18 Seconds

☒ Enable Report Thresholds

☐ Run Minimized

OK Cancel Help

Multi-ACD Top Agent Input Fields

The following table describes the input fields on real-time Multi-ACD Top Agent report input windows.

Field	Definition
First through Sixth ACD:	Fill in the names or numbers of the First through Sixth ACD(s) for which you want to run the report. You can enter an ACD name only if the name has been defined in Dictionary.
Split/Skill: (1... 6)	Fill in the names or numbers of the First through Sixth Split/Skill(s) for which you want to run the report. You can enter a split/skill name only if the name has been defined in Dictionary.
Refresh Every <#> Seconds	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh Every <#> Seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report Thresholds	Check the Enable Report thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Multi-ACD Top Agent Report Example

The following figure provides an example of the Multi-ACD Top Agent report.

Multi-ACD Top Agent Report	
Report Edit Format Tools Options Help	
ACD: r6 da	ACD: r6 da
Split/Skill: Regul;	Split/Skill: Regul;
Skill State: NORM	Skill State: NORM
Calls Waiting: 0	Calls Waiting: 0
Oldest Call Waiting: :00	Oldest Call Waiting: :00
Avg Speed Ans:	Avg Speed Ans:
ACD Calls: 0	ACD Calls: 0
Avg ACD Time:	Avg ACD Time:
Aban Calls: 0	Aban Calls: 0
Avg Aban Time:	Avg Aban Time:
Top Agents Avail: 0	Top Agents Avail: 0
Top Agents Ringing: 0	Top Agents Ringing: 0
Top Agents on ACD Calls: 0	Top Agents on ACD Calls: 0
Top Agents in ACW: 0	Top Agents in ACW: 0
Top Agents in Other: 0	Top Agents in Other: 0
Top Agents in AUX: 0	Top Agents in AUX: 0
Top Agents Staffed: 0	Top Agents Staffed: 0
Flex Agents Staffed: 80	Flex Agents Staffed: 80
Reserve1 Agents Staffed: 0	Reserve1 Agents Staffed: 0
Reserve2 Agents Staffed: 0	Reserve2 Agents Staffed: 0
Thresholds: On r6_dads1eas	

Multi-ACD Top Agent Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD:	The name or number of the ACD for which the data was collected.	syn(ACD)
Split/Skill:	The name or number of the splits/skills selected for this report.	syn(SPLIT)
Skill State:	Current state of this skill, compared to the administered thresholds. Requires ECS R6 with <i>CentreVu Advocate</i> . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Calls Waiting:	The number of split or skill ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the Generic 3 switch.	INQUEUE+INRING
Oldest Call Waiting:	The length of time (in seconds) that the oldest ACD call has waited in queue or ringing (at an agent voice terminal for each split/skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL
Avg Speed Ans:	The average time that calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (outbound predictive dialing) for Generic 2.2 switch with ASAI Gateway or the Generic 3 switches with ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
ACD Calls:	The ACD calls that were queued to the split/skill and answered by an agent in the split/skill. This does not include direct agent calls. It does include outbound ACD calls placed by an adjunct (outbound predictive dialing) for Generic 2.2 switch with ASAI Gateway Interface feature or <i>DEFINITY</i> ECS with the ASAI feature only.	ACDCALLS
Avg ACD Time:	The average talk time for all ACD calls to this split/skill. This does not include hold time or time on direct agent calls. It does include outbound ACD calls placed by an adjunct (outbound predictive dialing) for Generic 2.2 switch with ASAI Gateway Interface feature or <i>DEFINITY</i> ECS with the ASAI feature only.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Aban Calls:	The number of calls that are abandoned by the caller when calls are in queue or when calls are ringing for this split/skill. This includes calls with talk times less than the phantom abandoned call timer value, if it is set. For Generic 2.1 and Generic 3 Version 1 switches with vectoring, this also includes calls that were queued to the split/skill and abandoned while listening to a forced disconnect announcement. NOTE: When a call is queued to multiple splits/skills and abandons from the queue, only the primary split/skill increments ABNCALLS. (Calls that are ringing at an agent's voice terminal and then abandoned count as abandons for the split/skill for which they were ringing.)	ABNCALLS
Avg Aban Time:	The average time a caller waited (in split/skill or VDN) before hanging up.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
Top Agents Avail:	The number of top agents that are logged into the skill who are available in the skill.	TAVAILABLE
Top Agents Ringing:	The number of top agents that are logged into the skill who have ACD calls (including direct agent calls) ringing at their voice terminals.	TAGINRING
Top Agents on ACD Calls:	The number of top agents connected to inbound and outbound ACD calls in each split/skill. This does not include direct agent calls.	TONACD
Top Agents in ACW:	The number of top agents who are in the after call work state for each skill. This includes agents on ACWIN or ACWOUT calls and agents in ACW not associated with an ACD call.	TINACW

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Top Agents in Other:	The current number of top agent positions that are doing other work. For the <i>DEFINITY</i> ECS, the agent did one of the following activities while in the Auto-in or Manual-In state: • The agent put any call on hold and performed no further action. • The agent was on a direct agent call or in ACW for a direct agent call. • The agent was dialing to place a call or to activate a feature. • The agent had a personal call ringing with no other activity. For the <i>DEFINITY</i> ECS without EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call or in ACW). For the <i>DEFINITY</i> ECS and Generic 2.2 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in call-related ACW). Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	TOTHER
Top Agents in AUX:	The number of top agents logged into the skill who are in the AUX Work mode for all skills or agents on AUXI N/AUXOUT calls.	TINAUX
Top Agents Staffed:	Current number of top agents that are staffed in the skill.	TSTAFFED
Flex Agents Staffed:	Number of agents who are staffing the skill, but are neither top nor reserve agents. Requires ECS R6 with <i>CentreVu</i> Advocate. See the <i>CentreVu® Advocate User Guide</i>, Lucent Technologies 585-215-855.	FSTAFFED

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Reserve1 Agents Staffed:	Number of agents staffing this skill as reserve1. Requires ECS R6 with <i>CentreVu</i> Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	R1STAFFED
Reserve2 Agents Staffed:	Number of agents staffing this skill as reserve2. Requires ECS R6 with <i>CentreVu</i> Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	R2STAFFED

Queue/Agent Reports

Overview

The Queue/Agent reports give you the following specific information about Queues and Agents:

- The overall skill information along with information about agents for whom the requested skill is the top skill.
- The overall split/skill information such as the number of calls waiting, oldest call waiting, and percent answered within service level.
- A summary of the split's/skill's queue status.

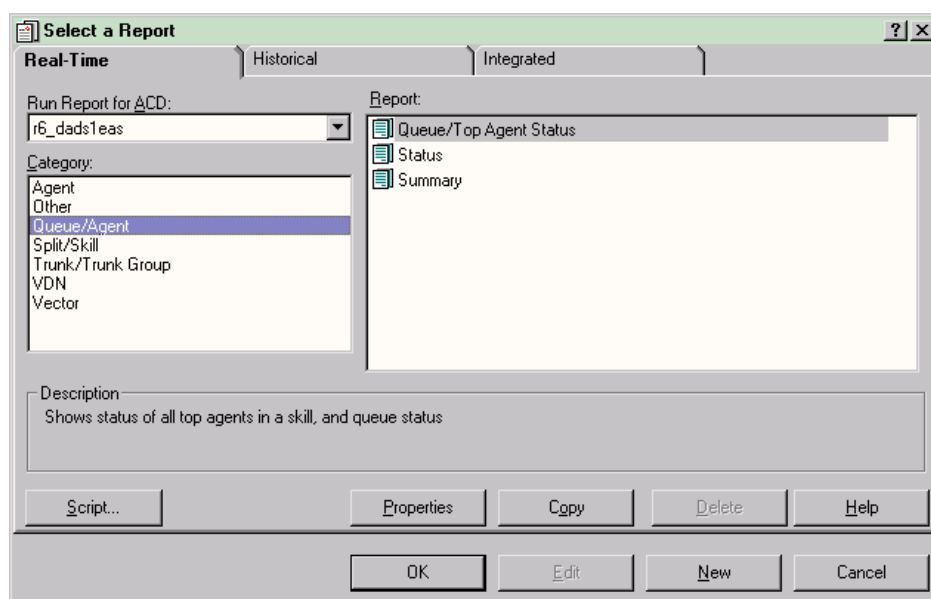
Organization of Queue/Agent Reports

The following list shows how the Queue/Agent reports are structured in *CentreVu* Supervisor.

- Queue Top Agent Status
- Status
- Summary

Queue/Agent Report Selector Window

The following figure is an example of the Queue/Agent Report Selector window. The reports are explained in the same order as listed in the window.



Queue Report Input Window

The reports in this section use the Queue Report Input Windows. Specific input information is included with the reports.

Queue Report Input Fields

The following table describes the input fields on real-time Queue report input windows.

Field	Definition
Skill: or Split/Skill:	Enter the skill name or number that you want to view in this report. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how often you want the report to refresh. The default for the Refresh Every <#> Seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Queue/Top Agent Status

This report displays overall skill information along with information about agents for whom the requested skill is the top skill. This report resembles the Queue/Agent Status report, but this report also displays the number of top agents staffed, available, ringing, on ACD calls, in ACW, in AUX, and in Other, plus the number of flex agents staffed. The number of calls answered and abandoned also appear on the report.

Things to Know About This Report

Here are some things you need to know about this report.

- This report is available only for *DEFINITY* ECSs with EAS.
- “Top Agents” are agents for whom the skill is their highest-level skill. If agents have more than one skill at the highest level, then the first one administered is the top skill.
- The database items used for the Queue/Top Agent Status report are stored in *cspLit* and *cagent* tables.
- This report uses the Queue Report input window. Select a skill that you want to view on the report. See “Queue Report Input Fields” on page 3-44 for more information.

Queue/Top Agent Status Report Example

The following figure provides an example of a Queue/Top Agent Status report.

Queue/Top Agent Status - Skill1

Report Edit Format Tools Options Help

Split/Skill: Skill1	Top Agents Staffed: 0
Skill State: NOR	Top Agents Avail: 0
	Top Agents Ringing: 0
Calls Waiting: 0	Top Agents on ACD Calls: 0
Oldest Call Waiting: :00	Top Agents in ACW: 0
Direct Agent Calls Waiting: 0	Top Agents in AUX: 0
% Within Service Level: 100	Top Agents in Other: 0
Service Level: 0	Flex Agents Staffed: 80
ACD Calls: 1	Reserve1 Agents Staffed: 0
Aban Calls: 0	Reserve2 Agents Staffed: 0

Agent Name	Login ID	Extn	AUX	State	Split/Skill	Level	Time	VDN Name
agent2	50002	:0002		AVAIL			113:54	
agent15	50015	:0015		AVAIL			111:07	
agent12	50012	:0012		AVAIL			111:45	
agent4	50004	:0004		AVAIL			112:21	
agent3	50003	:0003		AVAIL			113:03	
agent13	50013	:0013		AVAIL		1	6:36	
agent10	50010	:0010		AVAIL		1	8:24	
agent6	50006	:0006		AVAIL			110:18	
agent29	50029	:0033		AVAIL		1	3:25	
agent11	50011	:0011		AVAIL		1	4:58	
agent28	50028	:0032		AVAIL			160:14	
agent25	50025	:0029		AVAIL			161:01	

Double Click To Run Format Table

Thresholds: On r6_dads1eas

Queue/Top Agent Status Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill:	Name or number of the skill selected for this report.	syn(SPLIT)
Skill State:	Current state of this skill, compared to the administered thresholds. Requires ECS R6 with <i>CentreVu</i> Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Calls Waiting:	The number of calls that are in queue and calls that are ringing at an agent's voice terminal. This does not include direct agent calls (<i>DEFINITY</i> ECS only).	INPROGRESS-ATAGENT
Oldest Call Waiting:	The length of time (in seconds) the oldest ACD call has waited in queue or ringing (at an agent voice terminal for each split/skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL
Direct Agent Calls Waiting:	The current number of direct agent calls (<i>DEFINITY</i> ECS only) that are waiting in this skill's queue or ringing at agent positions.	DA_INQUEUE+DA_INRING
% Within Service Level:	The percentage of skill ACD calls that were answered by an agent within the predetermined time.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Service Level:	Shows the current setting for the Acceptable Service Level, in seconds, as defined on the Call Center Administration Split/Skill Call Profile Setup window.	SERVICELEVEL
ACD Calls:	The number of calls that were queued to the skill and answered by this agent in this skill (includes O_ACDCALLS).	ACDCALLS

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Aban Calls:	The number of calls that are abandoned by the caller when calls are in queue or when calls are ringing for this split/skill. This includes calls with talk times less than the phantom abandoned call timer value, if it is set. For Generic 2.1 and Generic 3 Version 1 switches with vectoring, this also includes calls that were queued to the split/skill and abandoned while listening to a forced disconnect announcement.	ABNCALLS
Top Agents Staffed:	The current number of top agents that are staffed in this skill.	TSTAFFED
Top Agents Avail:	The current number of top agents logged into the skill and available in the skill to take calls.	TAVAILABLE
Top Agents Ringing:	The number of top agents logged into the skill who have ACD calls (including direct agent calls) ringing at their voice terminals.	TAGINRING
Top Agents on ACD Calls:	The total number of top agents connected to inbound and outbound ACD calls in each skill. This does not include direct agent calls.	TONACD
Top Agents in ACW:	The number of top agents who are in the after call work state for each skill. This includes agents on ACWIN/ACWOUT calls and agents in ACW not associated with an ACD call.	TINACW
Top Agents in AUX:	The number of top agents logged into the skill who are in the AUX work mode for all skills or are on AUXIN/AUXOUT calls. Does not apply to direct agents in ACW.	TINAUX

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Top Agents in Other:	The current number of top agent positions that are doing other work. For the <i>DEFINITY</i> ECS the agent did one of the following activities while in the Auto-in or Manual-In state: • The agent put any call on hold and performed no further action. • The agent is on a direct agent call or in ACW for a direct agent call. • The agent is dialing to place a call or to activate a feature. • The agent has a personal call ringing with no other activity. For the Generic 3 and Generic 2.2 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in call-related ACW). For the Generic 3 switches without EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call or in call-related ACW). Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	TOTHER
Flex Agents Staffed:	Number of agents who are staffing this skill, but are neither top nor reserve agents. Requires ECS R6 with <i>CentreVu</i> Advocate. See the <i>CentreVu® Advocate User Guide</i>, Lucent Technologies 585-215-855.	FSTAFFED
Reserve1 Agents Staffed:	Number of agents staffing this skill as reserve1. Requires ECS R6 with <i>CentreVu</i> Advocate. See the <i>CentreVu® Advocate User Guide</i>, Lucent Technologies 585-215-855.	R1STAFFED

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Reserve2 Agents Staffed:	Number of agents staffing this skill as reserve2. Requires ECS R6 with <i>CentreVu Advocate</i> . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	R2STAFFED
Agent Name	The name (or agent IDs if the names have not been assigned in the Dictionary) of the agents assigned to this split/skill and logged in.	syn(LOGID)
Login ID	The login identification of the agent	LOGID
Extn	The extension that the agent logged in from.	EXTENSION
AUX Reason	The reason associated with the auxiliary work state of this agent (for example, lunch, break, meeting, or training). This field is blank if the agent is not in the AUX state.	AUXREASON
State	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	AWORKMODE and DIRECTION
Split/Skill Level	The skill and level associated with the split/skill or direct agent ACD call that the agent is on or the ACW session. WORKSKILL is the OLDEST_LOGON: - When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold - When an agent is on an AUXIN call with an ACD call on hold. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call. When an agent is available, in AUX, or in OTHER, this is blank. The level is either a skill level (1-16) for a normal skill or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL.	WORKSKILL/ syn(WORKSKLEVEL)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME
VDN Name (Shows data only if you have purchased the Vectoring feature)	The number or name of the VDN for which the report shows data. The Vector Directory Number is associated with the ACD call in progress.	VDN

Queue/Agent Status Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- Direct agent calls waiting are displayed in this report because direct agent calls occupy split/skill queue slots on *DEFINITY* ECSs.
- The database items used for the Queue/Agent Status report are stored in *csplit* and *cagent* tables.
- This report uses the Queue Report Input Window. Select a split/skill that you want to view on the report. See “Queue Report Input Fields” on page 3-44 for more information.

Queue/Agent Status Report Example

The following figure provides an example of a Queue/Agent Status report.

Queue/Agent Status - Skill1

Report Edit Format Tools Options Help

Split/Skill: Skill1
Skill State: NOR

Calls Waiting:	0	Agents Staffed:	80
Oldest Call Waiting:	:00	Agents Avail:	80
Direct Agent Calls Waiting:	0	Agents Ringing:	0
% Within Service Level:	75	Agents in ACW:	0
Service Level:	0	Agents on ACD Calls:	0
ACD Calls:	4	Agents in AUX:	0
Aban Calls:	0	Agents in Other:	0

Agent Name	Login ID	Extn	Role	Percent	AUX Reason	State	Split/Skill	Level	Time	VDN Name
agent2	50002	'0002	ROVE	0		AVAIL			113:54	
agent15	50015	'0015	ROVE	0		AVAIL			111:07	
agent12	50012	'0012	ROVE	0		AVAIL			111:45	
agent4	50004	'0004	ROVE	0		AVAIL			112:21	
agent3	50003	'0003	ROVE	0		AVAIL			113:03	
agent13	50013	'0013	ROVE	0		AVAIL		1	6:36	
agent10	50010	'0010	ROVE	0		AVAIL		1	8:24	
agent6	50006	'0006	ROVE	0		AVAIL			110:18	
agent29	50029	'0033	ROVE	0		AVAIL		1	3:25	
agent11	50011	'0011	ROVE	0		AVAIL		1	4:58	
agent28	50028	'0032	ROVE	0		AVAIL			160:14	
agent25	50025	'0029	ROVE	0		AVAIL			161:01	
agent16	50016	'0016	ROVE	0		AVAIL		1	:00	

Thresholds: On r6_dads1eas

Queue/Agent Status Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill:	The name or number of the split or skill selected for this report.	syn(SPLIT)
Skill State:	Current state of this skill, compared to the administered thresholds. Requires ECS R6 with <i>CentreVu Advocate</i> . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Calls Waiting:	The total number of split or skill ACD calls waiting to be answered for each split/skill in the report. This includes calls that are in queue and are ringing at an agent's voice terminal. It also includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only. For the <i>DEFINITY</i> ECS, it does not include direct agent calls.	INQUEUE+INRING
Oldest Call Waiting:	The length of time (in seconds) the oldest call has waited in queue or ringing (at an agent voice terminal for each split/skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL
Direct Agent Calls Waiting:	The current number of direct agent calls (<i>DEFINITY</i> ECS only) that are waiting in this split's/skill's queue or ringing at agent positions.	DA_INQUEUE+DA_INRING
% Within Service Level:	The percentage of split/skill ACD calls that were answered by an agent within the predetermined time.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Service Level:	Shows the current setting for the Acceptable Service Level, in seconds, as defined on the Call Center Administration Split/Skill Call Profile Setup.	SERVICELEVEL
ACD Calls:	The number of calls that were queued to this split/skill and answered by an agent in this split/skill (includes O_ACDCALLS).	ACDCALLS
Aban Calls:	The number of calls that are abandoned by the caller when calls are in queue or when calls are ringing for this split/skill. This includes calls with talk times less than the phantom abandoned call timer value, if it is set. For Generic 2.1 and Generic 3 Version 1 switches with vectoring, this also includes calls that were queued to the split/skill and abandoned while listening to a forced disconnect announcement. NOTE: When a call is queued to multiple splits/skills and abandons from the queue, only the primary split/skill increments ABNCALLS. (Calls that are ringing at an agent's voice terminal and then abandon count as abandons for the split/skill for which they were ringing.)	ABNCALLS
Agents Staffed:	The total number of agents logged into each split/skill.	STAFFED
Agents Avail:	The current number of agents that are available to receive ACD calls in each split/skill.	AVAILABLE

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agents Ringing:	The current number of agents that are available and have ACD calls (including direct agent calls) ringing at their voice terminal, but have not yet answered. If the agent places a call or answers an extension call, the agent is shown in the AUX work state, rather than in the ringing state.	AGINRING
Agents in ACW:	The number of agents that are in the after call work mode for each split/skill. This includes agents on ACWIN/ACWOUT calls and agents in ACW not associated with an ACD call.	INACW
Agents on ACD Calls:	The total number of agents that are connected to inbound and outbound ACD calls in each split/skill. This does not include direct agent calls.	ONACD
Agents in AUX:	The current number of agents who are in the AUX work mode for all splits/skills, including agents who are handling AUXIN/AUXOUT calls.	INAUX

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agents in Other:	The current number of agent positions that are doing other work. For the <i>DEFINITY</i> ECS, the agent did one of the following activities while in the Auto-in or Manual-In state: The agent put any call on hold and performed no further action. The agent is on a direct agent call or in ACW for a direct agent call. The agent is dialing to place a call or to activate a feature. The agent has a ringing personal call with no other activity. For the <i>DEFINITY</i> ECSs without EAS, agents are logged into multiple splits and doing work for a split other than this one. For the Generic 2.2 switch, the agent in AUXIN/AUXOUT put a call on hold using the Hold button or switchhook flash and performed no further action. Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	OTHER
Agent Name	The name(s) of the agent(s) assigned to this split/skill and logged in (or their login IDs if names have not been assigned to them in Dictionary).	syn(LOGID)
Login ID	The login identification of the agent.	LOGID
Extn	The extension that the agent logged in from	EXTENSION
Role	The Agent's service role for this SPLIT, as defined in the Dictionary. Requires <i>DEFINITY</i> ECS R6 with <i>CentreVu</i> Advocate. See the <i>CentreVu® Advocate User Guide</i>, Lucent Technologies 585-215-855.	syn(ROLE)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Percent	The Agent's percent allocation for this SPLIT. Requires <i>DEFINITY</i> ECS R6 with <i>CentreVu Advocate</i> . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	PERCENT
AUX Reason	The reason associated with the auxiliary work state of this agent (for example, lunch, break, meeting, or training). This field is blank if the agent is not in the AUX state.	AUXREASON
State	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	syn(WORKMODE) and syn(DIRECTION)
Split/Skill	The name or number of the split or skill selected for this report.	syn(SPLIT)
Level	The skill level associated with the agent's current WORKSKILL , when WORKSKILL is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature. WORKSKLEVEL contains either a skill level (1-16) for a normal skill or a reserve level. This WORKSKLEVEL applies to WORKSKILL. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855, for information on reserve levels.	syn(WORKSKLEVEL)
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
VDN Name (Shows data only if you have purchased the Vectoring feature)	The number or name of the VDN for which the report shows data. The Vector Directory Number (VDN) is associated with the ACD call in progress.	VDN

Queue/Agent Summary Report

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

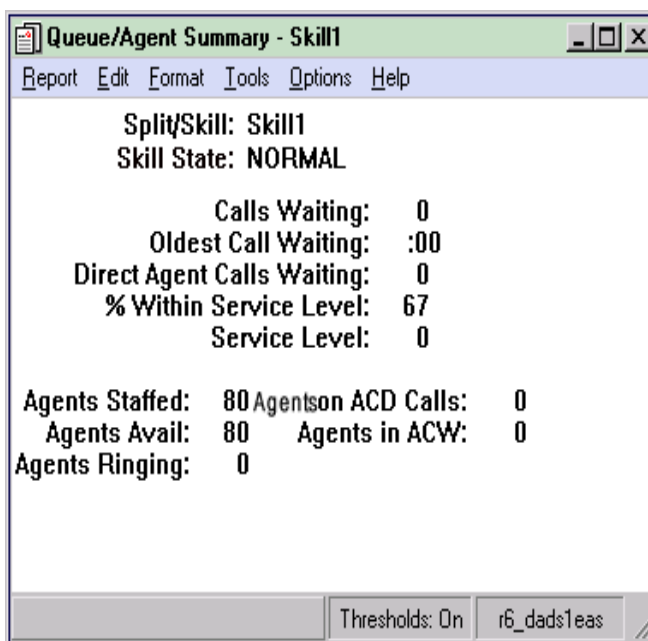
Things to Know About This Report

Here are some things you need to know about this report.

- Direct agent calls waiting are displayed in this report because direct agent calls occupy split/skill queue slots on *DEFINITY* ECS or later switches.
- The database items used for the Queue/Agent Summary report are stored in the *csplit* and *cagent* tables.
- This report uses the Queue Report Input Window. Select a split/skill that you want to view on the report. See "Queue Report Input Fields" on page 3-44 for more information.

Queue/Agent Summary Report Example

The following figure provides an example of a Queue/Agent Summary report.



Queue/Agent Summary Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill:	The name or number of the splits/skills selected for this report.	syn(SPLIT)
Skill State:	Current state of this skill, compared to the administered thresholds. Requires ECS R6 with <i>CentreVu</i> Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Calls Waiting:	The number of split or skill ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the <i>DEFINITY</i> ECS.	INQUEUE+INRING
Oldest Call Waiting:	The length of time (in seconds) the oldest call has waited in queue or ringing (at an agent voice terminal for each split/skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL
Direct Agent Calls Waiting:	The current number of direct agent calls (<i>DEFINITY</i> ECS only) that are waiting in this split's/skill's queue or ringing at agent positions.	DA_INQUEUE+DA_INRING
% Within Service Level:	The percentage of split/skill ACD calls that were answered by an agent within the predetermined time.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Service Level:	The size of each service level increment is measured in seconds. Each increment of seconds represents a progressively longer wait time segment during which calls may be answered or abandoned, and each increment can be a different length. These increments are defined in the Call Center Administration - Split/Skill Call Profile Setup window or VDN Call Profile Setup window.	PERIOD1-9

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agents Staffed:	The total number of agents that are logged into each split/skill.	STAFFED
Agents Avail:	The current number of agents that are available to receive ACD calls in this split/skill.	AVAILABLE
Agents Ringing:	The current number of agents that are available and have ACD calls (including direct agent calls) ringing at their voice terminal but have not yet answered. If the agent places a call or answers an extension call, the agent is shown in the AUX work state, rather than in the ringing state.	AGINRING
Agents on ACD Calls:	The total number of agents that are connected to inbound and outbound ACD calls in each split/skill. This does not include direct agent calls.	ONACD
Agents in ACW:	The number of agents who are in the after call work mode for each split/skill. This includes agents on ACW-IN/ACW-OUT calls and agents in ACW not associated with an ACD call.	INACW

Split/Skill Reports

Overview

From the Real-Time Split/Skill menu you can select Split Status (non-EAS) or Skill Status (EAS), Split/Skill Report, or Call Profile. Additionally, if you have the EAS feature, you can select Top Agent Status, Top Agent Report, and Skill AUX Report

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

Organization of Split/Skill Reports

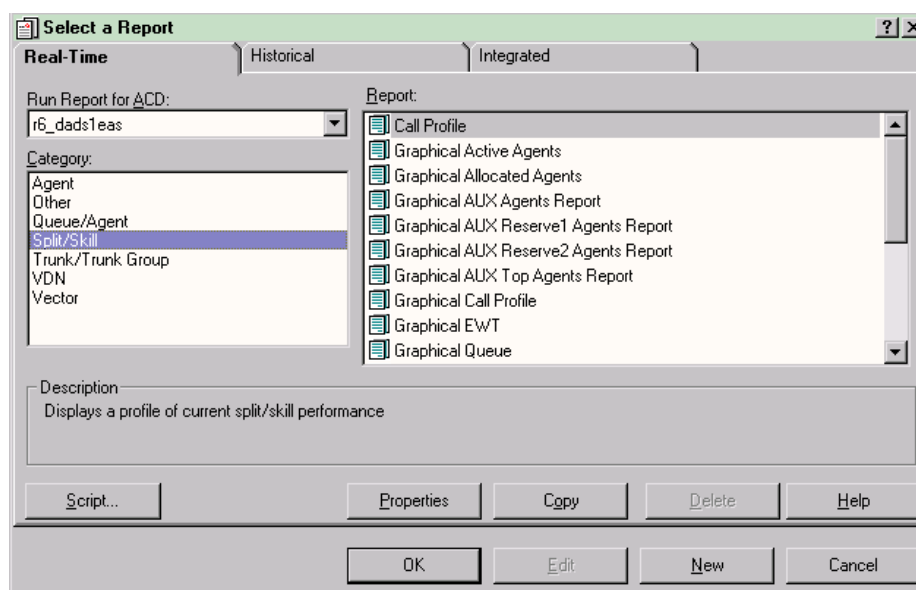
The following list shows how the Split/Skill reports are organized in *CentreVu* Supervisor.

- Call Profile
- Graphical Active Agents (see the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855)
- Graphical Allocated Agents (see the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855)
- Graphical AUX Agents Report
- Graphical AUX Top Agents Report
- Graphical Call Profile
- Graphical EWT
- Graphical Queue
- Graphical Skill Overload (see the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855)
- Graphical Staffing Profile (see the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855)
- Graphical Status
- Graphical Top Skill Status
- Skill AUX
- Skill Status
- Skill Top Agent
- Split Status (non-EAS)
- Split/Skill Report

- Top Agent Status
- Graphical AUX Reserve1 Agents (see the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855)
- Graphical AUX Reserve2 Agents (see the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855)

Split/Skill Report Selector Window

The following figure is an example of the Split/Skill Report Selector window. The reports are explained in the same order as listed in the window.



Split/Skill Reports Input Window

The reports in this section use the Split/Skill Reports Input Window. Specific input information is included with the reports.

Split/Skill Report Input Fields

The following table describes the input fields on real-time Split/Skill report input windows. Not all reports use all fields; refer to information for the specific report you are running to determine what you want to view. For example, you may enter a skill or split/skill to run the report. All possible fields on this window are described here.

Item	Description
Skill:, Split:, Split/Skill:, or Splits/Skills:	Fill in the Skill (or split) input name or number for which you want to run the report. You can enter a split/skill name only if the name has been defined in Dictionary.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh Every <#> Seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Split/Skill Call Profile Report

This report shows the wait times of incoming calls that are answered and abandoned in a split or skill during the current interval.

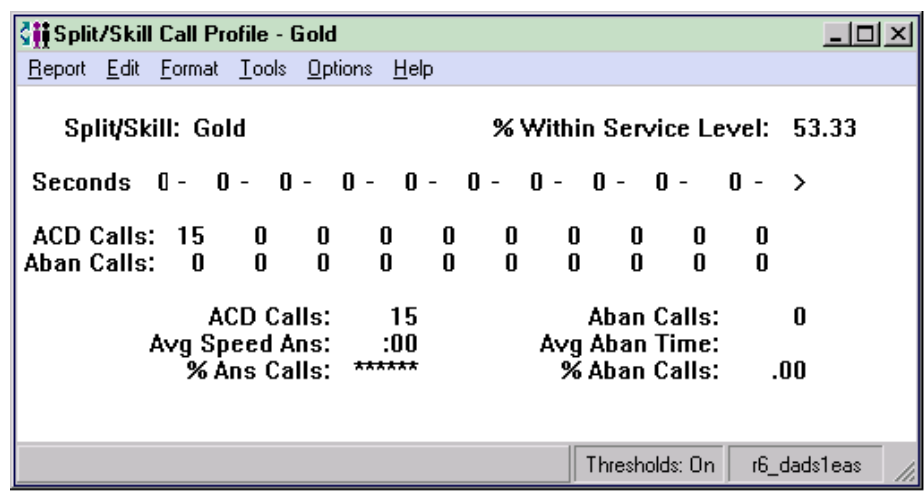
Things to Know About This Report

Here are some things you need to know about this report.

- Calls are displayed in ten columns, with each column representing a progressively longer wait time (increment).
- The database items used for the Split/Skill Call Profile Report are stored in the csplit table.
- You must have administered service level and wait time increments for this report to be meaningful.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Split/Skill Call Profile Report Example

The following figure provides an example of a Split/Skill Call Profile report.



Split/Skill Call Profile Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill:	The name or number of the split/skill selected for this report.	syn(SPLIT)
% Within Service Level:	The percentage of split/skill ACD calls that were answered by an agent within the predefined time. Calls offered to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Seconds	The size of each increment is measured in seconds. Each increment of seconds represents a progressively longer wait time segment during which calls may be answered or abandoned, and each increment can be a different length. These increments are defined in the Call Center Administration Split/Skill Call Profile Setup window.	PERIOD1-9
ACD Calls:	This is the number of calls that were sent to the split/skill that were answered by an agent within each increment. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only. For the <i>DEFINITY</i> ECS it does not include direct agent calls.	ACDCALLS1-10

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Aban Calls:	The number of calls to the split/skill that were abandoned within each increment. If calls are queued to multiple splits/skills, only the first split/skill queued to records an abandon. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only. It does not include direct agent calls.	ABNCALLS
(Total) ACD Calls:	The total number of ACD calls that were sent to the split/skill that were answered by an agent in the split/skill. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only. For the <i>DEFINITY</i> ECS, it does not include direct agent calls.	ACDCALLS
Avg Speed Ans:	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
% Ans Calls:	The percentage of calls queued to the split/skill that were answered by an agent. Calls to the split/skill include abandoned calls and calls not answered. Calls not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill. For the <i>DEFINITY</i> ECS, it does not include direct agent calls.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
(Total) Aban Calls:	The total number of calls queued for each split/skill that abandoned before an agent answered. This includes calls that abandon from ringing at a voice terminal. Direct agent calls are not included. For Generic 2.2 switches with the ASAI Gateway, and for <i>DEFINITY</i> ECS with ASAI, this includes outbound calls where the far end abandoned as well.	ABNCALLS
Avg Aban Time:	The average time calls waited in split/skill before hanging up.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
% Aban Calls:	The percentage of queued calls to the split/skill that were abandoned before being answered by an agent. For the Generic 2.2 switch with ASAI Gateway Interface feature or <i>DEFINITY</i> ECS with the ASAI feature only, calls to the split/skill include outbound ACD calls placed by an adjunct (outbound predictive dialing). For the <i>DEFINITY</i> ECS, it does not include direct agent calls.	100*(ABNCALLS/ CALLSOFFERED) <PERCENT_CALL_ABAN>

Split/Skill Graphical AUX Agents Report

Things to Know About This Report

This report, which is available only with the *DEFINITY* ECS release, shows all agents with this skill who are in AUX, the reason, and the time in AUX.

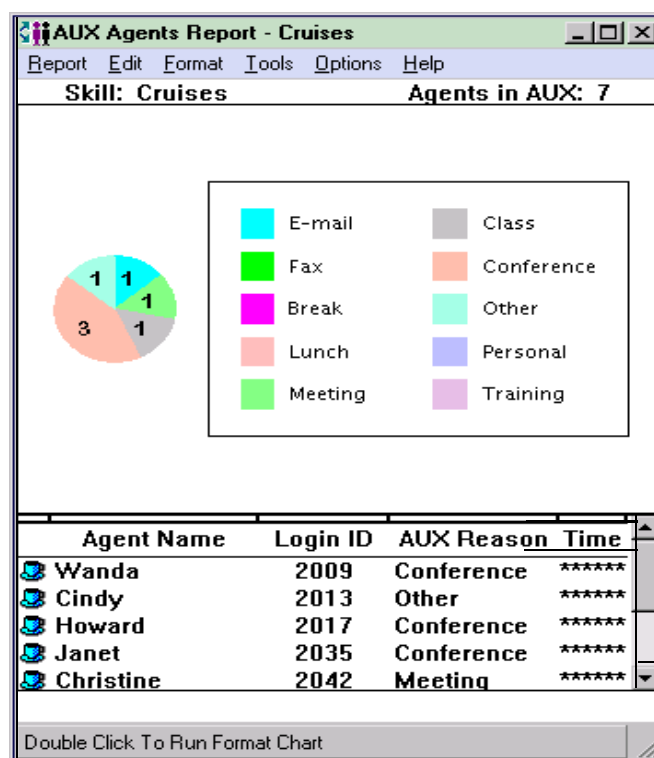
Here are some things you need to know about this report.

- You can access this report in the following ways:
 - From the Real-Time Split/Skill Category selector menu.
 - By drilling down from the AUX work state fields on other reports to this report (only available with *DEFINITY* ECS). All other switch/EAS configuration drills down to the Work State Report.
- From this report, you can drill-down to the Agent Information report from the “Agent Name” field.
- Call center supervisors can use this report to see which staffed agents are unavailable to take calls, and for what reason. The supervisor can also see how long each agent has been unavailable for each of the reason codes. This will help show the supervisor who can be pulled to answer calls if call volumes increase, and will also help to identify agents who are taking too long for breaks, lunch, etc.
- This report includes the following table information:
 - A row for each agent currently in the AUX work state for that skill.
 - The agent’s name, login ID, reason code, and the time in AUX since the agent entered AUX for that reason code.
 - You can specify how you want to sort the agent’s name, login ID, reason code, and time.
 - You can use the scroll bar to see additional agents who are in the AUX state.
- This report shows the following two-dimensional pie chart information for the number of agents in AUX for each reason code for that skill:
 - The pie chart’s legend shows the synonym for each reason code and its corresponding color of the pie.
 - The legend is sorted in ascending order by the reason code number, with the customer-defined synonym for reason code 0 at the bottom.
 - The number of agents are shown inside each slice of the pie.

- The database items used for the Split/Skill Graphical AUX Agents Report are stored in the `cspLit` and `cagent` tables.
- The chart type can be changed. See Chapter 2: “Using Reports” in this document for more information.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Split/Skill Graphical AUX Agents Report Example

The following figure provides an example of a Split/Skill Graphical AUX Agents report.



Split/Skill Graphical AUX Agents Report Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation, Table Name
Skill:	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)

Report Heading	Description	Database Item/ Calculation, Table Name
Agents in AUX:	The current number of agent positions that are in AUX mode for this skill or on AUX-IN/AUX-OUT calls.	INAUX
Reason Code 0	The current number of positions that are in auxiliary work with reason code zero (0) for this skill or on AUXIN/AUXOUT calls. Reason code 0 is for "system" AUX work when reason codes are active (<i>DEFINITY</i> ECS with EAS and later).	INAUX0
Reason Code 1-9	The current number of positions that are in auxiliary work with each of the reason codes 1-9 for this skill or on AUXIN/AUXOUT calls. (<i>DEFINITY</i> ECS and later).	INAUX1-9
Agent Name	The names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned to this split/skill and logged in.	syn(LOGID)
Login ID	The login identification of the agent.	LOGID
AUX Reason	For the <i>DEFINITY</i> ECS, this is the reason associated with the auxiliary work state (on a break, in a meeting, and so on) of this agent. This field is blank if the agent is not in the AUX work state.	syn(AUXREASON)
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Split/Skill Graphical AUX Top Agents Report

This report, which is available only with the *DEFINITY* ECS release, shows top agents with this skill who are in AUX, the reason, and the time in AUX.

Things to Know About This Report

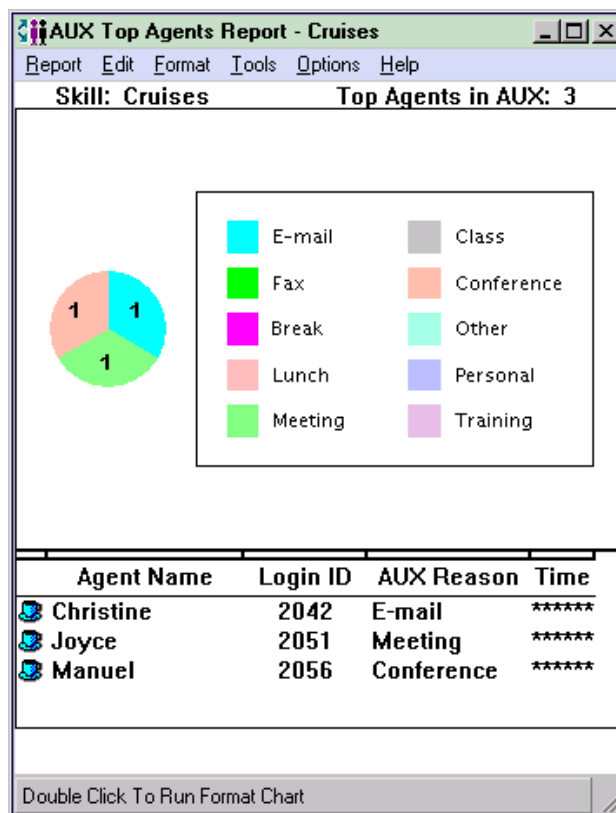
Here are some things you need to know about this report.

- You can access this report in the following ways:
 - From the Real-Time Split/Skill Category selector menu
 - By drilling down from the AUX or Top Agent AUX (csplit.TINAUX) work states on other top agent reports to this top agent report. This occurs only with *DEFINITY* ECS with EAS; otherwise, you drill down to the Work State report.
- From this report, you can drill-down to the Agent Information report from the “Agent Name” field.
- Call center supervisors can use this report to see which top agents are unavailable to take calls, and for what reason. The supervisor will also be able to see how long each top agent has been unavailable for each of the reason codes. This will help the supervisor figure out who could be pulled in to answer calls if call volumes increase, and will also help to identify top agents who are taking too long for breaks, lunch, etc.
- Top agents are agents for whom this measured skill is their highest priority. The skill level 1 is the highest priority and 16 is the lowest.
- This report includes the following table information:
 - A row for each top agent that is currently in the AUX work state for that skill.
 - The top agent’s name, login ID, reason code, and the time in AUX since the agent entered AUX for that reason code.
 - You can specify how you want to sort the agent’s name, login ID, reason code, and time.
 - You can use the scroll bar to see additional top agents that are in the AUX state.
- This report shows the following 2-D pie chart information for the number of agents in AUX for each reason code for that skill:
 - The pie chart’s legend shows the synonym for each reason code and its corresponding color of the pie.

- The number of agents are shown inside each slice of the pie.
- The legend is sorted in ascending order by reason code number, with the customer-defined synonym for reason code 0 at the bottom.
- The database items used for the Split/Skill Graphical AUX Top Agents report are stored in the csplit and cagent tables.
- The chart type can be changed. See Chapter 2: “Using Reports” in this document for more information.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Split/Skill Graphical AUX Top Agents Report Example

The following figure provides an example of a Split/Skill Graphical AUX Top Agents report.



Split/Skill Graphical AUX Top Agents Report Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation, Table Name
Skill:	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)
Top Agents in AUX:	The number of top agents logged into the skill who are in the AUX work mode. This includes agents on AUXIN/AUXOUT calls.	INAUX
Reason Code 0	The current number of positions that are in auxiliary work with reason code zero (0) for this skill or on AUXIN/AUXOUT calls. Reason code "0" is for "system" AUX work when reason codes are active (<i>DEFINITY</i> ECS with EAS and later).	NAUX0
Reason Code 1-9	The current number of positions that are in auxiliary work with each of the reason codes 1-9 for this skill or on AUXIN/AUXOUT calls (<i>DEFINITY</i> ECS and later).	INAUX1-9
Agent Name	The names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned to this skill and logged in.	syn(LOGID)
Login ID	The login identification of the agent.	LOGID
AUX Reason	For the <i>DEFINITY</i> ECS, this is the reason code associated with the auxiliary work state (on a break, in a meeting, and so on) of this agent. This field is blank if the agent is not in the AUX state.	syn(AUXREASON)
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Split/Skill Graphical Call Profile Report

This report shows how well the split or skill you specify is performing compared to your call center's predefined acceptable service level.

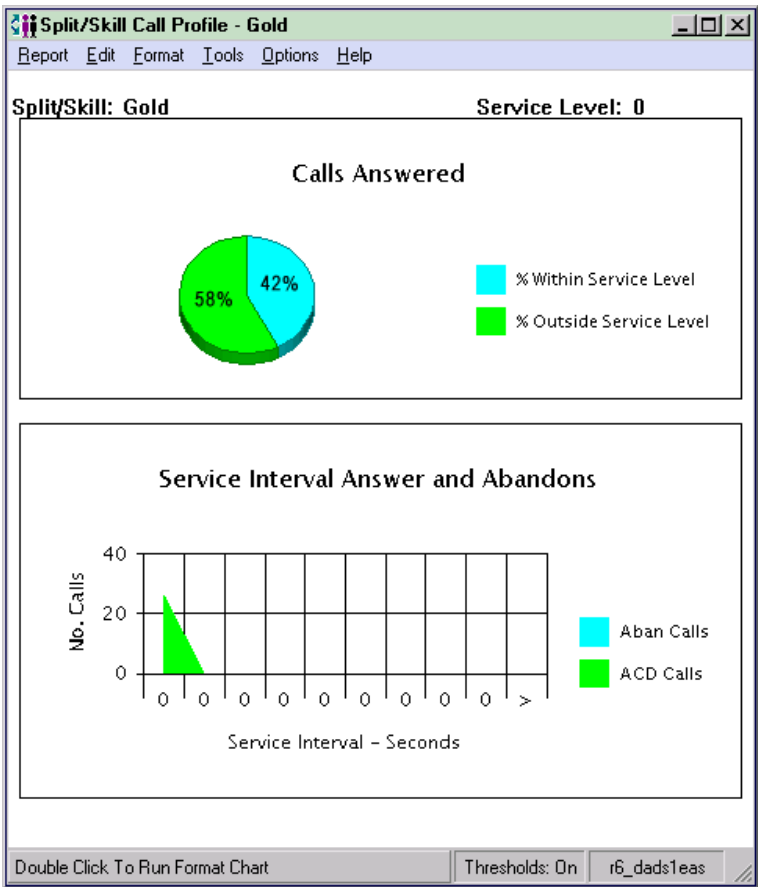
Things to Know About This Report

Here are some things you need to know about this report.

- You can access this report from the Real-Time Split/Skill Category selector menu.
- This report has two charts:
 - The top chart, a three-dimensional pie chart, shows the percentage of ACD calls answered within the predefined Acceptable Service Level and the percentage of ACD calls answered outside this level.
 - The bottom chart, a stacked area graph, shows the number of ACD calls answered and abandoned within each service interval.
- The split/skill selected for the report and the predefined acceptable service level are displayed above the top graph. Legends appear to the right of each chart.
- On the bottom graph, the horizontal axis represents the service interval in seconds, and the vertical axis represents the number of ACD calls answered/abandoned within the acceptable service level.
- The number displayed for each service interval is the upper limit of the interval. For example, if the first two intervals are "3" and "5," the first data point on the graph indicates the number of calls answered/abandoned within 0-3 seconds, and the second data point indicates the number of calls answered/abandoned within 4-5 seconds.
- The database items used for the Split/Skill Graphical Call Profile report are stored in the `cspLit` table.
- The chart type can be changed. See Chapter 2: "Using Reports" in this document for more information.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See "Split/Skill Report Input Fields" on page 3-63 for more information.

Split/Skill Graphical
Call Profile Report
Example

The following figure provides an example of a Split/Skill Graphical Call Profile report.



Split/Skill Graphical
Call Profile Report
Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation, Table Name
Split/Skill:	The name or number of the split/skill selected for this report.	syn(SPLIT)

Report Heading	Description	Database Item/ Calculation, Table Name
Secs:	The size of each increment is measured in seconds. Each increment of seconds represents a progressively longer wait time segment during which calls may be answered or abandoned, and each increment can be a different length. These increments are defined in the Call Center Administration Split/Skill Call Profile Setup window.	PERIOD1-9
% Within Service Level	The percentage of split/skill ACD calls that were answered by an agent within the predefined service level. Calls offered to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill. For the call vectoring feature, calls that were not answered may include • Forced Busy calls • Forced disconnect calls • Calls redirected to another destination • Calls queued to more than one split/skill (<i>DEFINITY</i> ECS only) and answered in another split/skill.	$100 * (\text{ACCEPTABLE} / \text{CALLS-OFFERED})$ <PERCENT_SERV_LVL_SPL>

Report Heading	Description	Database Item/ Calculation, Table Name
% Outside Service Level	Percentage of split/skill ACD calls that were not answered by an agent within the predefined acceptable service level. Calls to the split/skill include abandoned calls, calls not answered, and outbound ACD calls placed by an adjunct (for example, Outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or <i>DEFINITY</i> ECS with the ASAI feature). Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split and answered in another split/skill. For the <i>DEFINITY</i> ECS, Percent Within Service Level does not include direct agent calls.	<100-PERCENT_SERV_LVL_SPL>
Aban Calls	The number of calls to the split/skill that were abandoned within each increment. If calls are queued to multiple splits/skills, only the first split/skill queued to records an abandon. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing) for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only. It does not include direct agent calls.	ABNCALLS1-10
ACD Calls	This is the number of calls that were sent to the split/skill that were answered by an agent within each increment. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only. For the <i>DEFINITY</i> ECS it does not include direct agent calls.	ACDCALLS1

Split/Skill Graphical EWT Report

This report shows the current Expected Wait Time (EWT) for one or more of the splits or skills you specify.

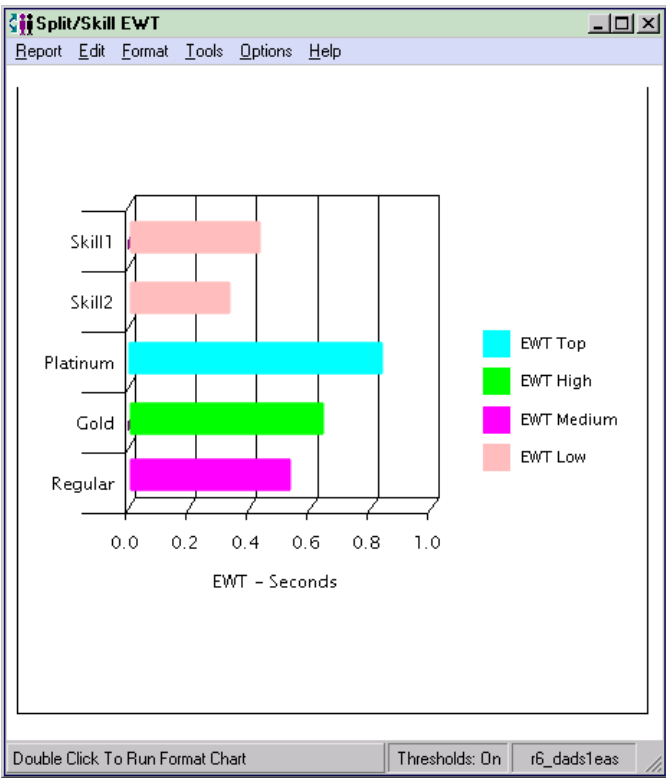
Things to Know About This Report

Here are some things you need to know about this report.

- This report is available only if you have a Generic 3 Version 4 or later version switch with the EWT option.
- You can access this report from the Real-Time Split/Skill Category selector menu.
- The vertical axis of the chart is labeled with the names or numbers of the splits or skills selected for the report.
- A legend appears to the right of the chart.
- The database items used for the Split/Skill Graphical EWT report are stored in the `csplit` table.
- The chart type can be changed. See Chapter 2: “Using Reports” in this document for more information.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Split/Skill Graphical
EWT Report
Example

The following figure provides an example of a Split/Skill Graphical EWT report.



Split/Skill Graphical
EWT Report
Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation Table Name
Skill	The name or number of the skill(s) that is selected for this report.	syn(SPLIT)

Report Heading	Description	Database Item/ Calculation Table Name
Top	This heading contains EWT for the split/skill at top priority. EWT is the wait time for the call when it is queued to the split/skill at the top priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exceptions command.	EWTTOP
High	This heading contains EWT for the split/skill at high priority. EWT is the wait time for the call when it is queued to the split/skill at high priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exceptions command.	EWTHIGH

Report Heading	Description	Database Item/ Calculation Table Name
Medium	This heading contains EWT for the split/skill at medium priority. EWT is the wait time for the call when it is queued to the split/skill at medium priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exceptions command.	EWTMEDIUM
Low	This heading contains EWT for the split/skill at low priority. EWT is the wait time for the call when it is queued to the split/skill at low priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exceptions command.	EWTLOW

Split/Skill Graphical Queue Report

This report shows the number of calls waiting in queue, the amount of time that the oldest call has waited in queue, and trending for one or more splits/skills.

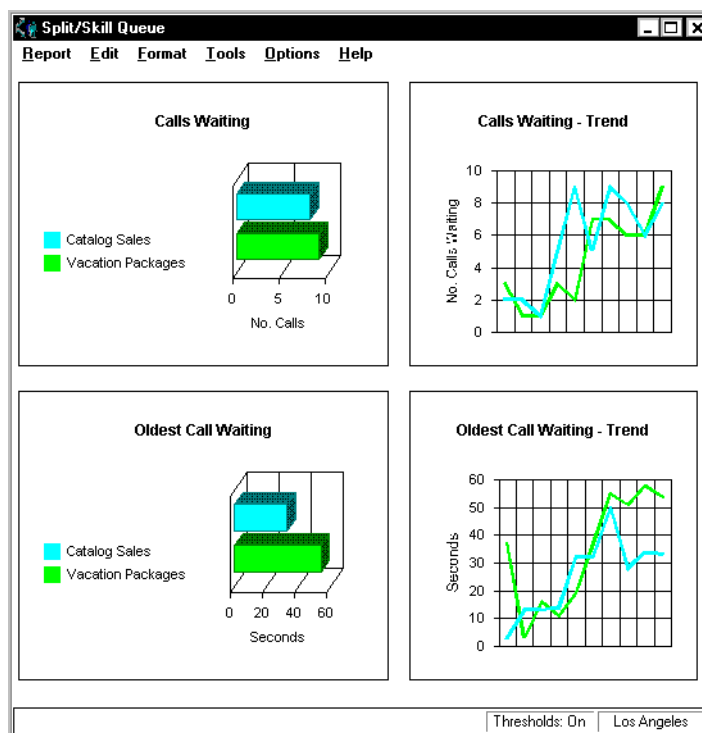
Things to Know About This Report

Here are some things you need to know about this report.

- You can access this report from the Real-Time Split/Skill Category selector menu.
- You can use this report to view trends of calls waiting for several splits/skills.
- The chart type can be changed. See Chapter 2: “Using Reports” in this document for more information.
- This report has four graphs. The two graphs on the left side of the report show the number of Calls Waiting (upper left quadrant) and the Oldest Call Waiting (lower left quadrant). The two graphs on the right side of the report show the trends for the last ten refresh intervals for the same data items. The legend shows which line corresponds to which split/skill.
- Each bar graph has a horizontal bar, on the left quadrant of the report, for each split/skill selected for the report. Each graph's x-axis dynamically scales to the largest value of the items being reported. The x-axis of the Calls Waiting bar graph displays the number of calls (No. Calls) waiting in the split/skill queue. The x-axis of the Oldest Call Waiting bar graph displays the number of seconds the oldest call in the split/skill queue has waited.
- The database items used for the Split/Skill Graphical Queue report are stored in the `csplit` table.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Split/Skill Graphical Queue Report Example

The following figure provides an example of a Split/Skill Graphical Queue report.



Split/Skill Graphical Queue Report Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation Table Name
Split/Skill	The name or number of the splits/skills selected for this report.	syn(SPLIT)
Calls Waiting	The number of split or skill ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the Generic 3 switch.	INQUEUE + INRING
Oldest Call Waiting	The length of time (in seconds) the oldest ACD call has waited in queue or ringing (at an agent voice terminal for each split/skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL

Split/Skill Graphical Status Report

This report shows the status of the agent, the amount of time in an agent state, and the split/skill statistics for individual agents.

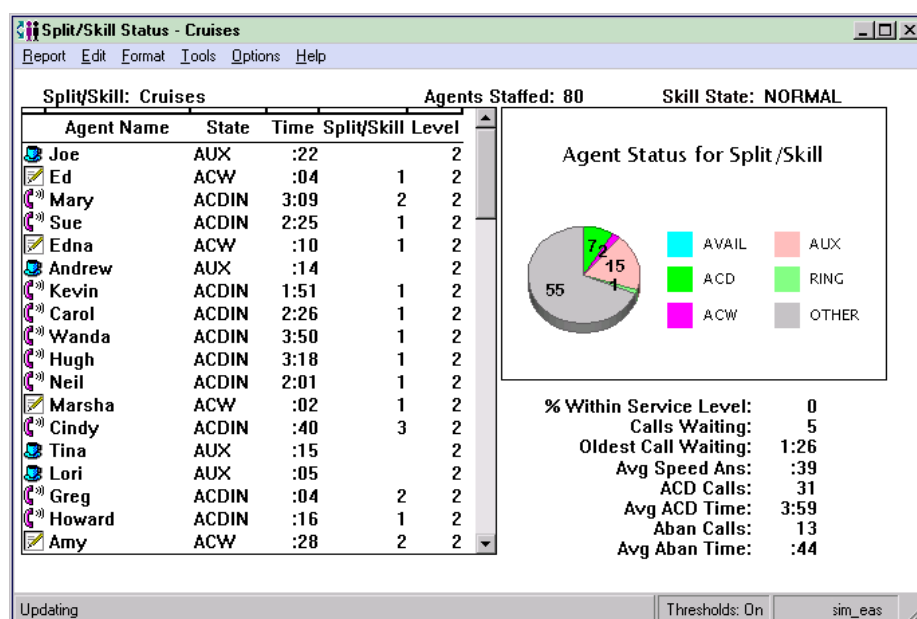
Things to Know About This Report

Here are some things you need to know about this report.

- You can access this report from the Real-Time Split/Skill Category selector menu.
- From this report, you can drill down to the Real-Time or Integrated Agent Information, Work State, and Graphical AUX Agent (for *DEFINITY* ECS with EAS) reports.
- The chart type can be changed. See Chapter 2: “Using Reports” in this document for more information.
- The database items used for the Split/Skill Graphical Status report are stored in the `csplit`, `hsplit`, and `cagent` tables.
- This report is available in both graphical and tabular formats.
- The table on the left side of the report lists the staffed (logged in) agents in the split/skill you specify, the state (workmode) each agent is currently in, the amount of time the agent has been in the current state, and the split/skill that the agent is in currently. If the Split/Skill column is empty, the agent is not currently on a call. The split/skill selected for the report is displayed above the table.
- By default, agent names are sorted alphabetically. If there are more staffed agents than can be displayed, a scroll bar appears on the right side of the table. To the left of each agent name (or login id, if names are not assigned) is an icon representing the agent’s state.
- The three-dimensional pie chart in the upper-right quadrant shows the number of agents in each agent state (AVAIL, ACD, AUX, ACW, RINGING, OTHER) for the selected split/skill. The number of agents in each agent state is displayed on the corresponding piece of pie. A legend is displayed to the right of the chart.
- The fields in the lower-right quadrant of the report display real-time split/skill information.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Split/Skill Graphical Status Report Example

The following figure provides an example of a Split/Skill Graphical Status report.



Split/Skill Graphical Status Report Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation Table Name
Split/Skill:	The name or number of the split(s)/skill(s) selected for this report.	syn(SPLIT)
Level:	The skill level or associated with the agent's current WORKSKILL , when WORKSKILL , is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature.	syn(WORKSKLEVEL)
Agents Staffed:	The total number of agents that are logged into each split/skill.	STAFFED
Skill State	Current state of this skill, compared to the administered thresholds. Requires ECS R6 with CentreVu Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)

Report Heading	Description	Database Item/ Calculation Table Name
Agent Name	The name(s) of the agent(s) assigned to this split/skill and logged in (or their login IDs if names have not been assigned to them in Dictionary).	syn(LOGID)
State	The current work mode (state) the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN, or OUT).	syn(WORKMODE) and syn(DIRECTION)
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME
Split/Skill	The split associated with the call or the ACW state when an agent is either on a split or direct agent ACD call, or in the ACW state. If an agent puts an ACD call on hold and makes an AUX call, this is the split of the ACD call on hold. For AUXIN calls and AUXOUT calls made without an ACD call on hold, this is the split the agent has been logged into the longest. When the agent is available, all of the splits the agent is available in are listed.	WORKSPLIT, WORKSPLIT2...4 (Generic 3 Version 2 and later Generic 3 switches only)
% Within Service Level:	The percentage of split/skill ACD calls that were answered by an agent within the predefined time. Calls offered to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill.	$100 * (\text{ACCEPTABLE} / \text{CALLSOFFERED}) < \text{PERCENT\_SERV\_LVL\_SPL} >$

Report Heading	Description	Database Item/ Calculation Table Name
Calls Waiting:	The number of split or skill ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the Generic 3 switches.	INQUEUE+INRING
Oldest Call Waiting:	The length of time (in seconds) the oldest ACD call has waited in queue or ringing (at an agent voice terminal for each split/skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL
Avg Speed Ans:	The average time calls waited in queue or ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing) for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED>
ACD Calls:	The ACD calls that were queued to the split/skill and answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing) for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only.	ACDCALLS
Avg ACD Time:	The average talk time (does not include hold time) is calculated for all ACD calls to this split/skill. This does not include direct agent calls, but it does include talk time of all outbound ACD calls placed by an adjunct (also called outbound predictive dialing) for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only.	ACDTIME / ACDCALLS <AVG_ACD_TALK_TIME>

Report Heading	Description	Database Item/ Calculation Table Name
Aban Calls:	The total number of queued calls for each split/skill that were abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned at the far end before an agent answered (for the Generic 2.2 switches with ASAI Gateway Interface feature or the Generic 3 with the ASAI feature only).	ABNCALLS
Avg Aban Time:	The average time calls waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>

Split/Skill Graphical Top Skill Status Report

This report, available only with EAS, contains a table of top agents and their work state, a pie chart showing the composite top agent status, and a pie chart showing the composite reason codes for top agents who are in AUX.

Things to Know About This Report

Here are some things you need to know about this report.

- You can access this report from the Real-Time Split/Skill Category selector menu.
- From this report, you can drill down to the Real-Time and Integrated Agent Information, Top Agents Work State, and Graphical Top AUX Agent reports.
- Call center supervisors can use this report for skill level distribution and to keep agents on ACD calls. In addition, this report shows what is happening with agents who are taking calls for this skill. This report is available for Generic 3 switch with EAS.
- Even though a skill may be staffed by many agents, it is likely that only those for whom this is their top skill will be available to answer calls to this skill.
- The database items used for the report are stored in the `csplit` and `cagent` tables.
- The Three dimensional pie chart contains the following information:
 - The composite status of top agents for the skill in each of the work states.
 - A legend in which a different color corresponds to each of the work states.
- The two dimensional pie chart contains the following information:
 - The composite status of top agents for the skill who are in AUX for each reason code.
 - A legend displays the synonyms for reason codes that have been defined in the Dictionary. The legend is sorted in ascending order by reason code number, with the customer-defined synonym for reason code 0 at the bottom.
 - Above the chart is the “Top Agents in AUX” heading.

This pie chart contains data only for the *DEFINITY* ECS with EAS.

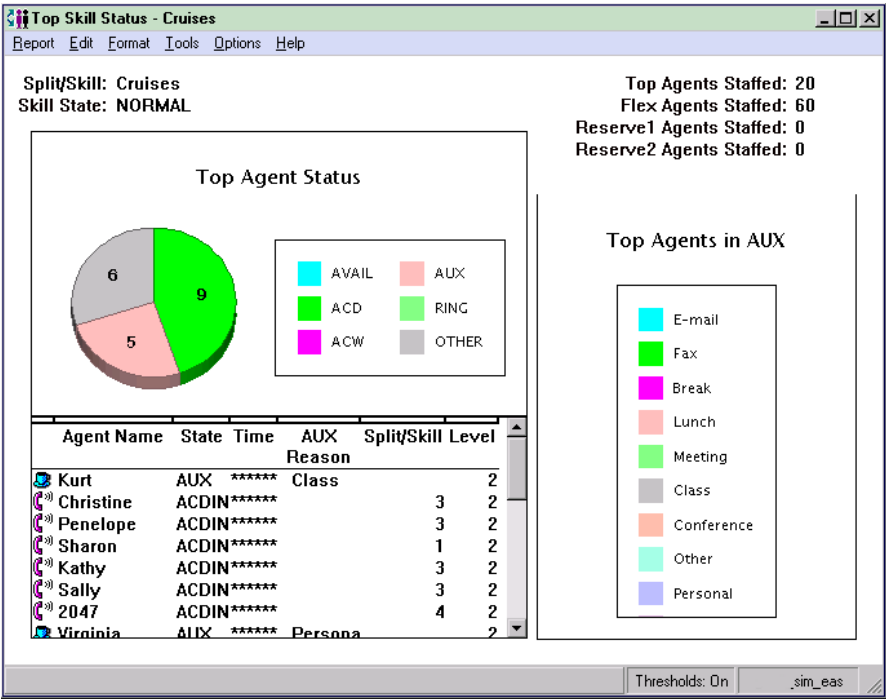
- The table on the left bottom half of the report contains a row for each staffed agent for whom this skill is their top skill. The row shows an

icon representing agent state, the agent names as defined in the Dictionary, the agent state for this skill, time in current state, and a reason code (as defined in the Dictionary) for the AUX work state. The Reason column is blank except for those agents who are in AUX work. This table also contains the skill in which the agent is active. This field is blank if the agent is in AVAIL, AUX, or OTHER work modes.

- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Split/Skill Graphical
Top Skill Status
Report Example

The following figure provides an example of the Split/Skill Graphical Top Skill Status report.



Split/Skill Graphical
Top Skill Status
Report Description

The following table describes the report fields.

Report Heading	Description	Database Item/ Calculation, Table Name
Split/Skill:	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)

Report Heading	Description	Database Item/ Calculation, Table Name
Skill State:	Current state of this skill, compared to the administered thresholds. Requires ECS R6 with CentreVu Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Top Agents Staffed:	The current number of top agents that are staffed in this skill.	TSTAFFED
Flex Agents Staffed:	Number of agents who are staffing the skill, but are neither top nor reserve agents. Requires ECS R6 with CentreVu Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	FSTAFFED*
Reserve1 Agents Staffed:	Number of agents staffing this skill as reserve1. Requires ECS R6 with CentreVu Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	R1STAFFED
Reserve2 Agents Staffed:	Number of agents staffing this skill as reserve2. Requires ECS R6 with CentreVu Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	R2STAFFED
AVAIL	The current number of agents that are available to receive ACD calls in this split/skill.	AVAILABLE
ACD	The total time during the collection interval that the agent was talking on ACD calls for the Split.	sum(<TOTAL_I_ACDTIME>)
ACW	The total time during the collection interval that the agent was in after call work (ACW). This includes ACW for split/skill ACD Calls and ACW not associated with the call.	sum(<TOTAL_I_ACWTIME>)
AUX	The total time during the collection interval that the agent was in the AUX work state in all splits/skills or in AUXINCALLS or AUXOUTCALLS.	sum(TI_AUXTIME)

Report Heading	Description	Database Item/ Calculation, Table Name
RINGING	The time during the collection interval that the agent had split/skill and direct agent ACD calls ringing.	sum(I_RINGTIME)
OTHER	The time during the collection interval that the agent was doing other work in all split/skills. For Generic 3 switches, while in Auto-in or Man-in: the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or an extension call rang with no other activity. For Generic 2.2 switches, the agent pushed the Hold button or flashed the switchhook from Auto-in or Man-in mode and performed no further action. For all switches, TI_OTHERTIME is collected for the time period after the line to the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch. The "TI_" time is only stored for the split/skill logged into the longest. "TI_" time needs to be summed across the split/skills the agents may log into, in case the logon order changes during the collection interval.	sum(TI_OTHERTIME)
Agent Name	The names (or agent IDs if the names have not been assigned in the Dictionary) of the top agents assigned to this skill and logged in.	syn(LOGID)
State	The current work mode (state) the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN, or OUT).	syn(WORKMODE) and syn(DIRECTION)
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Report Heading	Description	Database Item/ Calculation, Table Name
AUX Reason	For the <i>DEFINITY</i> ECS, this is the reason code associated with the auxiliary work state (on a break, in a meeting, and so on) of this agent. This field is blank if the agent is not in the AUX state.	syn(AUXREASON)
Split/Skill	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)
Level	The skill level associated with the agent's current WORKSKILL , when WORKSKILL , is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature.	syn(WORKSKLEVEL)
Reason Code 0	The current number of positions that are in auxiliary work with reason code zero (0) for this skill or on AUXIN/AUXOUT calls. Reason code 0 is for "system "AUX work when reason codes are active (<i>DEFINITY</i> ECS with EAS and later).	INAUX0
Reason Code 1...9	The current number of positions that are in auxiliary work with each of the reason codes 1-9 for this skill or on AUXIN/AUXOUT calls (<i>DEFINITY</i> ECS and later).	TINAUX1-9

*This field will contain backup agents if the *CentreVu*® Advocate feature is not used, since the database item consists of agents whose role in the skill is backup (applicable regardless of whether *CentreVu*® Advocate is administered), allocated, or roving.

Skill AUX Report

This report shows, for one or more skills, the number of agents in AUX work with each reason code.

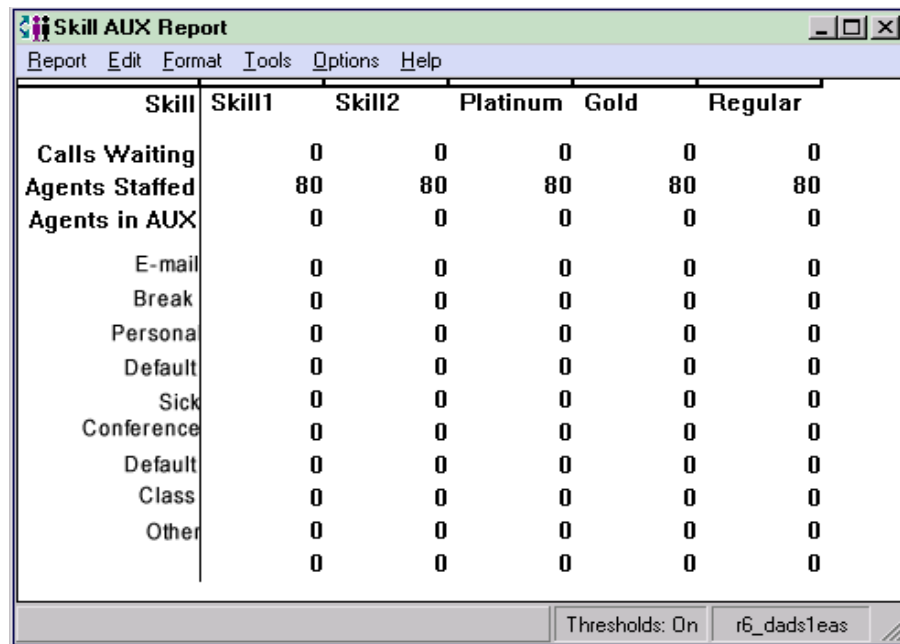
Things to Know About This Report

Here are some things you need to know about this report.

- You must have an ECS Release 5 switch or later with the EAS feature.
- You must be using reason codes. You can run the report without using the reason codes, but all agents will be in reason code zero (0) when in AUX.
- The database items used for the Skill AUX report are stored in the csplit table.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Skill AUX Report Example

The following figure provides an example of the Skill AUX report.



Skill	Skill1	Skill2	Platinum	Gold	Regular
Calls Waiting	0	0	0	0	0
Agents Staffed	80	80	80	80	80
Agents in AUX	0	0	0	0	0
E-mail	0	0	0	0	0
Break	0	0	0	0	0
Personal	0	0	0	0	0
Default	0	0	0	0	0
Sick	0	0	0	0	0
Conference	0	0	0	0	0
Default	0	0	0	0	0
Class	0	0	0	0	0
Other	0	0	0	0	0
	0	0	0	0	0

Thresholds: On r6_dads1eas

Skill AUX Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Skills:	The name(s) or number(s) of the skills selected for the report.	syn(SPLIT)
Calls Waiting	The number of skill ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the Generic 3 switch.	INQUEUE+INRING
Agents Staffed	The total number of agents that are logged into each skill.	STAFFED
Agents in AUX	The current number of agent positions that are either in AUX work mode for this skill or on AUX-IN/AUX-OUT calls.	INAUX
Reason Code 0...9	The number of agents in each AUX reason code (0 to 9).	INAUX0...9

Skill Status Report

This report shows how long the oldest call has been waiting in queue, how many calls are currently waiting to be answered, the agent names, the agent states, the agent's skill level, and the number of the skill for which the agent is handling the call or is in after call work.

Things to Know About This Report

Here are some things you need to know about this report.

- If you have a an ECS Release 5 switch with the EAS feature activated, you will see the report displayed in this section. This new report:
 - Provides agent AUX reason codes.
 - Provides the agent login identification and the agent name.
 - Provides the level for the agent's currently active skill (ACD call or ACW session). This level can be any level from 1 to 16.
 - The Login Skills columns have been removed from this report.
- If you have a switch release earlier than ECS Release 5 with the EAS feature activated, a slightly different Skill Status Report than the one described in this section is displayed. This report:
 - Provides the agent login skills, including whether a skill is p (primary) or s (secondary).
 - Does not provide agent AUX reason codes.
 - With the Generic 3 Version 2 through Version 4 switches, all the skills the agent is logged into are shown in the Login Skills column of the report. These skills are designated with a p or s to indicate if the skill is a primary or secondary skill.
 - With the Generic 2.2 switches, the agent default skills that the agent is logged into are shown in the Login Skills column of the report. The report can have up to three other skills listed for the agent. If the agent logs into four skills in addition to the default skill, the fifth skill is not displayed. It is necessary to create a custom report to add a fifth skills column.
 - If you have the Generic 3 Version 3 switch or an earlier switch, the Expected Wait Time (EWT) fields are blank. EWT is only available on the Generic 3 Version 4 switch and later switches.
- All agents who are logged into a particular skill are displayed. You can page or scroll to view agents not shown in the window.
- The EWT value is updated whenever a call queues to the skill. If no call has queued for 2 minutes, CMS will request the switch to send the current EWT values for the skill.

- The EWT fields may be blank for one of the following reasons:
 - The EWT is unknown at this time.
 - The EWT is infinity (for example, no agents are logged in).
 - The priority is inactive, such as TOP, HIGH, MEDIUM, or LOW.
 - The queue for the priority is full.
- Expected Wait Time (EWT) may be different than you anticipate. The following factors can affect EWT:
 - A low volume of calls are coming into a skill, or very few are coming in at one or more of the priorities. This causes EWT to show larger fluctuations than when there is heavier call volume.
 - A skill has only one or two agents logged in.
 - A combination of the low call volume and a small number of agents logged in.
 - The number of agents logged into a given skill suddenly increases or decreases substantially. EWT adjusts immediately, and you will see a big jump or fall in the EWT.
 - A significant percentage of callers who are queued drop from queue, either from hanging up or from being answered, and no new calls are queued. For example, in a vector with time-of-day routing, after a specified time, no more calls are routed to a particular skill. Calls in queue to this skill continue to be serviced, but no new calls are coming into the queue. The EWT remains unchanged until the specified time interval from the timer expires and the audit takes place.
 - Calls may be queued to more than one skill.
 - Agents may be logged into multiple skills.
 - The switch may have the Multiple Call Handling feature enabled.
 - A new skill is created or the switch reboots. No history exists, and 30 to 50 queued calls must accrue for an accurate EWT.
 - The average handling times for calls changes suddenly.
 - The call traffic is varying significantly.
 - The queuing times are erratic.
 - If calls are HIGH or MEDIUM priority call redirected, via intraflow to a skill that does not queue calls at this priority, the priority does not change. Agents are in multiple skills and distribution of calls for those agents changes suddenly.

- EWTs are displayed for the priorities for which calls are queuing. However, if you change the routing for a skill so that calls are not being queued at a priority, the EWT for that priority continues to be shown until all agents in the skill log out or until a translation pump-up is forced.
- The database items used for the Skill Status Report are stored in the `csplit` and `cagent` tables.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Skill Status Report Example

The following figure provides an example of a Skill Status Report.

Agent Name	Login ID	AUX Reason	State	Split/Skill Level	Time	VDN Name
50207	50207		AVAIL		18:53	
50214	50214		AVAIL		14:36	
50208	50208		AVAIL		15:19	
50213	50213		AVAIL		13:54	
50234	50234		AVAIL		44:11	
50233	50233		AVAIL		59:39	
50226	50226		AVAIL		18:01	
50224	50224		AVAIL		12:32	
50216	50216		AVAIL		13:03	
50221	50221		AVAIL		10:27	

Skill Status Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill:	The name or number of the skill selected for the report.	syn(SPLIT)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Skill State:	Current state of this skill, compared to the administered thresholds. Requires ECS R6 with CentreVu Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Calls Waiting:	The number of skill ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the Generic 3 switch.	INQUEUE+INRING
Oldest Call Waiting:	The length of time (in seconds) the oldest ACD skill call has waited in queue or ringing before being answered. This does not include direct agent calls.	OLDESTCALL
EWT Top:	This heading contains EWT for the skill at top priority. EWT is the wait time for the call when it is queued to the skill at top priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exception command.	EWTTOP
EWT High:	This heading contains EWT for the skill at high priority. EWT is the wait time for the call when it is queued to the skill at high priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time.	EWTHIGH

Report Heading	Description	Database Item, Calculation or <Calculation Name>
EWT High: (contd)	If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exception command.	EWTHIGH
EWT Medium:	Contains EWT for the skill at medium priority. EWT is the wait time for the call when it is queued to the skill at medium priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exception command.	EWTMEDIUM
EWT Low:	This heading contains EWT for the skill at low priority. EWT is the wait time for the call when it is queued to the skill at low priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exception command.	EWTLOW
Agent Name	The name(s) of the agent(s) assigned to this skill and logged in (or their login IDs if names have not been assigned to them in Dictionary).	syn(LOGID)
Login ID	The login identification of the agent.	LOGID

Report Heading	Description	Database Item, Calculation or <Calculation Name>
AUX Reason	The reason associated with the auxiliary work state of this agent, (for example, lunch, break, meeting, or training). This field is blank if the agent is not in the AUX state.	syn(AUXREASON)
State	The current work mode (state), that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF), and the call direction (BLANK IN, or OUT).	syn(WORKMODE) syn(DIRECTION)
Split/Skill Level	When an agent is on a skill call, a direct agent call, or in ACW mode, this is the skill associated with the call or the ACW, and the level associated with the skill. WORKSKILL is the OLDEST_LOGON: - When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold - When an agent is on an AUXIN call with an ACD call on hold. When an agent is on an AUXOUT call with an ACD call on hold, this is the skill associated with the ACD call. When an agent is available, in AUX, or in OTHER, this is blank. WORKSKLEVEL is the skill level (ranging from 1 to 16) or the reserve skill level (1 or 2) associated with WORKSKILL.	WORKSKILL/ syn(WORKSKLEVEL)
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME
VDN Name (Shows data only if you have purchased the Vectoring feature.)	The number or name of the VDN for which the report shows data. the Vector Directory Number is associated with the ACD call in progress. If a name has been assigned to the VDN in the Dictionary, the name displays instead of the number.	VDN

Skill Top Agent Report

This report is similar to the Split/Skill Report, but shows counts of agents for whom the skill is the top skill. It also shows a count of agents for whom the skill is a backup skill.

Things to Know About This Report

Here are some things you need to know about this report.

- You must have a Generic 3 switch with the EAS feature.
- The agent's top skill is the highest priority skill the agent is logged into. If the agent is logged into more than one skill that are listed as highest priority, then the top skill is the first skill listed.
- The database items used for the Skill Top Agent Report are stored in the `csplit` table.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See "Split/Skill Report Input Fields" on page 3-63 for more information.

Skill Top Agent Report Example

The following figure provides an example of a Skill Top Agent report.

Split/Skill	Skill1	Skill2	Platinum	Gold	Regular
Skill State	NORMAL	NORMAL	NORMAL	NORMAL	NORMAL
Calls Waiting	0	0	0	0	0
Oldest Call Waiting	:00	:00	:00	:00	:00
Avg Speed Ans	:01			:00	
ACD Calls	9	0	0	26	0
Avg ACD Time	:08			:24	
Aban Calls	0	0	0	0	0
Avg Aban Time					
Top Agents Avail	0	0	0	0	0
Top Agents Ringing	0	0	0	0	0
Top Agents on ACD Calls	0	0	0	0	0
Top Agents in ACW	0	0	0	0	0
Top Agents in Other	0	0	0	0	0
Top Agents in AUX	0	0	0	0	0
Top Agents Staffed	0	0	0	0	0
Flex Agents Staffed	80	80	80	80	80
Reserve1 Agents Staffed	0	0	0	0	0
Reserve2 Agents Staffed	0	0	0	0	0

Thresholds: On r6_dads1eas

Skill Top Agent Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill	The name or number of the skill selected for this report.	syn(SPLIT)
Skill State	Current state of this skill Requires ECS R6 with CentreVu Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Calls Waiting	This is the number of skill ACD calls waiting to be answered for each skill in the report. This includes calls that are in queue and ringing at an agent voice terminal. It also includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with the ASAI Gateway or the Generic 3 with ASAI only. For the Generic 3 switches, it does not include direct agent calls.	INQUEUE+INRING
Oldest Call Waiting	The length of time (in seconds) the oldest call has waited in queue or ringing (at an agent voice terminal for each skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL
Avg Speed Ans	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with AASAI Gateway or the Generic 3 with ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
ACD Calls	The ACD calls that were queued to the skill and answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing) for the Generic 2.2 switches with ASAI Gateway or the Generic 3 switches with ASAI only.	ACDCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg ACD Time	The average talk time (does not include hold time) is calculated for all ACD calls to this skill. This does not include direct agent calls, but it does include talk time of all outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Aban Calls	The total number of queued calls for each skill that were abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each skill that abandoned at the far end before an agent answered. For the Generic 2.2 switches with ASAI Gateway interface feature or the Generic 3 switches with the ASAI feature only.	ABNCALLS1-10
Avg Aban Time	The average time calls waited in split before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>
Top Agents Avail	The number of top agents logged into the skill who are available in the skill to take calls.	TAVAILABLE
Top Agents Ringing	The current number of top agents logged into the skill who have ACD calls (including direct agent calls) ringing at their voice terminals.	TAGINRING
Top Agents on ACD Calls	The total number of top agents connected to inbound and outbound ACD calls in each skill. This does not include direct agent calls.	TONACD
Top Agents in ACW	The number of top agents who are in the after call work state for each skill. This includes agents on ACWIN or ACWOUT calls and agents in ACW not associated with an ACD call.	TINACW
Top Agents in Other	The current number of top agent positions that are doing other work. For the Generic 3 switch the agent did one of the following activities while in the Auto-in or Manual-In state:	TOTHER

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Top Agents in Other (contd)	The agent put any call on hold and performed no further action. The agent is on a direct agent call or in ACW for a direct agent call. The agent is dialing to place a call or to activate a feature. The agent has a personal call ringing with no other activity. For the Generic 3 switches without EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call or in call-related ACW). For the Generic 3 and the Generic 2.2 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in call-related ACW). Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	TOTHER
Top Agents in AUX	The total number of top agents logged into the skill who are in the AUX Work mode for all skills or are on AUXIN/AUXOUT calls.	TINAUX
Top Agents Staffed	The current number of top agents that are staffed in the skill.	TSTAFFED
Flex Agents Staffed	Number of flex agents who are staffing the skill. Requires ECS R6 with CentreVu Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	FSTAFFED*
Reserve1 Agents Staffed	Number of agents staffing this skill as reserve1. Requires ECS R6 with CentreVu Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	R1STAFFED
Reserve2 Agents Staffed	Number of agents staffing this skill as reserve2. Requires ECS R6 with CentreVu Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	R2STAFFED

*This field will contain non-top agents if the *CentreVu®* Advocate feature is not used, since the database item consists of agents whose role in the skill is backup (applicable regardless of whether *CentreVu®* Advocate is administered), allocation, or roving.

Split Status Report

This report shows how long the oldest call in queue has been waiting, how many calls are currently waiting to be answered, the agent names, the agent states, the length of time an agent has been in the state, and the split associated with the call the agent is currently handling.

NOTE:

The **Split Status** report is available on switches that do not have the EAS feature. If you have the EAS Feature, this report is replaced with the Skill Status Report.

Things to Know About This Report

Here are some things you need to know about this report.

- All agents logged into the selected split are displayed. You can scroll to view agents that you cannot see on the report.
- If an agent is on an ACD call or in the ACW state, a single split is displayed that corresponds to the ACD call or ACW.
- If the agent is available, all of the splits are displayed.
- If the agent is in AUX in all splits, all splits are displayed.
- For a Generic 3 Version 1 switch, an agent can be logged into a total of three splits. For a Generic 3 Version 2 or later version switch without the Expert Agent Selection (EAS) feather, an agent can be logged into a total of four splits.
- If you have a Generic 3 Version 3 switch or an earlier switch, the Expected Wait Time (EWT) fields are blank. EWT is only available on the Generic 3 Version 4 switch and later Generic 3 switches.
- The EWT value is updated whenever a call queues to the split. If no call has queued for 2 minutes, CMS will request the switch to send the current EWT values for the split.
- The EWT fields may be blank for one of the following reasons:
 - The EWT is unknown at this time.
 - The EWT is infinity (for example, no agents are logged in).
 - The priority (TOP, HIGH, MEDIUM, LOW) is inactive.
 - The queue for this split is full.

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

- EWT may not be what you anticipate. These factors can affect EWT:
 - A low volume of calls coming into a split, or very few coming in at one or more of the priorities. This causes EWT to show larger fluctuations than when there is heavier call volume.
 - A split has only one or two agents logged in.
 - A combination of the low call volume and a small number of agents logged in.
 - The number of agents logged into a given split suddenly increases or decreases substantially. EWT adjusts immediately, and you will see a big jump or fall in the EWT.
 - A significant percentage of callers who are queued drop from queue, either from hanging up or from being answered, and no new calls are queued. For example, in a vector with time-of-day routing, after a specified time no more calls are routed to a particular split. Calls in queue to this split continue to be serviced, but no new calls are coming into the queue. The EWT remains unchanged until the specified time interval from the timer has expired and the audit has taken place.
 - Calls may be queued to more than one split.
 - Agents may be logged into multiple splits.
 - The switch may have the Multiple Call Handling (MCH) feature enabled.
 - A new split is created or the switch reboots. No history exists, and 30 to 50 queued calls must accrue for an accurate EWT.
 - The average handling time for calls changes suddenly.
 - The call traffic is varying significantly.
 - The queuing times are erratic.
- EWT's are displayed only for the priorities for which calls are queuing. However, if you change the routing for a split so that calls are not being queued at a priority, the EWT for that priority continues to be shown until all agents in the split log out or a translation pump-up is forced.
- The database items used for the Split Status Report are stored in the `csplit` and `cagent` tables.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See "Split/Skill Report Input

Fields” on page 3-63 for more information.

Split Status Report Example

The following figure provides an example of the Split Status report.

The screenshot shows a window titled "Split Status - s1" with a menu bar (Report, Edit, Format, Tools, Options, Help). The report displays the following summary information:

- Split: s1
- Expected Wait Time
- EWT Top:
- EWT High:
- EWT Medium:
- EWT Low:
- Calls Waiting: 14
- Oldest Call Waiting: 1:54

The main table lists agents with the following columns: Agent Name, State, Split 1, Split 2, Split 3, Split 4, Time, and VDN Name.

Agent Name	State	Split 1	Split 2	Split 3	Split 4	Time	VDN Name
a2001	ACW	1				1:59	v1005
a2002	ACDIN	1				1:57	v1005
a2003	ACDIN	1				1:35	v1007
a2004	ACW	1				2:29	v1005
a2005	ACW	1				:44	v1007
a2006	ACW	1				1:18	v1005
a2007	ACW	1				2:35	v1006
a2008	ACW	1				1:10	v1005
a2009	ACW	1				2:18	v1007
a2010	ACW	1				2:49	v1005

At the bottom, there is a status bar with the text "Double Click To Run Format Table", "Thresholds: On", and "Jaeger1G32".

Split Status Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split:	The name or number of the split selected for the report.	syn(SPLIT)
Calls Waiting:	The number of split ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the Generic 3 switch.	INQUEUE+INRING
Oldest Call Waiting:	The length of time (in seconds) the oldest ACD call has waited in queue or ringing (at an agent voice terminal) before being answered. This does not include direct agent calls.	OLDESTCALL

Report Heading	Description	Database Item, Calculation or <Calculation Name>
EWT Top:	This heading contains EWT for the split at top priority. EWT is the expected wait time for a new call when it is queued to the split at top priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time.	EWTTOP
EWT Top: (contd)	If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTTOP
EWT High:	This heading contains EWT for the split at high priority. EWT is the expected wait time for a new call when it is queued to the split at high priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTHIGH
EWT Medium:	This heading contains EWT for the split at medium priority. EWT is the expected wait time for a new call when it is queued to the split at medium priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTMEDIUM

Report Heading	Description	Database Item, Calculation or <Calculation Name>
EWT Low:	This heading contains EWT for the split at low priority. EWT is the wait time for the call when it is queued to the split at low priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTLOW
Agent Name	The name(s) of the agent(s) assigned to the split and logged in (or their login IDs if names have not been assigned to them in Dictionary).	syn(LOGID)
State	The current work mode (state) the agent is in, such as AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, or UNSTAFF, and the call direction (BLANK, IN, or OUT).	WORKMODE and DIRECTION
Split(s)	The split associated with the call or the ACW state when an agent is either on a split or direct agent ACD call, or in the ACW state. If an agent puts an ACD call on hold and makes an AUX call, this is the split of the ACD call on hold. For AUXIN calls and for AUXOUT calls made without an ACD call on hold, this is the split the agent has been logged into the longest. When the agent is available, all of the splits the agent is available in are listed.	WORKSPLIT WORKSPLIT2 WORKSPLIT3 WORKSPLIT4 (Generic 3 Version 2 and later Generic 3 switches only)
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN (Shows data only if you have purchased the Vectoring feature.)	The vector directory number is associated with the ACD call in progress. If a name has been assigned to the VDN in the Dictionary, the name displays instead of the number.	VDN

Split/Skill Report

The Split/Skill report simultaneously displays real-time call-handling information on a number of splits or skills. It allows the supervisor to evaluate and compare the workload and call-handling performance between splits/skills, and to determine agent reassignment. Additionally, the supervisor can evaluate other ACD configuration alternatives which can be used to balance workloads and reduce abandoned calls.

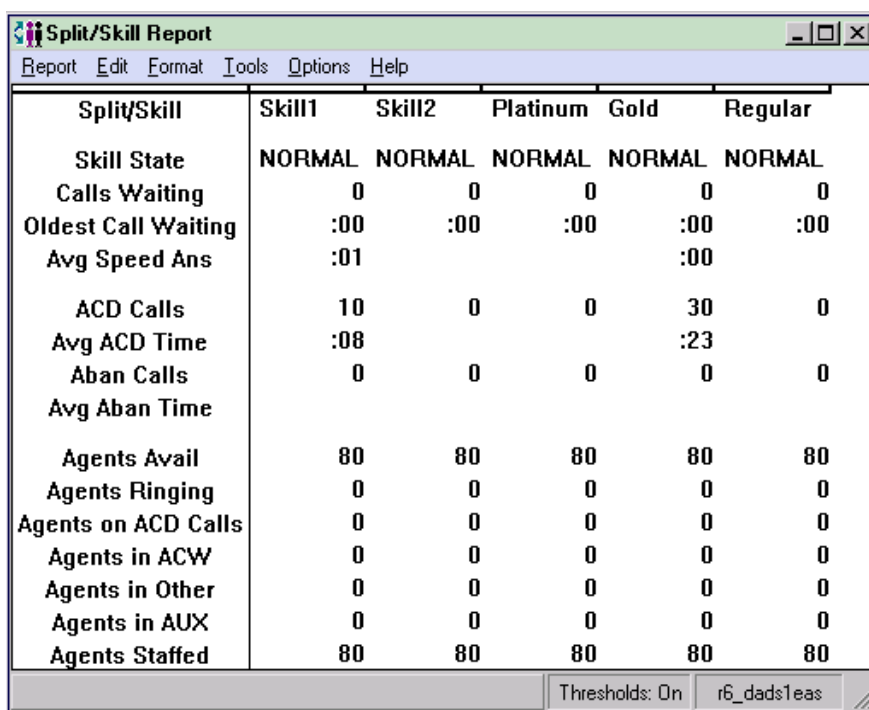
Things to Know About This Report

Here are some things you need to know about this report.

- You can enter a range or a list of splits/skills which the report will cover. If you only want to view one split or skill, you may size the window smaller.
- In this report, the OTHER state displays for agents who are on calls or in after call work state for other splits or skills.
- For agents in split/skills with the many forced option of Multiple Call Handling for Generic 3 Version 4 and later switches, a queued call is not delivered to an agent position if there is no available call appearance. If the agent has no available call appearance, then the agent is either on a call or has all calls on hold. In either case, the agent is not available.
- The database items used for the report are stored in the `csplit` table.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Split/Skill Report Example

The following figure provides an example of the Split/Skill report.



Split/Skill	Skill1	Skill2	Platinum	Gold	Regular
Skill State	NORMAL	NORMAL	NORMAL	NORMAL	NORMAL
Calls Waiting	0	0	0	0	0
Oldest Call Waiting	:00	:00	:00	:00	:00
Avg Speed Ans	:01			:00	
ACD Calls	10	0	0	30	0
Avg ACD Time	:08			:23	
Aban Calls	0	0	0	0	0
Avg Aban Time					
Agents Avail	80	80	80	80	80
Agents Ringing	0	0	0	0	0
Agents on ACD Calls	0	0	0	0	0
Agents in ACW	0	0	0	0	0
Agents in Other	0	0	0	0	0
Agents in AUX	0	0	0	0	0
Agents Staffed	80	80	80	80	80

Thresholds: On r6_dads1eas

Split/Skill Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split(s)/Skill(s)	The name or number of the split(s)/(skill(s) selected for the report.	syn(SPLIT)
Skill State	Current state of this skill. Requires ECS R6 with <i>CentreVu Advocate</i> . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Calls Waiting	The number of split or skill ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal. It does not include direct agent calls for the Generic 3 switch.	INQUEUE+INRING

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Oldest Call Waiting	The length of time (in seconds) the oldest ACD call has waited in queue or ringing (at an agent voice terminal for each split/skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL
Avg Speed Ans	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS Generic 3 with ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
ACD Calls	The ACD calls that were queued to the split/skill and answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only.	ACDCALLS
Avg ACD Time	The average talk time (does not include hold time) is calculated for all ACD calls to this split/skill. This does not include talk time on direct agent calls, but it does include talk time of all outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Aban Calls	The total number of queued calls for each split/skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned at the far end before an agent answered. (For the Generic 2.2 switches with ASAI Gateway Interface feature or the Generic 3 with the ASAI feature only).	ABNCALLS1-10
Avg Aban Time	The average time a caller waited (in split/skill) before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Agents Avail	The current number of agents that are available to receive ACD calls in each split/skill.	AVAILABLE
Agents Ringing	The current number of agents that are available and have ACD calls (including direct agent calls) ringing at their voice terminal but have not yet answered. If the agent places a call or answers an extension call, the agent is shown in the AUX work state, rather than in the ringing state.	AGINRING
Agents on ACD Calls	The total number of agents that are connected to inbound and outbound ACD calls in each split/skill. This does not include agents on direct agent calls.	ONACD
Agents in ACW	The number of agents who are in the after call work state for each split/skill. This includes agents on ACWIN or ACWOUT calls and agents in ACW not associated with an ACD call.	INACW

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Agents in Other	The current number of agent positions that are doing other work. For the Generic 3 and Generic 2.2 switches with EAS, the agent did one of the following activities while in the Auto-in or Manual-In state: • The agent put any call on hold and performed no further action. • The agent is on a direct agent call or in ACW for a direct agent call. • The agent is dialing to place a call or to activate a feature. • The agent has a ringing personal call, with no other activity. For the Generic 2.2 switch, the agent in AUXIN/AUXOUT put a call on hold using the Hold button or switchhook flash and performed no further action. For the Generic 3 switches without EAS, agents are logged into multiple splits and doing work for a split other than this one. Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	OTHER
Agents in AUX	The current number of agents who are in the AUX work mode for all splits/skills including agents who are handling AUXIN or AUXOUT calls.	INAUX
Agents Staffed	The total number of agents that are logged into each split/skill.	STAFFED

Split/Skill Top Agent Status Report

Things to Know About This Report

This report is the same as the Skill Status Report, except that it only shows status for agents for whom the selected skill is the top skill.

Here are some things you need to know about this report.

- This report shows information for agents with this skill as top skill only.
- “Top Agents” are agents for whom the skill is their highest-level skill. If agents have more than one skill at the highest level, then the first one administered is the top skill.
- The EWT value is updated whenever a call queues to the skill. If no call has queued for 2 minutes, CMS will request the switch to send the current EWT values for the skill.
- You must have a Generic 3 switch with the EAS feature.
- The database items used for the Split/Skill Top Agent Status Report are stored in the `csplit` and `cagent` tables.
- This report uses the Split/Skill Report Input Window. Select a skill that you want to view on the report. See “Split/Skill Report Input Fields” on page 3-63 for more information.

Split/Skill Top Agent Status Report Example

The following figure provides an example of the Split/Skill Top Agent Status report.

Agent Name	Login ID	AUX Reason	State	Split/Skill Level	Time	VDN Name
44477	44477		AVAIL		1:05:45	
44475	44475		AVAIL		1:05:45	
44471	44471		AVAIL		1:05:45	
44473	44473		AVAIL		1:05:45	
44478	44478		AVAIL		1:05:45	
44474	44474		AVAIL		1:05:45	
44472	44472		AVAIL		1:05:45	
44476	44476		AVAIL		1:05:45	

Split/Skill Top Agent Status Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill:	The name or number of the skill selected for this report.	syn(SPLIT)
Skill State:	Current state of this skill. Requires ECS R6 with <i>CentreVu</i> Advocate. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Calls Waiting:	The number of skill ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal. It also includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with the ASAI Gateway or the Generic 3 with ASAI only. For the Generic 3 switches, it does not include direct agent calls.	INQUEUE+INRING
Oldest Call Waiting:	The length of time (in seconds) the oldest ACD call has waited in queue or ringing (at an agent voice terminal for each split/skill in the report) before being answered. This does not include direct agent calls.	OLDESTCALL
EWT Top:	This heading contains EWT for the skill at top priority. EWT is the wait time for the call when it is queued to the split/skill at top priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exception command.	EWTTOP

Report Heading	Description	Database Item, Calculation or <Calculation Name>
EWT High:	This heading contains EWT for the skill at high priority. EWT is the wait time for the call when it is queued to the split/skill at high priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exception command	EWTHIGH
EWT Medium:	This heading contains EWT for the skill at medium priority. EWT is the wait time for the call when it is queued to the split/skill at medium priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set from the Exception command	EWTMEDIUM
EWT Low:	This heading contains EWT for the skill at low priority. EWT is the wait time for the call when it is queued to the split/skill at low priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed. Exception thresholds for EWT can be set from the Exception command, but the fields are blank.	EWTLOW

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Agent Name	The name(s) of the top agent(s) assigned to this split/skill and logged in (or their login IDs if names have not been assigned to them in Dictionary).	syn(LOGID)
Login ID	The login identification of the agent.	LOGID
AUX Reason	The reason associated with the auxiliary work state of this agent (for example, lunch, break, meeting, or training). This field is blank if the agent is not in the AUX state.	syn(AUXREASON)
State	The current work mode (state) the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN, or OUT).	syn(WORKMODE) and syn(DIRECTION)
Split/Skill Level	When an agent is on a skill call, a direct agent call, or in ACW mode, this is the skill associated with the call or the ACW, and the level associated with the skill. WORKSKILL is the OLDEST_LOGON: • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX, or with an AUXIN/AUXOUT call on hold • When an agent is on an AUXIN call with an ACD call on hold. • When an agent is on an AUXOUT call with an ACD call on hold, this is the skill associated with the ACD call. • When an agent is available, in AUX, or in OTHER, this is blank. WORKSKLEVEL is the skill level (ranging from 1 to 16) or the reserve level (1 or 2) associated with WORKSKILL.	WORKSKILL/ syn(WORKSKLEVEL)
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN Name (Shows data only if you have purchased the Vectoring feature.)	The number or name of the VDN for which the report shows data. The Vectoring Directory Number is associated with the ACD in progress. If a name has been assigned to the VDN in the Dictionary, the name displays instead of the number.	syn(VDN)

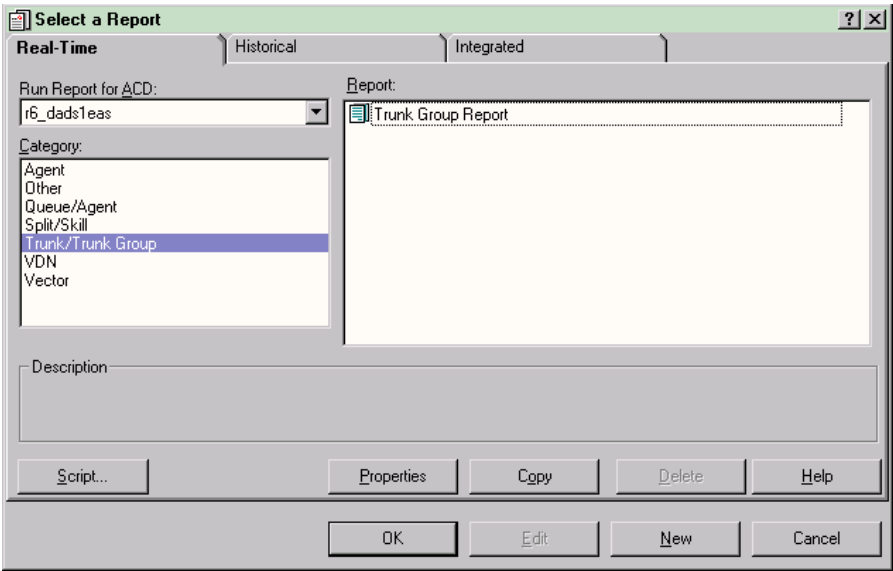
Trunk/Trunk Group Report

Overview

The Trunk/Trunk Group Report gives you the current status of each trunk in a selected trunk group.

Trunk/Trunk Group Report Selector Window

This figure is an example of the Trunk/Trunk Group Report Selector window.



Trunk Group Report

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

Things to Know About This Report

The database items used for the Trunk Group report are stored in the `ctkgrp` table.

Trunk Group Report Input Fields

The following table describes the input fields on real-time Trunk Group report input windows.

Field	Definition
Trunk group:	Enter the trunk group name or number that you want to view in this report. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh Every <#> seconds:	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh Every <#> Seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Trunk Group Report Example

The following figure provides an example of a Trunk Group report.

Trunk	State	Direction	Time	Agent Name	Extn	Split/Skill	VDN Name
Tkgrp 1	IDLE	OUT	1:40	Agent 1	2001	Skill1	Orders
Tkgrp 2	CONN	IN	1:24	Agent 12	2012	Skill2	Orders
Tkgrp 3	CONN	IN	:30	Agent 32	2032	Regular	Orders
Tkgrp 4	HOLD	IN	1:07	Agent 16	2016	Gold	Orders
Tkgrp 5	RINGING	IN	1:32	Agent 3	2003	Platinum	Orders

ACD link is down Thresholds: On Los Angeles

Trunk Group Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Trunk Group Name:	The trunk group name or number for which the report was requested.	syn(TKGRP)
Trunk	The trunk equipment location assigned to this trunk.	EQLOC
State	The current state of the trunk (IDLE, CONN, QUEUED, SEIZED, MBUSY, HOLD, UNKNOWN, DABN, FBUSY, FDISC, RINGING).	TKSTATE
Direction	The direction in which the trunk is carrying the current call (in or out).	DIRECTION
Time	The time that the trunk has spent in the current state.	DURATION
Agent Name	The name of the agent handling the current call on the trunk.	syn(LOGID)
Extn	The extension number that is associated with the current call on the trunk.	EXTENSION

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill	The split/skill number that is associated with the current call on the trunk.	SPLIT
VDN Name (Shows data only if you have the Vectoring feature)	The number or name of the VDN for which the report shows data. The Vector Directory Number is associated with the ACD call in progress. If a name has been assigned to the BDN in the Dictionary, the name displays instead of the number.	VDN

VDN Reports

Overview

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

- The wait times of incoming calls answered/connected and abandoned for a VDN during the current interval.
- How calls to the specified VDN are being handled.
- The number of calls handled by each of the VDN skill preferences and information about call handling.
- The current overall status of the VDNs you select.

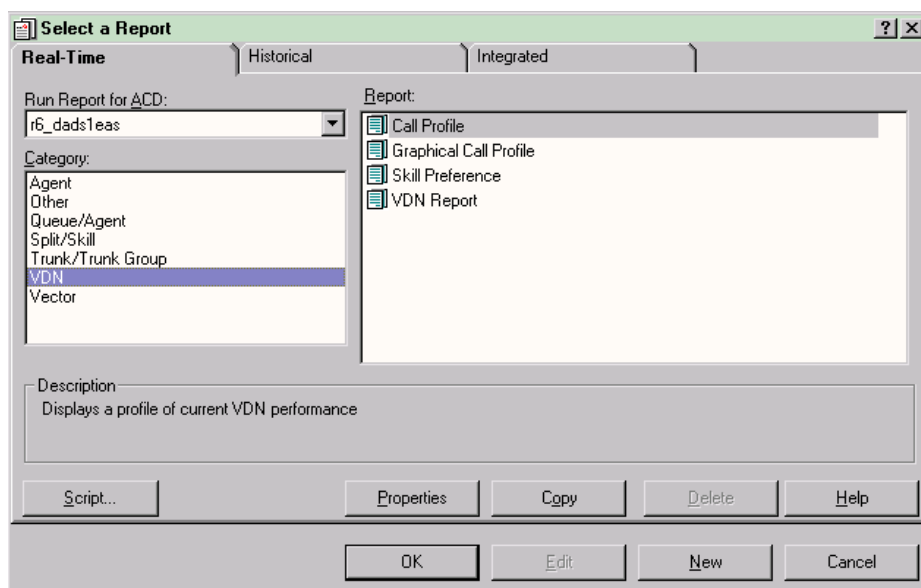
Organization of VDN Reports

The following list shows how the VDN reports are organized in *CentreVu* Supervisor.

- Call Profile
- Graphical Call Profile
- Skill Preference
- Report

VDN Report Selector Window

The following figure is an example of the VDN Report Selector window. The reports are explained in the same order as listed in the window.



VDN Call Profile Input Fields

The reports in this section use the VDN Reports Input Window. Specific input information is included with the reports. The following table describes the input fields on real-time VDN Call Profile report input windows.

Field	Definition
VDN:	Fill in the VDN(s) names(s) or number(s) for which you want to run the report. You can enter a VDN name only if the name has been defined in the Dictionary.
Refresh Every <#> seconds	Enter the number of seconds (3 to 600) to specify how frequently <i>CentreVu</i> CMS should update the report data. The default for the Refresh Every <#> Seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report Thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

VDN Call Profile Report

This report, which is available only for customers who have the Vectoring feature, displays the numbers of answered/ connected and abandoned calls to the specified VDN within the administered service level increments. It also displays the percentage of calls answered or connected within the acceptable service level.

In order to run this report the Vectoring feature must be enabled.

Things to Know About This Report

Here are some things you need to know about this report.

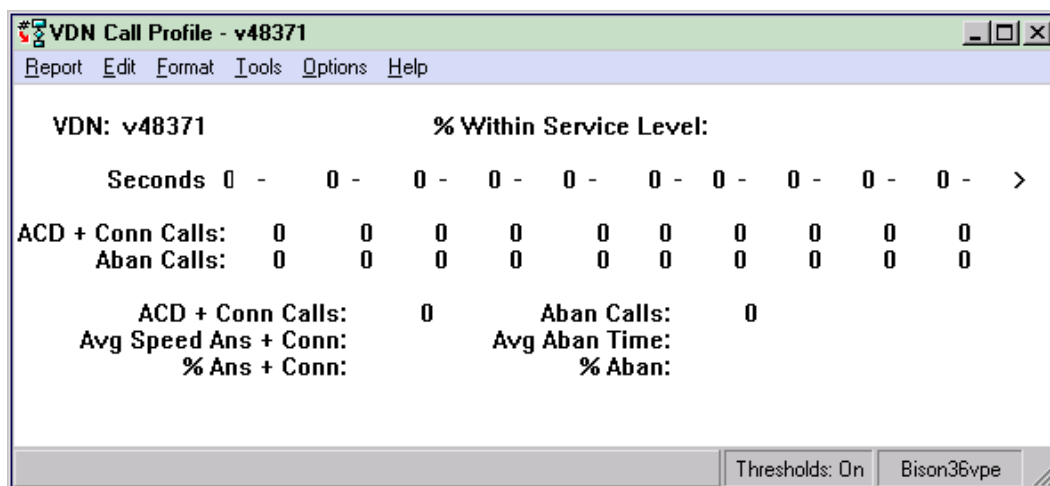
- Calls are displayed in ten separate columns, with each column representing a progressively longer wait time for the call. For example, the first field shows calls that were answered in less than or equal to PERIOD1 seconds, the second field shows calls that were answered in less than or equal to PERIOD2 seconds, but greater than PERIOD1 seconds, and so on.
- You can only run this report if the Vectoring feature has been purchase and authorized for you to use.
- The database items used for the VDN Call Profile report are stored in the cvdn table.
- This report uses the VDN Reports Input Window. Select the VDN that you want to view on the report. See “VDN Call Profile Input Fields” on page 3-128 for more information.

Prerequisite System Administration

You must first define your acceptable service level and service level increments for this VDN in the VDN Call Profile Setup window. If you do not define your service level and increments, zero (0) is used for all increments (therefore, all calls appear in the first increment). For more information, see Chapter 7, “Call Center Administration” in the *CMS R3V6 Administration* (585-215-850) document.)

VDN Call Profile Report Example

The following figure provides an example of a VDN Call Profile report.



VDN Call Profile Report Description

This table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN: (Shows data only if you have purchased the Vectoring feature.)	The number or name of the VDN for which the report shows data (selected in the report input window).	VDN
% Within Service Level:	Percentage of calls to the VDN that were answered/connected within the service level (as specified in the VDN Call Profile Setup window). Calls to the VDN may result in ACD calls, direct agent calls, and non-ACD calls.	100 * (ACCEPTABLE / INCALLS) <PERCENT_SERV_LVL_VDN>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Seconds	The size of each service level increment is measured in seconds. Each increment of seconds represents a progressively longer wait time segment during which calls may be answered or abandoned, and each increment can be a different length. These increments are defined in the Call Center Administration VDN Call Profile Setup window.	PERIOD1-9
ACD + Conn Calls:	Number of calls to the VDN that were answered by an agent or connected to a non-ACD destination within each of the service level increments. this includes direct agent calls. With Generic 3 switches, <i>connected</i> means calls that are answered at a non-ACD destination. With Generic 2.1 switches, <i>connected</i> means calls that rang at a non-ACD destination.	ANSCONNCALLS1-10
Aban Calls:	Number of calls to the VDN that were abandoned within each of the service level increments. This includes direct agent calls and calls that were abandoned while queued to a split/skill or while ringing a voice terminal. For Generic 2.2 and Generic 3 switches, this includes all VDN calls abandoned. With Generic 2.1 switches, this includes ACD calls abandoned. For Generic 2.2 with ASAI Gateway interface feature or Generic 3 with the ASAI feature switches, this also includes the number of outbound calls for each split/skill that abandoned before an agent answered at the far end.	ABNCALLS1-10
ACD + Conn Calls (total):	Total number of calls to the VDN (including direct agent calls) that were answered by an agent or were connected to a non-ACD destination. With Generic 3 switches, connected means calls that are answered at a non-ACD destination. With Generic 2 switches, connected means calls that ring at the non-ACD destination.	ACDCALLS + CONNECTCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg Speed of Ans + Conn:	The average time, in minutes and seconds, that calls to the VDN completed during this interval waited before being answered by an agent or connected (to a non-ACD destination). This includes direct agent calls (Generic 3 only), non-ACD calls, and calls answered by AUDIX and Message Center agents, but only includes calls that were processed by the VDN. This includes ringing time for all calls except non-ACD calls on Generic 2 switches.	$(\text{ANSTIME} + \text{CONNECTTIME}) / (\text{ACDCALLS} + \text{CONNECTCALLS})$
% Ans + Conn:	Percentage of calls (which may includes direct agent calls) to the VDN completed during this interval that were answered or connected within the administered service level increments. This includes direct agent calls. With Generic 3 switches, connected means calls that are answered at a non-ACD destination. With Generic 2 switches, connected means calls that rang at the non-ACD destination.	$100 * ((\text{ACDCALLS} + \text{CONNECTCALLS}) / \text{INCALLS})$
Aban Calls (total):	Total number of calls to the VDN that were abandoned. This includes direct agent calls and calls that were abandoned while queued to a split/skill or while ringing a voice terminal.	ABNCALLS
Avg Aban Time:	The average time calls waited in VDN before hanging up.	$\text{ABNTIME} / \text{ABNCALLS}$ <AVG_ABANDON_TIME>
% Aban:	Percentage of calls to the VDN that were abandoned.	$100 * (\text{ABNCALLS} / \text{INCALLS})$

VDN Graphical Call Profile

Things to Know About This Report

This report shows how calls to the VDN you specify are being handled compared to your call center's predefined acceptable service level.

Here are some things you need to know about this report.

- You can access this report from the Real-Time VDN Category selector menu.
- This report is available on switches with the Call Vectoring feature.
- The chart type can be changed. See Chapter 2: "Using Reports" in this document for more information.
- Call center supervisors can use this report to look at VDN calls answered within the acceptable service level and service interval answer and abandons.

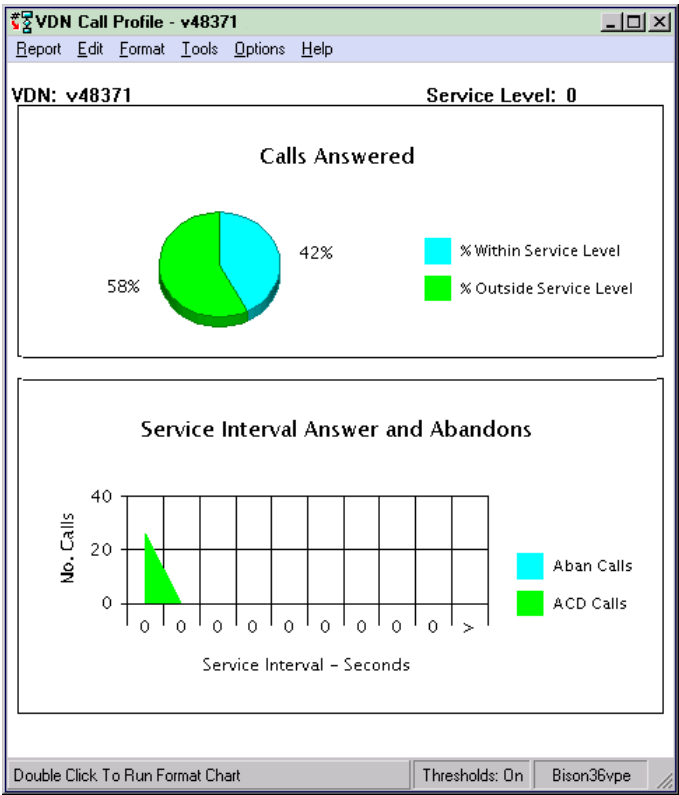
The bottom chart, a stacked area graph, shows the number of ACD calls answered and abandoned within each service interval. The VDN selected for the report and the predefined Acceptable Service Level are displayed above the top chart. The box to the right of each chart is a legend.

- This report contains two charts, a three-dimensional pie chart and a stacked area graph.
 - A legend is located to the right of each chart.
- The three-dimensional pie chart contains the following information:
 - The percentage of ACD calls answered within the predefined acceptable service level and the percentage of ACD calls answered outside this level.
- The stacked area graph contains the following information:
 - The number of ACD calls answered and abandoned within each service interval.
 - The x-axis represents each of the defined service intervals in seconds, and the y-axis represents the number of ACD calls answered/abandoned within each of the defined service levels.
 - The number displayed for each service interval is the upper limit of the interval. For example, if the first two intervals are "5" and "10," the first data point on the graph shows the number of calls answered/abandoned within 0-5 seconds, and the second data point shows the number of calls answered/abandoned within 6-10 seconds.
- The database items used for the VDN Graphical Call Profile report are stored in the cvdn table.

- The VDN selected for the report and the predefined acceptable service level are displayed above the pie chart.
- This report uses the VDN Reports Input Window. Select the VDN that you want to view on the report. See “VDN Call Profile Input Fields” on page 3-128 for more information.

**VDN Graphical Call
Profile Report
Example**

The following figure provides an example of the VDN Graphical Call Profile Report.



**VDN Graphical Call
Profile Report
Description**

This table describes the report fields.

Item	Description	Database Item/ Calculation Table Name
VDN: (Shows data only if you have purchased the vectoring feature.)	The number or name of the VDN for which the report shows data.	VDN or syn(VDN)
% Within Service Level	Percentage of calls to the VDN that were answered/connected within the service level (as specified in the VDN Call Profile Setup window). Calls to the VDN may result in ACD, direct agent calls, and non-ACD calls.	<PERCENT_SERV_LVL_VDN
% Outside Service Level	Percentage of VDN ACD calls that were not answered by an agent within the predefined acceptable service level. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one VDN and answered in another VDN.	<100-PERCENT_SERV_LVL_VDN>
Service Interval - Seconds	The size of each service level increment is measured in seconds. Each increment of seconds represents a progressively longer wait time segments during which calls may be answered or abandoned, and each increment can be a different length. These increments are defined in the Call Center Administration VDN Call Profile Setup window.	PERIOD1-9
ACD Calls	The number of split/skill and direct agent ACD calls to the VDN completed during the reporting period that were answered by an agent. This includes calls from "queue to main," "check backup," "messaging split/skill," "route to" split/skill, and "adjunct routing" to split/skill or direct agent.	ACDCALLS

Item	Description	Database Item/ Calculation Table Name
Aban Calls:	The number of calls to the VDN that were abandoned within each of the service level increments. This includes direct agent calls and calls that were abandoned while queued to a split/skill or while ringing a voice terminal. For Generic 2.1 switches, this is ACD calls abandoned. For Generic 2.2 and all Generic 3 switches, this is all VDN calls abandoned. For Generic 2.2 with ASAI Gateway Interface feature or Generic 3 with the ASAI feature switches, this also includes the number of outbound calls for each split/skill that abandoned before an agent answered at the far end.	ABNCALLS1-10

VDN Skill Preference Report

This report, which is only available for customers who have the Vectoring and EAS features, displays information about call handling for the VDN as a whole and lists the number of calls handled by each of the VDN skill preferences.

In order to run this report, the Vectoring and EAS features must be enabled.

Things to Know About This Report

Here are some things you need to know about this report.

- This report is only available if the Vectoring and EAS features have been purchased and authorized for you to use.
- This report displays data on the handling of calls to the VDNs by VDN skill preference.
- If a specific skill in the vector is also administered as a VDN skill preference for the associated VDN, data for that skill preference shows in this report.
- The database items used for the VDN Skill Preference report are stored in the cvdn table.
- This report uses the VDN Reports Input Window. Select the VDN that you want to view on the report. See “VDN Call Profile Input Fields” on page 3-128 for more information.

Skill Preference Report Example

The following figure provides an example of the real-time VDN Skill Preference report.

VDN Skill Preference - VDN 1020										
Report Edit Format Tools Options Help										
VDN Name	Inbound Calls	ACD Calls	Avg Speed Ans	Avg ACD Time	Avg ACW Time	Aban Calls	Avg Aban Time	1st Skill ACD Calls	2nd Skill ACD Calls	3rd Skill ACD Calls
VDN1	30	30	:16	:20	:04	0		10	12	8
VDN2	24	24	:08	:24	:00	0		4	10	10
VDN3	16	16	:15	:15	:06	0		8	6	2
VDN4	38	36	:28	:30	:04	0		14	11	11
VDN5	48	48	:40	:10	:00	0		8	24	16

ACD link is down Thresholds: On Los Angeles

VDN Skill Preference Report Description

This following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN Name (Shows data only if you have purchased the Vectoring Feature.)	The number or name of the VDN for which the report shows data.	VDN
Inbound Calls	Number of calls offered to the VDN since the start of the interval and that completed during the interval.	INCALLS
ACD Calls	The number of split/skill and direct agent ACD calls to the VDN completed during the reporting period that were answered by an agent. This includes calls from "queue to main," "check backup," "messaging split/skill," "route to" split/skill, and "adjunct routing" to split/skill or direct agent.	ACDCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg Speed Ans	The average speed of the answer for split/skill and direct agent ACD calls to the VDN that were completed during the reporting period.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED>
Avg ACD Time	The average talk time (not including hold time) for all ACD calls (which may included direct agent calls) completed during this interval that were processed by the VDN.	ACDTIME / ACDCALLS <AVG_ACD_TALK_TIME>
Avg ACW Time	Average time agents spent in after call work associated with ACD calls to this VDN that were completed during this interval. (This does not include after call work time not associated with ACD calls.	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Aban Calls	Number of calls to the VDN during this interval that hung up during this interval.	ABNCALLS
Avg Aban Time	The average time calls waited (in VDN) before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>
(1st., 2nd., 3rd.) Skill ACD Calls	Number of completed ACD calls to the VDN answered by agents in each of the three VDN skill preferences.	SKILLCALLS1 SKILLCALLS2 SKILLCALLS3

VDN Report

This report, which is only available for customers who have the Vectoring feature, displays information about how calls to the specified VDNs are being handled during the current interval.

In order to run this report the Vectoring feature must be enabled.

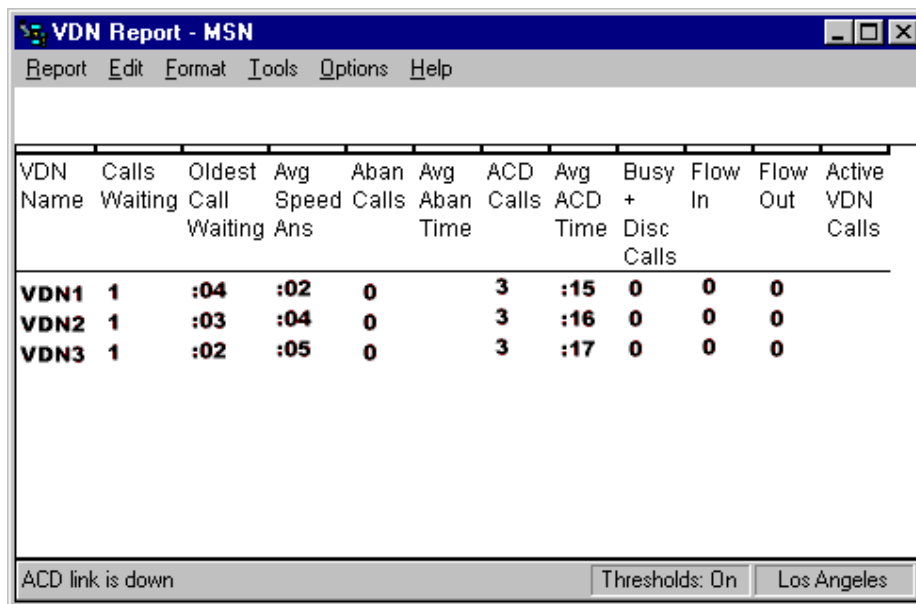
Things to Know About This Report

Here are some things you need to know about this report.

- You can only run this report if the Vectoring feature has been purchased and authorized for you to use.
- For Generic 2 switches with the ASAI Gateway Interface feature, calls routed to the gateway by way of a "route to" command are reported as "Vector Flow Out."
- The database items used for the VDN Report are stored in the cvdn table.
- This report uses the VDN Reports Input Window. Select the VDN that you want to view on the report. See "VDN Call Profile Input Fields" on page 3-128 for more information.

VDN Report Example

The following figure provides an example of a VDN Report.



The screenshot shows a window titled "VDN Report - MSN" with a menu bar (Report, Edit, Format, Tools, Options, Help). Below the menu is a table with the following data:

VDN Name	Calls Waiting	Oldest Call Waiting	Avg Speed Ans	Aban Calls	Avg Aban Time	ACD Calls	Avg ACD Time	Busy + Disc Calls	Flow In	Flow Out	Active VDN Calls
VDN1	1	:04	:02	0		3	:15	0	0	0	
VDN2	1	:03	:04	0		3	:16	0	0	0	
VDN3	1	:02	:05	0		3	:17	0	0	0	

At the bottom of the window, there is a status bar with the text "ACD link is down" on the left and "Thresholds: On" and "Los Angeles" on the right.

VDN Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN	The number or name of the VDN for which the report shows data.	VDN
Calls Waiting	Number of calls (which may include non-ACD and direct agent calls) to the VDN that are currently being processed by the vector, are in queue, or are ringing at an agent's voice terminal.	INPROGRESS - ATAGENT
Oldest Call Waiting	Length of time the oldest call currently waiting in the VDN has been waiting.	OLDESTCALL
Avg Speed Ans	The average speed of answer for split/skill and direct agent ACD calls to the VDN that were completed during the reporting period.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED>
Aban Calls	The number of calls to the VDN that hung up during this interval.	ABNCALLS
Avg Aban Time	The average time calls waited (in split/skill or VDN) before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>
ACD Calls	The number of calls to the VDN completed during the interval that were answered by an agent. This includes calls from "queue to main," "check backup," "messaging split/skill," "route to split skill," and "adjunct routing" to split/skill or direct agent.	ACDCALLS
Avg ACD Time	The average talk time (not including hold time) for all ACD calls (which may include direct agent calls) completed during the interval that were processed by the VDN.	ACDTIME / ACDCALLS <AVG_ACD_TALK_TIME>
Busy + Disc Calls	Number of calls offered to the VDN that received a forced busy signal or forced disconnect.	BUSYCALLS + DISCCALLS <BUSY_DISCONNECT>
Flow In	Number of calls that were redirected to this VDN via a "route to" VDN. Calls are counted regardless of whether they remained connected to the VDN, were abandoned, or were routed to some other destination.	INFLOWCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Flow Out	The number of calls to this VDN that were redirected to another VDN or a destination outside the switch by way of a "route to" or "adjunct routing" command (Generic 3 switches only). This does not include calls redirected to another vector by way of a "go to vector" command, because those calls stay in the same VDN.	OUTFLOWCALLS
Active VDN Calls	Number of calls currently active in a VDN. This only includes incoming trunk calls directly to the VDN, but it does not include internal calls, transfers, or calls routed or redirected to the VDN through another VDN. A call is considered active in a VDN from the time that the call routes to the VDN until all parties on the call have been dropped and the call is released. If <i>CentreVu</i> CMS is connected to a switch release earlier than Generic 3 Version 4 or the vectoring feature is not enabled, then the Active VDN Calls column is displayed, but the fields are blank.	ACTIVECALLS

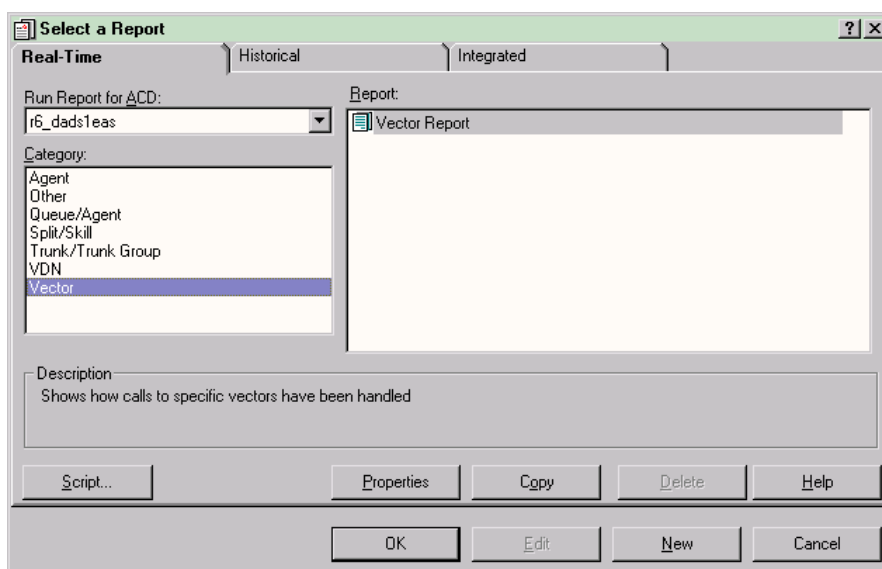
Vector Report

Overview

The **Vector** report displays the information about how calls to the specified vectors are being handled during the current interval.

Vector Report Selector Window

The following figure is an example of the Vector Report Selector window.



Vector Report

The **Vector** report displays information about how calls to the specified vectors are being handled during the current interval.

Things to Know About This Report

Here are some things you need to know about this report.

- For Generic 2 switches with the ASAI Gateway Interface feature, calls routed to the gateway by way of a “route to” command are reported as “Vector Flow Out.” These calls are **not** included as abandons or answered calls in the vector reports because they are neither answered nor abandoned while connected to the vector.
- The database items used for the Vector Report are stored in the cvector table.

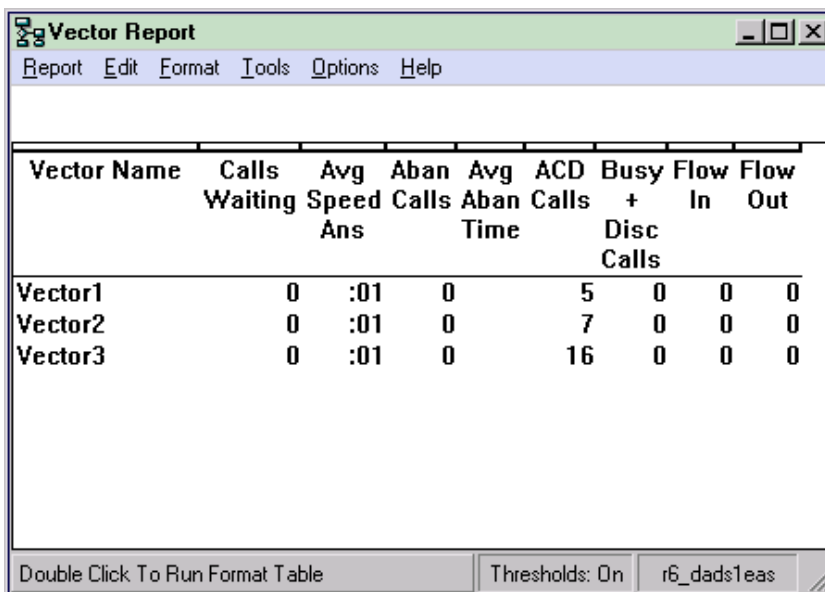
Vector Report Input Fields

The following table describes the input fields on real-time Vector report input windows.

Field	Definition
Vector(s):	Enter the name(s) or number(s) of the vector(s) for which you want to run the report. You can enter a vector name only if the name has been defined in the Dictionary.
Refresh Every <#> seconds:	Enter the number of seconds (3 to 600) to specify how frequently <i>CentreVu</i> CMS should update the report data. The default for the Refresh Every <#> seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report thresholds	Check the Enable Report Thresholds option to start the report with report thresholds running. Uncheck the option if you do not want to run report thresholds.
Run Minimized	Check the Run Minimized option to run the report in a minimized window. Uncheck the option to run the report at full size.

Vector Report Example

The following figure provides an example of a Vector Report.



Vector Name	Calls Waiting	Avg Speed Ans	Aban Calls	Avg Aban Time	ACD Calls	Busy + Disc Calls	Flow In	Flow Out
Vector1	0	:01	0		5	0	0	0
Vector2	0	:01	0		7	0	0	0
Vector3	0	:01	0		16	0	0	0

Double Click To Run Format Table Thresholds: On r6_dads1eas

Vector Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Vector or Vector Name	Number or name of the vector for which the report shows data (selected in the report input window).	VECTOR
Calls Waiting	Number of calls (which may include ACD and direct agent calls) that are currently being processed by the vector. This includes calls ringing a voice terminal.	INPROGRESS
Avg Speed Ans	The average time, in minutes and seconds, that split/skill and direct agent ACD calls waited before they were answered by an agent. This item includes only calls that were answered as a result of processing by this vector. It does not include hold time.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED>
Aban Calls	Number of calls that were abandoned while being processed by this vector. This includes direct agent calls and calls that were abandoned while queued to a split/skill or while ringing a voice terminal.	ABNCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg Aban Time	Average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>
ACD Calls	Number of calls that were answered by an agent (in a main, backup, route to split, AUDIX, or Message Center split) as a result of processing by the vector. For Generic 3 switches, ACD Calls includes direct agent calls.	ACDCALLS
Busy + Disc Calls	Number of calls offered to the VDN or vector that received a forced busy signal or forced disconnect.	BUSYCALLS + DISCCALLS <BUSY_DISCONNECT>
Flow In	Number of calls that have been redirected from within the switch to the vector. This includes calls redirected to the vector because of a "route to VDN" or "go to vector" command. Calls are counted regardless of whether they were answered while being processed by the vector, were abandoned, or were routed to some other destination.	INFLOWCALLS
Flow Out	Number of calls that were redirected to another vector of destination by way of a "route to," "go to vector," or "adjunct routing" command (Generic 3 only). This includes calls routed to destinations within and outside of the switch. Calls that route to a split/skill are not considered Vector Flow Out calls, but are still tracked in the vector.	OUTFLOWCALLS

Drill-Down Reports

Overview

Supervisor reports allow you to “drill-down” to very detailed information from a variety of places. A “drill-down” report is a report that gives you very specific information on an agent or a work state in a split/skill.

You can access drill-down reports in the following ways:

- Double click on an element in a report that allows you to access a drill-down report
- Single click on an element in a report that allows you to access a drill-down report and then using the right mouse button menu to select a specific drill-down report
- Use the **Tools** menu to select any of the drill-down reports that are accessible from the currently running report.

You can tell if the report you are currently running accesses a drill-down report(s) (and which drill-down reports are available) by moving the mouse cursor over information on the report and reading the status bar at the bottom left-hand side of the report window. The following two graphics give examples of the types of report elements you can use to access drill-down reports and the drill-down reports that will display.

There are two basic elements on reports that you can double click or single click on and use the right mouse button menu to access drill-down reports:

- **Agent names or Login IDs** — drill-down to agent-specific information reports
- **Work states** (AUX, AVAIL, ACD, ACW, RINGING, OTHER) — drill-down to work state reports or AUX Agents reports (ECS only).

See the following paragraphs for information on which drill-down reports are accessible from specific reports.

Drill-down reports can only be modified if they are run from the Reports Selector window. They cannot be modified if they are accessed from another report or agent work state.

Drill-Down Top Agent Work State Report

This report shows top agents who are in the specified work state and the time in the state. In addition, this report shows all of the agents that are staffed even if they are not in a particular state for the specified split/skill.

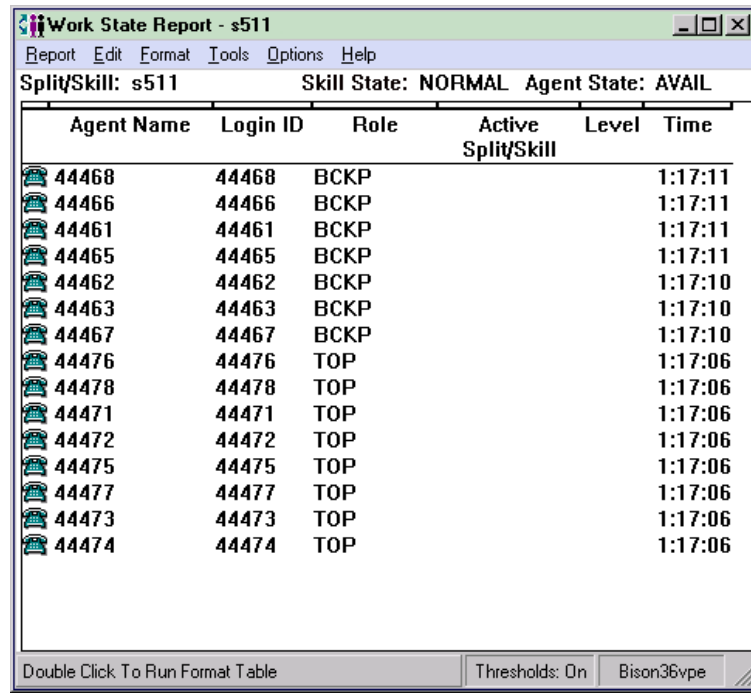
Things to Know About This Report

Here are some things you should know about this report.

- You can only access this report by drilling down from work states (AVAIL, ACD, ACW, RINGING, and OTHER) on other Real-Time Top Agent reports (for example, from the Real-Time Graphical Top Skill Status report) except for the AUX work state which requires *DEFINITY* ECS with EAS.
- When you drill down to this report from another report, this report shows all of the top agents in that particular work state for that split or skill only.
- From this report, you can drill down to Real-Time or Integrated Agent Information reports.
- This report is available on all *DEFINITY* ECS or later switch releases with EAS.
- Call Center Supervisors can use this report to look at all the top agents in a particular work state, and to see how long an agent has been in this work state, the skill for which they are occupied, the skill level assigned to the agent for this skill, and the Role the agent has in this skill.
- This report contains:
 - A table with a row for each top agent currently in the selected work state.
 - Top agent name, login ID, time in state, split/skill, and the skill level and role for the skill in which the agent is active in each row of the table.
 - The user will be able to specify sort by agent name, login ID, time in state, split/skill, skill level and role.
 - The user will be able to specify a primary and a secondary sort key.
- The database items used for this report are stored in the `cspLit` and `cagent` tables.
- You cannot customize this report.
- By default, the table will be sorted by split/skill for the primary sort, then by time in state (in descending order) for the secondary sort.

Drill-Down Top Agent Work State Report Example

The following figure provides an example of the Top Agent Work State report.



The screenshot shows a window titled "Work State Report - s511" with a menu bar (Report, Edit, Format, Tools, Options, Help). Below the menu bar, it displays "Split/Skill: s511", "Skill State: NORMAL", and "Agent State: AVAIL". The main area contains a table with the following data:

Agent Name	Login ID	Role	Active Split/Skill	Level	Time
44468	44468	BCKP			1:17:11
44466	44466	BCKP			1:17:11
44461	44461	BCKP			1:17:11
44465	44465	BCKP			1:17:11
44462	44462	BCKP			1:17:10
44463	44463	BCKP			1:17:10
44467	44467	BCKP			1:17:10
44476	44476	TOP			1:17:06
44478	44478	TOP			1:17:06
44471	44471	TOP			1:17:06
44472	44472	TOP			1:17:06
44475	44475	TOP			1:17:06
44477	44477	TOP			1:17:06
44473	44473	TOP			1:17:06
44474	44474	TOP			1:17:06

At the bottom of the window, there is a status bar with the text "Double Click To Run Format Table", "Thresholds: On", and "Bison36vpe".

Drill-Down Top Agent Work State Report Description

This table describes the fields of the report.

Report Heading	Description	Database Item/ Calculation, Table Name
Split/Skill:	The name or number of the skill (up to 20 characters) that is selected for this report.	syn(SPLIT)
Skill State:	Current State of this skill. Requires ECS R6 with <i>CentreVu Advocate</i> . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Agent State:	The current work mode for this agent. Values include Avail, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, AND UNSTAFF.	AWORKMODE + DIRECTION

Report Heading	Description	Database Item/ Calculation, Table Name
Agent Name	The name (or agent IDs if the names have not been assigned in the Dictionary) of the agents assigned to this split/skill and logged in.	syn(LOGID)
Login ID	The login identification of the agents.	LOGID
Role	Agent's service role for this skill, as defined in the Dictionary. Requires ECS R6 with <i>CentreVu Advocate</i> . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(ROLE)
Active Split/Skill	This skill is active when the agent is • On a split/skill, on a direct agent ACD call, or in ACW. This is the split/skill associated with the call or ACW. • Available, in AUX or in OTHER state. This is null (blank). • On an AUXIN/AUXOUT call. This is the OLDEST_LOGIN split/skill. • On an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold. This is the OLDEST_LOGON split/skill. • On an AUXIN call with an ACD call on hold. This is the OLDEST_LOGON split/skill. • On an AUXOUT call with an ACD call on hold. This is the split/skill associated with the ACD call. WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL will be blank AND WORKSPLIT will contain one of the split/skills in which the agent is available.	syn(WORKSKILL)
Level	Contains either a skill level (1-16) for a normal skill or a reserve level (1 or 2) for a reserve skill. This LEVEL applies to SPLIT.	syn(LEVEL)

Report Heading	Description	Database Item/ Calculation, Table Name
Time	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes fro AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Drill-Down Work State Report

This report shows all of the agents who are in the specified work state and the time in state.

Things to Know About This Report

Here are some things you should know about the Work State Report.

- You can only access this report by drilling down from work states (AVAIL, ACD, ACW, AUX, RINGING, and OTHER) on other Real-Time reports (for example, from the Real-Time Graphical Status report).
- When you drill down to this report from another report, this report shows all of the agents in that work state for that split or skill only.
- From this report, you can drill down to Real-Time or Integrated Agent Information reports.
- This report is available on all switches.
- Call Center Supervisors can use this report to look at all agents in a particular work state, and to see how long an agent has been in this work state, the split/skill for which they are occupied, the skill level assigned to the agent for this skill, and the role the agent has in this skill.
- You cannot customize this report.
- This report contains:
 - A table with a row for each top agent currently in the selected work state.
 - Agent name, login ID, time in state, split/skill, and the skill level and role for the skill in which the agent is active in each row of the table.
 - The user will be able to specify sort by agent name, login ID, time in state, split/skill, and skill level.
 - The user will be able to specify a primary and a secondary sort key.
- The database items used for this report are stored in the `csplit` and `cagent` tables.
- By default, the table will be sorted by split/skill for the primary sort, then by time in state (in descending order) for the secondary sort.

Drill-Down Work State Report Example

The following figure provides an example of the Work State report.

Agent Name	Login ID	Role	Active Split/Skill	Level	Time
44468	44468	BCKP			1:21:50
44466	44466	BCKP			1:21:50
44461	44461	BCKP			1:21:50
44465	44465	BCKP			1:21:50
44462	44462	BCKP			1:21:49
44463	44463	BCKP			1:21:49
44467	44467	BCKP			1:21:49
44476	44476	TOP			1:21:45
44478	44478	TOP			1:21:45
44471	44471	TOP			1:21:45
44472	44472	TOP			1:21:45
44475	44475	TOP			1:21:45
44477	44477	TOP			1:21:45
44473	44473	TOP			1:21:45
44474	44474	TOP			1:21:45

Drill-Down Work State Report Description

This table describes the fields of the report.

Report Heading	Description	Database Item/ Calculation, Table Name
Split/Skill:	The name or number of the skill that is selected for this report.	syn(SPLIT)
Skill State:	Current State of this skill. Requires ECS R6 with <i>CentreVu Advocate</i> . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Agent State:	The current work mode for this agent. Values include AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, AND UNSTAFF.	AWORKMODE + DIRECTION

Report Heading	Description	Database Item/ Calculation, Table Name
Agent Name	The name (or agent IDs if the names have not been assigned in the Dictionary) of the agents assigned to this split/skill and logged in.	syn(LOGID)
Login ID	The login identification of the agents.	LOGID
Role	Agent's service role for this skill, as defined in the Dictionary. Requires ECS R6 with <i>CentreVu Advocate</i> . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(ROLE)
Active Split/ Skill	This skill is active when the agent is • On a split/skill, on a direct agent ACD call, or in ACW. This is the split/skill associated with the call or ACW. • Available, in AUX or in OTHER state. This is null (blank). • On an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold. This is the OLDEST_LOGIN split/skill. • On an AUXIN call with an ACD call on hold. This is the split/skill associated with the ACD call. WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL will be blank AND WORKSPLIT will contain one of the split/skills in which the agent is available.	syn(WORKSKILL)
Level	Contains either a skill level (1-16) for a normal skill or a reserve level (1 or 2) for a reserve skill. This LEVEL applies to SPLIT.	syn(LEVEL)
Time	The elapsed time since the last agent WORKMODE change for any split.skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Historical Reports

General Information

Audience

This chapter is written for supervisors who use *CentreVu*® Supervisor historical reports to effectively run the call center. Historical reports can be displayed on your PC, printed, stored to a file, copied to a clipboard, run as a script, or exported to HTML format through the Save as HTML feature.

Introduction

This chapter gives you the information you need to understand every historical report available.

Historical reports display, report, and summarize the past performance of any measured subset of the ACD. Historical reports display past data for various agent, split/skill, trunk/trunk groups, VDN, and vector activities, such as number of ACD calls, abandoned calls, average talk time, and average speed of answer. The reports you see depend on your switch type, permissions, and system performance.

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

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

How This Chapter is Organized

This chapter gives a brief description of each available report, examples of the report input windows, and definitions of the input fields. It provides you with the information you need to complete any historical report input window.

Each report has the following headings:

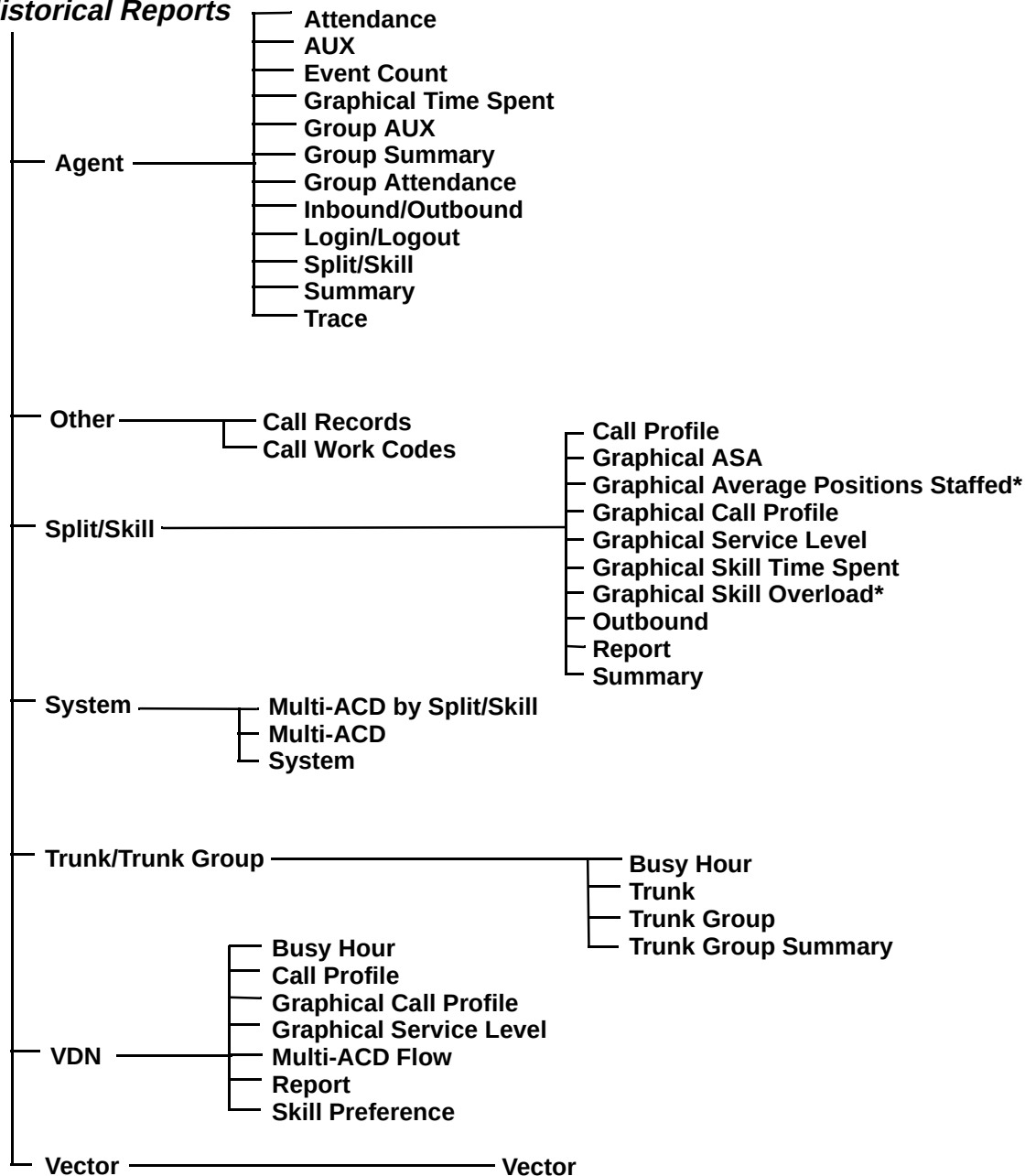
- **Things to Know About All Historical Reports**—gives you information on factors that affect the historical reports.
- **Input Window**—provides an example of an input window that is specific to each report. The input window is shown with the report description.
- **Sample Report**—provides an example of the report. A table provides report headings, field definitions, and the corresponding database item.

A short summary and example of each historical report is included in this chapter.

Diagram of Historical Reporting System

The following diagram shows how the Historical reporting system is structured. This section follows the report structure outlined in this diagram—agent reports are described first, followed by other reports, such as call records and call work code reports.

Historical Reports



*This report is described in the *CentreVu® Advocate User Guide*, Lucent Technologies document 585-215-855.

Presentation of Report Information

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

There are four types of historical reports:

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

All four types are not available for each report. The Select a Report window lists reports based on which types are available (for example: Call Profile Daily, Call Profile Weekly, Call Profile Monthly).

CentreVu CMS can store intrahour data for up to 62 days, daily summary data for 5 years, and weekly/monthly summary data for 10 years. Disk storage space can quickly become an issue, as the volume of data you wish to store increases.

Agent Reports

Overview

CentreVu Supervisor Agent reports give you access to specific information on your agents. For example, you can get the information about:

- Every agent activity and the time it occurred for a particular agent in the Agent Trace report.
- An individual agent's performance by split or skill in the Agent Split/Skill report.
- How a group of agents is performing in the Group Summary report.

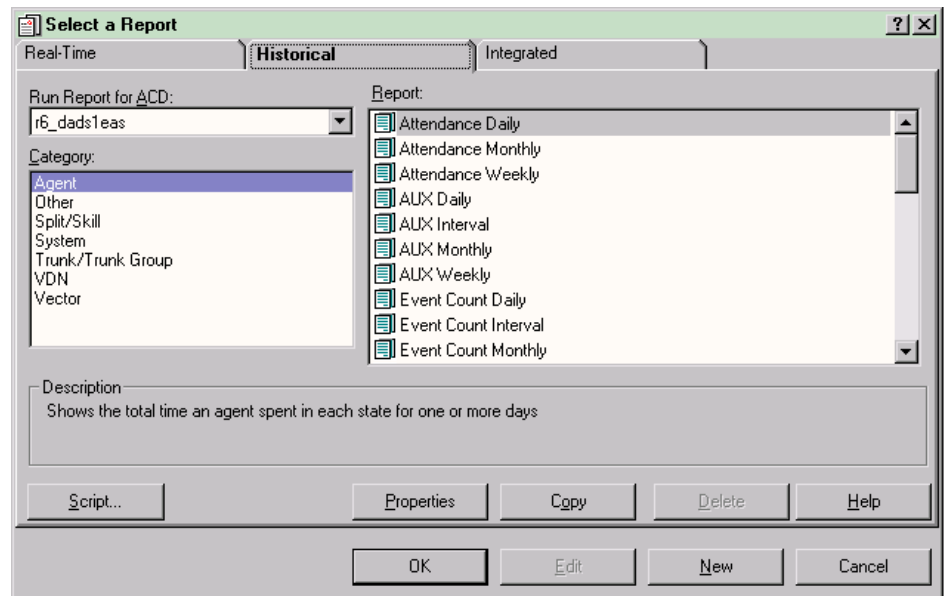
Organization of Agent Reports

The following list shows how the Historical Agent reports are organized in *CentreVu* Supervisor.

- **AUX:** Interval, Daily, Weekly, Monthly
- **Attendance:** Daily, Weekly, Monthly
- **Event Count:** Interval, Daily, Monthly, Weekly
- **Graphical Time Spent:** Interval, Daily, Weekly, Monthly
- **Group AUX:** Daily, Weekly, Monthly
- **Group Summary:** Daily, Weekly, Monthly
- **Group Attendance:** Daily, Weekly, Monthly
- **In/Outbound:** Interval, Daily, Weekly, Monthly
- **Login/Logout (Skill):** Interval
- **Split/Skill:** Interval, Daily, Weekly, Monthly
- **Summary:** Interval, Daily, Weekly, Monthly
- **Trace**

Agent Report Selector Window

The following figure is an example of the Agent Report Selector window. The reports are explained in the same order as listed in the window.



Agent Report Input Window

The reports in this section use the Agent Report Input Windows. Specific input information is included with the reports. You must fill in the report input window to run the report.

Agent Report Input Fields

The following table describes the input fields on historical Agent report input windows. Not all reports use all fields; refer to information for the specific report you are running to determine what you want to view. For example, you may enter an agent group, agent name or split/skill to run the report. All possible fields on this window are described here

Field	Definition
Agent:	Enter the name of the agent. The agent's name must be defined in the Dictionary subsystem; otherwise, you will see the agent's ID number.
Agent group:	Enter the appropriate group name. It is important to enter the agent group name correctly, because <i>CentreVu</i> CMS does not check to see if the group name you entered exists in the Dictionary subsystem. Therefore, if you enter a name that is misspelled, the report runs but does not contain data because the group does not exist. You should enter the correct group name and run the report again.

Field	Definition
Date: (interval)	Enter the date you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a “-” offset based on today’s date (for example, -1 for yesterday).
Login Date:	Enter the date that you would like the report to cover. This is the date on which agents in the skill logged in. • You can use the month/day/year (for example, 3/21/95). • You can use a “-” offset based on today’s date (for example, -1 for yesterday).
Date: (daily, weekly, and monthly)	Enter the dates for the days or the start dates for the weeks or the months that you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a “-” offset based on today’s date (for example, -1 for yesterday). You can also specify a range of dates (for example, 0 through -7). • You can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.
Split/Skill:	Enter the split or skill name or number that you want to view in this report. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.

Field	Definition
Times: (Interval)	Enter the times you would like the report to cover. • You can use AM/PM format (for example, 7:30AM-5:00PM). • You can use military time format (for example, 7:30-17:00).
Destination:	Choose a report destination. You can select View Report on Screen or Print Report on: and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

Agent Attendance Report

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

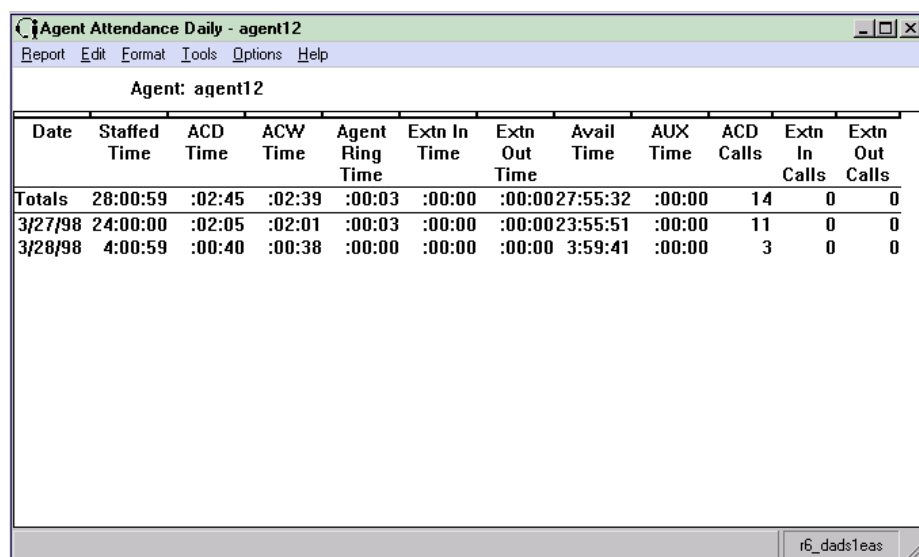
Things to Know About This Report

Here are some things you need to know about this report.

- The Agent Attendance report is available in daily, weekly, and monthly versions.
- The database items for the Agent Attendance report are stored in the `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.
- The report item Staffed Time contains other time (**TI_OTHERTIME**) which is not shown in the report but can cause the numbers to not add up. See the database item definitions for **TI_STAFFTIME** and **TI_OTHERTIME** in “Appendix A: Database Items and Calculations” in this document for more information.
- This report uses the Agent Report Input Window. Select an agent who you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Attendance Report Example

The following figure provides an example of an Agent Attendance report.



Date	Staffed Time	ACD Time	ACW Time	Agent Ring Time	Extn In Time	Extn Out Time	Avail Time	AUX Time	ACD Calls	Extn In Calls	Extn Out Calls
Totals	28:00:59	:02:45	:02:39	:00:03	:00:00	:00:00	27:55:32	:00:00	14	0	0
3/27/98	24:00:00	:02:05	:02:01	:00:03	:00:00	:00:00	23:55:51	:00:00	11	0	0
3/28/98	4:00:59	:00:40	:00:38	:00:00	:00:00	:00:00	3:59:41	:00:00	3	0	0

Agent Attendance Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent:	The name or login ID of the agent. You can make this selection in the report input window.	syn(LOGID)
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Date, Week Starting, or Month Starting:	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Staffed Time	The total time that the agent was logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	sum(TI_STAFFTIME)
ACD Time	The total time that the agent spent on all split/skill and direct agent ACD calls for the specified time period in any split/skill.	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)
ACW Time	The total time that the agent spent in ACW for the specified time period in any split/skill for ACD calls and direct agent calls as well as time in ACW not associated with a call. Time on extension calls is also included.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
Agent Ring Time	The total time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. If the agent answers or makes another call instead of answering the ringing call, I_RINGTIME stops accumulating. RINGTIME is the time that the caller spends ringing and is independent of agent activity. Time ringing is only tracked for Generic 2 and <i>DEFINITY</i> ECS switches.	sum(I_RINGTIME)
Extn In Time	The total time that the agent spent talking on inbound extension calls for the specified time period.	sum(I_ACWINTIME + I_AUXINTIME) sum(<EXT_IN_TIME>)
Extn Out Time	The total time that the agent spent talking on outbound extension calls for the specified time period.	sum(I_ACWOUTTIME + I_AUXOUTTIME) sum<EXT_OUT_TIME>

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avail Time	The total time for the specified time period that the agent was available to take ACD calls in any split/skill.	sum(TI_AVAILTIME)
AUX Time	The total time that the agent spent in AUX work in all splits/skills and on AUXIN/AUXOUT calls for the specified time period.	sum(TI_AUXTIME)
ACD Calls	The total number of split/skill and direct agent ACD calls answered by the agent.	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)
Extn In Calls	The number of inbound extension calls completed by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWINCALLS + AUXINCALLS) and sum(<EXT_CALL_IN>)
Extn Out Calls	The number of outbound extension calls that were completed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWOUTCALLS) + sum(AUXOUTCALLS) <EXT_CALL_OUT> sum<EXT_CALL_OUT>

Agent AUX Report

The Agent AUX (Auxiliary Work) report is based on the Agent Summary and Agent Attendance reports. This report shows the total staffed time, total AUX time, and AUX time for each reason code for an agent.

Things to Know About This Report

Here are some things you need to know about this report.

- The Agent AUX report is available in interval, daily, weekly, and monthly versions.
- The database items for the Agent AUX report are stored in the hagent (interval), dagent (daily), wagent (weekly), and magent (monthly) tables.
- This report is only available when the Automatic Call Distribution (ACD) and Expert Agent Selection (EAS) features have been enabled on a *DEFINITY*® ECS or greater.
- You must have AUX Reason Codes enabled on the switch for this report to be meaningful.
- This report uses the Agent Report Input Window. Select an agent who you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent AUX Report Example

The following figure provides an example of an Agent AUX report.

Agent: agent12													
Date	Staffed Time	AUX Time	Time in 0	Time in 1	Time in 2	Time in 3	Time in 4	Time in 5	Time in 6	Time in 7	Time in 8	Time in 9	
Totals	28:00:59	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	
3/27/98	24:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	
3/28/98	4:00:59	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	

Agent AUX Report Description

The following table describes the report fields.,

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent:	The name or login ID of the agent. You can make this selection in the report input window.	syn(LOGID)
ACD:	The ACD name or number for which the data was collected.	syn(ACD)
Time (for interval reports only)	The intrahour intervals for which the report shows data. You can make these selections in the report input window.	STARTTIME, STARTTIME + INTRVL
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Staffed Time	The total time that the agent was logged in (staffed) for the specified time period in any split/skill. (This does not include time that the link was down.)	sum(TI_STAFFTIME)
AUX Time	The total time that the agent spent in AUX work in all splits/skills and on AUXIN/AUXOUT calls for the specified time period.	sum(TI_AUXTIME)
(AUX) Time in 0	The time that the agent spent in AUX with the reason code of 0 (zero). This is the time in the "system" AUX for the switches with active AUX reason codes. It is the same as TI_AUXTIME for switches without active AUX reason codes.	sum(TI_AUXTIME0)
(AUX) Time in 1...9	The time that the agent spent in AUX with each of the reason codes 1-9.	sum(TI_AUXTIME1)... sum(TI_AUXTIME9)

Agent Event Count Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- This report is available with Generic 2 and *DEFINITY* ECS switches only.
- The Event Count report is available in interval, daily, weekly, and monthly versions.
- The database items for the Agent Event Count report are stored in the hagent (interval), dagent (daily), wagent (weekly), and magent (monthly) tables.
- This report uses the Agent Report Input Window. Select an agent who you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Event Count Report Example

The following figure provides an example of an Agent Event Count report

Date	ACD Calls	Event 1	Event 2	Event 3	Event 4	Event 5	Event 6	Event 7	Event 8	Event 9
Totals	14	0	14	0	0	0	0	0	0	0
3/27/98	11	0	11	0	0	0	0	0	0	0
3/28/98	3	0	3	0	0	0	0	0	0	0

Agent Event Count Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent:	The name or login ID of the agent. You can make this selection in the report input window.	syn(LOGID)
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Time (interval reports only)	The intrahour intervals for which the report shows data. You can make these selections in the report input window. NOTE: This is the interval for which counts were summed.	STARTTIME, STARTTIME + INTRVL
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
ACD Calls	The number of split/skill and direct agent ACD calls that were answered by this agent during the specified time period.	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)
Event Count 1...9	The number of key presses of the various Event Count keys by this agent during the specified time period.	sum(EVENT1)...sum(EVENT9)

Agent Graphical Time Spent Daily Report

This report shows historical information and statistics for the specified agent.

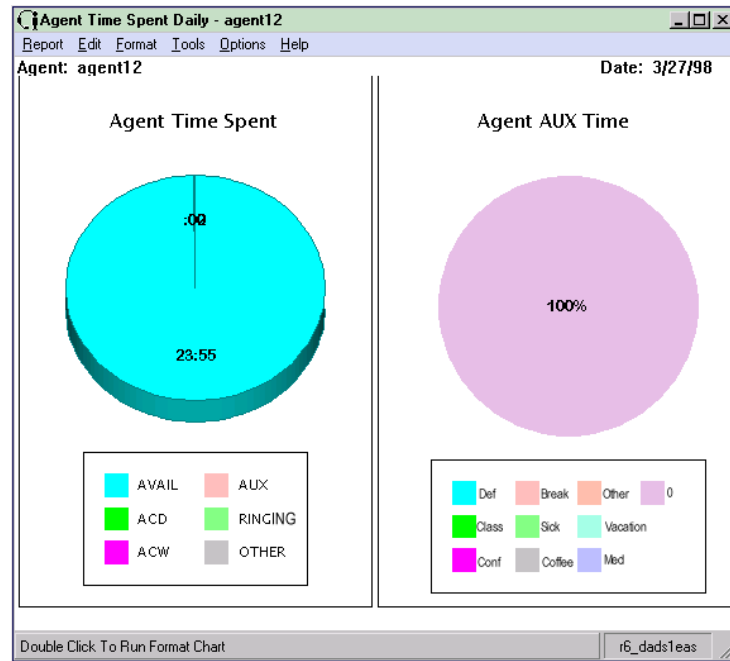
Things to Know About This Report

Here are some things you need to know about this report.

- This report is available in daily version only.
- This report is available for all switch releases. The contents of this report depends upon the switch release for which it is being run.
- The database items for the Agent Graphical Time Spent Daily report are stored in the `dagent (daily)` table.
- Call center supervisors can use this report to get an idea of how much time an agent spent on ACD calls, in available state, in ACW, in AUX, etc. for a particular day. This report enables the supervisor to tell how much time the agent spent in AUX work state for each of the reason codes defined for this Call Center.
- The following example of this report shows the information it will contain for the *DEFINITY* Enterprise Communications Server (ECS) Release 6 switch with EAS.
- This report is available only through the *CentreVu* Supervisor interface.
- This report uses the Agent Report Input Window. Select an agent who you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Graphical Time Spent Report Example

The following figure provides an example of an Agent Graphical Time Spent report.



Agent Graphical Time Spent Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent:	The names (or agent login ID if the names have not been assigned in Dictionary) of the agent.	syn(LOGID)
Date:	The day for which the report was run (selected in the report input window).	ROW_DATE
AVAIL	The time during the collection interval that the agent was in the available state for split/skill or direct agent ACD calls in any split/skill.	sum(TI_AVAILTIME)
ACD	The time during the collection interval that the agent was talking on ACD calls for the SPLIT.	sum(<TOTAL_I_ACD TIME>)
ACW	The time during the collection interval that the agent was in after call work (ACW). This includes ACW for split/skill ACD calls and ACW not associated with the call.	sum(<TOTAL_I_ACW TIME>)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
AUX	The time during the collection interval that the agent was in the AUX work state in all splits/skills or on AUXINCALLS or AUXOUTCALLS.	sum(TI_AUXTIME)
RINGING	The time during the collection interval that the agent had split/skill and direct agent ACD calls ringing.	sum(I_RINGTIME)
OTHER	The time during the collection interval that the agent was doing other work in all splits/skills. For <i>DEFINITY</i> ECS switches, while in Auto-in or Man-In: the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or an extension call rang with no other activity. For Generic 2.2 switches, the agent pushed the Hold button or flashed the switchhook from Auto-in or Manual-in mode and performed no further action. For all switches, TI_OTHERTIME is collected for the time period after the line to the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch. The TI_ stands for the time that is stored only for the split/skill that the agent is logged into for the longest amount of time. TI_ time needs to be summed across the splits/skills the agents may log into, in case the logon order changes during the collection interval.	sum(TI_OTHERTIME)
Reason Code 0	The time that the agent spent in AUX with reason code 0. This is the time in "system" AUX for the switches with AUX reason codes active. It is the same as TI_AUXTIME for switches without AUX reason codes active. The "TI_" stands for the time that is stored only for the split or skill that the agent is logged into for the longest amount of time. "TI_" time needs to be summed across the skills the agents may log into, in case the login order changes during the collection interval.	sum(TI_AUXTIME0)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Reason Codes 1-9	The time that the agent spent in AUX with each of the reason codes 1-9. The "TI_" stands for the time that is stored only for the split or skill that the agent is logged into for the longest amount of time. "TI_" time needs to be summed across the skills the agents may log into, in case the login order changes during the collection interval.	sum(TI_AUXTIME1-9)

Agent Group AUX Report

The Agent Group AUX report shows the total staffed time, total AUX time, and AUX time for each reason code for all agents in an agent group.

Things to Know About This Report

Here are some things you need to know about this report.

- The Agent Group AUX is available in daily, weekly, and monthly versions.
- The database items for the Agent Group AUX report are stored in the dagent (daily), wagent (weekly), and magent (monthly) tables.
- You must have AUX Reason Codes enabled on the switch for this report to be meaningful.
- This report uses the Agent Report Input Window. Select an agent group that you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Group AUX Report Example

The following figure provides an example of an Agent Group AUX report.

Agent Group AUX Daily - Group1													
Date: 3/27/98													
Agent Group: Group1													
Agent Name	Login ID	Staffed Time	AUX Time	Time in 0	Time in 1	Time in 2	Time in 3	Time in 4	Time in 5	Time in 6	Time in 7	Time in 8	Time in 9
Totals		:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00
agent1	50001	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00
agent2	50002	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00
agent3	50003	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00
agent4	50004	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00
agent5	50005	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00
agent6	50006	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00

Agent Group AUX Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, or Month Starting:	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Agent Group:	The name of the group of agents. You can make this selection in the report input window.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Agent Name	The name or login ID of the agent.	syn(LOGID)
Login ID	The name or login ID of the agent.	LOGID
Staffed Time	The total time that the agents were logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	sum(TI_STAFFTIME)
AUX Time	The total time that the agents spent in AUX work in all splits/skills for the specified time period.	sum(TI_AUXTIME)
(AUX) Time in 0	The time that the agent spent in AUX with the reason code of 0 (zero). This is the time in the "system" AUX for the switches with active AUX reason codes. It is the same as TI_AUXTIME for switches without active AUX reason codes.	sum(TI_AUXTIME0)
(AUX) Time in 1...9	The time that the agent spent in AUX with each of the reason codes 1-9.	sum(TI_AUXTIME1)... sum(TI_AUXTIME9)

Agent Group Summary Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- The Group Summary report is available in daily, weekly, or monthly versions.
- The database items for the Agent Group Summary are stored in the dagent (daily), wagent (weekly), and magent (monthly) tables.
- This report uses the Agent Report Input Window. Select an agent group that you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Group Summary Report Example

The following figure provides an example of an Agent Group Summary report.

Agent Group Summary Daily - Group1														
Date: 3/27/98														
Agent Group: Group1														
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Extn In Calls	Avg Extn In Time	Extn Out Calls	Avg Extn Out Time	ACD Time	ACW Time	Agent Ring Time	Other Time	AUX Time	Avail Time	Staffed Time
Totals	66	:13	:10	0		0		:13:49	:11:05	:00:37	:00:01	:00:00	*****	*****
agent1	11	:12	:10	0		0		:02:17	:01:47	:00:06	:00:00	:00:00	*****	*****
agent2	11	:12	:10	0		0		:02:13	:01:54	:00:06	:00:00	:00:00	*****	*****
agent3	11	:13	:08	0		0		:02:26	:01:32	:00:04	:00:00	:00:00	*****	*****
agent4	11	:12	:11	0		0		:02:12	:01:57	:00:07	:00:00	:00:00	*****	*****
agent5	11	:13	:11	0		0		:02:24	:02:03	:00:08	:00:00	:00:00	*****	*****
agent6	11	:12	:10	0		0		:02:17	:01:52	:00:06	:00:01	:00:00	*****	*****

Agent Group Summary Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent Group:	The name of the group of agents. You can make this selection in the report input window.	No database item or calculation.
Date, Week Starting, or Month Starting:	The day, week, or month that the report was run (selected in the report input window).	ROW_DATE
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Agent Name	The name or login ID of the agent.	syn(LOGID)
ACD Calls	The number of split/skill and direct agent ACD calls that were answered by the agent that completed during the interval. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	sum(ACDCALLS + DA_ACDCALLS) sum<TOTAL_ACDCALLS>
Avg ACD Time	The average time that the agent spent talking on ACD calls (including direct agent calls) that completed during the period covered.	sum(TOTAL_ACDTIME)/ sum(TOTAL_ACDCALLS) <AVG_AGENT_TALK_SUM>
Avg ACW Time	The average time that the agent spent in ACW for ACD calls during the period covered. This includes direct agent call activities.	sum(TOTAL_ACWTIME)/ sum(TOTAL_ACDCALLS) <AVG_AGENT_ACW_SUM>
Extn In Calls	The number of inbound extension calls that were completed by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWINCALLS + AUXINCALLS) sum<EXT_CALL_IN>

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg Extn In Time	The average time of the agent's inbound extension calls.	sum(ACWINTIME+AUXINTIME)/ sum(ACWINCALLS + AUXINCALLS) <AVG_TALK_TIME_IN_SUM>
Extn Out Calls	The number of outbound extension calls that were completed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWOUTCALLS + AUXOUTCALLS) sum<EXT_CALL_OUT>
Avg Extn Out Time	The average length of the agent's outbound extension calls.	sum(ACWOUTTIME+ AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS) <AVG_TALK_TIM_OUT_SUM>
ACD Time	The total time that the agent spent talking on all ACD calls during the time period.	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)
ACW Time	The total time that the agent spent in ACW for split/skill and direct agent ACD calls, as well as time in ACW not associated with a call. Includes time on extension calls.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
Agent Ring Time	The total time that the agent spent with split/skill and direct agent ACD calls ringing. This only applies to Generic 2 and <i>DEFINITY</i> ® ECS switches.	sum(I_RINGTIME)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Other Time	The time that the agent spent doing other work in all splits/skills. For <i>DEFINITY</i> ECS switches, agents are doing other work while in Auto-in or Manual-In if they: • Put any call on hold while not doing any other activity. • Dial to place a call or to activate a feature • Have a personal call ringing with no other activity. For Generic 2.2, agents are doing other work if they: • Put any call on hold using the Hold button or a switchhook flash while in Auto-In or Manual-In while not doing any other activity. Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	sum(TI_OTHERTIME)
AUX Time	The total time that the agents spent in AUX work in all splits/skills or on AUXIN/AUXOUT calls for the specified time period.	sum(TI_AUXTIME)
Avail Time	The total time that the agent spent waiting for an ACD call in any split/skill.	sum(TI_AVAILTIME)
Staffed Time	The total time that the agents were logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	sum(TI_STAFFTIME)

Agent Group Attendance Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- The Agent Group Attendance report is available in daily, weekly, and monthly versions.
- The database items for the Agent Group Attendance Report are stored in the dagent (daily), wagent (weekly), and magent (monthly) tables.
- The Totals column in the report(s) displays the totals for all agents in the group you have selected. Individual agent entries in this report show the totals for a particular agent.
- This report uses the Agent Report Input Window. Select an agent group that you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Group Attendance Report Example

The following figure provides an example of an Agent Group Attendance report

Agent Name	Login ID	Staffed Time	ACD Time	ACW Time	Agent Ring Time	Extn In Time	Extn Out Time	Avail Time	AUX Time	ACD Calls	Extn In Calls	Extn Out Calls
Totals		144:00:00	:13:49	:11:05	:00:37	:00:00	:00:00	143:34:28	:00:00	66	0	0
agent1	50001	24:00:00	:02:17	:01:47	:00:06	:00:00	:00:00	23:55:50	:00:00	11	0	0
agent2	50002	24:00:00	:02:13	:01:54	:00:06	:00:00	:00:00	23:55:47	:00:00	11	0	0
agent3	50003	24:00:00	:02:26	:01:32	:00:04	:00:00	:00:00	23:55:58	:00:00	11	0	0
agent4	50004	24:00:00	:02:12	:01:57	:00:07	:00:00	:00:00	23:55:44	:00:00	11	0	0
agent5	50005	24:00:00	:02:24	:02:03	:00:08	:00:00	:00:00	23:55:25	:00:00	11	0	0
agent6	50006	24:00:00	:02:17	:01:52	:00:06	:00:00	:00:00	23:55:44	:00:00	11	0	0

Agent Group Attendance Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, or Month Starting:	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Agent Group:	The name of the group of agents. You can make this selection in the report input window.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Agent Name	The name or login ID of the agent.	syn(LOGID)
Login ID	The login ID assigned to each agent.	LOGID
Staffed Time	The total time that the agents were logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	sum(TI_STAFFTIME)
ACD Time	The total time that the agents in the group talked on all split/skill and direct agent ACD calls for the specified time period.	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)
ACW Time	The total time that the agents in the group spent in ACW associated with split/skill and direct agent ACD calls and in ACW not associated with a call for the specified time period.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
Agent Ring Time	The total time during the collection interval that agents had split/skill and direct agent ACD calls ringing. If the agent answers or makes another call instead of answering the ringing call, I_RINGTIME stops accumulating. RINGTIME is the time that the caller spends ringing and is independent of agent activity (Generic 2 and <i>DEFINITY</i> ECS switches only).	sum(I_RINGTIME)
Extn In Time	The total time that the agents in the group spent talking on inbound extension calls for the specified time period.	sum(I_ACWINTIME + I_AUXINTIME) sum(<EXT_IN_TIME>)
Extn Out Time	The total time that the agents spent talking on outbound extension calls for the specified time period.	sum(I_ACWOUTTIME + I_AUXOUTTIME) sum(<EXT_OUT_TIME>)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avail Time	The total time that the agents were available to take ACD calls for any split/skill during the specified time period.	sum(TI_AVAILTIME)
AUX Time	The total time that the agents spent in AUX work in all splits/skills or on AUXIN/AUXOUT calls for the specified time period.	sum(TI_AUXTIME)
ACD Calls	The total number of split/skill and direct agent ACD calls answered by the agents in this group that completed during the specified time period.	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)
Extn In Calls	The number of inbound extension calls that were completed by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWINCALLS + AUXINCALLS) sum(<EXT_CALL_IN>)
Extn Out Calls	The number of outbound extension calls that were placed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWOUTCALLS + AUXOUTCALLS) sum(<EXT_CALL_OUT>)

Agent Inbound/ Outbound Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- This report is available in interval, daily, weekly, and monthly versions.
- The database items for the Agent Inbound/Outbound report are stored in the hagent (interval), dagent (daily), wagent (weekly), and magent (monthly) tables.
- You must have the Outgoing Call Management application of ASAI for data to appear in the Outbound ACD columns.
- This report uses the Agent Report Input Window. Select an agent who you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Inbound/ Outbound Report Example

The following figure provides an example of an Agent Inbound/Outbound report.

Date	Inbound ACD Calls	Avg Inbound ACD Time	Avg ACW Time (Inbound ACD)	Outbound ACD Calls	Avg Outbound ACD Time	Avg ACW Time (Outbound ACD)	Extn In Calls	Avg Extn In Time	Extn Out Calls	Avg Extn Out Time	External Extn Out Calls	Avg External Extn Out Time	Assists	Trans Out
Totals	14	:12	:11	0			0		0		0		0	0
3/27/98	11	:11	:11	0			0		0		0		0	0
3/28/98	3	:13	:13	0			0		0		0		0	0

Agent Inbound/ Outbound Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent:	The name or login ID of the agent. You can make this selection in the report input window.	syn(LOGID)
Time (interval reports only)	The intrahour intervals for which the report shows data. You can make these selections in the report input window.	STARTTIME, STARTTIME + INTRVL
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Inbound ACD Calls	The total number of all inbound ACD calls answered by this agent that completed during the specified time period.	(sum(ACDCALLS + DA_ACDCALLS - O_ACDCALLS)) <INBOUND_ACDCALLS>
Avg Inbound ACD Time	The average length of all inbound ACD calls answered by this agent that completed during the specified time period.	sum(ACDTIME+ DA_ACDTIME- O_ACDTIME)/sum(ACDCALLS + DA_ACDCALLS- O_ACDCALLS)
Avg ACW Time (Inbound ACD)	The average length of all ACW sessions by this agent for inbound ACD calls completed during the specified time period. This includes direct agent call activities.	sum(ACWTIME + DA_ACWTIME - O_ACWTIME)/ sum(ACDCALLS+ DA_ACDCALLS-OACDCALLS)
Outbound ACD Calls	The total number of all outbound ACD calls for this agent that completed during the specified time period.	sum(O_ACDCALLS)
Avg Outbound ACD Time	The average length of all outbound ACD calls for this agent that completed during the specified time period.	sum(O_ACDTIME) / sum(O_ACDCALLS)
Avg ACW Time (Outbound ACD)	The average length of all ACW sessions by this agent for outbound ACD calls that completed during the specified time period. This includes direct agent call activities.	sum(O_ACWTIME) / sum(O_ACDCALLS)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Extn In Calls	The number of inbound extension calls that were completed by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWINCALLS + AUXINCALLS) sum<EXT_CALL_IN>
Avg Extn In Time	The average length of this agent's inbound extension calls.	sum((ACWINTIME + AUXINTIME) / sum(ACWINCALLS + AUXINCALLS))
Extn Out Calls	The number of outbound extension calls that were completed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWOUTCALLS + AUXOUTCALLS) sum<EXT_CALL_OUT>
Avg Extn Out Time	The average length of this agent's outbound extension calls.	sum(ACWOUTTIME + AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS)
External Extn Out Calls	The number of outbound extension calls that were made by this agent to a location outside the switch during ACW sessions and AUX work. (Does not include DA_ACWOFFCALLS.)	sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)
Avg External Extn Out Time	The average length of this agent's calls to a location outside the switch during ACW sessions or AUX work.	sum(ACWOUTOFFTIME + AUXOUTOFFTIME) / sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)
Assists	The number of calls that were referred to the supervisor by this agent during the specified time period.	sum(ASSISTS)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Trans Out	The number of calls that were transferred by this agent to another destination during the specified time period (for <i>DEFINITY</i> ECS and Generic 2.2 switches, any call transferred; for Generic 2.1 switches, transfers to a VDN or split).	sum(TRANSFERRED)

Agent Login/Logout (Skill) Report

The Agent **Login/Logout** (Skill) report shows the times that agents in a given skill logged in and logged out, the reason codes associated with the logout (if there is one), and the skills with which the agents logged in and out.

Things to Know About This Report

Here are some things you need to know about this report.

- If you have a switch release earlier than *DEFINITY* ECS with EAS feature activated, a different Agent Login/Logout (Skill) report than the one described in this section is displayed. This report
 - Does not show the logout reason codes.
 - Displays only four skills.
- If you have the *DEFINITY* ECS with EAS feature activated, you will see the report displayed in this section. This new report:
 - Provides logout reason codes.
 - Shows up to 15 skills.
 - Can be customized to show more or fewer skills and to add the skill levels directly on the CMS server.
- The Login/Logout (Skill) report is available in daily version only.
- The database items for the Login/Logout (Skills) report are stored in the hag log table.
- This report uses the Agent Report Input Window. Select a skill that you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Login/Logout (Skill) Report Example

The following figure provides an example of an Agent Login/Logout (Skill) report.

Agent Name	Extn	Login Time	Logout Time	Logout Date	Logout Reason	Skill 1	Skill 2	Skill 3	Skill 4	Skill 5	Skill 6	Skill 7
44461	42151	7:10AM	4:10PM	2/19/98	IO	510	511	512	513	515		
44462	42152	7:10AM	4:12PM	2/19/98	IO	510	511	512	513	515		
44463	42153	7:10AM	4:00PM	2/19/98	IO	510	511	512	513	515		
44464	42154	7:10AM	4:15PM	2/19/98	IO	510	511	512	513	515		
44465	42155	7:10AM	4:10PM	2/19/98	IO	510	511	512	513	515		
44466	42156	7:10AM	4:30PM	2/19/98	IO	510	511	512	513	515		
44467	42157	7:10AM	4:12PM	2/19/98	IO	510	511	512	513	515		
44468	42158	7:10AM	4:15PM	2/19/98	IO	510	511	512	513	515		
44471	42161	7:10AM	4:00PM	2/19/98	IO	511	512	513	514	515		
44472	42162	7:10AM	4:28PM	2/19/98	IO	511	512	513	514	515		
44473	42163	7:10AM	4:20PM	2/19/98	IO	511	512	513	514	515		
44474	42164	7:10AM	4:15PM	2/19/98	IO	511	512	513	514	515		
44475	42165	7:10AM	4:10PM	2/19/98	IO	511	512	513	514	515		
44476	42166	7:10AM	4:12PM	2/19/98	IO	511	512	513	514	515		
44477	42167	7:10AM	4:30PM	2/19/98	IO	511	512	513	514	515		
44478	42168	7:10AM	4:15PM	2/19/98	IO	511	512	513	514	515		

Agent Login/Logout (Skill) Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date:	The date for which the report was run. The report shows data for agents who logged in on this date.	ROW_DATE
Skill:	The name or number of the skill (selected in the report input window).	syn(SPLIT)
Agent Name	The name of the agent. You can make this selection in the report input window.	syn(LOGID)
Extn	The extension where the agent logged in.	EXTN
Login Time	The time that the agent logged in with the given set of skills.	LOGIN
Logout Time	The time that the agent logged out or was logged out from the given set of skills.	LOGOUT
Logout Date	The date that the agent logged out from the given set of skills.	LOGOUT_DATE
Logout Reason	The reason for logging out.	LOGOUTREASON
Skills 1-15	The first 15 skills with which the agent logged in.	SPLIT, LOGONSKILL2-15

Agent Split Login/Logout Report

Things to Know About This Report

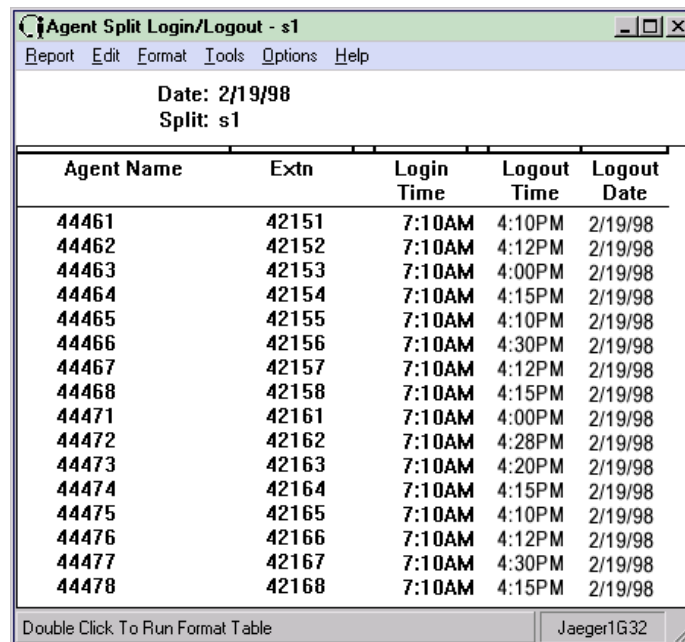
The Agent Split **Login/Logout** report shows the agent login and logout times for agents in a split on a specified day.

Here are some things you need to know about this report.

- This report is available in the daily version only.
- The database items for the Agent Login/Logout (Split) report are stored in the `hagLog` table.
- This report appears for Generic 2 and *DEFINITY* ECS switches without EAS.
- This report accepts split numbers from 1-600 when the switch type is *DEFINITY* ECS or later.
- This report uses the Agent Report Input Window. Select a split that you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Login/Logout (Split) Report Example

The following figure provides an example of an Agent Login/Logout (Split) report.



The screenshot shows a window titled "Agent Split Login/Logout - s1". Below the title bar is a menu bar with "Report", "Edit", "Format", "Tools", "Options", and "Help". The main area displays "Date: 2/19/98" and "Split: s1". Below this is a table with the following data:

Agent Name	Extn	Login Time	Logout Time	Logout Date
44461	42151	7:10AM	4:10PM	2/19/98
44462	42152	7:10AM	4:12PM	2/19/98
44463	42153	7:10AM	4:00PM	2/19/98
44464	42154	7:10AM	4:15PM	2/19/98
44465	42155	7:10AM	4:10PM	2/19/98
44466	42156	7:10AM	4:30PM	2/19/98
44467	42157	7:10AM	4:12PM	2/19/98
44468	42158	7:10AM	4:15PM	2/19/98
44471	42161	7:10AM	4:00PM	2/19/98
44472	42162	7:10AM	4:28PM	2/19/98
44473	42163	7:10AM	4:20PM	2/19/98
44474	42164	7:10AM	4:15PM	2/19/98
44475	42165	7:10AM	4:10PM	2/19/98
44476	42166	7:10AM	4:12PM	2/19/98
44477	42167	7:10AM	4:30PM	2/19/98
44478	42168	7:10AM	4:15PM	2/19/98

At the bottom of the window, there is a status bar with the text "Double Click To Run Format Table" on the left and "Jaeger1G32" on the right.

Agent Login/Logout (Split) Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date:	The day for which the report shows data (selected in the report input window).	ROW_DATE
Split:	The name or number of the split (selected in the report input window).	syn(SPLIT)
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Agent Name	The name or login ID of the agent. You can make this selection in the report input window.	syn(LOGID)
Extn	The measured extension where the agent logged in.	EXTN
Login Time	The time that the agent logged into this split.	LOGIN
Logout Time	The time that the agent logged out of this split.	LOGOUT
Logout Date	The date that the agent logged out of this split.	LOGOUT_DATE

Agent Split/Skill Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- The Agent Split/Skill report is available in interval, daily, weekly, and monthly versions.
- The database items for the Agent Split/Skill Report are stored in the hagent (interval), dagent (daily), wagent (weekly), and magent (monthly) tables.
- Each row in the report shows the total for the specified time for a particular split/skill the agent was logged into. However, the Totals row shows the totals over the day for **all** splits or skills for this agent.
- Talk times are shown as totals, not as averages.
- This report uses the Agent Report Input Window. Select an agent who you want to view on the report. See "Agent Report Input Fields" on page 4-7 for more information.

Agent Split/Skill Report Example

The following figure provides an example of an Agent Split/Skill Report.

Date	Split/Skill	ACD Calls	ACD Time	ACW Time	Extn In Calls	Extn In Time	Extn Out Calls	Extn Out Time	Assists	Held Calls	Hold Time	Trans Out
Totals		14	:02:45	:02:39	0	:00:00	0	:00:00	0	0	:00:00	0
3/27/98	Skill1	11	:02:05	:02:01	0	:00:00	0	:00:00	0	0	:00:00	0
3/27/98	Skill2	0	:00:00	:00:00	0	:00:00	0	:00:00	0	0	:00:00	0
3/27/98	Skill3	0	:00:00	:00:00	0	:00:00	0	:00:00	0	0	:00:00	0
3/28/98	Skill1	3	:00:40	:00:38	0	:00:00	0	:00:00	0	0	:00:00	0
3/28/98	Skill2	0	:00:00	:00:00	0	:00:00	0	:00:00	0	0	:00:00	0
3/28/98	Skill3	0	:00:00	:00:00	0	:00:00	0	:00:00	0	0	:00:00	0

Agent Split/Skill Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent:	The name or login ID of the agent. You can make this selection in the report input window.	syn(LOGID)
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Time (for interval reports only)	The intrahour intervals for which the report shows data. You can make these selections in the report input window.	STARTTIME, STARTTIME + INTRVL
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Split/Skill	The name or number of the split(s)/skill(s) that the agent logged into during the specified time period and for which data are shown.	syn(SPLIT)
ACD Calls	The number of split/skill and direct agent ACD calls that were answered by the agent. This total also includes outbound ACD calls (O_ACDCALLS) if you have the Outgoing Call Management application on ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	(ACDCALLS+DA_ACDCALLS) <TOTAL ACDCALLS>
ACD Time	The total time an agent talked on split/skill and direct agent ACD calls for the split/skill.	(I_ACDTIME+I_DA_ACDTIME) <TOTAL I_ACDTIME>
ACW Time	The total time that the agent spent in ACW associated with split/skill and direct agent ACD calls and ACW not associated with a call during the report interval.	(I_ACWTIME + I_DA_ACWTIME) <TOTAL_ACWTIME>
Extn In Calls	The number of inbound extension calls that were completed by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	ACWINCALLS+AUXINCALLS <EXT_CALL_IN>
Extn In Time	The total time that the agent spent talking on inbound extension calls during the report period.	I_ACWINTIME+I_AUXINTIME <EXT_IN_TIME>

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Extn Out Calls	The number of outbound extension calls that were completed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	ACWOUTCALLS + AUXOUTCALLS <EXT_CALL_OUT>
Extn Out Time	The total time that the agent spent on outbound extension calls during the report period.	I_ACWOUTTIME + I_AUXOUTTIME <EXT_OUT_TIME>
Assists	The number of times that the split/skill supervisor was called by the agent who was on a split/skill or a direct agent ACD call or in call-related ACW.	ASSISTS
Held Calls	The number of calls that the agent placed on hold. For Generic 2.2 and <i>DEFINITY</i> ECS switches, this is all calls the agent put on hold. For Generic 2.1 switches, this is split ACD calls that the agent put on hold.	HOLDCALLS
Total Hold Time	The total time that calls were on hold for this agent. This includes all callers for Generic 2.2 and <i>DEFINITY</i> ECS switches; for Generic 2.1 switches, Total Hold Time includes ACD calls only.	HOLDTIME
Trans Out	The number of times that an agent completed a transfer (for <i>DEFINITY</i> ECS and Generic 2.2 switches, any call transferred; for Generic 2.1 switches, transfers to a VDN or split).	TRANSFERRED

Agent Summary Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- The Agent Summary report is available in interval, daily, weekly, and monthly versions.
- The database items for the Agent Summary report are stored in the hagent (interval), dagent (daily), wagent (weekly), and magent (monthly) tables.
- This report uses the Agent Report Input Window. Select an agent who you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Summary Report Example

The following figure provides an example of an Agent Summary Report.

Date	ACD Calls	Avg ACD Time	Avg ACW Time	Extn In Calls	Avg Extn In Time	Extn Out Calls	Avg Extn Out Time	ACD Time	ACW Time	Agent Ring Time	Other Time	AUX Time	Avail Time	Staffed Time	Trans Out	Held Calls	Avg Hold Time
Totals	14	:12	:11	0		0		:02:45	:02:39	:00:03	:00:00	:00:00	27:55:32	28:00:59	0	0	
3/27/98	11	:11	:11	0		0		:02:05	:02:01	:00:03	:00:00	:00:00	*****	*****	0	0	
3/28/98	3	:13	:13	0		0		:00:40	:00:38	:00:00	:00:00	:00:00	3:59:41	4:00:59	0	0	

Agent Summary Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Agent:	The name or login ID of the agent. You can make this selection in the report input window.	syn(LOGID)
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Time (for interval reports only)	The intrahour intervals for which the report shows data. You can make these selections in the report input window. The time displays in hh:mm:ss (hour/minute/second) format.	STARTTIME, STARTTIME + INTRVL
ACD Calls	The number of ACD calls and direct agent calls that were answered by the agent. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)
Avg ACD Time	The average length of this agent's ACD calls (including direct agent calls) during the period covered.	sum(TOTAL_ACDTIME) / sum(TOTAL_ACDCALLS) <AVG_AGENT_TALK_SUM>
Avg ACW Time	The average length of After Call Work (ACW) sessions for this agent. This includes direct agent call activities.	sum(TOTAL_ACWTIME) / sum(TOTAL_ACDCALLS) <AVG_AGENT_ACW_SUM>
Extn In Calls	The number of inbound extension calls that were received by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWINCALLS + AUXINCALLS) sum(<EXT_CALL_IN>)
Avg Extn In Time	The average length of this agent's inbound extension calls.	sum(ACWINTIME + AUXINTIME) / sum(ACWINCALLS + AUXINCALLS) <AVG_TALK_TIME_IN_SUM>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Extn Out Calls	The number of outbound extension calls that were placed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWOUTCALLS + AUXOUTCALLS) sum(<EXT_CALL_OUT>)
Avg Extn Out Time	The average length of this agent's outbound extension calls.	sum(ACWOUTTIME + AUXOUTTIME) / sum (ACWOUTCALLS + AUXOUTCALLS) <AVG_TALK_TIM_OUT_SUM>
ACD Time	Time this agent spent on ACD calls (including direct agent calls) during the report interval.	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)
ACW Time	The amount of time the agent spent working on call-related activities (that is, ACW activities). This includes direct agent ACW activities during the report interval.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
Agent Ring Time	The time the agent had split/skill and direct agent ACD calls ringing. If the agent answers or makes another call instead of answering the ringing call, the I_RINGTIME is stopped. This applies only to switches with ring state.	sum(I_RINGTIME)
Other Time	The time the agent spent doing other work in all splits/skills. For <i>DEFINITY</i> ECS switches, agents are doing other work while in Auto-In or Manual-In if they: • Put any call on hold while not doing any other activity. • Dial to place a call or to activate a feature. • Have a personal call ringing with no other activity.	sum(TI_OTHERTIME)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Other Time (contd)	For Generic 2.2, agents are doing other work if they put any call on hold using the Hold button or a switchhook flash while in Auto-In or Manual-In while not doing any other activity. Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	sum(TI_OTHERTIME)
AUX Time	The amount of time this agent spent in AUX Work in all splits/skills and on AUXINCALLS and AUXOUTCALLS.	sum(TI_AUXTIME)
Avail Time	The amount of time this agent spent waiting for an ACD call for any split/skill.	sum(TI_AVAILTIME)
Staffed Time	The total time the agents were logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	sum(TI_STAFFTIME)
Trans Out	The number of calls transferred by this agent to another destination. For Generic 2.2 and <i>DEFINITY</i> ECS switches, this records all calls that were transferred. For Generic 2 switches, this records only ACD calls that were transferred.	sum(TRANSFERRED)
Held Calls	The number of calls the agent put on hold. For Generic 2.2 and <i>DEFINITY</i> ECS switches, this is all calls the agent put on hold. For Generic 2.1 switches, this is split ACD calls that the agent put on hold.	sum(HOLDCALLS)
Avg Hold Time	The average length of time calls were on hold.	sum(HOLDTIME) / sum(HOLDCALLS) <AVG_HOLD_TIME_SUM>

Agent Trace Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- Refer to the “Agent and Trunk States” section of Chapter 1, Introduction, in this book for a list of the agent states.
- The database items for the Agent Trace report are stored in the `ag_actv` table.
- This report uses the Agent Report Input Window. Select an agent who you want to view on the report. See “Agent Report Input Fields” on page 4-7 for more information.

Agent Trace Report Example

The following figure provides an example of an Agent Trace report.

Date	Time	Seq	Logout Reason	AUX Reason	State	Split/Skill	Time Hold	Rec	Malicious Call	Rls	Calling Party	Call Work Code	Dialed Digits	Asst	Conf
3/31/98	4:15:09PM	1	3	2	RINGING	Gold						4		n	n
3/31/98	4:15:09PM	1	5	4	AVAIL	Platinum						3		n	n
3/31/98	4:15:09PM	1	2	6	AVAIL	Regular						3		n	n
3/31/98	4:15:09PM	1	5	5	RINGING	Gold						4		n	n
3/31/98	4:15:09PM	1	3	4	ACD	Gold						1		n	n

Agent Trace Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent:	The name or login ID of the agent. You can make this selection in the report input window.	syn(LOGID)
Printed	The date and time that the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Date	The day that the event (state change) was recorded.	ROW_DATE
Time	The time of day that the event started.	EVENT_TIME
Seq	The sequence number of the event. Agent events which occur in the same second are assigned increasing sequence numbers, so the order in which they occurred can be determined.	WMODE_SEQ
Logout Reason	The reason code that the agent entered when logging out. Reason code 0 (zero) indicates that the agent forced a logout without entering a reason code, or the system logged the agent out.	syn(LOGOUTREASON)
AUX Reason	The reason code that the agent entered when changing to AUX work mode. Reason code 0 (zero) indicates that the agent did not enter a reason code, or the system put the agent into AUX work mode.	syn(AUXREASON)
State	The current work state of the agent. An agent can be in any one of the following states: LOGON, LOGOFF, ACDIN, ACDOUT, ACW, ACWIN, ACWOUT, AUX, AUXIN, AUXOUT, AVAILABLE, DACDIN, DACDOUT, DACW, DACWIN, DACWOUT, or UNKNOWN.	WORKMODE and DIRECTION
Split/Skill	The name or number of the split/skill which the agent logged into or for which the agent handled a call.	syn(SPLIT)
Time	The length of time spent in the state. Shown in minutes and seconds (mm:ss).	DURATION

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Hold	The agent put the current call on hold. For Generic 2.2 and <i>DEFINITY</i> ECS switches, this is all calls the agent put on hold. For Generic 2.1 switches, this is the only split ACD calls the agent put on hold.	CALLER_HOLD
Rec	This indicates whether the agent reconnected to the call (for example, the agent put a call on hold and then retrieved the call from hold).	RECONNECT
Malicious Call	The agent activated malicious call trace. This applies to Generic 2 and <i>DEFINITY</i> ECS (except for Generic 3i Version1).	MCT
Rls	The agent released the ACD call. This is always true for ACD calls the agent transferred or conferenced. This only applies to <i>DEFINITY</i> ECS switches.	AGT_RELEASED
Calling Party	The identification of the caller. This is the ANI/SID for Generic 2.2 and Generic 3 Version 4 and later <i>DEFINITY</i> ECS with ISDN ANI delivery. Otherwise, it is the extension or trunk equipment location identifying the originator of the call.	CALLING_PTY
Call Work Code	The call work code that the agent entered for the call. This applies to Generic 2.2, and <i>DEFINITY</i> ECS switches.	WORKCODE
Dialed Digits	The digits that the agent dialed to originate a call. Trunk access codes, feature access codes, account and authorization codes are not included. This applies to Generic 2.2 and <i>DEFINITY</i> ECS switches.	DIGITS_DIALED
Asst	The agent requested supervisor assistance. This is activated by pressing the ASSIST button.	ASSIST_ACTV
Conf	The agent activated a conference. This applies to Generic 2.2 and <i>DEFINITY</i> ECS switches.	CONFERENCE
Trans Out	The agent transferred the call. (Generic 2. and <i>DEFINITY</i> ECS = all calls transferred.)	TRANSFERRED

Other Reports

Overview

CentreVu Supervisor Other reports give you access to specific information on call records and call work codes.

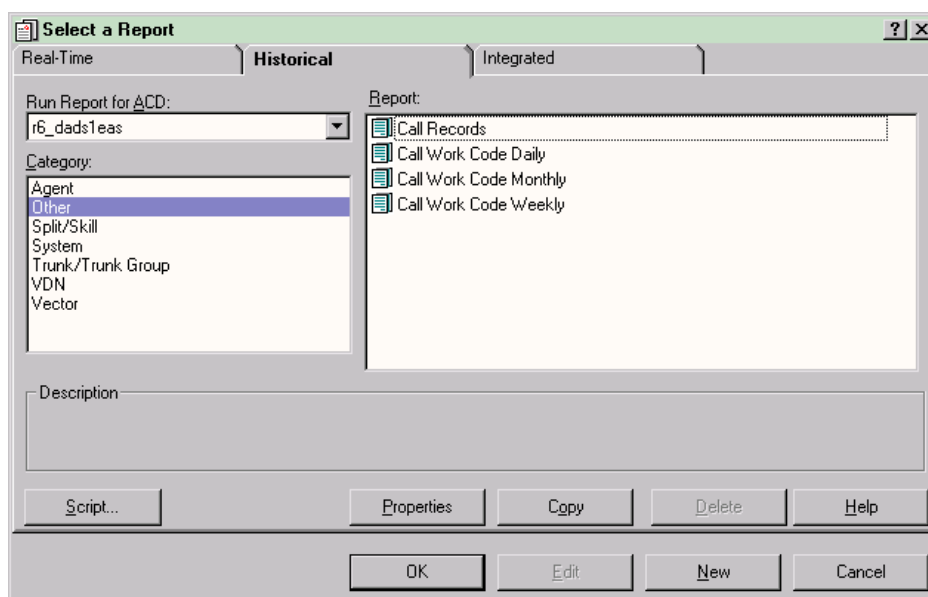
Organization of Other Reports

The following list shows how the Call Records and Call Work Code reports are organized in *CentreVu* Supervisor.

- **Call Records**
- **Call Work Code:** Daily, Weekly, Monthly

Other Report Selector Window

The following figure is an example of the Other Report Selector window. The reports are explained in the same order as listed in the window.



Call Records Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- Call Records allow you to view information about particular calls. Each call is represented by one or more records, because a new record is created whenever the call is conferenced or transferred. However, all records for a particular call will have the same call ID, so that you know the records represent the same call.
- With call records, the call is tracked up until it is transferred or conferenced. At the point of a conference or transfer, a new call record is generated for the call.
- The standard Call Records report is provided as a model for customized call record reports. Most call record reporting will need to be done from Designer reports tailored to your needs.

NOTE:

If you are customizing the Historical Call Record Report with *CentreVu* Report Designer, the **Disposition** report field will display the numerical values for **DISPOSITION**, and not the state names. See “Appendix A: Database Items and Calculations” in this document for more information.

- See Appendix A for a complete listing of the call record historical database items.
- Call records are limited to 5000 records.
- To protect the real-time processing on *CentreVu* CMS, internal call records can only be collected if your call center's traffic is under 400 calls in 20 minutes.
- The `call_rec` table includes many items that are not displayed in the standard report.
- This report gives you information on specific calls. It is based only on the start and stop dates and times that you enter.
- If you have External Call History Interface, you will not see this report in Supervisor.
- The database items for the Call Records report are stored in the `call_rec` table.

Call Records Input Fields

The following table describes the fields on the input window. The report input window must be filled in to run the report.

Field	Description
Start date:	Enter the date from which you want the reporting period to start. • The report runs for all calls answered by the ACD from the Start date and Start time through the Stop date and Stop time.
Start time:	Enter the time from which you want the reporting period to start. Use any of the following formats: • AM/PM (for example, 7:30AM or 5:00PM) • 24-hour notation (for example, 7:30 or 17:00).
Stop date:	Enter the date you want the report to run through. • The report will be run for all calls answered by the ACD from the Start date and Start time through the Stop date and Stop time.
Stop time:	Enter the time that you want the report to stop. Use any of the following formats: • AM/PM (for example, 7:30AM or 5:00PM) • 24-hour notation (for example, 7:30 or 17:00).
Destination:	Choose a report destination. You can select View Report on Screen or Print Report on: and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

Call Records Report Example

The following figure provides an example of the Call Records report.

Call ID	Segment	Date	Start Time	Calling Party	Dialed Number	Disposition	Disposition Time	Split/Skill	Ans Logid	Talk Time	Hold Time	ACW Time	Trans Out	Conf	Assist	Last Call Wd Code
12967579	01	3/31/98	4:15:09PM		3035551947			Gold	50001	03:12	00:34	00:08		n	n	4
10928547	01	3/31/98	4:15:11PM		3035557683			Regular	50034	02:15	00:12	00:12		n	n	1
21047019	02	3/31/98	3:21:08PM		3035559807			Gold	50021	04:32	00:45	00:05		n	n	1
46289105	01	3/31/98	3:12:34PM		3035556724			Gold	50012	01:45	00:18	00:15		n	n	2

Call Records Report Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting:	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
ACD	The number of the ACD that handled this call.	syn(ACD)
Call ID	A unique number assigned to this call and all its segments. 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. 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, but will be unique for calls over a day.	CALLID
Segment	The number of the call segment. Segment numbers are from 1 up to the number of segments in the call.	SEGMENT
Date	The starting date for the segment.	ROW_DATE
Start Time	The starting time for the segment.	ROW_TIME

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Calling Party	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.	CALLING_PTY
Dialed Number	The number the caller dialed. This will be the VDN for inbound vectoring calls and dialed digits for outbound calls. This will be blank for inbound calls without vectoring.	DIALED_NUM
Disposition	Indicates what happened to the call in the call segment. The possibilities are: 1=connected (CONN), 2=answered (ANS), 3=abandoned (ABAN), 4=interflowed (IFLOW), 5=forced busy (FBUSY), 6=forced disconnect (FDISC), and 7=other (OTHER). • A connected call is a non-ACD call to a measured agent for which CMS receives an indication that the call was connected. • An answered call is any split/skill or direct agent ACD call for which CMS receives an indication that the call was answered by an agent. • An abandoned call is any call for which CMS receives notification that the caller abandoned. This includes calls with talk times shorter than the phantom abandoned call timer. • An interflowed call is a call that was redirected to an off-switch destination.	DISPOSITION

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Disposition (Continued)	- Forced busy calls are calls that CMS records as BUSYCALLS for the trunk group that carried them. For switches with vectoring, these are VDN calls that received a forced busy from the “busy” vector command. For the ECS, calls that receive a busy indication because the split queue was full (or there was no queue) are recorded here. - Forced disconnect calls are 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 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 disconnected by the switch after listening to the entire announcement. For the ECS, Generic 3 Version 2 and later Generic 3 releases, forced disconnect calls also include calls disconnected because of the disconnect vector timer or because they reached the end of vector processing without being queued. - Other calls are any other calls that are not previously defined.	DISPOSITION
Disposition Time	The amount of time the call waited until its disposition (in the vector, in queue, and ringing). For extension calls made directly to agents (not through a VDN), this will always be zero.	DISPTIME
Split/Skill	The number of the split or skill associated with the call at its disposition in this call segment. Calls that were not queued to a split or skill at the time of disposition will have this item set to blank. Calls that were queued to an unmeasured split or skill at the time of disposition will have this item set to zero.	DISPSPLIT
Ans Logid	The login ID of the agent who answered the call in this segment. This field is blank for unmeasured extensions when EAS is not active.	ANSLOGIN

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Talk Time	The time an agent spends talking on a call. This does not include the time the caller is on hold.	TALKTIME
Hold Time	The total time the call was put on hold by the answering agent, in seconds, in this call segment. Note that in agent-to-agent calls, Hold Time 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). For Generic 2.1 switches, Hold Time includes split ACD calls held. For Generic 2.2 and <i>DEFINITY</i> ECS switches, Hold Time includes all calls held.	ANSHOLDTIME
ACW Time	The time spent, in seconds, in After Call Work (ACW) related to this call by the answering agent in this segment.	ACWTIME
Trans Out	This indicates whether or not the answering agent initiated a transfer on this call segment. Valid values for Trans Out are 0=NO, 1=YES. For the ECS, Generic 2.2, and Generic 3 switches Trs is set for any call transferred.	TRANSFERRED
Conf	This indicates whether or not this call segment represents part of a conference (0= NO, 1=YES). Available on the ECS, Generic 2.2 and Generic 3 switches.	CONFERENCE
Assist	This indicates if the answering agent in this segment requested supervisor assistance on this call (0= NO, 1=YES).	ASSIST
Last Call Work Code	The last call work code entered by the answering agent in this segment. This database item applies to Generic 2.2 and <i>DEFINITY</i> ECS switches.	LASTCWC

Call Work Code Report

Use the Call Work Code report to track certain call activities of your call center, such as special sale items, complaints, or how many times a customer made a purchase based on a special sales campaign. Agents enter a specific call work code that is associated with a particular call activity when the activity occurs. Those entries are tracked on this report. To produce data in this report, you must have a Generic 2.2 switch or the Call Work Codes feature on a *DEFINITY* ECS switch.

Things to Know About This Report

Here are some things you need to know about this report.

- The Call Work Code report is available in daily, weekly, and monthly versions.
- The database items for the Call Work Code reports are stored in the `dcwc` (daily), `wcwc` (weekly), and `mcwc` (monthly) tables.
- The range of call work codes that may be reported on cannot exceed 1000.
- Because call work codes directly affect the amount of storage space required for each file system and the disk space, you must allocate the number of call work codes to be saved by the CMS in the System Setup—Data Storage Allocation window.
- You must identify and specify where you want to store call work code data in the System Setup—Free Space Allocation window.
- You must assign the call work codes for which the CMS collects data in the Call Center Administration—Call Work Codes window.
- Call Work Codes can only be nine or fewer digits in each code if you want to assign names to the codes in the Dictionary.

Prerequisite System Administration

If you wish to use this report, you must do the following:

- Allocate the number of call work codes to be saved by *CentreVu* CMS in the System Setup—Data Storage Allocation window. See Chapter 9, “CMS System Setup” in the *CentreVu® Call Management System R3V6 Administration* (585-215-850) document for more information.
- Identify and specify where you want to store call work code data in the System Setup—Free Space Allocation window. See Chapter 9, “CMS System Setup” in the *CentreVu® Call Management System R3V6 Administration* (585-215-850) document for more information.
- Assign the call work codes for which *CentreVu* CMS collects data in the Call Center Administration—Call Work Codes window. See

Chapter 7, “Call Center Administration” in the *CentreVu® Call Management System R3V6 Administration* (585-215-850) document for more information.

Call Work Code Input Fields

The following table describes the fields on the input window. The report input window must be filled in to run the report.

Field	Definition
Call work code(s):	Enter the call work code name(s) or number(s) that you want to view in this report.
Date:	Enter the date for the day or the start date for the week or the month you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a “-” offset based on today's date (for example, -1 for yesterday). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. The month start date must be the first day of the month.
Destination:	Choose a report destination. You can select View Report on Screen or Print Report on: and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

Call Work Code Report Example

The following figure provides an example of a Call Work Code report.

Call Work Code	Call Work Code Name	ACD Calls	ACD Time	ACW Time	Avg ACD Time	Avg ACW Time
Totals						
1	Sales	157	10:46:34	00:39:25	04:13	00:15
2	Purchases	198	05:39:28	00:39:58	03:38	00:12
3	Returns	86	07:16:15	00:30:01	05:14	00:21
4	Fraud	21	02:10:47	00:11:12	06:24	00:32

Call Work Code Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the call work code(s).	syn(ACD)
Call Work Code	Call work code number.	CWC
Call Work Code Name	Name associated with the call work code number.	syn(CWC)
ACD Calls	Number of times the call work code was entered while agents were on ACD calls or in ACW associated with an ACD call.	ACDCALLS

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD Time	Total talk time associated with ACDCALLS that have this call work code.	ACDTIME
ACW Time	Total after call work time associated with ACDCALLS with this call work code.	ACWTIME
Avg ACD Time	Average talk time associated with the call work code.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg ACW Time	Average after call work time associated with the call work code.	ACWTIME/ACDCALLS <AVG_ACW_TIME>

Split/Skill Reports

Overview

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

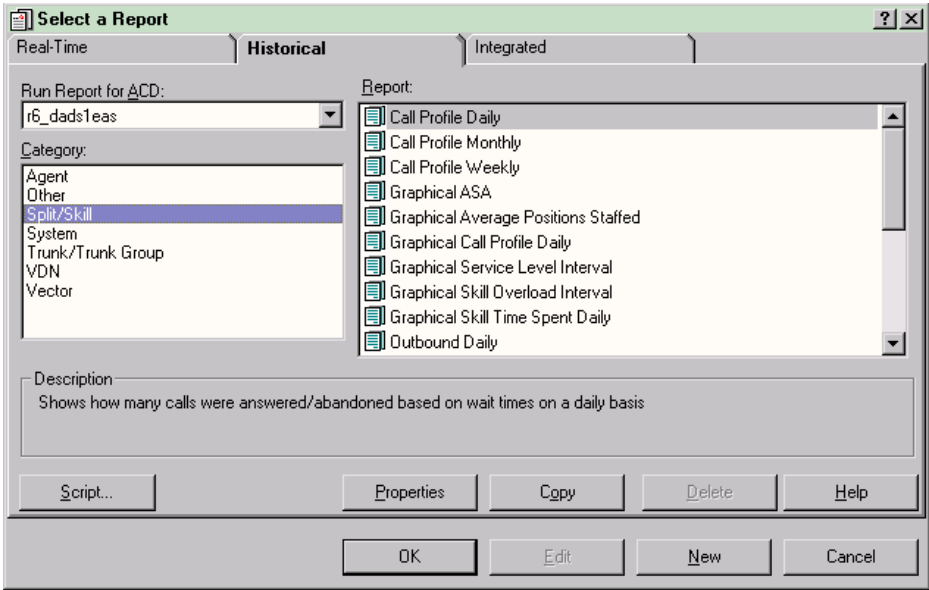
Organization of Split/Skill Reports

The following list shows how the Split/Skill reports are structured in *CentreVu* Supervisor.

- **Call Profile:** Daily, Weekly, Monthly
- **Graphical ASA**
- **Graphical Staffing Profile:** See the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855.
- **Graphical Call Profile:** Daily
- **Graphical Service Level:** Interval
- **Graphical Time Spent:** Interval
- **Graphical Skill Overload:** See the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855.
- **Outbound:** Interval, Daily, Weekly, Monthly
- **Report:** Daily, Weekly, Monthly
- **Summary:** Interval, Daily, Weekly, Monthly

Split/Skill Report Selector Window

The following figure is an example of the Split/Skill Report Selector window. The reports are explained in the same order as listed in the window.



Split/Skill Report
Input Window

The reports in this section use the Split/Skill Report Input Windows. Specific input information is included with the reports. You must fill in the report input window to run the report.

Split/Skill Input
Fields

The following table describes the input fields on historical Split/Skill report input windows. Not all reports use all fields; refer to information for the specific report you are running to determine what you want to view. For example, you may enter a split, skill, or agent to run the report. All possible fields on this window are described here.

Field	Description
Split/Skill:	Enter the appropriate split/skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Date: (interval)	Enter the date you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).

Field	Description
Dates: (daily, weekly, monthly)	Enter the date(s) you would like the report to cover: • Daily — enter the day(s). • Weekly — enter the start date for the week(s). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. • Monthly — enter the first day of the month(s). Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96) • A hyphen (-) to designate a range of dates (for example, 3/21/96-3/25/96). For the weekly and monthly versions, the report includes any weeks or months that begin in the range.
Times: (interval)	Enter the time you would like the report to cover. Use any of the following formats: • AM/PM (for example, 7:30AM-5:00PM) • Military time (for example, 7:30-17:00).
Destination:	Choose a report destination. You can select View Report on Screen or Print Report on: and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

Split/Skill Call Profile Report

The Split/Skill Call Profile report shows the number of calls answered and abandoned in time increments that you administer. This report also displays your acceptable service level. See “Call Center Administration—Split/Skill Call Profile Setup,” in the *CentreVu® Call Management System R3V6 Administration* (585-215-850) document for both the time increments and acceptable service levels.

Since this report shows you how long it takes for calls to be answered or abandoned, you can determine how long a caller is willing to wait for an agent before hanging up. With this information, you can determine the appropriate answering speed required to reduce abandoned calls.

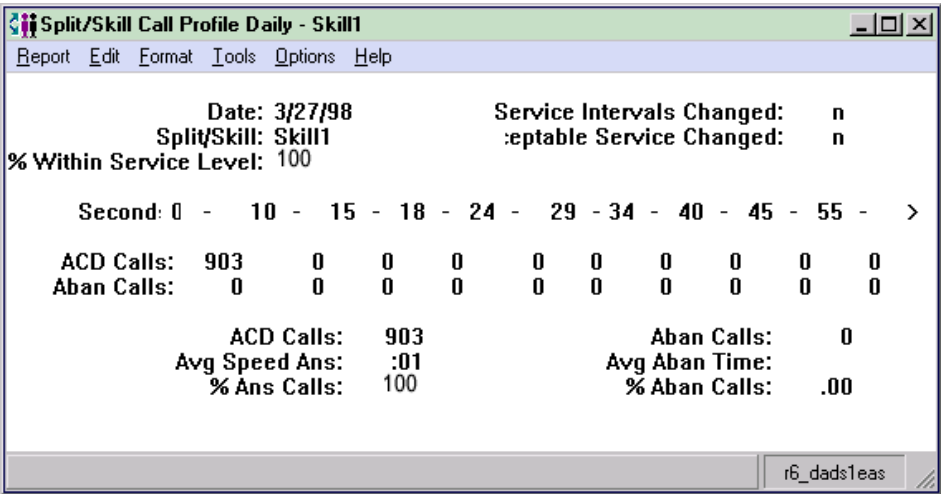
Things to Know About This Report

Here are some things you need to know about this report.

- Calls are displayed in ten columns, with each column representing a progressively longer wait time.
- The Split/Skill Call Profile report is available in daily, weekly, and monthly versions.
- The database items for the Split/Skill Call Profile Report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.
- This report uses the Split/Skill report input window. Select a split/skill that you want to view on the report. See “Split/Skill Input Fields” on page 4-60 for more information.

Split/Skill Call Profile Report Example

The following figure provides an example of a Split/Skill Call Profile report.



Split/Skill Call Profile Report Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting:	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Split/Skill:	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
% Within Service Level:	The percentage of split/skill ACD calls that were queued to this split/skill and answered within your administered service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Service Intervals Changed:	A YES appears if you changed your service interval increments during the time period covered by the report. A NO appears if you have not changed your service interval increments. The words displayed for YES or NO represent the values defined in the Dictionary subsystem.	syn(YES_NO)
Acceptable Service Changed:	A YES appears if you changed your acceptable service level during the period covered by the report. A NO appears if you have not changed your acceptable service level. The words displayed for YES or NO represent the values defined in the Dictionary subsystem.	syn(YES_NO)
Seconds	The values administered for the service level increments. Each Secs (seconds) interval represents a progressively longer wait time for a call, and each interval can be a different length.	PERIOD1-9
ACD Calls:	The number of split/skill ACD calls answered within each service level increment.	ACDCALLS1-10
Aban Calls:	The number of split/skill ACD calls that abandoned within each service level increment.	ABNCALLS1-10

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD Calls:	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management (OCM) application of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS
Avg Speed Ans:	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
% Ans Calls:	The percentage of calls queued to the split/skill that were answered by agents for this split/skill.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS>
Aban Calls:	The number of ACD calls to the split/skill that disconnected while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Avg Aban Time:	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
% Aban Calls:	The percentage of calls queued to the split/skill that abandoned before being answered by an agent.	100*(ABNCALLS/ (CALLSOFFERED)) <PERCENT_CALL_ABAN>

Split/Skill Graphical ASA Report

The Split/Skill Graphical ASA (Average Speed of Answer) report shows the average speed of answer for ACD calls answered in each selected split/skill for each selected interval.

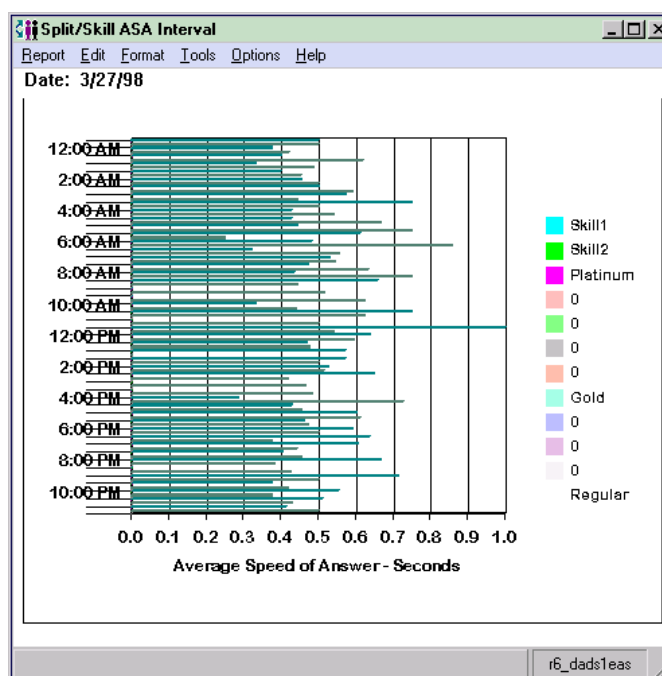
Things to Know About This Report

Here are some things you need to know about this report.

- The database items for the Split/Skill Graphical ASA report are stored in the `dsplit` (current interval) and `hsplit` (intrahour interval) tables.
- The chart type can be changed. See Chapter 2: “Using Reports” in this document for more information.
- This report is only available through the *CentreVu* Supervisor interface.
- This report uses the Split/Skill report input window. Select a split/skill that you want to view on the report. See “Split/Skill Input Fields” on page 4-60 for more information.

Split/Skill Graphical ASA Report Example

The following figure provides an example of a Split/Skill Graphical ASA report.



**Split/Skill Graphical
ASA Report
Description**

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date:	The day for which the report was run (selected in the report input window).	ROW_DATE
Start Time (Interval)	The start time of the interval for which the data was collected. (This field displays only for the Interval report.)	STARTTIME
Split/Skill	The name or number of the split/skill you are currently viewing.	syn(SPLIT)
Average Speed of Ans - Seconds	The value in seconds of the average speed of answer for the split/skill during the time period covered in the report.	<AVG_ANSWER_SPEED>

Split/Skill Graphical Call Profile Report

This report shows how well the split or skill you specify performed compared to your call center's predefined service levels for the date you specify.

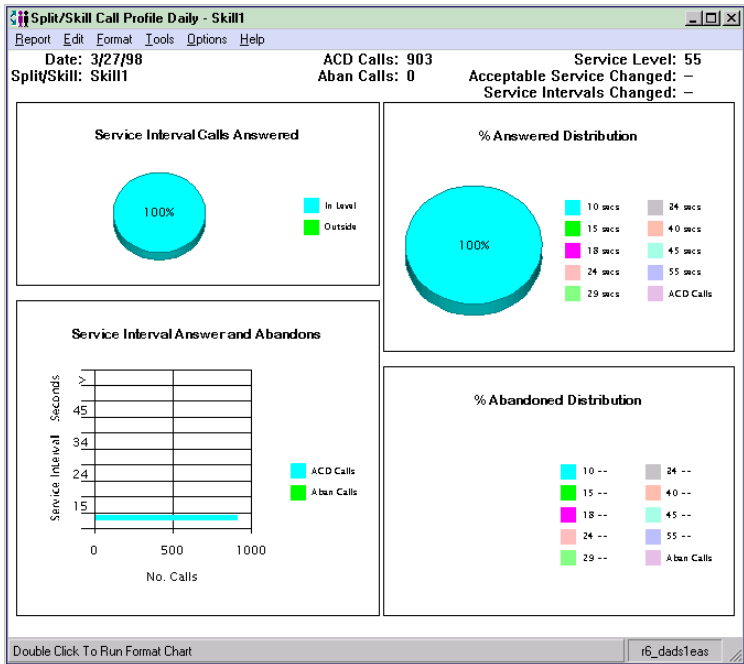
Things to Know About This Report

Here are some things you need to know about this report.

- This report has four charts and displays a collection of split/skill call profile related data items at the top of the report. A legend appears to the right of each chart.
- The three-dimensional pie chart in the upper-left quadrant shows the percentage of ACD calls answered within the Acceptable Service Level and the percentage of ACD calls answered outside this level. The numerical value represented by each pie piece is shown inside the pie chart, and the boxes to the right of each graph are a legend.
- The three-dimensional pie charts on the right side of the report show the Percentage Answered Distribution (upper right quadrant) and the Percentage Abandoned Distribution (lower right quadrant) for each service level increment. The numerical value represented by each pie piece is shown inside the pie chart.
- The horizontal bar chart in the lower-left quadrant shows the actual number of ACD calls answered within each service interval. The horizontal axis represents the number of calls answered or abandoned. The vertical axis represents the customer's service intervals. For each of these intervals, two horizontal bars are displayed. One bar shows the number of answered ACD calls, and the other bar shows the number of abandoned calls.
- The number displayed for each service interval is the upper limit of the interval. For example, if the first two intervals are 5 and 10, the first data point on the graph indicates the number of calls answered/abandoned within 0-5 seconds, the second data point indicates the number of calls answered/abandoned within 6-10 seconds.
- Other chart styles are available and can be changed.
- The database items for the Split/Skill Call Profile report are stored in the `dsplit` table.
- This report is only available through *CentreVu* Supervisor.
- This report uses the Split/Skill report input window. Select a split/skill that you want to view on the report. See "Split/Skill Input Fields" on page 4-60 for more information.

Split/Skill Graphical
Call Profile Report
Example

The following figure provides an example of a Split/Skill Call Profile report.



Split/Skill Graphical
Call Profile Report
Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date:	The day for which the report was run (selected in the report input window).	ROW_DATE
ACD Calls:	The number of calls answered within the split/skill for that day.	ACDCALLS
Service Level:	The number of seconds defined by the customer as acceptable for answering calls.	SERVICELEVEL
Split/Skill:	The name or number of the split/skill.	syn(SPLIT)
Aban Calls:	The number of split/skill calls abandoned for that day.	ABNCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Acceptable Service Changed:	Shows whether or not the acceptable service level was changed. A "YES" appears if the acceptable service level changed during the period covered by the report. Otherwise, a "NO" appears.	syn(SVCLEVELCHG)
Service Intervals Changed:	A "YES" appears if service intervals were changed during the period covered by the report.	syn(PERIODCHG)
Service Interval Calls Answered:	Percentage of split/skill ACD calls that were answered by an agent within the predefined acceptable service level. Calls to the split/skill include abandoned calls, calls not answered, and outbound ACD calls placed by an adjunct (for example, outbound predictive dialing—Generic 2.2 switches with ASAI Gateway Interface feature or <i>DEFINITY</i> ECS switches with the ASAI feature). Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split and answered in another split/skill. For <i>DEFINITY</i> ECS switches, Percent Within Service Level does not include direct agent calls.	<PERCENT_SERV_LVL_SPL>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Service Interval Answer and Abandons	Percentage of split/skill ACD calls that were answered by an agent within the predefined acceptable service level. Calls to the split/skill include abandoned calls, calls not answered, and outbound ACD calls placed by an adjunct. Outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or <i>DEFINITY</i> ECS switches with the ASAI feature only. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split and <i>answered in another split/skill</i> . <i>For DEFINITY ECS switches, Percent Within Service Level does not include direct agent calls.</i>	<100- PERCENT_SERV_LVL_SPL>
% Answered Distribution	Graphically displays the distribution of all of the incoming calls that were answered within each of the defined service levels.	ACDCALLS1-10
% Abandoned Distribution	Graphically displays the distribution of all of the incoming calls that were abandoned within each of the defined service levels.	ABNCALLS1-10

Split/Skill Graphical Service Level Report

This report shows the percentage of ACD calls answered within the predefined acceptable service level and the percentage of ACD calls abandoned for the date and split or skill you specify.

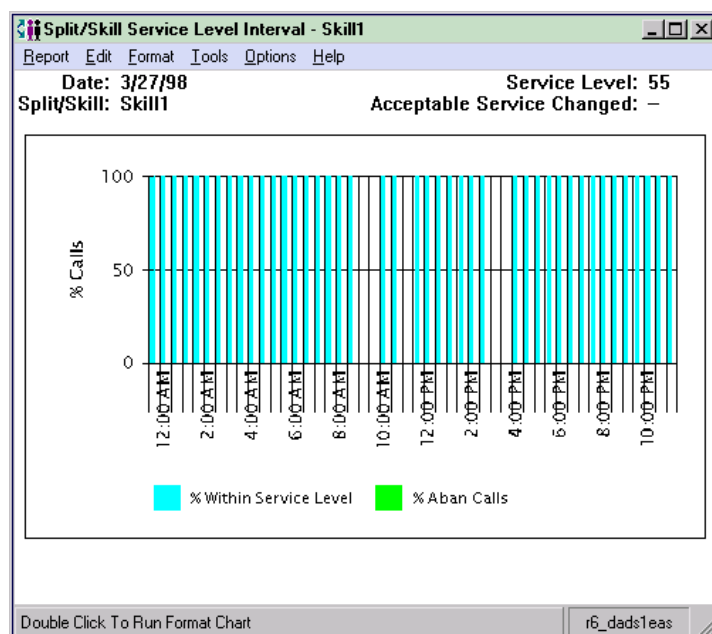
Things to Know About This Report

Here are some things you need to know about this report.

- The chart type can be changed. See Chapter 2, “Using Reports,” in this document for more information.
- Each set of vertical bars is labeled with the start time for the service interval. The box below the chart is a legend.
- The database items for the Split/Skill Service Level report are stored in the hspLit (intrahour interval) table.
- This report is only available through the *CentreVu* Supervisor interface.
- This report uses the Split/Skill report input window. Select a split/skill that you want to view on the report. See “Split/Skill Input Fields” on page 4-60 for more information.

Split/Skill Graphical Service Level Report Example

The following figure provides an example of a Split/Skill Graphical Service Level report.



**Split/Skill Graphical
Service Level
Report Description**

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date:	The day for which the report was run (selected in the report input window).	ROW_DATE
Service Level:	Shows actual administered service level.	SERVICELEVEL
Split/Skill:	The name or number of the split/skill that you are currently viewing.	syn(SPLIT)
Acceptable Service Changed:	Shows whether or not the service level was changed. A "YES" appears if the acceptable service level changed during the period covered by the report. Otherwise, a "NO" appears.	syn(SVCLEVELCHG)
% Within Service Level	Percentage of ACD calls that were answered by an agent within the predefined acceptable service level for the time period shown in the report.	<PERCENT_SERV_LVL_SPL>
% Aban Calls	Percentage of ACD calls that were abandoned for the time period shown in the report.	<PERCENT_CALL_ABAN>

Split/Skill Graphical Skill Time Spent Report

This report shows how much time the agents staffed in the specified split or skill spent in each work state. It also shows the composite time spent in the AUX work state for each of the reason codes defined for this Call Center.

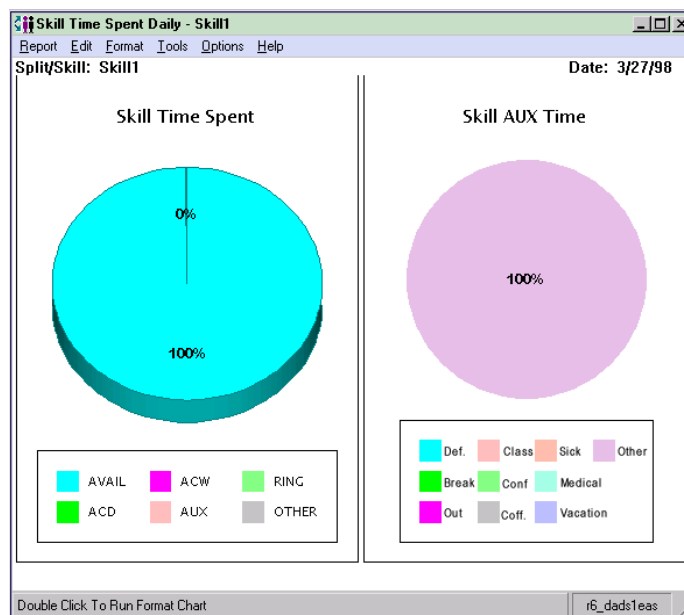
Things to Know About This Report

Here are some things you need to know about this report.

- Call center supervisors can use this report to estimate how much time agents in this split/skill spent on ACD calls, in available state, in ACW, in AUX, etc. for a particular day. This report enables supervisors to tell how much time the agents in this split/skill spent in AUX work state for each of the reason codes defined for this call center.
- This report can display a three-dimensional pie chart that shows the amount of time (in hours and minutes) that the agent spent in each work state.
 - By default, the percentage is shown inside of each section of the pie chart.
 - A legend displays a different color for each of the agent work states (dictionary-defined synonym for each work state).
- This report displays a three-dimensional pie chart that shows the reason codes for the time that the agents spent in AUX work mode.
 - The percentage of AUX time (in hours and minutes) agents spent in AUX for each reason code is displayed inside the slice of the pie chart.
 - A legend to the right of the pie chart shows a different color for each of the reason codes. This legend contains the dictionary-defined reason codes or numbers (if the reason codes have not been defined in Dictionary).
- The database items used for the Split/Skill Graphical Skill Time Spent report are stored in the `hsplit` (intrahour) and `dsplit` (daily) tables.
- This report is only available through the *CentreVu* Supervisor interface.
- This report uses the Split/Skill report input window. Select a split/skill that you want to view on the report. See “Split/Skill Input Fields” on page 4-60 for more information.

Split/Skill Graphical Skill Time Spent Report Example

The following figure provides an example of a Split/Skill Graphical Skill Time Spent report.



Split/Skill Graphical Skill Time Spent Report Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill:	The name or number of the split/skill you are currently viewing.	syn(SPLIT)
Date:	The day for which the report was run (selected in the report input window).	ROW_DATE
AVAIL	The time during the collection interval that POSITIONS were available for calls from this split/skill.	I_AVAILTIME
ACW	The time during the collection interval that POSITIONS were in AUX in this split/skill. This includes I_AUXINTIME and I_AUXOUTTIME.	<I_ACWTIME>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
RINGING	The time during the collection interval that agents were in the ringing state for calls to this split/skill. If the agent changes work modes or answers/makes another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time that the caller spends ringing and is independent of agent activity.	I_RINGTIME
ACD	The time during the collection interval that POSITIONS were on split/skill ACD calls for this split/skill.	<I_ACDTIME>
AUX	The time during the collection interval that POSITIONS are in AUX in this split/skill.	I_AUXTIME
OTHER	The time during the collection interval that POSITIONS were doing other work.	I_OTHERTIME
Reason Code 0	The time during the collection interval that POSITIONS were in AUX for reason code 0 in this split/skill. This includes time on extension calls from this AUX state. - For switches with AUX reason codes active, this represents the time agents spent in "system" AUX. - For switches without AUX reason codes active, I_AUXTIME0 is the same as I_AUXTIME.	I_AUXTIME0
Reason Code 1-9	The time during the collection interval that POSITIONS were in AUX for each reason code 1-9 in this skill. This includes the time on extension calls from each AUX state.	I_AUXTIME1-9

Split/Skill Outbound Report

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

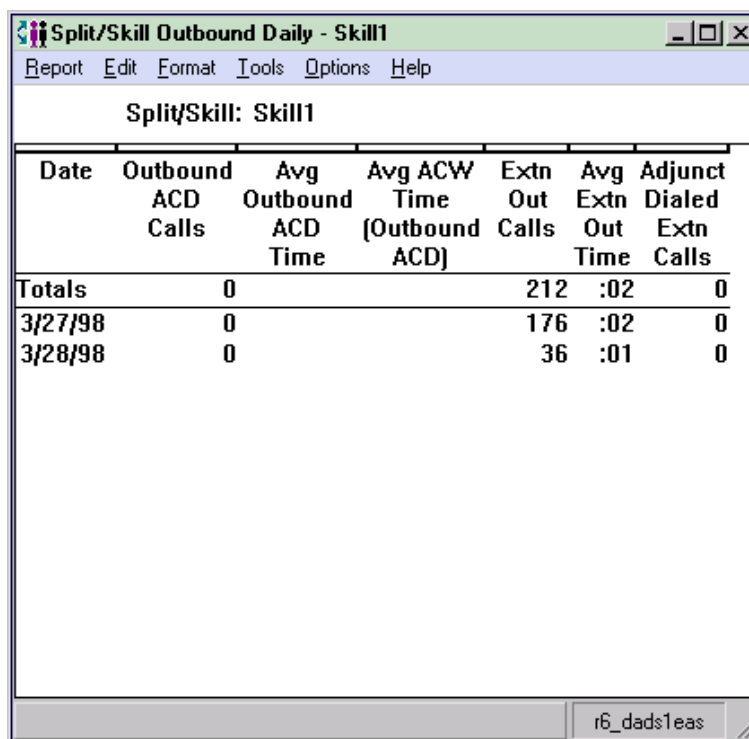
Things to Know About This Report

Here are some things you need to know about this report.

- This report requires the Outgoing Call Management application of ASAI.
- The Split/Skill Outbound report is available in interval, daily, weekly, and monthly versions.
- The database items for the Split/Skill Outbound report are stored in the `hsplit` (interval), `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.
- This report uses the Split/Skill report input window. Select a split/skill that you want to view on the report. See “Split/Skill Input Fields” on page 4-60 for more information.

Split/Skill Outbound Report Example

The following figure provides an example of a Split/Skill Outbound report.



Date	Outbound ACD Calls	Avg Outbound ACD Time	Avg ACW Time [Outbound ACD]	Extn Out Calls	Avg Extn Out Time	Adjunct Dialed Extn Calls
Totals	0			212	:02	0
3/27/98	0			176	:02	0
3/28/98	0			36	:01	0

Split/Skill Outbound Report Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill:	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Time (for interval reports only)	The intrahour intervals for which the report shows data, as selected in the report input window.	STARTTIME, STARTTIME+INTRVL
Date, Week Starting, Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Outbound ACD Calls	The number of outbound ACD calls placed by an adjunct processor and queued to this split/skill and answered by agents for this split/skill.	O_ACDCALLS
Avg Outbound ACD Time	The average time the agents spent talking on outbound ACD calls placed by an adjunct for this split/skill.	O_ACDTIME/O_ACDCALLS
Avg ACW Time (Outbound ACD)	The average time the agents spent in after call work associated with outbound ACD calls placed by an adjunct for this split/skill.	O_ACWTIME/O_ACDCALLS
Extn Out Calls	The number of outbound extension calls made by agents logged into this split/skill during the period covered. Direct agent ACW out calls are not included. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	ACWOUTCALLS+AUXOUTCALLS <EXT_CALL_OUT>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg Extn Out Time	The average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, time spent on outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	$(ACWOUTTIME + AUXOUTTIME) / (ACWOUTCALLS + AUXOUTCALLS)$
Adjunct Dialed Extn Calls	The number of outbound extension calls for this split/skill that were placed by an adjunct for an agent; these are also referred to as keyboard-dialed calls.	ACWOUTADJCALLS + AUXOUTADJCALLS

Split/Skill Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- The Split/Skill Report is available in daily, weekly, and monthly versions.
- The database items for the Split/Skill Report are stored in the dagent (daily), wagent (weekly), and magent (monthly) tables.
- This report uses the Split/Skill report input window. Select a split/skill that you want to view on the report. See “Split/Skill Input Fields” on page 4-60 for more information.

Split/Skill Report Example

The following figure provides an example of a Split/Skill Report.

The screenshot shows a window titled "Split/Skill Report Daily - Skill1" with a menu bar (Report, Edit, Format, Tools, Options, Help). Below the menu bar, it displays "Date: 3/27/98" and "Split/Skill: Skill1". The main area contains a table with the following data:

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	ACD Time	ACW Time	Agent Ring Time	Other Time	AUX Time	Avail Time	Staffed Time	Assists	Trans Out	Held Calls	Avg Hold Time
Totals	903	:09	:02	2:12:02	:29:17	:07:38	:07:18	:40:53	*****	*****	0	176	176	:04
agent1	11	:12	:10	:02:17	:01:47	:00:06	:00:00	:00:00	23:55:50	24:00:00	0	0	0	
agent2	11	:12	:10	:02:13	:01:54	:00:06	:00:00	:00:00	23:55:47	24:00:00	0	0	0	
agent3	11	:13	:08	:02:26	:01:32	:00:04	:00:00	:00:00	23:55:58	24:00:00	0	0	0	
agent4	11	:12	:11	:02:12	:01:57	:00:07	:00:00	:00:00	23:55:44	24:00:00	0	0	0	
agent5	11	:13	:11	:02:24	:02:03	:00:08	:00:00	:00:00	23:55:25	24:00:00	0	0	0	
agent6	11	:12	:10	:02:17	:01:52	:00:06	:00:01	:00:00	23:55:44	24:00:00	0	0	0	
agent7	11	:13	:10	:02:22	:01:47	:00:07	:00:00	:00:00	23:55:44	24:00:00	0	0	0	
agent8	11	:13	:09	:02:21	:01:35	:00:06	:00:00	:00:00	23:55:58	24:00:00	0	0	0	
agent9	11	:12	:12	:02:09	:02:13	:00:06	:00:00	:00:00	23:55:32	24:00:00	0	0	0	
agent10	11	:13	:10	:02:21	:01:55	:00:06	:00:00	:00:00	23:55:36	24:00:00	0	0	0	
agent11	11	:13	:11	:02:21	:01:57	:00:05	:00:01	:00:00	23:55:36	24:00:00	0	0	0	
agent12	11	:11	:11	:02:05	:02:01	:00:03	:00:00	:00:00	23:55:51	24:00:00	0	0	0	
agent13	11	:13	:09	:02:20	:01:38	:00:07	:00:00	:00:00	23:55:55	24:00:00	0	0	0	

Split/Skill Report Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date, Week Starting, Month Starting:	The day, week, or month for which the report ran. You make these selections in the report input window.	ROW_DATE

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill:	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Agent Name	The names or login IDs of the agents that logged into the split/skill selected in the report input window.	syn(LOGID)
ACD Calls	The number of split/skill and direct agent ACD calls answered by the agent that connected during interval. Direct agent calls are included if this is the direct agent skill, or the direct agent skill is not measured by CMS and this is the first skill the agent logged into. This total also includes O_ACDCALLS if you have the Outgoing Call Management application on ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct on behalf of a split/skill; this is also referred to as predictive dialing.	ACDCALLS + DA_ACDCALLS <TOTAL_ACDCALLS>
Avg ACD Time	The average time the agent spent talking on ACD calls for this split/skill that completed during the period covered. Direct agent time is included: • if this is the direct agent skill • if the direct agent skill is not measured by CMS and this is the first skill the agent logged into. • if the Direct Agent skill is not assigned, but the agent receives Direct Agent calls. This average includes O_ACDTIME if you have Outgoing Call Management (OCM).	(ACDTIME+DA_ACDTIME)/ (ACDCALLS+DA_ACDCALLS) <AVG_AGENT_TALK_TIME>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg ACW Time	The average time the agent spent in ACW for ACD and direct agent calls for this split/skill during the time period covered by the report. Direct agent calls are included • if this is the direct agent skill • if the direct agent skill is not measured by CMS and this is the first skill the agent logged into. • if the Direct Agent skill is not assigned, but the agent receives Direct Agent calls. This average includes O_ACWTIME if you have Outgoing Call Management (OCM).	$\frac{(ACWTIME+DA\_ACWTIME)}{(ACDCALLS+DA\_ACDCALLS)}$ <AVG_AGENT_ACW_TIME>
ACD Time	The total time the agent spent on split/skill ACD calls for this split/skill during the period. Direct agent time is included • if this is the direct agent skill • if the direct agent skill is not measured by CMS and this is the first skill the agent logged into. • if the Direct Agent skill is not assigned, but the agent receives Direct Agent calls.	$I\_ACD TIME+I\_DA\_ACD TIME$ <TOTAL_I_ACD TIME>
ACW Time	The total time the agent spent working in after call work activities for this split/skill and direct agent ACD calls attributed to this split/skill.	$I\_ACW TIME+I\_DA\_ACW TIME$ <TOTAL_I_ACW TIME>
Agent Ring Time	The total time split/skill and direct agent calls rang before the agent answered.	I_RINGTIME

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Other Time	The time agents spent doing other work. For all switches “other” time is accumulated when: • An agent first logs into the switch. <i>CentreVu</i> CMS tracks the agent time as “other” time until the switch notifies <i>CentreVu</i> CMS of the agent’s state • The link between CMS and the switch becomes operational. The switch notifies CMS of all agents who are logged in. CMS assumes these agents are in the “other” state until the switch sends it notification of each agent’s current state. For <i>DEFINITY</i> ECS switches, “other” time is accumulated when agents in Auto-In or Manual-In: • Put any call on hold while not doing any other activity • Dialed to place a call or to activate a feature • Had a personal call ringing with no other activity • Were available for other, multiple call handling skills, but not for this skill • Were logged into multiple splits/skills and were doing work for a split/skill other than this split/skill (on an ACD call or in call-related ACW). For Generic 2.2 switches, “other” time is accumulated when: • An agent in Auto-In or Manual-In puts any call on hold using the Hold button or switchhook flash and is not doing any other activity • If you have the EAS feature: agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in ACW).	I_OTHERTIME

Report Heading	Description	Database Item, Calculation or <Calculation Name>
AUX Time	The total time the agent spent in auxiliary work for the split/skill.	I_AUXTIME
Avail Time	The total time the agent spent waiting for an ACD call in the split/skill.	I_AVAILTIME
Staffed Time	The total time the agent was logged into the split/skill for the period covered.	I_STAFFTIME
Assists	The number of calls for which an agent requested supervisor assistance for the split/skill. Assists for direct agent calls are included here.	ASSISTS
Trans Out	The number of calls transferred by this agent to another destination during the specified time period. For the <i>DEFINITY</i> ECS or Generic 2.2 switches, any call transferred; for Generic 2.1 switches, only transfers to a VDN or split.	TRANSFERRED
Held Calls	The number of calls the agent put on hold. This is any type of call for Generic 2.2 and <i>DEFINITY</i> ECS switches, and ACD calls only for Generic 2.1 switches.	HOLDCALLS
Avg Hold Time	The average time callers spent on hold at the agent. This is any type of call for Generic 2.2 and <i>DEFINITY</i> ECS switches, and ACD calls only for Generic 2.1 switches.	HOLDTIME/HOLDCALLS <AVG_HOLD_TIME>

Split/Skill Summary Report

The Split/Skill Summary report summarizes the activity for an entire split or skill by time. You could use this report to analyze the overall performance of a split/skill or to compare two or more comparable splits/skills.

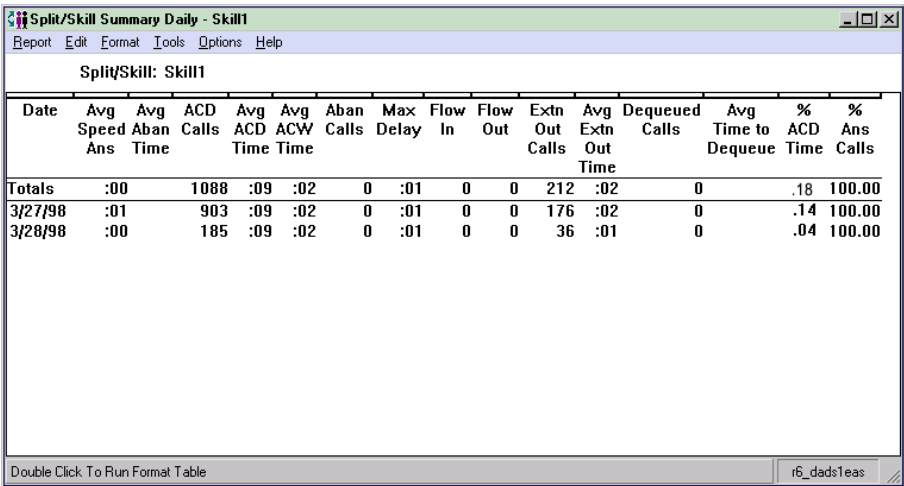
Things to Know About This Report

Here are some things you need to know about this report.

- For Generic 2.2 switches with EAS and *DEFINITY* ECS switches with vectoring, calls that queued to this split or skill as the second or third split/skill in the VDN, but the disposition of the call (answered, abandoned, outflowed) was recorded for another split/skill.
- Direct agent call data are not included in any of the Split/Skill Summary reports. Direct agent calls are considered calls to the agent instead of calls to the split/skill. If you wish to include direct agent calls as split/skill calls, you can create a Designer report using the agent table data.
- The Split/Skill Summary report is available in interval, daily, weekly, and monthly versions.
- The database items for the Split/Skill Summary Report are stored in the hsplit (interval), dsplit (daily), wsplit (weekly), and msplit (monthly) tables.
- This report uses the Split/Skill report input window. Select a split/skill that you want to view on the report. See “Split/Skill Input Fields” on page 4-60 for more information.

Split/Skill Summary Report Example

The following figure provides an example of the Split/Skill Summary Report.



The screenshot shows a software window titled "Split/Skill Summary Daily - Skill1". It contains a table with the following data:

Date	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Time	Dequeued Calls	Avg Time to Dequeue	% ACD Time	% Ans Calls
Totals	:00		1088	:09	:02	0	:01	0	0	212	:02	0		.18	100.00
3/27/98	:01		903	:09	:02	0	:01	0	0	176	:02	0		.14	100.00
3/28/98	:00		185	:09	:02	0	:01	0	0	36	:01	0		.04	100.00

Split/Skill Summary Report Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill:	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Time (for interval reports only)	The intrahour intervals for which the report shows data, selected in the report input window.	STARTTIME, STARTTIME + INTRVL
Date, Week Starting, Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Avg Speed Ans	The average time the completed split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
ACD Calls	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI (OCM). The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS
Avg ACD Time	The average time the agents spent talking on ACD calls for this split/skill that completed during the interval. This average includes O_ACDTIME if you have OCM.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg ACW Time	The average time the agents spent in after call work associated with ACD calls for this split/skill. This average includes O_ACWTIME if you have OCM.	ACWTIME/ACDCALLS <AVG_ACW_TIME>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Aban Calls	The number of ACD calls to the split/skill that abandoned while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Max Delay	The maximum time that a caller waited in queue and ringing before: • being answered • abandoning • being redirected • receiving a busy signal • being disconnected. The value shown in the Totals line for this column is the maximum of the Max Delay values shown in the individual intervals.	MAXOCWTIME
Flow In	The number of calls that were redirected to this split/skill queue from another queue. The following calls are considered inflows: • For switches without vectoring, calls that intraflow from another split's queue to this split's queue. • For Generic 2 switches with vectoring and without EAS, calls that are queued to one split and then successfully queue to this split (either by a "queue-to-main split" vector step or a "check-backup split" vector step). • With multiple split/skill queuing (<i>DEFINITY</i> ECS switches with vectoring and Generic 2.2 switches with EAS), calls that queue to this split/skill as a nonprimary split/skill and are either answered by an agent in this split/skill or abandoned from ringing in this split/skill.	INFLOWCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Flow In (Contd)	- For <i>DEFINITY</i> ECS Generic 3 Version 2 and later Generic 3 switches, calls that ring at an agent in this split/skill and then requeue to the same split/skill by the “Redirection on No Answer to a Split/Skill” feature. When a call leaves a VDN (for example by routing to a VDN) or leaves vector processing (for example by routing to a split/skill), the next split/skill to which the call queues is not credited with an inflow. For Generic 2.2 with EAS, the following calls are not counted as inflows: - Calls that queue to the “zero” skill after having been queued to a “non-zero” skill. - Calls that queue to a “non-zero” skill” after having been queued to the “zero” skill. - Calls that queue to another skill group after having been queued to a skill group.	INFLOWCALLS
Flow Out	The number of calls offered to this split/skill that were redirected to another destination. For switches without vectoring, calls that intraflow or interflow to another destination are counted as outflows. For switches with vectoring, an outflow is counted: - If the call routes to another VDN. - If the call routes to a number or digits. - If the call queues to another split (Generic 2 switches without EAS).	OUTFLOWCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Flow Out (Contd)	For <i>DEFINITY</i> ECS switches with vectoring, an outflow is also counted: • If the call queues to this split/skill as the primary split/skill and is redirected by the Redirection on No Answer feature (Generic 3 Version 2 and <i>DEFINITY</i> ECS switches) • If the call queues to a messaging split/skill • If the call rang at an agent in this split/skill and was answered using call pickup • If the call queued to this split/skill as primary and was either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill. For Generic 2.2 switches with EAS, if this skill is the primary skill, outflows are counted: • If calls queue to the “zero” skill and then subsequently queue to a “nonzero” skill • If calls queue to a “nonzero” skill and then subsequently queue to the “zero” skill • If calls queue to a skill group and then subsequently queue to another skill group • If the call queued to this split/skill as primary and is either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill.	OUTFLOWCALLS
Extn Out Calls	The number of outbound extension calls made by agents logged into this split/skill. Direct agent ACW out calls are not included. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case, the outbound call is recorded for the split/skill associated with the ACD call.	ACWOUTCALLS+AUXOUTCALLS <EXT_CALL_OUT>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg Extn Out Time	The average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, time spent on outbound AUX extension calls is included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	$(ACWOUTTIME + AUXOUTTIME) / (ACWOUTCALLS + AUXOUTCALLS)$ <AVG_TALK_TIME_OUT>
Dequeued Calls	For switches with multiple split/skill queuing, the number of calls queued to this split/skill as a nonprimary split/skill (that is, this was not the first split/skill to which the call queued) for which the disposition (answered, outflowed, abandoned, busy, forced disconnect) was recorded in another split/skill.	DEQUEECALLS
Avg Time to Dequeue	For switches with multiple split/skill queuing, average time the dequeued calls spent queued to this split/skill before leaving the queue.	DEQUETIME/DEQUEECALLS
% ACD Time	The percentage of staffed time that agents in this split/skill spent on ACD calls and in after call work for this split/skill.	$100 * ((I\_ACD\_TIME + I\_ACW\_TIME) / I\_STAFF\_TIME)$ <PERCENT_ACD_TIME>
% Ans Calls	The percentage of calls queued to this split/skill that were answered by agents for this split/skill.	$100 * (ACDCALLS / CALLS\_OFFERED)$ <PERCENT_CALL_ANS>
Avg Pos Staff (Interval report only)	The average number of positions staffed in this split/skill during the interval.	$I\_STAFF\_TIME / (INTRVL * 60)$ <AVG_POS_STAFF>
Calls Per Pos (Interval report only)	The average number of calls answered by each position staffed during the interval. (If an agent is staffed for part of an interval, the calculation reports what the agent would have handled had the agent been staffed during the entire interval.)	$(60 * INTRVL * ACDCALLS) / I\_STAFF\_TIME$ <CALLS_PER_POS>

System Reports

Overview

From the System Reports menu you can access summary data on a set of measured splits/skills for a particular ACD, the summary data over all splits/skills for a particular ACD, and the call data on similar splits/skills for different ACDs.

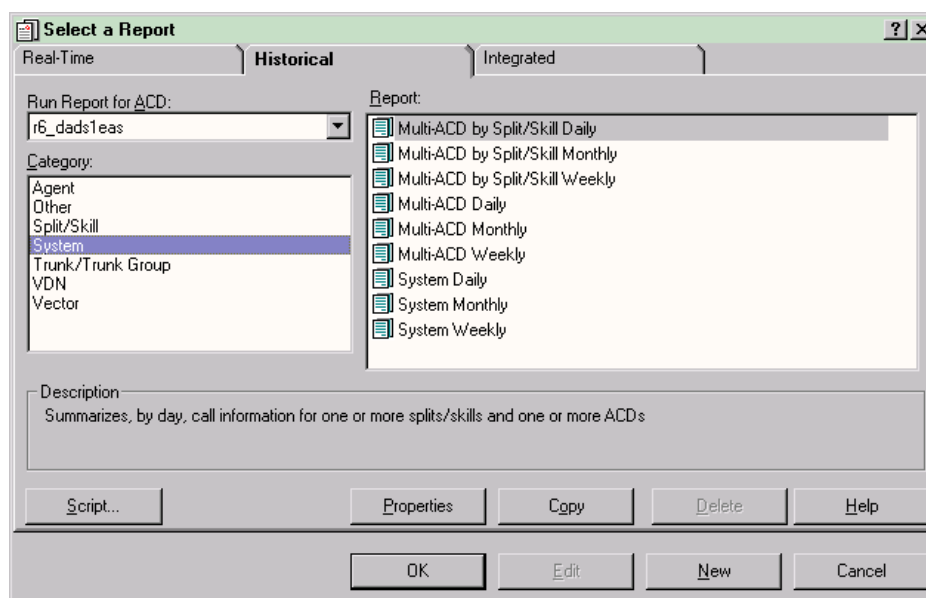
Organization of System Reports

The following list shows how the System reports are structured in *CentreVu* Supervisor.

- **Multi-ACD by Split/Skill:** Daily, Weekly, Monthly
- **Multi-ACD:** Daily, Weekly, Monthly
- **System:** Daily, Weekly, Monthly

System Report Selector Window

The following figure is an example of the System Report Selector window. The reports are explained in the same order as listed in the window.



System Multi-ACD by Split/Skill Report

The System Multi-ACD by Split/Skill report displays call-handling information on different splits/skills for different ACDs. You can compare similar splits/skills in different ACDs and use the information to:

- Determine workload
- Evaluate call-handling performance
- Reassign agents
- Perform other ACD configuration alternatives for balancing workloads and/or reducing abandoned calls.

Things to Know About This Report

Here are some things you need to know about this report.

- You can specify a list of splits/skills available for each ACD desired.
- The System Multi-ACD Report by Split/Skill report is available in daily, weekly, and monthly versions.
- The database items used for the System Multi-ACD by Split/Skill report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.
- Standard Multi-ACD reports only allow information for six ACDs. You can customize this report through Report Designer to include eight ACDs.

System Multi-ACD by Split/Skill Input Window

The following figure provides an example of the System Multi-ACD by Split/Skill Input window. The report input window must be filled in to run the report.

System Multi-ACD by Split/Skill Daily

Inputs

Date: 3/2/98

ACD: Bison36vpe

Splits/Skills: Skill1

ACD(2): (none)

Splits/Skills(2):

ACD(3): (none)

Splits/Skills(3):

ACD(4): (none)

Splits/Skills(4):

Destination

☒ View Report on Screen

☐ Print Report on: \\druak\ddops3

OK Cancel Help

System Multi-ACD by Split/Skill Input Fields

The following table describes the fields on the input window.

Field	Description
Date:	Enter the date you would like the report to cover. • Daily — enter the day. • Weekly — enter the start date for the week. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. • Monthly — enter the first day of the month. You can use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).
First through Fourth ACD:	Enter the ACD name or number that corresponds to the following Split(s)/Skill(s) field.
First through Fourth Split(s)/Skill(s):	Enter the appropriate split/skill name(s) or number(s) that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. You can enter more than one split/ skill by using a semicolon (;) to separate individual entries or using a hyphen (-) for a range of values.
Destination:	Choose a report destination. You can select View Report on Screen or Print Report on: and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

System Multi-ACD by Split/Skill Report Example

The following figure provides an example a System Multi-ACD by Split/Skill report.

ACD	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Extn Out Calls	Avg Extn Out Time	% ACD Time	% Ans Calls
Totals	:01		4928	:10	:01	0	:01	549	:03	.07	100.00
r6_dads1_eas	:01		2024	:10	:01	0	:01	295	:03	.07	100.00
r6_dads2_eas	:01		2904	:10	:01	0	:01	254	:03	.07	100.00

System Multi-ACD by Split/Skill Report Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date, Week Starting, Month Starting:	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Avg Speed Ans	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
ACD Calls	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management application (OCM) of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS
Avg ACD Time	The average time the agents spent talking on ACD calls for this split/skill. This average time includes O_ACDTIME if you have OCM.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg ACW Time	The average time the agents spent in after call work associated with ACD calls for this split/skill. This average time includes O_ACWTIME if you have the OCM.	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Aban Calls	The number of ACD calls to the split/skill that abandoned while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Max Delay	The maximum time that a caller waited in queue and ringing before: • Being serviced • Abandoning • Being redirected • Receiving a busy signal • Being disconnected. The value shown in the Totals line is the maximum of the Max Delay values shown for the individual splits/skills.	MAXOCWTIME

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Extn Out Calls	The number of outbound extension calls made by agents logged into this split/skill. Direct agent ACW out calls are not included. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	(ACWOUTCALLS + AUXOUTCALLS) <EXT_CALL_OUT>
Avg Extn Out Time	The average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, time spent on outbound AUX extension calls is included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	(ACWOUTTIME+AUXOUTTIME))/ (ACWOUTCALLS + AUXOUTCALLS) <AVG_TALK_TIME_OUT>
% ACD Time	The percentage of staffed time that agents for this split/skill spent on ACD calls and in after call work for this split/skill.	100*((I_ACDTIME+ I_ACWTIME)/I_STAFFTIME) <PERCENT_ACD_TIME>
% Ans Calls	The percentage of calls queued to this split/skill that were answered by agents for this split/skill.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS>

System Multi-ACD Report

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

If you have vectoring, you may want to create a Designer report that summarizes data over all VDNs instead of over all splits/skills.

Things to Know About This Report

Here are some things you need to know about this report.

- The System Multi-ACD report is available in daily, weekly, and monthly versions.
- The database items used for the System Multi-ACD report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.
- Standard Multi-ACD reports only allow information for six ACDs. You can customize this report through Report Designer to include eight ACDs.

System Multi-ACD Input Window

The following figure provides an example of a System Multi-ACD Input window. The report input window must be filled in to run the report.

System Multi-ACD by Split/Skill Daily

Inputs

Date: 3/27/98

ACD: r6_dads1eas

Splits/Skills: Skill2

ACD(2): r6_dads2eas

Splits/Skills(2): Gold

ACD(3): r6_dads3eas

Splits/Skills(3): Regular

ACD(4): r6_dads4eas

Splits/Skills(4): Skill1

Destination

☒ View Report on Screen

☐ Print Report on: \\druak\ddops3

OK Cancel Help

System Multi-ACD Input Fields

The following table describes the fields on the input window.

Field	Description
Date:	Enter the date you would like the report to cover. • Daily — enter the day. • Weekly — enter the start date for the week. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. • Monthly — enter the first day of the month. You can use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).
ACDs (1 - 4):	Enter the appropriate ACD name(s) or number(s). You can enter more than one ACD by using a semicolon (;) to separate individual entries or using a hyphen (-) for a range of values.
Split/Skill (1-4):	Fill in the names or numbers of the Split/Skill(s) for which you want to run the report. You can enter a split/skill name only if the name has been defined in Dictionary.
Destination:	Choose a report destination. You can select View Report on Screen or Print Report on: and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

System Multi-ACD Report Example

The following figure provides an example of a System Multi-ACD report.

Split/Skill	ACD	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Time	% ACD	% Ans Calls
Totals		:01		2115	:11	:02	0	:01	0	0	549	:03	.10	100.00
Skill1	r6_dads1eas	:01		903	:09	:02	0	:01	0	0	176	:02	.14	100.00
Skill2	r6_dads2eas			0			0	:00	0	0	0		.00	
Gold	r6_dads3eas	:01		1212	:13	:01	0	:01	0	0	373	:04	.26	100.00
Regular	r6_dads4eas			0			0	:00	0	0	0		.00	

System Multi-ACD Report Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date, Week Starting, Month Starting:	The day, week, or month for which the report ran. You make these selections in the report input window.	ROW_DATE
Split/Skill:	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Avg Speed Ans	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	sum(ANSTIME)/ sum(ACDCALLS) <AVG_ANSWER_SPEED_SUM>
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	sum(ABNTIME)/ sum(ABNCALLS) <AVG_ABANDON_TIME_SUM>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
ACD Calls	The number of split/skill ACD calls that were queued to splits/skills in the ACD and answered by an agent for those splits/skills. This total also includes O_ACDCALLS if you have the Outgoing Call Management application (OCM) of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	sum(ACDCALLS)
Avg ACD Time	The average time the agents spent talking on ACD calls for this ACD. The average time includes O_ACDDTIME if you have OCM.	sum(ACDDTIME)/ sum(ACDCALLS) <AVG_ACD_TALK_TIM_SUM>
Avg ACW Time	The average time the agents spent in after call work for ACD calls to this ACD. This average time includes O_ACWTIME if you have OCM.	sum(ACWTIME)/ sum(ACDCALLS) <AVG_ACW_TIME_SUM>
Aban Calls	The number of ACD calls queued to split/skills in the ACD that abandoned while waiting in queue or ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	sum(ABNCALLS)
Max Delay	The maximum time that a caller waited in queue and ringing before: • Being serviced • Abandoning • Being redirected • Receiving a busy signal • Being disconnected. The value shown in the Totals line is the maximum of the Max Delay values shown for the individual ACDs.	max(MAXOCWTIME)
Extn Out Calls	The number of outbound extension calls made by agents logged into this ACD. Direct agent ACW out calls are not included.	sum(ACWOUTCALLS+ AUXOUTCALLS) <EXT_CALL_OUT>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg Extn Out Time	The average time agents in this ACD spent talking on outbound extension calls.	sum(ACWOUTTIME+ AUXOUTTIME)/ sum(ACWOUTCALLS+ AUXOUTCALLS) <AVG_TALK_TIME_OUT_SUM>
% ACD Time	The percentage of staffed time that agents for the splits/skills in this ACD spent on ACD calls and in after call work.	100*(sum(I_ACDTIME+ I_ACWTIME)/ sum(I_STAFFTIME)) <PERCENT_ACD_TIME_SUM>
% Ans Calls	The percentage of calls queued to the splits/skills in this ACD that were answered by agents for the splits/skills.	100*(sum(ACDCALLS)/ sum(CALLSOFFERED)) <PERCENT_CALL_ANS_SUM>

System Report

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

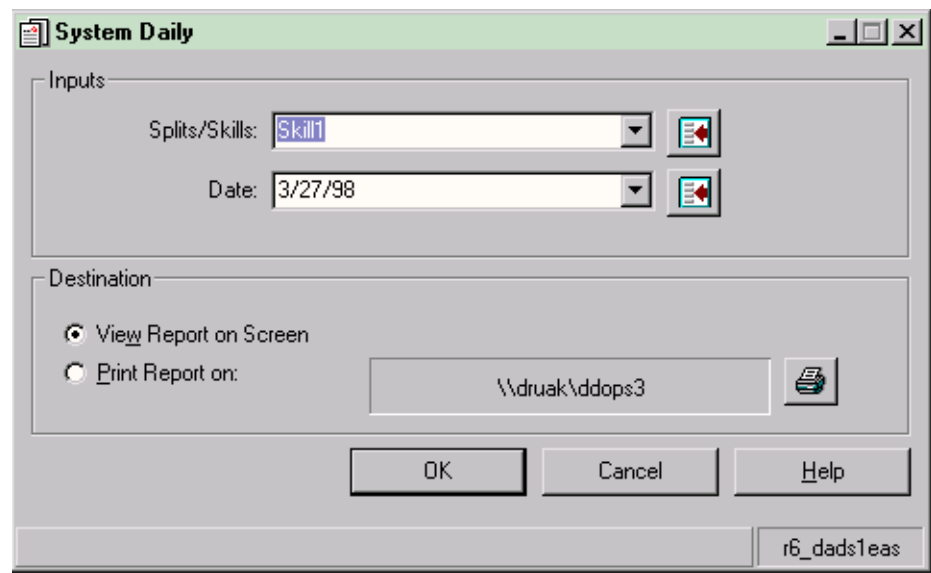
Things to Know About This Report

Here are some things you need to know about this report.

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

System Report
Input Window

The following figure provides an example of a System Report Input window. The report input window must be filled in to run the report.



System Report
Input Fields

The following table describes the fields on the input window

Field	Description
Split(s)/Skill(s):	Enter the appropriate split/skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. You can enter more than one split/skill by using a semicolon (;) to separate individual entries or using a hyphen (-) for a range of values.

Field	Description
Date:	Enter the date you would like the report to cover: • Daily — enter the day. • Weekly — enter the start date for the week. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. • Monthly — enter the first day of the month. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96)
Destination:	Choose a report destination. You can select View Report on Screen or Print Report on: and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

System Report Example

The following figure provides an example of a System report.

The screenshot shows a window titled 'System Daily' with a menu bar (Report, Edit, Format, Tools, Options, Help) and a date field set to '3/27/98'. The main area contains a table with the following data:

Split/Skill	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Time	% ACD	% Ans Calls
Totals	:01		2115	:11	:02	0	:01	0	0	549	:03	.08	100.00
Skill1	:01		903	:09	:02	0	:01	0	0	176	:02	.14	100.00
Skill2			0			0	:00	0	0	0		.00	
Platinum			0			0	:00	0	0	0		.00	
Gold	:01		1212	:13	:01	0	:01	0	0	373	:04	.26	100.00
Regular			0			0	:00	0	0	0		.00	

System Report Description

The following table describes the report fields for the time period covered by the report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date, Week Starting, Month Starting:	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Split/Skill	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Avg Speed Ans	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
ACD Calls	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management (OCM) application of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg ACD Time	The average time the agents spent talking on ACD calls for the split/skill. This average time includes O_ACDTIME if you have OCM.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg ACW Time	The average time the agent spent in after call work associated with ACD calls for the split/skill. This average time includes O_ACWTIME if you have OCM.	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Aban Calls	The number of ACD calls to the split/skill that abandoned while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Max Delay	The maximum time that a caller waited in queue and ringing before: • Being answered • Abandoning • Being redirected • Receiving a busy signal • Being disconnected. The value shown in the Totals line is the maximum of the Max Delay values shown in the individual intervals.	MAXOCWTIME

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Flow In	The number of calls that were redirected to the split/skill queue from another queue. The following calls are considered inflows: • For switches without vectoring, calls that intraflow from another split's queue to this split's queue • For the Generic 2 switch with vectoring and without EAS, calls that are queued to one split and then successfully queue to this split (either by a "queue-to-main split" vector step or a "check-backup split" vector step) • With multiple split/skill queuing (<i>DEFINITY</i> ECS switches with vectoring and Generic 2.2 switches with EAS), calls that queue to this split/skill as a nonprimary split/skill and are either answered by an agent in this split/skill or abandoned from ringing in this split/skill • For <i>DEFINITY</i> ECS Generic 3 Version 2 and later switches, calls that ring at an agent in this split/skill and then requeue to the same split/skill by the "Redirection on No Answer to a split/skill" feature.	INFLOWCALLS
Flow In (contd)	When a call leaves a VDN (for example by routing to a VDN) or leaves vector processing (for example by routing to a split/skill), the next split/skill to which the call queues is not credited with an inflow. For Generic 2.2 with EAS, the following calls are not counted as inflows: • Calls that queue to the "zero" skill after having been queued to a "non-zero" skill • Calls that queue to a "non-zero" skill after having been queued to the "zero" skill • Calls that queue to a skill group after having been queued to a different skill group.	INFLOWCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Flow Out	The number of calls offered to this split/skill that were redirected to another destination. For switches without vectoring, calls that intraflow or interflow to another destination are counted as outflows. For switches with vectoring, an outflow is counted: • If the call routes to another VDN • If the call routes to a number or digits • If the call queues to another split (Generic 2 switches without EAS) For <i>DEFINITY</i> ECS switches with vectoring, an outflow is also counted: • If the call queues to this split/skill as the primary split/skill and is redirected by the Redirection on No Answer feature (Generic 3 Version 2 and later <i>DEFINITY</i> ECS switches). • If the call queues to a messaging split/skill • If the call rang at an agent in this split/skill and was answered using call pickup	OUTFLOWCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Flow out (continued)	• If the call queued to this split/skill as primary and was either answered by an agent in a nonprimary split/skill or abandoned from ringing at an agent in a nonprimary split/skill. For Generic 2.2 switches with EAS, if this skill is the primary skill, outflows are counted: • If calls queue to the “zero” skill and then subsequently queue to a “nonzero” skill • If calls queue to a “nonzero” skill and then subsequently queue to the “zero” skill • If calls queue to a skill group and then subsequently queue to another skill group. • If the call queued to this split/skill as primary and was either answered by an agent in a nonprimary split/skill or abandoned from ringing at an agent in a nonprimary split/skill.	OUTFLOWCALLS
Extn Out Calls	The number of outbound extension calls made by agents logged into this split/skill. The direct agent ACW out calls are not included. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case, the outbound call is recorded for the split/skill associated with the ACD call.	(ACWOUTCALLS+AUXOUTCALLS) <EXT_CALL_OUT>
Avg Extn Out Time	The average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, time spent on outbound AUX extension calls is included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case, the outbound call is recorded for the split/skill associated with the ACD call.	(ACWOUTTIME+AUXOUTTIME)/ (ACWOUTCALLS+AUXOUTCALLS) <AVG_TALK_TIME_OUT>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
% ACD Time	The percentage of staffed time that agents for this split/skill spent on ACD calls and in after call work for this split/skill.	$100*((I\_ACD\_TIME + I\_ACW\_TIME) / I\_STAFF\_TIME)$ <PERCENT_ACD_TIME>
% Ans Calls	The percentage of calls queued to this split/skill that were answered by agents for this split/skill.	$100*(ACDCALLS / CALLSOFFERED)$ <PERCENT_CALL_ANS>

Trunk/Trunk Group Reports

Overview

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

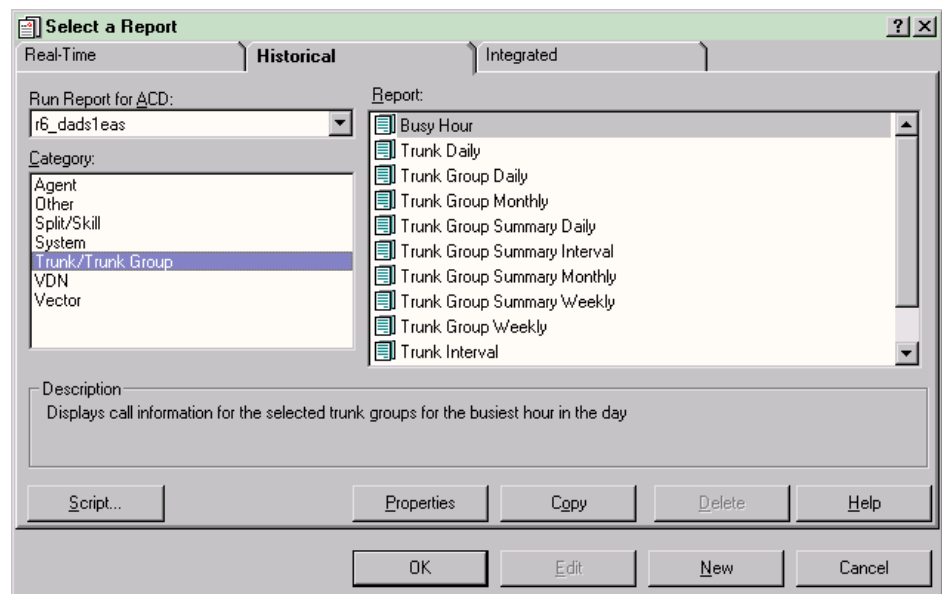
Organization of Trunk/Trunk Group Reports

The following list shows how the Trunk/Trunk Group reports are structured in *CentreVu* Supervisor.

- **Busy Hour**
- **Trunk:** Interval, Daily, Weekly, Monthly
- **Trunk Group:** Daily, Weekly, Monthly
- **Trunk Group Summary:** Interval, Daily, Weekly, Monthly

Trunk/Trunk Group Selector Report Window

The following figure is an example of the Trunk/Trunk Group Reports Selector window. The reports are explained in the same order as listed in the window.



Trunk/Trunk Group/Busy Hour Input Window

The reports in this section use the Trunk/Trunk Group/Busy Hour Report Input Windows. Specific input information is included with the reports. You must fill in the report input window to run the report.

Trunk/Trunk Group Busy Hour Input Fields

The following table describes the input fields on historical Trunk/Trunk Group/Busy Hour report input windows. Not all reports use all fields; refer to information for the specific report you are running to determine what you want to view. For example, you may enter an a trunk or trunk group to run the report. All possible fields on this window are described here.

Field	Definition
Trunk group: (daily, weekly, and monthly)	Enter the appropriate trunk group name or number. See on-line help for the valid numerical entries for your particular switch.
Trunk Location:	Enter the trunk number that corresponds to the physical location of the equipment.
Date: (interval)	Enter the date you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a "-" offset based on today's date (for example, -1 for yesterday).

Field	Definition
Dates: (daily, weekly, monthly)	Enter the date(s) for the day(s) or the start date(s) for the week(s) or the month(s) you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a "-" offset based on today's date (for example, -1 for yesterday). • You can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.
Times: (Interval)	Enter the time you would like the report to cover. • You can use AM/PM format (for example, 7:30AM - 5:00PM). • You can use 24-hour time format (for example, 7:30-17:00).
Destination:	Choose a report destination. You can select View Report on Screen or Print Report on: and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

Trunk/Trunk Group Busy Hour Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- The Trunk/Trunk Group Busy Hour is available in daily version only.
- The busiest hour is calculated as a set of contiguous intervals that make up an hour (one 60-minute interval, two 30-minute intervals, or four 15-minute intervals) in which the total holding time for the trunks in the trunk group was the maximum for the day.
- The database items for the Trunk/Trunk Group Busy Hour report are stored in the `dtkggrp` (daily) table.
- You cannot customize this report.
- This report uses the Trunk/Trunk Group/Busy Hour report input window. Select a trunk group that you want to view on the report. See “Trunk/Trunk Group Busy Hour Input Fields” on page 4-113 for more information.

Trunk/Trunk Group Busy Hour Report Example

The following figure provides an example of the Trunk/Trunk Group Busy Hour report.

The screenshot shows a window titled "Trunk Group Busy Hour" with a menu bar (Report, Edit, Format, Tools, Options, Help) and a date field set to "Date: 3/27/98". Below is a table with the following data:

Trunk Group Name	Busy Hour	Avg Trunk Holding Time	Calls Carried	Inbound Calls	Outbound Calls	ACD Calls	Aban Calls	Other Calls	% All Trunks Busy	% Occupancy
Tkgrp1	1:00 PM	:00:35	2219	664	524	524	401	1294	30:08	94.68
Tkgrp2	2:00 PM	:00:24	2406	704	602	400	300	400	32:04	96.87

The window also shows a status bar at the bottom right with the text "r6_dads1eas".

Trunk/Trunk Group Busy Hour Report

The following table describes the report fields.

Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date	Day for which the report was run (selected in the report input window).	ROW_DATE
Trunk Group Name	Trunk group name or number for which the report was requested.	syn(TKGRP)
Busy Hour	Start time of the hour in which the trunk group was the busiest.	BH_STARTTIME
Avg Trunk Holding Time	Average holding time for all incoming and outgoing calls in the trunk group that completed during the busy hour.	$(BH\_INTIME+BH\_OUTTIME)/(BH\_INCALLS+BH\_OUTCALLS)$
Calls Carried	Total number of all incoming and outgoing calls carried by this trunk group that completed during the busy hour.	BH_INCALLS+BH_OUTCALLS
Inbound Calls	Total number of all incoming calls carried by this trunk group that completed during the busy hour.	BH_INCALLS
Outbound Calls	Total number of all outgoing calls carried by this trunk group that completed during the busy hour.	BH_OUTCALLS
ACD Calls	Total number of all ACD calls carried by this trunk group and answered by an agent that completed during the busy hour.	BH_ACDCALLS + BH_OACDCALLS
Aban Calls	Total number of all calls abandoned by callers on this trunk group during the busy hour. With vectoring, this includes calls that were abandoned from vector processing. With Generic 2.2 and <i>DEFINITY</i> ECS switches, this includes all calls carried by the trunk group that were abandoned, except for calls directly to unmeasured stations that did not go through a measured VDN or split/skill.	BH_ABNCALLS + BH_OABNCALLS
Other Calls	Number of calls that received a busy signal, calls disconnected, extension calls, short calls, and calls of unknown disposition.	BH_OTHERCALLS + BH_OOTHERCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
% All Trunks Busy	Percentage of time during the hour that all trunks were busy.	BH_ALLINUSETIME/36
% Occupancy	Percentage of time during the hour that trunks were occupied by incoming and outgoing calls.	(BH_INTIME + BH_OUTTIME)/36

Trunk Report

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

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

Things to Know About This Report

Here are some things you need to know about this report.

- The Trunk report is available in interval, daily, weekly, and monthly versions.
- The database items for the Trunk report are stored in the `httrunk` (interval), `dtrunk` (daily), `wtrunk` (weekly), and `mtrunk` (monthly) tables.
- The report item Centum Call Seconds (CCS) is the number of 100-second increments in which the trunk was busy during the intrahour interval. A trunk is "seized" while the call is both in queue and connected to an agent. Therefore, wait time for abandoned calls is figured into the CCS figures. For example, since a half-hour has 1800 seconds, the maximum CCS for each trunk in a trunk group is 18 CCS. Multiplying 18 CCS by the number of trunks in a trunk group gives you the maximum occupancy for the trunk group, which you can then compare with your actual CCS. If your intrahour interval is 15- or 60-minutes, your number will be different.
- This report uses the Trunk/Trunk Group/Busy Hour report input window. Select a trunk that you want to view on the report. See "Trunk/Trunk Group Busy Hour Input Fields" on page 4-113 for more information.

Trunk Report Example

The following figure provides an example of a Trunk Report.

Trunk	Inbound Calls	Aban Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound Aban Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Maint Busy Time
Totals	17499	7633	:22	5341.26	22823	0	:44	11428.20	
0001E1701	611	332	:16	100.58	1142	0	:44	505.50	
0001E1702	600	319	:18	109.45	1118	0	:44	494.80	
0001E1703	662	336	:18	117.12	1095	0	:44	485.92	
0001E1704	613	292	:19	115.97	1095	0	:44	485.59	
0001E1705	623	314	:20	122.08	1083	0	:44	480.87	

Trunk Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date, Week Starting, Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Trunk Group Name	Trunk group name or number associated with this trunk.	syn(TKGRP)
Trunk	Trunk number (physical equipment location) of the trunk.	EQLOC
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the trunk group.	syn(ACD)
Time (Interval only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME, STARTTIME + INTRVL
Inbound Calls	Total number of inbound calls carried by this trunk that completed during the specified time period.	INCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Aban Calls	Total number of inbound calls abandoned by the caller during the specified time period.	ABNCALLS
Avg Inbound Trunk Hold Time	Average holding time for all incoming calls that completed during the specified time period. Average holding time includes time in vector processing, in queue, ringing, talking, and holding.	INTIME / INCALLS <AVG_TRK_HOLD_TIME_IN>
Inbound CCS	Total trunk occupancy by incoming calls during the specified time period.	I_INOCC/100
Outbound Calls	Number of outbound calls that were carried by this trunk that completed during the time period.	OUTCALLS
Outbound Aban Calls	Number of outbound ACD calls (if you have the Outgoing Call Management application on ASAI) abandoned at the far end. (Generic 2.2 switches with the ASAI Gateway Interface or <i>DEFINITY</i> ECS switches with ASAI.)	O_ABNCALLS
Avg Outbound Trunk Hold Time	Average holding time of all outgoing calls on this trunk that completed during the time period.	OUTTIME / OUTCALLS <AVG_TRK_HOLD_TIM_OUT>
Outbound CCS	Total trunk occupancy of outgoing calls during the specified time period.	I_OUTOCC/100
Maint Busy Time	Total time of all maintenance-busy periods for this trunk for the time period.	MBUSYTIME

Trunk Group Report

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

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

Things to Know About This Report

Here are some things you need to know about this report.

- The Trunk Group report is available in daily, weekly, and monthly versions.
- The database items for the Trunk Group report are stored in the `dt trunk` (daily), `wtrunk` (weekly), and `mt trunk` (monthly) tables.
- The report item Centum Call Seconds (CCS) is the number of 100-second increments in which the trunk was busy during the intrahour interval. A trunk is "seized" while the call is both in queue and connected to an agent. Therefore, wait time for abandoned calls is figured into the CCS figures. For example, since a half-hour has 1800 seconds, the maximum CCS for each trunk in a trunk group is 18 CCS. Multiplying 18 CCS by the number of trunks in a trunk group gives you the maximum occupancy for the trunk group, which you can then compare with your actual CCS. If your intrahour interval is 15 or 60 minutes, your number will be different.
- The failures is only for the Generic 2 switch. For the *DEFINITY* ECS switches, trunks that fail are immediately put in the Maintenance Busy State.
- This report uses the Trunk/Trunk Group/Busy Hour report input window. Select a trunk group that you want to view on the report. See "Trunk/Trunk Group Busy Hour Input Fields" on page 4-113 for more information.

Trunk Group Report Example

The following figure provides an example of a Trunk Group report.

Trunk	Inbound Calls	Inbound Aban Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound Aban Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Trunk Failures
Totals	17499	7633	:22	5341.26	22823	0	:44	11428.20	0
0001E1701	611	332	:16	100.58	1142	0	:44	505.50	0
0001E1702	600	319	:18	109.45	1118	0	:44	494.80	0
0001E1703	662	336	:18	117.12	1095	0	:44	485.92	0
0001E1704	613	292	:19	115.97	1095	0	:44	485.59	0
0001E1705	623	314	:20	122.08	1083	0	:44	480.87	0

Trunk Group Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date, Week starting, Month starting:	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Trunk Group Name:	Trunk group name or number for which the report was requested.	syn(TKGRP)
Trunk	Trunk number (physical equipment location) of the trunk.	EQLOC
Inbound Calls	Total number of inbound calls carried by this trunk that completed during the specified time period.	sum(INCALLS)
Inbound Aban Calls	Total number of inbound calls abandoned by the caller during the specified time period.	sum(ABNCALLS)
Avg Inbound Trunk Hold Time	Average holding time for all incoming calls that completed during the time period. Average holding time includes time in vector processing, in queue, ringing, talking, and on hold.	sum(INTIME)/sum(INCALLS) <AVG_TRK_HOLD_IN_SUM>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Inbound CCS	Total trunk occupancy by incoming calls during the specified time period.	sum(I_INOCC)/100
Outbound Calls	Number of outbound calls that were carried by this trunk that completed during the specified time period.	sum(OUTCALLS)
Outbound Aban Calls	Number of outbound ACD calls (if you have the Outgoing Call Management application on ASAI) that abandoned at the far end.	sum(O_ABNCALLS)
Avg Outbound Trunk Hold Time	Average holding time of all outgoing calls on this trunk that completed during the specified time period.	sum(OUTTIME)/ sum(OUTCALLS) <AVG_TRK_HOLD_OUT_SUM>
Outbound CCS	Total trunk occupancy of outgoing calls during the specified time period.	sum(I_OUTOCC) / 100
Trunk Failures	Number of trunk failures for this trunk or total for the trunk group. These can be hardware failures or failures due to internal switch errors (Generic 2 switch only).	sum(FAILURES)

Trunk Group Summary Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- The Trunk Group Summary report is available in interval, daily, weekly, and monthly versions.
- The database items for the Trunk Group Summary report are stored in the htkgrp (interval), dtkgrp (daily), wtkgrp (weekly), and mtkgrp (monthly) tables.
- For both inbound and outbound calls, Call Carried = Calls Answered + Calls Abandoned + Other Calls. Also, Other Calls = Calls Given a Busy Signal + Calls Disconnected by the Switch + Calls Answered by an Unmeasured Agent.
- The report item Centum Call Seconds (CCS) is the number of 100-second increments in which the trunk was busy during the intrahour interval. A trunk is "seized" while the call is both in queue and connected to an agent. Therefore, wait time for abandoned calls is figured into the CCS figures. For example, since a half-hour has 1800 seconds, the maximum CCS for each trunk in a trunk group is 18 CCS. Multiplying 18 CCS by the number of trunks in a trunk group gives you the maximum occupancy for the trunk group, which you can then compare with your actual CCS. If your intrahour interval is 15 or 60 minutes, your number will be different.
- A Trunk Group Summary can have two entries for one interval if the trunk group termination changed during that interval. For example, at the start of the interval, trunk group 2 terminates at VDN58803. During the interval the termination is changed to VDN58804. The system shows two trunk group records for reports (interval, daily, weekly, and monthly) containing the interval in which the termination was changed.
- The report item % Time All Trunks Busy, which is a good indicator of how many callers being blocked (getting a busy signal), should be a relatively low figure in most call centers.
- This report uses the Trunk/Trunk Group/Busy Hour report input window. Select a trunk group that you want to view on the report. See "Trunk/Trunk Group Busy Hour Input Fields" on page 4-113 for more information.

Trunk Group Summary Report Example

The following figure provides an example of a Trunk Group Summary report.

Date	Inbound Calls	ACD Calls	Inbound Aban Calls	Other Calls	Avg Inbound Trunk Hold Time	Inbound CCS	Outbound Calls	Outbound ACD Calls	Outbound Aban Calls	Outbound Other Calls	Avg Outbound Trunk Hold Time	Outbound CCS	Outbound Far End Comp	Outbound Blocked Calls	% All Trunks Busy	% Main Busy
Totals	17499	9861	7633	5	:22	5341.26	22823	0	0	22823	:44	11428.20	1199	0	19.47	0.00
12:00-12:30AM	602	463	138	1	:15	89.51	715	0	0	715	:40	288.53	294	0	18.72	0.00
12:30-1:00AM	592	462	130	0	:15	90.92	722	0	0	722	:40	290.91	275	0	18.17	0.00
1:00-1:30AM	535	406	129	0	:15	80.65	709	0	0	709	:42	297.09	176	0	16.56	0.00
1:30-2:00AM	509	385	124	0	:16	81.28	719	0	0	719	:43	306.03	144	0	24.00	0.00
2:00-2:30AM	558	424	134	0	:14	79.78	714	0	0	714	:43	306.27	138	0	21.39	0.00

Trunk Group Summary Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Trunk Group Name:	Name or number of the trunk group for which the report was requested.	syn(TKGRP)
Number of trunks:	Number of trunks in the trunk group.	TRUNKS
Time (for interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME, STARTTIME + INTRVL
Date, Week starting, Month starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Inbound Calls	Total number of inbound calls carried by this trunk group that completed during the specified time period.	sum(INCALLS)
ACD Calls	Total number of inbound split/skill or direct agent calls answered by agents that completed during the specified time period.	sum(ACDCALLS)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Inbound Aban Calls	Total number of inbound calls abandoned by the caller during the specified time period.	sum(ABNCALLS)
Other Calls	Number of inbound calls that were not answered as ACD calls or abandoned. This includes calls that were forced busy, disconnected, answered extension-in calls, calls outflowed off the switch, short inbound calls, and calls with unknown dispositions.	sum(OTHERCALLS)
Avg Inbound Trunk Hold Time	Average trunk holding time for all incoming calls that completed during the period. This is the average length of time a typical incoming call made use of a trunk (the trunk could not be used for another call during that time).	sum(INTIME)/sum(INCALLS) <AVG_TRK_HOLD_IN_SUM>
Inbound CCS	Total trunk occupancy by incoming calls during the specified time period.	sum(I_INOCC) (in seconds)/100
Outbound Calls	Number of outbound calls that were carried by this trunk group that completed during the specified time period.	sum(OUTCALLS)
Outbound ACD Calls	Total number of outbound calls (if you have the Outgoing Call Management application on ASAI) that were offered to one or more splits/skills and handled by an agent in one of those splits/skills.	sum(O_ACDCALLS)
Outbound Aban Calls	Number of outbound ACD calls (if you have the Outgoing Call Management application on ASAI) that abandoned at the far end.	sum(O_ABNCALLS)
Outbound Other Calls	Number of outbound calls that were not answered or abandoned as ACD calls. This includes calls that were given a busy or disconnect by the switch, extension-out calls, short outgoing calls, and calls of unknown disposition.	sum(O_OTHERCALLS)
Avg Outbound Trunk Hold Time	Average trunk holding time for outgoing calls carried by this trunk group that completed during the specified time period.	sum(OUTTIME)/ sum(OUTCALLS) <AVG_TRK_HOLD_OUT_SUM>
Outbound CCS	Total trunk occupancy of outgoing calls during the specified time period.	sum(I_OUTOCC) / 100

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Outbound Far End Comp	Number of outbound calls that were answered at the far end (<i>DEFINITY</i> ECS switch only).	sum(COMPLETED)
Outbound Blocked Calls	With the Generic 2 switch, the number of outbound call attempts that were blocked because all the trunks were busy.	sum(BLOCKAGE)
% All Trunks Busy	Percentage of time that all trunks were busy during the specified time period.	For interval $100 * \text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{INTRVL} * 60)$ For daily: <PERCENT_AL_BSY_SUM_D> For weekly: <PERCENT_AL_BSY_SUM_W> For monthly: <PERCENT_AL_BSY_SUM_M>
% Maint Busy	Percentage of time that trunks were out of service for maintenance during the specified time period.	for interval: $100 * \text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{INTRVL} * 60) * \text{sum}(\text{TRUNKS}))$ For daily: <PERCENT_MBUSY_SUM_D> For weekly: <PERCENT_MBUSY_SUM_W> For monthly: <PERCENT_MBUSY_SUM_M>

VDN Reports

Overview

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

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

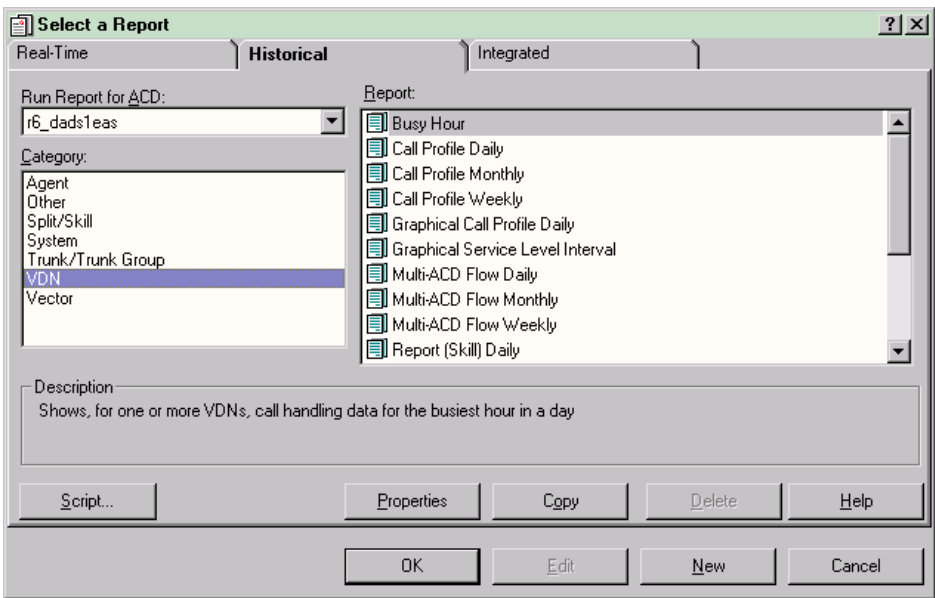
Organization of VDN Reports

The following list shows how the VDN reports are structured in *CentreVu* Supervisor.

- **Busy Hour**
- **Call Profile:** Daily, Weekly, Monthly
- **Graphical Call Profile:** Daily
- **Graphical Service Level:** Interval
- **Multi-ACD Flow:** Daily, Weekly, Monthly
- **Report (Skill):** Interval, Daily, Weekly, Monthly
- **Skill Preference Report:** Interval, Daily, Weekly, Monthly

VDN Report
Selector Window

The following figure is an example of the VDN Reports Selector window. The reports are explained in the same order as listed in the window.



VDN Report Input
Window

The reports in this section use the VDN Report Input Windows. Specific input information is included with the reports. You must fill in the report input window to run the report.

VDN Report Input
Fields

The following table describes the input fields on historical VDN report input windows. Not all reports use all fields; refer to information for the specific report you are running to determine what you want to view. For example, you will generally select a VDN to run the report. The exception is the VDN Multi-ACD Flow report, which has its own input window. All possible fields on the primary VDN report input window are described here.

Field	Definition
VDN:	Enter the name or number of the VDN you want to include in the report.
Date:	Enter the date for the day you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a “-” offset based on today's date (for example, -1 for yesterday).

Field	Definition
Times:	Enter the period of time you would like the report to over. To complete the input field, do the following: • Type in the information requested. You can type in AM/PM format (for example, 7:30AM - 5:00PM) or you can use 24-hour format (for example, 7:30 - 17:00) • Select the information from the pull-down list of previously used items. During each CMS session, Supervisor recalls the items you have selected for each input field. You can use the pull-down list to select an item for the input field. • Use the Browse button to view all available items for the input field, and then select a item(s) for the input field. When you select the Browse button, a window opens that lets you select items for the input field.
Destination:	Choose a report destination. You can select View Report on Screen or Print Report on: and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

VDN Busy Hour Report

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

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

Things to Know About This Report

Here are some things you need to know about this report.

- The “Calls Offered” report item includes all calls that entered the VDN.
- The VDN Busy Hour report is available in interval version only.
- The database items used in the VDN Busy Hour are stored in the hvdn (interval) table.
- This report uses the VDN report input window. Select a VDN that you want to view on the report. See “VDN Report Input Fields” on page 4-130 for more information.

VDN Busy Hour Report Example

The following figure provides an example of the VDN Busy Hour report.

The screenshot shows a window titled "VDN Busy Hour" with a menu bar (Report, Edit, Format, Tools, Options, Help) and a status bar (Double Click To Run Format Table, r6_dads1eas). The report displays data for the date 3/27/98. The table below represents the data shown in the report.

VDN Name	Busy Hour	Inbound Calls	ACD Calls	Avg ACD Time	Aban Calls	Forced Busy Calls	Forced Disc Calls	Other Calls
VDN1	12:30AM	854	591	:08	263	0	0	0

VDN Busy Hour Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date	Day for which the report was run (selected in the report input window).	ROW_DATE
VDN Name	Number or name of each VDN for which the report shows data (selected in the report input window).	syn(VDN)
Busy Hour	Busiest hour is the set of contiguous intervals totaling an hour that had the highest number of completed incoming calls to the associated VDN.	BH_STARTTIME
Inbound Calls	Number of calls to the VDN that were completed in the busy hour.	BH_VDNCALLS
ACD Calls	Number of calls to the VDN completed during the busy hour that were answered by an agent as split/skill or direct agent calls.	BH_ACDCALLS
Avg ACD Time	Average time that agents spent talking to callers on split/skill and direct agent ACD calls that completed during the busy hour to the VDN. This does not include HOLDTIME.	BH_ACDTIME/BH_ACDCALLS
Aban Calls	Number of calls to the VDN that were abandoned during the busy hour.	BH_ABNCALLS
Forced Busy Calls	Number of calls that received a forced busy signal while being processed by the VDN (in the busy hour).	BH_BUSYCALLS
Forced Disc Calls	Number of calls that received a forced disconnect while being processed by the VDN (in the busy hour).	BH_DISCCALLS
Other Calls	Number of calls that connected to a non-ACD destination while being processed by the VDN (in the busy hour).	BH_OTHERCALLS - BH_BUSYCALLS - BH_DISCCALLS

VDN Call Profile Report

The VDN **Call Profile** report displays the numbers of answered/connected and abandoned calls within each of the administered service level increments for the VDN during the selected time period. The VDN Call Profile report also displays the acceptable service level administered for the VDN and the percentage of calls completed during the reporting period that were answered/connected within that service level.

Because this report shows you how long it takes for calls to be answered or abandoned, you can determine how long callers are willing to wait for agents before hanging up. With this information, you can determine the answering speed required to reduce the number of abandoned calls.

Things to Know About This Report

Here are some things you need to know about this report.

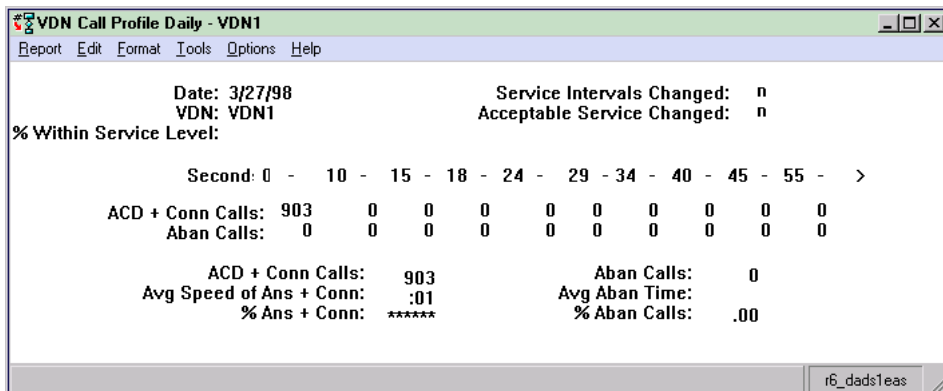
- The VDN Call Profile report is available only if the Vectoring feature has been purchased and authorized for you to use.
- Each of the ten columns represents a progressively longer wait time. For example, the first column shows calls answered/connected in less than or equal to PERIOD1 seconds, the second column shows calls answered/connected in less than or equal to PERIOD2 seconds, but greater than PERIOD1 seconds, and so on.
- Calls receiving a forced busy or disconnect and calls that outflow (for example, routed to another VDN) are not considered in the VDN Call Profile report.
- The VDN Call Profile report is available in daily, weekly, and monthly versions.
- The database items used in the VDN Call Profile report are stored in the `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- This report uses the VDN report input window. Select a VDN that you want to view on the report. See “VDN Report Input Fields” on page 4-130 for more information.

Prerequisite System Administration

You must define your acceptable service level and service level increments for this VDN in the VDN Call Profile Setup window. If you do not define your service level and increments, zero (0) is used for all increments, and all calls appear in the first increment. See Chapter 7, “Call Center Administration” in the *CentreVu® Call Management System R3V6 Administration* (585-215-850) document for more information.

VDN Call Profile Report Example

The following figure provides an example of a VDN Call Profile report.



VDN Call Profile Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date, Week Starting, Month Starting:	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
VDN:	Number or name of the VDN for which the report shows data (selected in the report input window).	syn(VDN)
% Within Service Level:	Percentage of incoming calls to the VDN that were answered by a measured agent or connected to a non-ACD destination within the service level (as specified in the VDN Call Profile Setup window).	100*(sum(ACCEPTABLE)/ sum(INCALLS)) <PERCENT_SERV_LVL_VDN>
Service Intervals Changed:	Indication (YES/NO) as to whether the call profile increments (in the VDN Call Profile window) were changed within the time frame of the report.	syn(YES_NO)
Acceptable Service Changed:	Indication (YES/NO) as to whether the acceptable service level (in the VDN Call Profile Setup window) was changed within the time frame of the report.	syn(YES_NO)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Seconds	Lower and upper limits in seconds of each service level increment (as defined in the VDN Call Profile Setup window). These increments represent progressively longer wait time segments in which calls may be answered by a measured agent, connected to a non-ACD destination, or abandoned.	PERIOD1-9
ACD+Conn Calls:	Number of calls that, while carried by this VDN, were answered by a measured agent or were connected to a non-ACD destination within each of the service level increments. With <i>DEFINITY</i> ECS and Generic 2.2 switches, connected means calls <i>answered</i> at a non-ACD destination. With the Generic 2.1 switch, connected means calls <i>rang</i> at the non-ACD destination.	sum(ANSCONNCALLS1) ... sum(ANSCONNCALLS10)
Aban Calls:	Number of incoming calls to the VDN that hung up before they could be answered within each of the service level increments.	sum(ABNCALLS1), sum(ABNCALLS2), through sum(ABNCALLS10)
ACD+Conn Calls (total):	Number of calls that, while being carried by this VDN, were answered by an agent or were connected (to a non-ACD destination). With <i>DEFINITY</i> ECS and Generic 2.2 switches, "connected" means calls <i>answered</i> at a non-ACD destination. With the Generic 2.1 switch, "connected" means calls <i>rang</i> at the non-ACD destination.	sum(ACDCALLS + CONNECTCALLS)
Avg Speed of Ans+Conn:	Average time, in minutes and seconds, that calls completed in this interval waited before they were answered by an agent or were connected (to a non-ACD destination). This average includes direct agent calls (<i>DEFINITY</i> ECS switches only). With <i>DEFINITY</i> ECS and Generic 2.2 switches, "connected" means calls <i>answered</i> at a non-ACD destination. With the Generic 2.1 switch, "connected" means calls <i>rang</i> at the non-ACD destination.	sum(ANSTIME + CONNECTTIME) / sum(ACDCALLS + CONNECTCALLS)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
% Ans+Conn:	Percentage of calls to the VDN answered by a measured agent or connected to a non-ACD destination within the service level. With <i>DEFINITY</i> ECS and Generic 2.2 switches, “connected” means calls <i>answered</i> at a non-ACD destination. With the Generic 2.1 switch, “connected” means calls <i>rang</i> at the non-ACD destination.	$100 * (\text{sum}(\text{ACDCALLS} + \text{CONNECTCALLS}) / \text{sum}(\text{INCALLS}))$ <PERCENT_VDN_ANSCONN>
Aban Calls:	Number of calls that were abandoned while being carried by the VDN.	sum(ABNCALLS)
Avg Aban Time:	Average time that calls waited before the callers abandoned them.	$\text{sum}(\text{ABNTIME}) / \text{sum}(\text{ABNCALLS})$ <AVG_ABANDON_TIME_SUM>
% Aban Calls:	Percentage of calls that abandoned while carried by this VDN.	$100 * (\text{sum}(\text{ABNCALLS}) / \text{sum}(\text{INCALLS}))$ <PERCENT_VDN_ABAN>

VDN Graphical Call Profile Daily Report

This report shows how calls to the VDN you specify are being handled compared to your call center's predefined Acceptable Service Level for the date you specify.

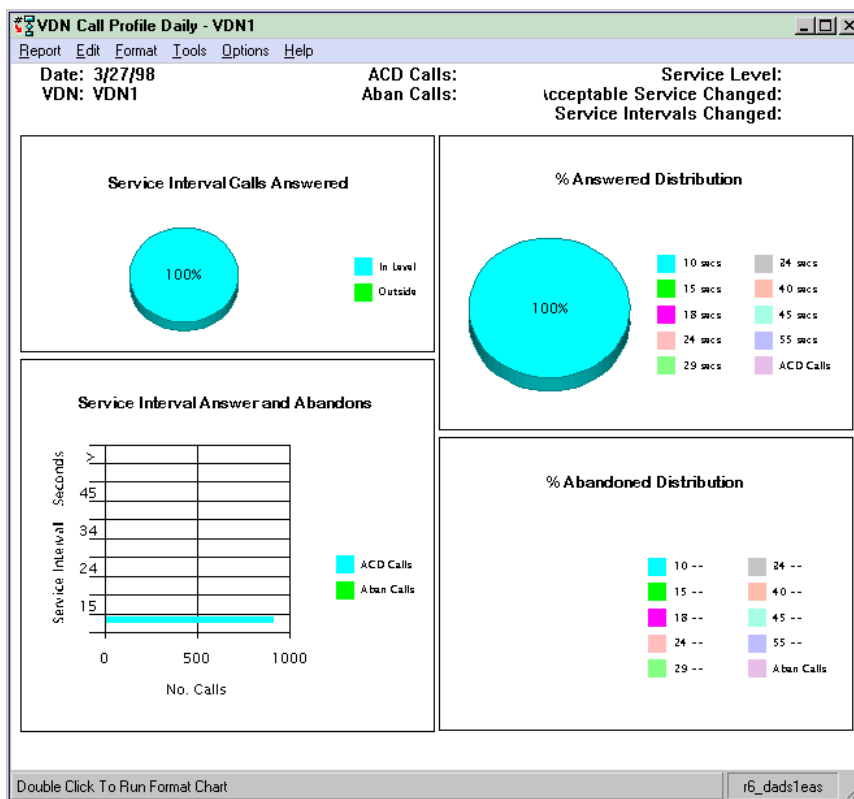
Things to Know About This Report

Here are some things you need to know about this report.

- This report has four charts and displays a collection of VDN call profile related data items at the top of the report. The box to the right of each chart is a legend.
 - The three-dimensional pie chart in the upper-left quadrant shows the percentage of ACD calls answered within the predefined Acceptable Service Level and the percentage of ACD calls answered outside this level. The numerical value represented by each pie piece is shown inside the pie chart.
 - The stacked area graph in the lower-left quadrant shows the number of ACD calls answered and abandoned within each service level. Note that the number displayed for each service interval is the upper limit of the interval. (For example, if the first two intervals are "5" and "10," the first data point shows answers/abandons within 0-5 seconds, and the second data point shows answers/abandons within 6-10 seconds.)
 - The three-dimensional pie charts on the right side of the report show the Percentage Answered Distribution and the Percentage Abandoned Distribution. The numerical value represented by each pie piece is shown inside the pie chart.
- The chart type can be changed. See Chapter 2, "Using Reports," in this document for more information.
- The database items are stored in the `dvdn` (daily) table.
- This report is only available through the *CentreVu* Supervisor interface.
- This report uses the VDN report input window. Select a VDN that you want to view on the report. See "VDN Report Input Fields" on page 4-130 for more information.

VDN Graphical Call Profile Report Example

The following figure provides an example of the VDN Graphical Call Profile report.



VDN Graphical Call Profile Report Description

The following table describes the report fields for the VDN Graphical Call Profile report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date:	The day for which the report was run (selected in the report input window).	ROW_DATE
VDN:	The number or name of the VDN for which the report shows data (selected in the report input window).	VDN or syn(VDN)
ACD Calls:	The total number of calls answered within the split/skill for that day.	ACDCALLS
Aban Calls:	The total number of split/skill calls abandoned for that day.	ABNCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Service Level:	Shows administered acceptable service level.	SERVICELEVEL
Acceptable Service Changed:	Shows whether or not the service level was changed. A "YES" appears if the acceptable service level changed during the period covered by the report. Otherwise, a "NO" appears.	syn(SVCLEVELCHG)
Service Intervals Changed:	A "YES" appears if the service intervals increments changed during the period covered by the report. Otherwise, a "NO" appears.	syn(PERIODCHG)
Service Interval Calls Answered	The number of calls that, while connected to this VDN, were answered by an agent or were connected to a non-ACD destination within each of the service level increments. With Generic 2.2 and Generic 3 switches, <i>connected</i> means calls that were answered at a non-ACD destination. With the Generic 2.1 switch, <i>connected</i> means calls that rang at a non-ACD destination.	sum (ANSCONNCALLS1), sum (ANSCONNCALLS2 through 10)
Service Interval Answers and Abandons	The percentage of VDN calls that were answered by an agent within the pre-defined acceptable service level. VDN calls include abandoned calls, calls not answered, and outbound VDN calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one VDN and answered in another VDN.	<100 - PERCENT_ SERV_LVL_ VDN>
% Answered Distribution	The number of calls to the VDN that were answered by an agent or connected to a non-ACD destination within each of the service level increments. Calls in each increment are represented by color-coded area (see legend).	ANSCONNCALLS1 through 10

Report Heading	Description	Database Item, Calculation or <Calculation Name>
% Abandoned Distribution	The number of calls to the VDN that were abandoned within each of the service level increments. Calls in each increment are represented by color-coded area (see chart legend) that change color when an upper or lower threshold is reached. For Generic 2.2 and all <i>DEFINITY</i> ECS switches, this is all VDN calls abandoned. With the Generic 2.1 switch, this is ACD calls abandoned.	ABNCALLS1-10
Service Interval - seconds	The lower and upper limit in seconds of each service level increment (as defined in the VDN Call Profile Setup window). These increments represent progressively longer wait time segments in which calls may be answered or abandoned.	PERIOD1-9

VDN Graphical Service Level Report

This report shows the percentage of ACD calls answered within the predefined Acceptable Service Level and the percentage of ACD calls abandoned for the date and VDN that you specify.

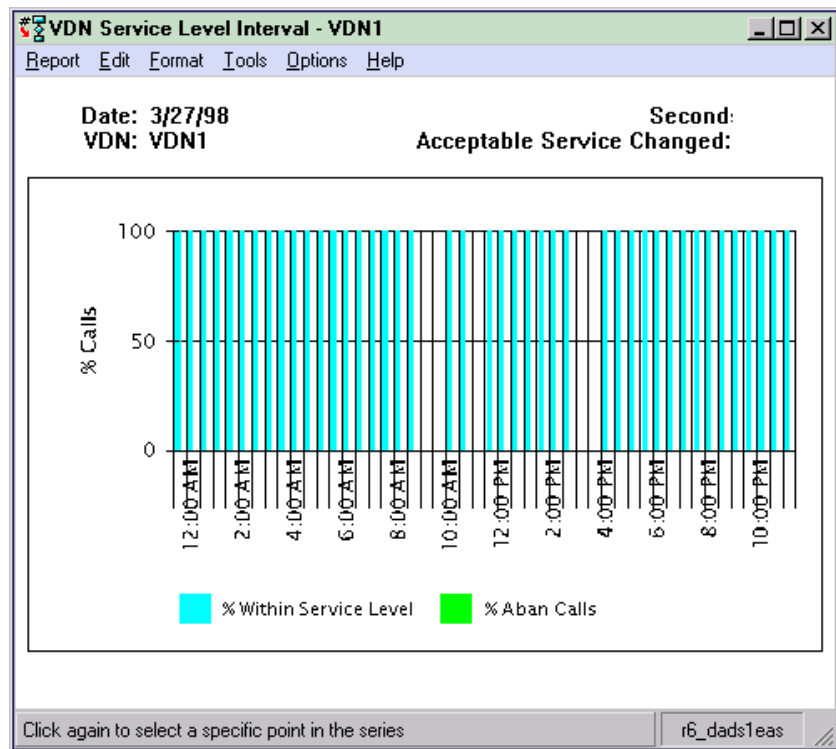
Things to Know About This Report

Here are some things you need to know about this report.

- Each set of vertical bars is labeled with the start time for the service interval. The box below the graph is a legend.
- The chart type can be changed. See Chapter 2, “Using Reports,” in this document for more information.
- The database items used for the report are stored in the hvdn (intrahour interval) table.
- This report is only available through the *CentreVu* Supervisor Interface.
- This report uses the VDN report input window. Select a VDN that you want to view on the report. See “VDN Report Input Fields” on page 4-130 for more information.

VDN Graphical Service Level Report Example

The following figure provides an example of the VDN Graphical Service Level report.



VDN Graphical Service Level Report Description

The following table describes the report fields for the VDN Graphical Service Level report.

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date:	The day for which the report was run (selected in the report input window).	ROW_DATE
VDN:	The number or name of the VDN for which the report shows data (selected in the report input window).	VDN
Seconds	Shows actual administered service level.	SERVICELEVEL
Acceptable Service Changed	Shows whether or not the service level was changed. A "YES" appears if the acceptable service level changed during the period covered by the report. Otherwise, a "NO" appears.	syn(SVCLEVELCHG)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
% Within Service Level	The percentage of incoming calls to the VDN that were answered by a measured agent or connected to a non-ACD destination within the service level (as specified in the VDN Call Profile Setup window). Data are for each specified intrahour interval or day (selected in the report input window).	<PERCENT_SERV_LVL_VDN>
% Aban Calls	The percentage of incoming calls that were abandoned in the VDN.	<PERCENT_VDN_ABAN>

VDN Multi-ACD Flow Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- This report is only available if the Vectoring feature has been purchased and authorized for you to use.
- You must have the Lookahead Interflow feature active on your ACD to get Lookahead Attempts and Completions data.
- You must have a *DEFINITY* ECS switch to get adjunct routing data.
- Adjunct routing accomplished on a Generic 2 switch using a “route to” step and an ASAI Gateway is reported as VDN Flow Interflow data only, not as adjunct routing.
- The VDN Flow Out report item includes only calls that route to another VDN and route to an external (off-switch) destination.
- The VDN Flow Interflow report item includes both Lookahead Interflow and non-Lookahead Interflow call completions.
- The VDN Multi-ACD Call Flow is available in daily, weekly, and monthly versions.
- The database items used in the VDN Multi-ACD Call Flow are stored in the *dvdn* (daily), *wvdn* (weekly), and *mvdn* (monthly) tables.
- Standard Multi-ACD reports only allow information for six ACDs. You can customize this report through Report Designer to include eight ACDs.

VDN Multi-ACD Call Flow Report Example

The following figure provides an example of a VDN Multi-ACD Call Flow report.

The screenshot shows a window titled "VDN Multi-ACD Flow Daily" with a menu bar (Report, Edit, Format, Tools, Options, Help) and a date field set to "Date: 3/27/98". The main table displays call flow data for VDN1 across various ACDs. The data is as follows:

VDN Name	ACD	Inbound Calls	ACD Calls	Aban Calls	Busy + Disc Calls	Backup ACD Calls	Flow In	Flow Out	VDN Interflow	Lookahead Interflow Attempts	Lookahead Interflow Completions	Adjunct Routing Attempts	Adjunct Routing Completions
Totals		9841	4735	5106	0	4735	808	0	0	0	0	0	0
VDN1	r6_dads1eas	9841	4735	5106	0	4735	808	0	0	0	0	0	0

VDN Multi-ACD Call Flow Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting:	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
VDN Name	Number or name of each VDN for which the report shows data (selected in the report input window). If the same VDN name or number is used on two or more ACDs, that name or number will be repeated for each ACD.	syn(VDN)
ACD	ACD that contains the associated VDN in the report.	syn(ACD)
Inbound Calls	Number of calls to the VDN that were completed in the specified time period.	INCALLS sum(INCALLS) (for the "Totals" line)
ACD Calls	Number of split/skill and direct agent ACD calls to the VDN completed during the specified time period that were answered by an agent.	ACDCALLS sum(ACDCALLS) (for the "Totals" line)
Aban Calls	Number of ACD calls to the VDN that hung up before being answered during the specified time period.	ABNCALLS sum(ABNCALLS) (for the "Totals" line)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Busy+Disc Calls	Number of calls to the VDN that, during the specified time period, received a forced busy signal or disconnect.	BUSYCALLS+DISCCALLS <BUSY_DISCONNECT> sum(BUSY+DISCCALLS) (for the "Totals" line)
Backup ACD Calls	Number of calls that, in the specified time period, were answered by an agent in a backup split/skill (split/skill other than the main split/skill) while carried by the VDN. This report item includes messaging split/skill calls, check backup calls, route to split/skill calls, and direct agent calls.	BACKUPCALLS sum(BACKUPCALLS) (for the "Totals" line)
Flow In	Number of calls that, in the specified time period, were redirected to this VDN via a "route to" VDN. Calls are counted regardless of whether they remained connected to the VDN, were abandoned, or were subsequently routed to some other destination.	INFLOWCALLS sum(INFLOWCALLS) (for the "Totals" line)
Flow Out	Number of calls that, in the specified time period, were routed to another destination via a "route to" VDN or external destination. It does not include calls routed to another vector via a "go to vector" step.	OUTFLOWCALLS sum(OUTFLOWCALLS) (for the "Totals" line)
VDN Interflow	Number of calls that, in the specified time period, were routed from this VDN to a destination outside the switch. This report item includes Lookahead Interflow calls.	INTERFLOWCALLS sum(INTERFLOWCALLS) (for the "Totals" line)
Lookahead Interflow Attempts	Number of times that, in the specified time period, the switch attempted to route from this VDN using the Lookahead Interflow feature.	LOOKATTEMPTS sum(LOOKATTEMPTS) (for the "Totals" line)
Lookahead Interflow Completions	Number of calls that, in the specified time period, the switch successfully routed from this VDN using the Lookahead Interflow feature.	LOOKFLOWCALLS sum(LOOKFLOWCALLS) (for the "Totals" line)
Adjunct Routing Attempts	Number of times that, in the specified time period, a VDN (<i>DEFINITY</i> ECS switches only) attempted to request routing from an adjunct. This report item includes unsuccessful adjunct routing attempts, which means the adjunct was not able, within the given amount of time established in the vector, to route the call.	ADJATTEMPTS sum(ADJATTEMPTS) (for the "Totals" line)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Adjunct Routing Completions	Number of calls that, in the specified time period, were successfully routed by an adjunct via an “adjunct routing” command in a vector. This report item includes direct agent calls completed via the adjunct.	ADJROUTED sum(ADJROUTED) (for the “Totals” line)

VDN (Skill) Report

The VDN (Skill) **Report** gives you historical information for a specified VDN and period of time. The interval, daily, weekly, and monthly VDN Reports display, for a particular VDN, various types of data that show how well calls to that VDN were handled.

Things to Know About This Report

Here are some things you need to know about this report.

- This report is only available if the Vectoring feature has been purchased and authorized for you to use.
- If you have Expert Agent Selection (EAS), the VDN report includes three VDN Skill Preference columns on the right-hand side of the report.
- On the Generic 2 switch, if calls connect to a destination by a “route to” step to the ASAI Gateway, those calls will be recorded under “VDN Flow Out” report item. Those calls will **not** be included as abandons or answered calls in the VDN reports because the calls are neither answered nor abandoned while connected to the VDN.
- On a Generic 2.2 and *DEFINITY* ECS switches, the “go to vector” command allows the ACD to process calls using more than one vector, even though those calls remain connected to the original VDN. Thus, for a report item like “Calls Ans in Main,” the main splits in which calls are answered may be referenced in a vector other than the first vector to which the VDN is assigned.
- The VDN Report is available in interval, daily, weekly, and monthly versions.
- The database items used in the VDN report are stored in the `hvdn` (interval), `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- This report uses the VDN report input window. Select a VDN that you want to view on the report. See “VDN Report Input Fields” on page 4-130 for more information.

VDN Report Example

The following figure provides an example of a VDN Report.

Date	Vector	Inbound Calls	Flow In	ACD Calls	Avg Speed Ans	Avg ACD Time	Avg ACW Time	Main ACD Calls	Backup ACD Calls	Connect Calls	Avg Connect Time	Aban Calls	Avg Aban Time	Forced Busy Calls	Forced Disc Calls	Flow Out	Avg VDN Time	1st Skill Pref	2nd Skill Pref	3rd Skill Pref
Totals		9841	808	4735	:03	:07	:00	0	4735	0		5106	:40	0	0	0	:26			
3/27/98	1968	161	947	:03	:07	:01	0	947	0			1021	:40	0	0	0	:26	01	02	03
3/28/98	1960	164	940	:02	:06	:00	0	940	0			1000	:38	0	0	0	:25	02	04	05
3/29/98	1976	158	954	:03	:06	:02	0	954	0			1042	:42	0	0	0	:27	01	02	03
3/30/98	1962	172	950	:03	:07	:00	0	950	0			1030	:40	0	0	0	:26	04	05	02
3/31/98	1966	152	944	:02	:08	:00	0	944	0			1012	:40	0	0	0	:26	05	01	03

VDN Report Description

The following figure describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
VDN Name:	Number or name of the VDN for which the report shows data (selected in the report input window).	syn(VDN)
Date, Week Starting, Month Starting	Day(s), week(s), or month(s) for which the report was run (selected in the report input window).	ROW_DATE
Time (for Interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME, STARTTIME + INTRVL
Vector	Number of the vector to which the VDN is assigned. If the VDN-vector association changed during the reporting period, two rows appear in the report for that period, one for each vector associated with the VDN.	VECTOR
Inbound Calls	Number of calls to the VDN within the specified time period. Calls are counted regardless of whether they were answered in the VDN, were abandoned, or were routed to some other destination.	INCALLS sum(INCALLS)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow In	Number of calls that, in the specified time period, were redirected to this VDN via the "route to VDN" vector command. Calls are counted regardless of whether they were answered in the VDN, were abandoned, or were routed to some other destination.	INFLOWCALLS sum(INFLOWCALLS)
ACD Calls	Number of split/skill and direct agent ACD calls completed during the reporting period that were answered while carried by the VDN. This includes calls from "queue to main," "check backup," "route to" split/skill, and "adjunct routing" to a split/skill or direct agent.	ACDCALLS sum(ACDCALLS)
Avg Speed Ans	Average time, in minutes and seconds, split/skill and direct agent ACD calls waited before they were answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED> <AVG_ANSWER_SPEED_SUM>
Avg ACD Time	Average talk time, in minutes and seconds, for split/skill and direct agent ACD calls for this VDN. This does not include HOLDTIME.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME> <AVG_ACD_TALK_TIM_SUM>
Avg ACW Time	Average amount of time, in the specified time period, that agents spent in after-call work for split/skill and direct agent ACD calls to this VDN.	ACWTIME/ACDCALLS <AVG_ACW_TIME> <AVG_ACW_TIME_SUM>
Main ACD Calls	Number of calls to the VDN completed during the specified time period that were answered by an agent in a main split/skill. The calls are directed to the main split/skill by the "queue to main" vector command. This item does not include direct agent calls.	ACDCALLS-BACKUPCALLS sum(ACDCALLS) - sum(BACKUPCALLS)
Backup ACD Calls	Number of calls to the VDN completed during the specified time period that were answered by an agent in a backup split/skill (split/skill other than the main split/skill). The calls can be directed to a backup split/skill by a "check backup," "messaging split/skill," or "route to split/skill" or direct agent vector command. This item does include direct agent calls.	BACKUPCALLS sum(BACKUPCALLS)
Connect Calls	Number of calls to the VDN that were connected to a non-ACD destination. With <i>DEFINITY</i> ECS switches, "connected" means calls <i>answered</i> at a non-ACD destination. With the Generic 2 switch, "connected" means calls <i>rang</i> at the non-ACD destination.	CONNECTCALLS

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg Connect Time	Average time, in minutes and seconds, that calls to the VDN waited before connecting to a non-ACD destination. <i>CentreVu</i> CMS tracks time starting from the moment a call connects to the VDN and ending the moment the call connects to the destination. With <i>DEFINITY</i> ECS and Generic 2.2 switches, “connected” means calls <i>answered</i> at a non-ACD destination. With the Generic 2.1 switch, “connected” means calls <i>rang</i> at the non-ACD destination.	CONNECTTIME / CONNECTCALLS <AVG_CONNECT_TIME> <AVG_CONNECT_TIME_SUM>
Aban Calls	Number of calls to the ACD that hung up while being carried by this VDN. The number of calls applies to the specified time period.	ABNCALLS sum(ABNCALLS) (for the “Totals” line)
Avg Aban Time	Average time, in minutes and seconds, that abandoned calls waited in this VDN before they were abandoned. This average, which applies to the specified time period, includes direct agent calls (<i>DEFINITY</i> ECS switches only).	ABNTIME/ABNCALLS <AVG_ABANDON_TIME> <AVG_ABANDON_TIME_SUM> (for the “Totals” line)
Forced Busy Calls	Number of calls that, for the specified time period, received a forced busy signal while being carried by the VDN.	BUSYCALLS sum(BUSYCALLS) (for the “Totals” line)
Forced Disc Calls	Number of calls that, in the specified time period, received a forced disconnect while being carried by the VDN. For Generic 2.1 and Generic 3 Version 1 switches, calls are counted if callers were disconnected after listening to the entire announcement; otherwise, they are counted as abandoned calls.	DISCCALLS sum(DISCCALLS) (for the “Totals” line)
Flow Out	Number of calls that, for the specified time period, were routed to another VDN or external destination via a “route to” step or “adjunct routing” command (<i>DEFINITY</i> ECS switches only). It does not include calls routed to a new vector via a “go to vector” command.	OUTFLOWCALLS sum(OUTFLOWCALLS) (for the “Totals” line)
Avg VDN Time	Average time, in minutes and seconds, that calls were carried by the VDN, including talk time. This average, which applies to the specified time period, is for all calls, including direct agent calls (<i>DEFINITY</i> ECS switches only), abandoned calls, disconnected calls, interflowed calls, and so on.	INTIME/INCALLS <AVG_VDN_TIME> <AVG_VDN_TIME_SUM> (for the “Totals” line)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
1st Skill Pref	For switches with EAS only, the first skill assigned to this VDN.	SKILL1
2nd Skill Pref	For switches with EAS only, the second skill assigned to this VDN.	SKILL2
3rd Skill Pref	For switches with EAS only, the third skill assigned to this VDN.	SKILL3

VDN Skill Preference Report

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

Things to Know About This Report

Here are some things you need to know about this report.

- If the VDN skill preferences are referred to explicitly in the vector (for example, “queue to main skill xx” instead of “queue to main skill 1st”), the calls answered for that skill are included in this report.
- The VDN Skill Preference report is available in interval, daily, weekly, and monthly versions.
- The database items used in the VDN Skill Preference report are stored in the `hvdn` (interval), `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- This report uses the VDN report input window. Select a VDN that you want to view on the report. See “VDN Report Input Fields” on page 4-130 for more information.

VDN Skill Preference Report Example

The following figure provides an example of a VDN Skill Preference report.

Date	Vector	Inbound Calls	Avg Speed Ans	Aban Calls	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	1st Skill Pref	1st Skill ACD	1st Skill Avg	1st Skill ACW Time	2nd Skill Pref	2nd Skill ACD	2nd Skill Avg	2nd Skill ACW Time	3rd Skill Pref	3rd Skill ACD	3rd Skill Avg	3rd Skill ACW Time
Totals		1003	:03	900	:40	503	:07	:00	01	303	:07	:00	02	400	:08	:00	03	300	:09	:00
3/31/98	Vector1	1003	:03	900	:40	503	:07	:00	01	303	:07	:00	02	400	:08	:00	03	300	:09	:00

VDN Skill Preference Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
VDN:	Name or number of the VDN for which the report was run.	syn(VDN)
Date, Week Starting, Month Starting:	Dates for which the report was run. For weekly and monthly reports, these dates are the starting dates of the weeks or months.	ROW_DATE
Time (for interval reports only)	Intervals which the report covers.	STARTTIME, STARTTIME + INTRVL
Vector	Number of the vector to which the VDN is assigned. If the VDN-vector association changes during the reporting period, two rows will appear in the report for that period, one for each vector associated with the VDN.	VECTOR
Inbound Calls	Number of inbound calls that were directed to the VDN.	INCALLS sum(INCALLS)
Avg Speed Ans	Average speed of answer for split/skill and direct agent ACD calls to the VDN that were completed during the reporting period.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED> <AVG_ANSWER_SPEED_SUM>
Aban Calls	Number of calls to the VDN during the reporting period that hung up before they could be answered.	ABNCALLS sum(ABNCALLS)
Avg Aban Time	Average time callers to the VDN waited before abandoning.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME> <AVG_ABANDON_TIME_SUM>
ACD Calls	Number of skill and direct agent ACD calls to the VDN completed during the reporting period that were answered by an agent. This includes calls from "queue to main," "check backup," "messaging skill," "route to" skill, and "adjunct routing" to a skill or direct agent.	ACDCALLS sum(ACDCALLS)
Avg ACD Time	Average time agents spent talking on skill and direct agent ACD calls to this VDN that were completed during the reporting period. This does not include HOLDDTIME.	ACDTIME / ACDCALLS <AVG_ACD_TALK_TIME> <AVG_ACD_TALK_TIM_SUM>

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg ACW Time	Average time agents spent in after call work associated with skill and direct agent calls to this VDN that were completed during the reporting period.	ACWTIME / ACDCALLS <AVG_ACW_TIME> <AVG_ACW_TIME_SUM>
1st Skill Pref.	First VDN skill assigned to this VDN.	SKILL1
1st Skill ACD Calls	Number of ACD calls to the VDN completed during the reporting period that were answered by an agent in the first VDN skill.	SKILLCALLS1 sum(SKILLCALLS1)
1st Skill Avg ACD Time	Average talk time for calls to this VDN answered by agents in the first VDN skill preference. This does not include HOLDTIME.	SKILLTIME1 / SKILLCALLS1 sum(SKILLTIME1) / sum(SKILLCALLS1)
1st Skill Avg ACW Time	Average after call work time for calls to this VDN answered by agents in the first VDN skill preference.	SKILLACWTIME1/SKILLCALLS1 sum(SKILLACWTIME1) / sum(SKILLCALLS1)
2nd Skill Pref.	Second VDN skill assigned to this VDN.	SKILL2
2nd Skill ACD Calls	Number of ACD calls to the VDN completed during the reporting period that were answered by an agent in the second VDN skill preference.	SKILLCALLS2 sum(SKILLCALLS2)
2nd Skill Avg ACD Time	Average talk time for calls to this VDN answered by agents in the second VDN skill. This does not include HOLDTIME.	SKILLTIME2 / SKILLCALLS2 sum(SKILLTIME2) / sum(SKILLCALLS2)
2nd Skill Avg ACW Time	Average after call work time for calls to this VDN answered by agents in the second VDN skill.	SKILLACWTIME2/SKILLCALLS2 sum(SKILLACWTIME2) / sum(SKILLCALLS2)
3rd Skill Pref.	Third VDN skill assigned to this VDN.	SKILL3
3rd Skill ACD Calls	Number of ACD calls to the VDN completed during the reporting period that were answered by an agent in the third VDN skill.	SKILLCALLS3 sum(SKILLCALLS3)
3rd Skill Avg ACD	Average talk time for calls to this VDN answered by agents in the third VDN skill. This does not include HOLDTIME.	SKILLTIME3 / SKILLCALLS3 sum(SKILLTIME3) / sum(SKILLCALLS3) (for the "Totals" line)
3rd Skill Avg ACW Time	Average after call work time for calls to this VDN answered by agents in the third VDN skill.	SKILLACWTIME3/SKILLCALLS3 sum(SKILLACWTIME3)/sum(SKILLCALLS3) (for the "Totals" line)

Vector Report

Overview

The **Vector** report displays, for a single vector, various types of data that show how calls were handled by the vector.

 **NOTE:**

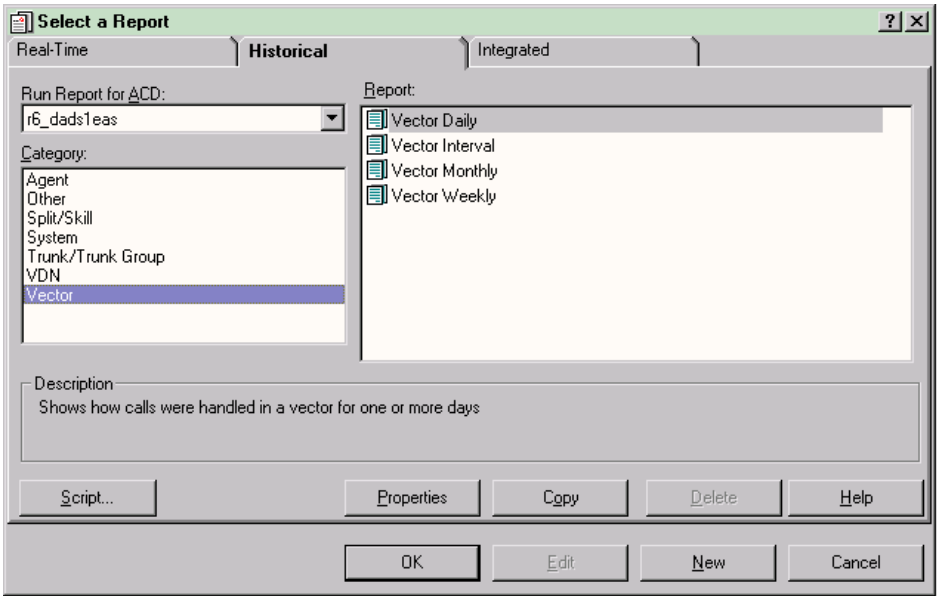
This menu item is available only if you have purchased the *CentreVu* CMS Vectoring feature and that feature has been authorized for you to use.

Vector Report Versions

The Vector report is available in Interval, Daily, Weekly, and Monthly versions.

Vector Report Selector Window

The following figure is an example of the Vector Report Selector window. The reports are explained in the same order as listed in the window.



Things to Know About This Report

Here are some things you need to know about this report.

- With the Generic 2 switch, if calls connect to a destination by a “route to” step to the ASAI Gateway, they are recorded under **Vector Flow Out**. Those calls are **not** included as abandons or answered calls in the vector reports because the calls are neither answered nor abandoned while connected to the vector.

- The Vector report is available in interval, daily, weekly, and monthly versions.
- The database items for the Vector reports are stored in the `hvector` (interval), `dvector` (daily), `wvector` (weekly), and `mvector` (monthly) tables.

Vector Input Fields

The following table describes the fields on the input window. You must fill in the input window to run the report.

Field	Definition
Vector:	Enter the name or number of the vector you want to include in the report.
Date: (for interval report only)	Enter the date you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a "-" offset based on today's date (for example, -1 for yesterday).
Dates: (for daily, weekly, and monthly reports)	Enter the date for the day or the start date for the week or the month you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a "-" offset based on today's date (for example, -1 for yesterday). • For daily, weekly, and monthly reports, you can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.

Field	Definition
Times: (for interval report only)	Enter the time you would like the report to cover. - You can use AM/PM format (for example, 7:30AM-5:00PM). - You can use military time format (for example, 7:30-17:00).
Destination:	Choose a report destination. You can select View Report on Screen or Print Report on: and then use the Select Printer button to print the report on any Windows printer. The default printer is shown.

Vector Report Example

The following figure provides an example of a Vector report.

Date	Inbound Calls	Avg Speed Ans	Main ACD Calls	Backup ACD Calls	Aban Calls	Avg Aban Time	Forced Busy Calls	Forced Disc Calls	Flow In	Flow Out	Other Calls	Avg Vector Time
Totals	185	:00	185	0	0	0	0	0	0	0	0	:00
3/28/98	185	:00	185	0	0	0	0	0	0	0	0	:00

Vector Report Description

The following table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Vector:	Number or name of the vector for which the report shows data (selected in the report input window).	syn(VECTOR)
Date, Week Starting, Month Starting:	Day (for interval report) or dates (for daily, weekly, and monthly reports) for which the report was run (selected in the report input window).	ROW_DATE

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Time (for Interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME, STARTTIME+INTRVL
Inbound Calls	Number of calls processed by the vector that completed in the specified time period.	INCALLS sum(INCALLS) (for the "Totals" line)
Avg Speed Ans	Average time, in minutes and seconds, that split/skill and direct agent ACD calls waited before they were answered by an agent. This item includes only calls that were answered as a result of processing by this vector.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED> <AVG_ANSWER_SPEED_SUM> (for the "Totals" line)
Main ACD Calls	Number of calls completed during the specified time period that were answered by an agent in a main split/skill because of processing by this vector. The calls are directed to the main split/skill by the "queue to main" vector command. This item does not include direct agent calls.	ACDCALLS-BACKUPCALLS sum(ACDCALLS) - sum(BACKUPCALLS) (for the "Totals" line)
Backup ACD Calls	Number of calls completed during the specified time period that were answered by an agent in a backup split/skill using a vector command other than "queue to main." This report item includes messaging split/skill calls, check backup calls, route to split/skill calls, and direct agent calls.	BACKUPCALLS sum(BACKUPCALLS) (for the "Totals" line)
Aban Calls	The number of calls that were abandoned by the caller while in vector processing. This item includes calls that abandoned either while in a split/skill or direct agent queue or while ringing at agent voice terminals or while in vector processing (call need not have queued yet). The number of calls applies for the specified time period.	ABNCALLS sum(ABNCALLS) (for the "Totals" line)
Avg Aban Time	The average time, in minutes and seconds, that calls waited in the vector before they were abandoned.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME> <AVG_ABANDON_TIME_SUM> (for the "Totals" line)
Forced Busy Calls	The number of calls that, in the specified time period, received a forced busy signal as a result of processing by this vector.	BUSYCALLS sum(BUSYCALLS) (for the "Totals" line)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Forced Disc Calls	The number of calls that, in the specified time period, received a forced disconnect as a result of processing by the vector. For Generic 2.1 and Generic 3.1 switches, calls are counted in this field if callers were disconnected after listening to the entire announcement; otherwise they are counted as abandoned calls.	DISCCALLS sum(DISCCALLS) (for the "Totals" line)
Flow In	The number of calls that, in the specified time period, were redirected to this vector from within the switch via "route to VDN" and "go to vector" commands.	INFLOWCALLS sum(INFLOWCALLS) (for the "Totals" line)
Flow Out	Number of calls that, in the specified time period, were redirected to another destination by way of a "go to vector," "route to," or "adjunct routing" command to a destination other than a split/skill or direct agent. (Calls that route to a split/skill or direct agent by way of a "route to," "adjunct routing," or "messaging split/skill" command are still tracked in the vector.)	OUTFLOWCALLS sum(OUTFLOWCALLS) (for the "Totals" line)
Other Calls	This includes forced busy calls, forced disconnect calls and outflow calls. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS.	OTHERCALLS
Avg Vector Time	The average time, in minutes and seconds, that calls were being processed by the vector. This average, which applies to the specified time period of the report, is for all calls to the vector. The item includes calls that were abandoned, disconnected calls, interflowed calls, and so on. Talk time is not included because calls are removed from the vector when the calls connect to agent voice terminals. Vector processing stops when the "stop" step or the "go to vector" step is processed or the "route to" completes successfully; or at the completion of the last step in the vector, when busy or disconnect is sent, when the call abandons, or when a messaging split/skill or adjunct routing command succeeds.	INTIME/INCALLS <AVG_VEC_TIME> <AVG_VEC_TIME_SUM> (for the "Totals" line)

Integrated Reports

General Information

Audience

This chapter is written for supervisors who use *CentreVu*® Supervisor integrated reports to effectively run the call center. Integrated reports can be displayed on your PC, printed, stored to a file, copied to a clipboard, run as a script, or exported to HTML format through the Save as HTML feature.

Introduction

This chapter explains every integrated report available through *CentreVu* Supervisor.

Integrated Reports compile call center information from any starting point in the last 24 hours up to and including the current interval.

At the Reports Integrated tab, reports that refresh in real-time can be selected to display information accumulated from any interval beginning in the past month, week or day until the time the report is generated. Standard integrated reports can show data for ACD, agent, split/skill, trunks/trunk group, vector, and VDN activities. The reports you see depend on your switch type, permissions, and system performance.

How This Chapter Is Organized

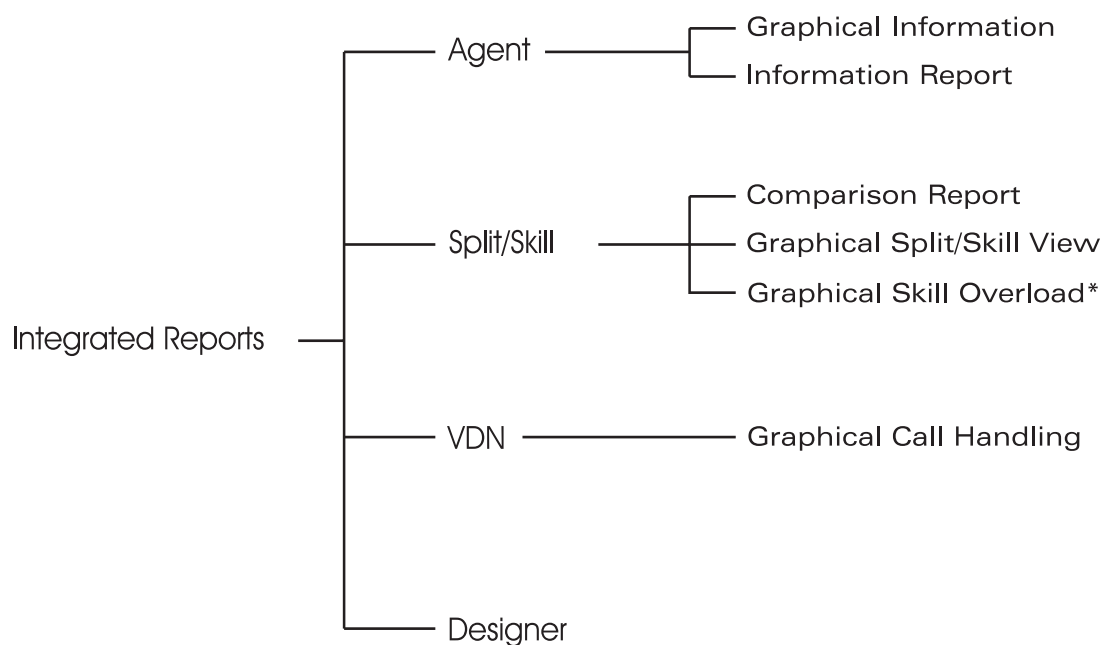
This chapter gives a brief description of each available report, examples of the report input windows, and definitions of the input fields. It provides the information needed to complete any integrated report input screen.

Each report section contains the following headings:

- **Things to Know About This Report**—gives you information on factors that affect the integrated report discussed in each section.
- **Report Example**—provides an example of the report. A table provides report headings, field definitions, and the corresponding database item.

Diagram of Integrated Reporting System

The following diagram shows how the Integrated reporting system is structured. This section follows the report structure outlined in the diagram—agent reports are described first, followed by split/skill reports, then VDN reports. Designer reports are described in the *CentreVu*® *Report Designer Version 6* document, Lucent Technologies 585-215-859.



* This report is described in the *CentreVu Advocate User Guide*, Lucent Technologies document 585-215-855.

Presentation of Report Information

Integrated Supervisor reports are available only when you are using the Supervisor application (they are not available through Terminal or standard CMS).

Only reports that are available exclusively through Supervisor are described in this chapter. An Integrated report combines real-time and historical data for a current view of the day. For general information about Integrated reports, see Chapter 2, "Using Reports."

Agent Reports

Overview

CentreVu Supervisor Agent reports allow for access to information and statistics for each agent from specified start times.

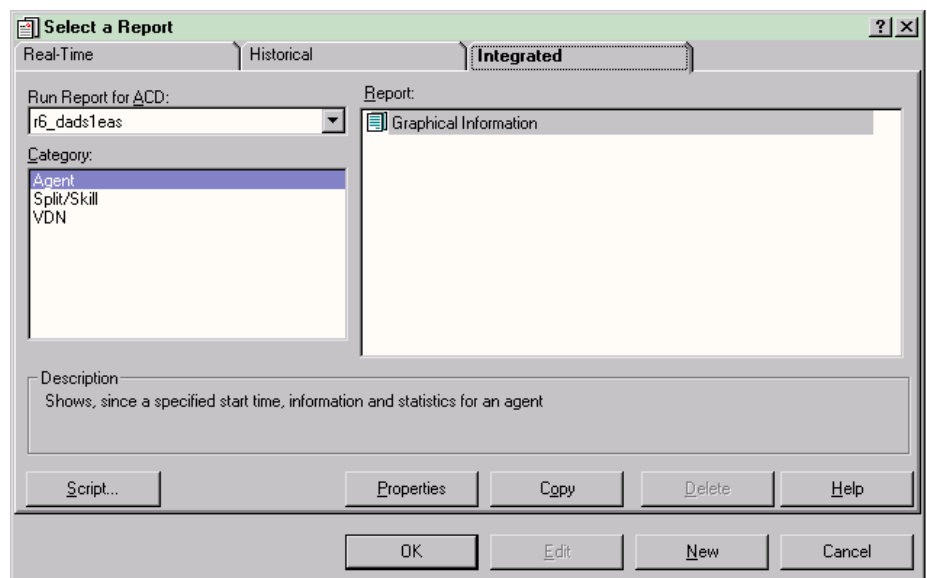
Organization of Agent Reports

The following list shows how the Integrated Agent reports are organized in Supervisor. You will see either the Graphical Information (EAS) or the Information (non-EAS) report, depending on your switch type.

- Graphical Information
- Information

Agent Report Selector Window

This figure is an example of the Agent Report Selector window. The reports are explained in the same order as listed in the window.



Agent Report Input Fields

This table describes the input fields on integrated Agent Report input and must be filled in to run the report.

Item	Description
Agent:	Enter the name of the agent. The agent's name must be defined in the Dictionary subsystem; otherwise, you will see the agent login IDs.
Report Data Start Time:	Enter the day and time (either in military time or with AM/PM specified) you want the report to start collecting data. The time entered (or the time adjusted to the nearest previous interval start time relative to the entered time) is used to populate the Report Data Start Time field on the report. NOTE: If no report start time is available, the start time will be midnight of the current day. The report start time must be less than 24 hours before the current time.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default value for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report Thresholds	Check this box to turn on the thresholds for the report.
Run Minimized	Check this box to minimize the report.

Agent Graphical Information Report

The Agent Graphical Information report shows information and statistics for an agent from a specified interval start time, within the past 24 hours.

Things to Know About This Report

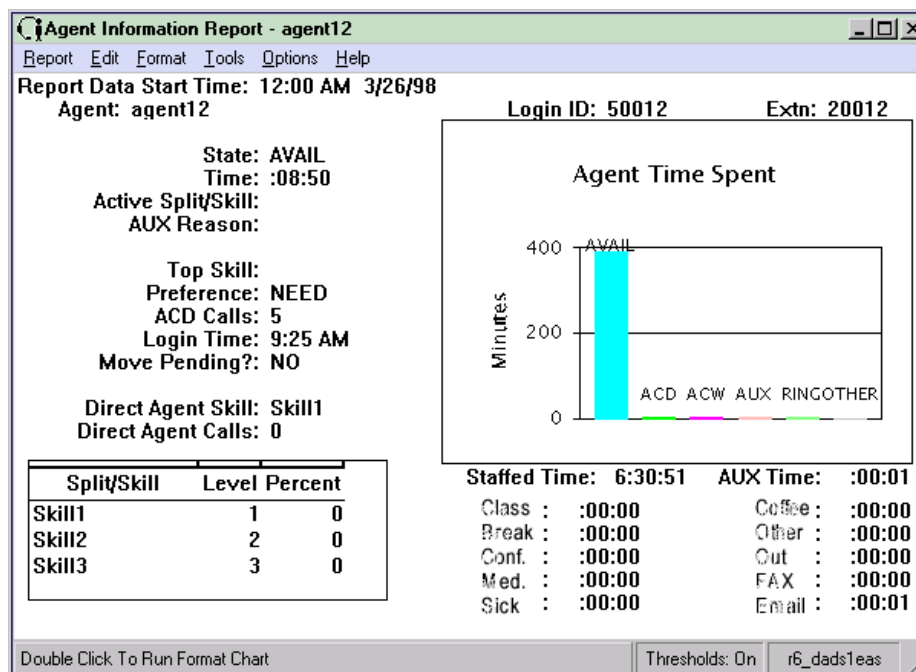
Here are some things you need to know about this report.

- This report can be accessed in the following ways:
 - From the Integrated Agent Category selector menu.
 - By drilling down to this report from the Agent Name or Login ID fields on other reports (for example, Work State, Graphic AUX Agent reports or Call Center Administration windows).
- This report is available in two forms:
 - *DEFINITY*® Enterprise Communications Server (ECS) with the EAS feature
 - Generic 3 Version 4 and earlier switches with the EAS feature.
- Supervisors can use this report to access further information on one particular agent without having to execute several steps and several different reports to get the pertinent information. This report enables supervisors to quickly evaluate agent performance and decide whether an agent should be added to or removed from a skill.
- The following list describes the information this report will contain for the *DEFINITY*ECS Release 5 and later switch:
 - Graphical information: a two-dimensional bar chart that shows the time the agent has spent in each of the work states since the report data start time. Above the bar chart is the text “Agent Time Spent.”
 - Table information: a table that shows the skills assigned to the agent and the corresponding skill level.

A scroll bar is provided if the number of skills to which the agent is assigned exceeds the default size of this table.
- The database items for the Agent Graphical Information report are stored in the `cagent` (current interval) and `hagent` (intrahour interval) tables.
- This report uses the Agent Graphical Information Report Input Window. See “Agent Report Input Fields” in this section for input field definitions.

Agent Graphical Information Report Example

This figure provides an example of an Agent Graphical Information report.



Agent Graphical Information Report Description

This table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Report Data Start Time:	The day and time that the report started collecting data.	No database item.
Agent:	The names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned and logged into this split/skill.	syn(LOGID)
Login ID:	The login identification of the agent.	LOGID
Extn:	The extension that the agent logged in from.	EXTENSION
State:	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	syn(AWORKMODE) and syn(DIRECTION)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Time:	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME
Active Split/Skill:	When an agent is on a split/skill or direct agent ACD call or in ACW, this is the split/skill associated with the call or ACW. When an agent is available, in AUX or in OTHER, this is null (blank). When an agent is on an AUXIN/AUXOUT call, this is the OLDEST_LOGON split/skill. When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold, this is the OLDEST_LOGON split/skill. When an agent is on an AUXIN call with an ACD call on hold, this is the OLDEST_LOGON split/skill. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call.	syn(WORKSKILL)
AUX Reason:	The reason code associated with the agent current state. This is blank if the agent is not in the AUX state. For agents in AUX on switch releases that are earlier than the ECS or that do not have EAS and reason codes enabled, this will only be 0 (zero).	syn(AUXREASON)
Top Skill:	The agent's first-administered, highest-level, measured skill, where skill level 1 is the highest, and skill level 16 is the lowest.	syn(TOPSKILL)
Preference:	The agent's call handling preference. Values are blank, skill level (LVL), percent (PCNT) or greatest need (NEED). See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855 for PCNT.	syn(PREFERENCE)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD Calls:	The queued ACD calls to the split/skill that were answered by an agent in the split/skill. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway or Generic switches with ASAI only).	sum(ACDCALLS)
Login Time:	The time of the day that the agent logged into this SPLIT. This field is not set unless the agent is logged in. Values include NULL and time-of-day.	LOGONSTART
Move Pending?:	A move to a new split or skill or a change of skills is pending for this agent. This is available only for Generic 3 Version 4 and later switch releases with the "Move Agent While Staffed" feature.	MOVEPENDING
Direct Agent Skill:	The skill that is currently assigned as the agent's direct agent skill. Direct agent calls to the agent are queued to this skill.	syn(DA_SKILL)
Direct Agent Calls:	The number of direct agent ACD calls that the agent answered.	DA_ACDCALLS
Split/Skill	The split/skill number for which the data was collected.	syn(SPLIT)
Level	The skill level (1-16) that is associated with the SPLIT.	syn(LEVEL)
Percent	Agents's percent allocation for this SPLIT . Requires <i>DEFINITY</i> ECS R6 with <i>CentreVu</i> Advocate.	PERCENT

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
AVAIL	The time during the collection interval that the agent was in the available state for split/skill or direct agent ACD calls in any split/skill. TI_AVAILTIME is recorded for the split/skill that was the OLDEST_LOGON. For non-EAS operation, if an agent logged into multiple splits in AUX mode in one split and is available for ACD calls in another split. The agent accrues I_AVAILTIME for the split in which the agent is available and TI_AVAILABLE in the split logged into the longest.	sum(TI_AVAILTIME)
ACD	The time during the collection interval that the agent was talking on ACD calls for the SPLIT.	sum(I_ACDTIME+ I_DA_ACDTIME)
ACW	The total time during the collection interval that the agent was in after call work (ACW). This includes ACW for split/skill ACD calls and ACW not associated with the call.	sum(I_ACWTIME+ I_DA_ACWTIME)
AUX	The time since the report start time that the agent was in AUX in all splits/skills or on AUXINCALLS or AUXOUTCALLS. "TI_" stands for the time that is stored for the split/skill logged into the longest.	sum(TI_AUXTIME)
RINGING	The time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. If the agent changes work modes or answers/makes another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity.	sum(I_RINGTIME)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
OTHER	The time during the collection interval that the agent was doing other work in all splits/skills. For <i>DEFINITY</i> ECS switches, while in Auto-in or Man-In: the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or an extension call rang with no other activity. For Generic 2.2, the agent pushed the Hold button or flashed the switchhook from Auto-in or Manual-in mode and performed no further action. For all switches, TI_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch.	sum(TI_OTHERTIME)
Staffed Time:	The time during the collection interval that the agent was staffed in any split/skill. The "TI_" stands for the time that is stored only for the split or skill that the agent is logged into for the longest amount of time.	sum(TI_STAFFTIME)
AUX Time:	The time during the collection interval that the agent was in AUX in all splits/skills or on AUXINCALLS or AUXOUTCALLS. The "TI_" stands for the time that is stored only for the split or skill that the agent is logged into for the longest amount of time.	sum(TI_AUXTIME)
Reason Code (0 ... 9)	The time that the agent spent in active AUX reason codes. It is the same as TI_AUXTIME for switches without AUX reason codes enabled. The "TI_" stands for the time that is stored only for the skill that the agent is logged into for the longest amount of time.	sum(TI_AUXTIME0)

Agent Information Report

The Agent Information report shows information and statistics for an agent from a specified start time.

Things to Know About This Report

Here are some things you need to know about this report.

- This report is not available with the EAS feature.
- This report can be accessed in the following ways:
 - From the Integrated Agent Category selector menu.
 - By drilling down to this report from the Agent Name or Login ID fields on other reports (for example, Agent Information, Work State, Graphic AUX Agent reports or from Call Center Administration windows).
- When a Supervisor user drills down from an agent name to an Agent Information report and selects an integrated report, the report data start time defaults to the start time specified in the last integrated report input window. If no integrated report has ever been entered, the default is set to midnight. Supervisor users have the ability to restart this report just as any other Supervisor report can be restarted, and a different report start time can be specified when the report is restarted.
- The database items used for the Agent Information report are stored in the `cagent` (current interval) and `hagent` (intrahour interval) tables.
- This report uses the Agent Information Report Input Window. See “Agent Report Input Fields” in this section for input field definitions.

Agent Information Report Example

This figure provides an example of an Agent Information report.

Agent Information Report - a4014

Report Edit Format Tools Options Help

Report Data Start Time: 12:00 AM 2/26/98

Agent: a4014	Login ID:	Extn:							
Percent:	Staffed Time: :00:00	<table border="1"> <thead> <tr> <th>Staffed Split(s)</th> </tr> </thead> <tbody> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> </tbody> </table>	Staffed Split(s)						
Staffed Split(s)									
State:	AVAIL: :00:00								
Time:	ACD: :00:00								
Active Split:	ACW: :00:00								
ACD Calls: 0	AUX: :00:00								
Move Pending?:	RINGING: :00:00								
Direct Agent Calls: 0	OTHER: :00:00								

Thresholds: On Jaeger1G32

Agent Information Report Description

This table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Report Data Start Time:	The day and time that the report started collecting data.	No database item.
Agent:	The names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned and logged into this split/skill.	syn(LOGID)
Login ID:	The login identification of the agent.	LOGID
Extn:	The extension that the agent logged in from.	EXTENSION
Percent:	The agent's percent allocation. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	PERCENT
State:	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	syn(AWORKMODE) and syn(DIRECTION)
Time:	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	AGTIME

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Active Split:	When an agent is on a split or direct agent ACD call or in ACW, this is the split associated with the call or ACW. When an agent is available, in AUX or in OTHER, this is null (blank). When an agent is on an AUXIN/AUXOUT call, this is the OLDEST_LOGON split. When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold, this is the OLDEST_LOGON split/skill. When an agent is on an AUXIN call with an ACD call on hold, this is the OLDEST_LOGON split. When an agent is on an AUXOUT call with an ACD call on hold, this is the split associated with the ACD call.	syn(WORKSKILL)
ACD Calls:	The queued ACD calls to the split/skill that were answered by an agent in the split/skill. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway or Generic switches with ASAI only).	sum(ACDCALLS)
Move Pending?:	A move to a new split or skill or a change of skills is pending for this agent. This is available only for Generic 3 Version 4 and later switch releases with the "Move Agent While Staffed" feature.	MOVEPENDING
Direct Agent Calls:	The number of direct agent ACD calls that the agent answered.	sum(DA_ACDCALLS)
Staffed Time:	The total time that the agent was logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	sum(TI_STAFFTIME)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
AVAIL:	The time since the report start time that the agent was in the available state for split/skill or direct agent ACD calls in any split/skill. TI_AVAILTIME is recorded for the split/skill that was the OLDEST_LOGON. For non-EAS operation, if an agent logged into multiple splits in AUX mode in one split and is available for ACD calls in another split. The agent will accrue I_AVAILTIME for the split in which the agent is available and TI_AVAILABLE in the split logged into the longest.	sum(TI_AVAILTIME)
ACD:	The time during the collection interval that the agent was talking on ACD calls for the SPLIT.	sum(I_ACDTIME+ I_DA_ACDTIME)
ACW:	The time during the collection interval that the agent was in after call work (ACW). This includes ACW for split/skill ACD calls and ACW not associated with the call.	sum(I_ACWTIME+ I_DA_ACWTIME)
AUX:	The time during the collection interval that the agent was in AUX in all splits/skills or on AUXINCALLS or AUXOUTCALLS. The "TI_" stands for the time that is stored only for the split or skill that the agent is logged into for the longest amount of time.	sum(TI_AUXTIME)
RINGING:	The time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. If the agent changes work modes or answers/makes another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity.	sum(I_RINGTIME)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
OTHER	The time during the collection interval that the agent was doing other work in all splits/skills. For <i>DEFINITY</i> ECS switches, while in Auto-in or Man-In: the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or an extension call rang with no other activity. For Generic 2.2, the agent pushed the Hold button or flashed the switchhook from Auto-in or Manual-in mode and performed no further action. For all switches, TI_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch.	sum(TI_OTHERTIME)
Staffed Split(s)	Split/Skill number for which data was collected.	syn(SPLIT)

Split/Skill Reports

Overview

CentreVu Supervisor Split/Skill reports allow access to the following specific information about splits and skills:

- The current status and cumulative data for one or more splits or skills
- The status of agents in the split/skill and cumulative split/skill statistics
- The time each specified skill has spent in normal versus overload conditions.

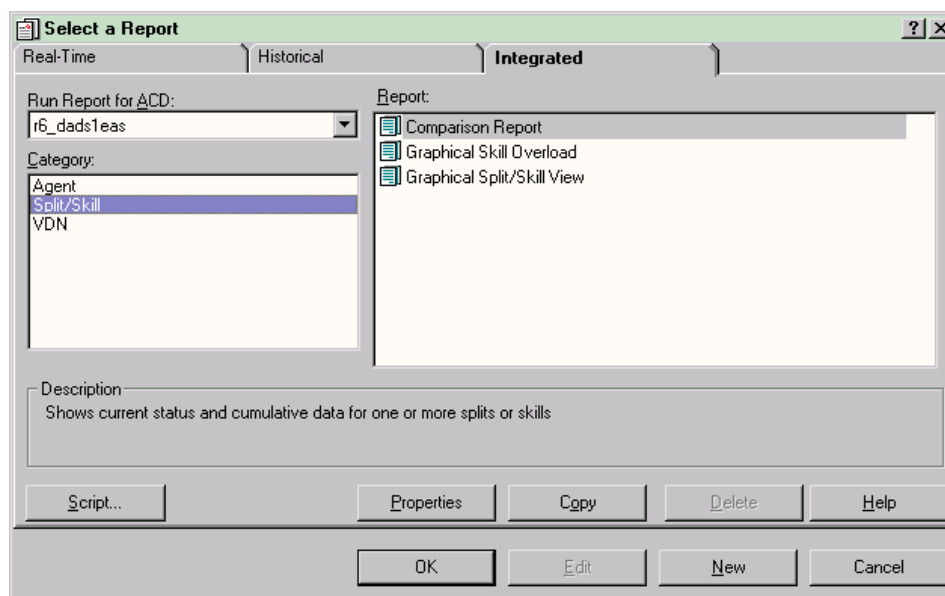
Organization of Split/Skill Reports

The following list shows how the Integrated Split/Skill reports are organized in *CentreVu* Supervisor.

- Comparison
- Graphical Skill Overload (see the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855)
- Graphical Split/Skill View

Split/Skill Report Selector Window

The following figure is an example of the Split/Skill Report Selector window. The reports are explained in the same order as listed in the window.



Split/Skill Report Input Fields

This table describes the input fields on integrated Split/Skill Report input windows. The report input window must be filled in to run the report. These fields are the same for all integrated split/skill reports.

Field	Description
Splits/Skills:	Enter the appropriate split/skill name(s). Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Report Data Start Time:	Enter the day and time (either in military time or with AM/PM specified) you want the report to start collecting data. The time entered (or the time adjusted to the nearest previous interval start time relative to the entered time) is used to populate the Report Data Start Time field on the report. NOTE: If no report start time is available, the start time will be midnight of the current day. The report start time must be less than 24 hours before the current time.
Refresh Every <#> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report Thresholds	Check this box to turn on the thresholds for the report.
Run Minimized	Check this box to minimize the report.

Split/Skill Comparison Report

This report shows the current status and cumulative data for one or more splits or skills.

Things to Know About This Report

Here are some things you need to know about this report.

- Call center supervisors or administrators who are responsible for several splits/skill can use this report to see if splits/skills have comparable talk times, abandon rates, and average speed of answer figures that are comparable up until a certain point in the day.
- The database items for the Split/Skill Comparison report are stored in the `csplit` (current interval) and `hsplit` (intrahour interval) table.
- This report uses the Split/Skill Comparison Report Input Window. See “Split/Skill Report Input Fields” in this section for input field definitions.

Split/Skill Comparison Report Example

The following figure provides an example of a Split/Skill Comparison report.

Split/Skill	Skill State	Agents Staffed	Calls Waiting	Oldest Call Waiting	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Avg Speed Ans
Skill1	NORMAL	80	0	:00	306	:09	0		:00
Skill2	NORMAL	80	0	:00	0		0		
Platinum	NORMAL	80	0	:00	0		0		
Gold	NORMAL	80	0	:00	462	:13	0		:01
Regular	NORMAL	80	0	:00	0		0		

Double Click To Run Format Table

Thresholds: On r6_dads1eas

Split/Skill Comparison Report Example

This table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Report Data Start Time:	The day and time that the report started collecting data.	No database item.
Split/Skill	The name or number of the split(s)/skill(s) selected for the report.	syn(SPLIT)
Skill State	The current state of the skill. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
Agents Staffed	The number of agents logged into each split/skill.	STAFFED
Calls Waiting	The total number of ACD calls waiting to be answered for each split/skill in the report. This includes calls that are in queue and ringing at an agent voice terminal. It also includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only. For the Generic 3 switches, it does not include direct agent calls.	INQUEUE+INRING
Oldest Call Waiting	The number of seconds that the oldest call has waited in queue or ringing at an agent voice terminal for each split/skill in the report. This does not include direct agent calls.	OLDESTCALL
ACD Calls	The ACD calls that were queued to the split/skill and answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only.	ACDCALLS

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg ACD Time	The average talk time for all ACD calls to the split. This does not include hold time on direct agent calls, but it does include talk time of all outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only.	ACDTIME / ACDCALLS <AVG_ACD_TALK_TIME>
Aban Calls	The total number of queued calls for each split/skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned at the far end before an agent answered. For the Generic 2.2 switches with ASAI Gateway Interface feature or the <i>DEFINITY</i> ECS with the ASAI feature only.	ABNCALLS
Avg Aban Time	The average time a caller waited before hanging up.	ABNTIME / ABNCALLS
Avg Speed Ans	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS with ASAI only.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED>

Graphical Split/Skill View Report

This report shows the status of agents in the split/skill and cumulative split/skill statistics.

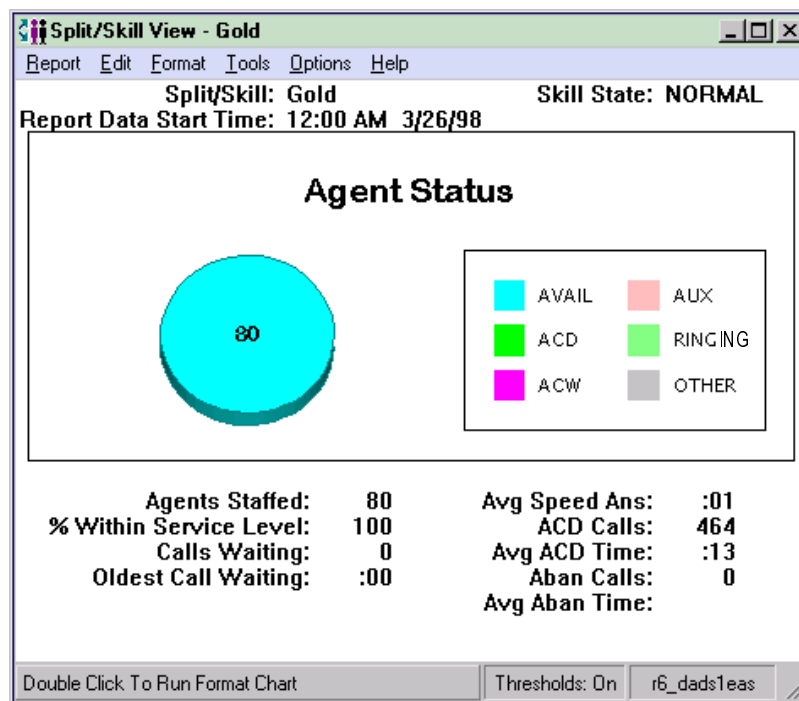
Things to Know About This Report

Here are some things you need to know about the Graphical Split/Skill View report.

- Call center managers can use this report for large numbers of agents in one split or skill, and need split/skill status but do not want to consume the PC resources required to display individual agent status of many agents.
- Call center managers can use this report to see the totals and averages for a specific split or skill up to a certain point in the day.
- The database items for the Graphical Split/Skill View report are stored in the `csplit` (current interval) and `hsplit` (intrahour interval) table.
- This report uses the Split/Skill View Input Window. See “Split/Skill Report Input Fields” in this section for input field definitions.

Graphical Split/Skill View Report Example

This figure provides an example of a Graphical Split/Skill View report.



Graphical Split/Skill View Report Description

This table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill:	The name or number of the split(s)/skill(s) selected for the report.	syn(SPLIT)
Report Data Start Time:	The day and time that the report started collecting data.	No database item.
Skill State:	The current state of the skill. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855.	syn(SKSTATE)
AVAIL	The current number of agents that are available to receive ACD calls in this split/skill.	AVAILABLE

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD	The total number of agents connected to inbound and outbound ACD calls in each split/skill. This does not include direct agent calls.	ONACD
ACW	The current number of POSITIONS that are in after call work for this split/skill. This includes agents on ACW-IN/ACW-OUT calls as well as agents in ACW not associated with an ACD call. It does not include agents in ACW for direct agent ACD calls.	INACW
AUX	The current number of POSITIONS that are in auxiliary work for all splits/skills or on AUX-IN/AUX-OUT calls.	INAUX
RINGING	The current number of POSITIONS that are in the “ring” state, for this split/skill. For example, the positions that have a split/skill or direct agent ACD call ring for this split/skill and are not doing anything else. Note: When an agent makes or answers an extension call while an ACD call is ringing, that position is no longer counted in AGINRING (because the agent is then on an AUXIN/OUT call). Agents talking on ACD calls who receive a forced MCH call (for Generic 3 Version 4 switches and later) are not counted in AGINRING (they are counted in ONACD).	AGINRING
OTHER	The current number of POSITIONS that are doing other work.	OTHER
Agents Staffed:	The number of agents logged into the split/skill.	STAFFED

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Within Service Level:	The percentage of split/skill ACD calls that were answered by an agent within the predefined acceptable service level. Calls to the split/skill include abandoned calls, calls not answered, and outbound ACD calls placed by an adjunct (for example, outbound predictive dialing - Generic 2.2 switches with the ASAI Gateway Interface feature or <i>DEFINITY</i> ECS switches with the ASAI feature). Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split and answered in another split/skill. For <i>DEFINITY</i> ECS switches, Percent Within Service Level does not include direct agent calls.	100*(ACCEPTABLE/ CALLSOFFERED) sum(PERCENT_SERV_LVL _SPL) <PERCENT_SERV_LVL_SPL>
Calls Waiting:	The total number of split/skill ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal and outbound ACD calls placed by an adjunct (for example, outbound predictive dialing - Generic 2.2 switches with the ASAI Gateway Interface feature or <i>DEFINITY</i> ECS switches with the ASAI feature). It does not include direct agent calls (<i>DEFINITY</i> ECS only).	INQUEUE + INRING
Oldest Call Waiting:	The number of seconds that the oldest ACD call has waited in queue or ringing before being answered. This does not include direct agent calls.	OLDESTCALL
Avg Speed Ans:	The average time that calls waited in queue or ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or <i>DEFINITY</i> ECS with the ASAI feature only).	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED>

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD Calls:	The queued ACD calls to the split/skill that were answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway or <i>DEFINITY</i> ECS with ASAI only).	ACDCALLS
Avg ACD Time:	The average talk time (does not include hold time) for all ACD calls to this split/skill. This does not include direct agent calls, but it does include talk time of all ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or <i>DEFINITY</i> ECS with the ASAI feature only).	<AVG_ACD_TALK_TIME>
Aban Calls:	The total number of queued calls for each split/skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned at the far end before an agent answered (Generic 2.2 switches with ASAI Gateway Interface feature or <i>DEFINITY</i> ECS with the ASAI feature only).	ABNCALLS
Avg Aban Time:	The average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>

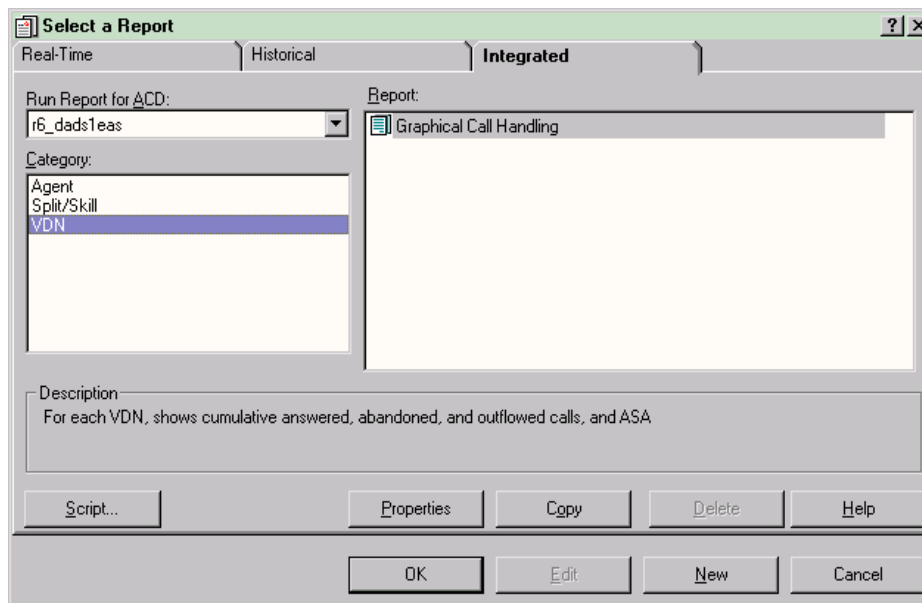
VDN Report

Overview

The *CentreVu* Supervisor VDN Graphical Call Handling report allows access to specific information on answered, abandoned, and outflow calls.

VDN Report Selector Window

The following figure is an example of the VDN Report Selector window.



VDN Report Input Fields

This table describes the input fields on integrated VDN Report Input windows. You must fill in the report input window to run the report.

Field	Description
VDNs:	Enter the number(s) or name(s) (if they have been defined in the Dictionary) of the VDN(s) that you want to include in the report. You can enter a name only if it has been previously defined in the Dictionary subsystem. To complete the input field, do the following: • Type in the information requested. • Select the information from the pull-down list of previously used items. During each CMS session, Supervisor recalls the items you have selected for each input field. You can use the pull-down list to select an item for the input field. • Use the Browse button to view all available items for the input field, and then select item(s) for the input field. When you click on the Browse button, a window opens that lets you select items for the input field.
Report Data Start Time:	Enter the day and time (either in military time or with AM/PM specified) you want the report to start collecting data. The time entered (or the time adjusted to the nearest previous interval start time relative to the entered time) is used to populate the Report Data Start Time field on the report. NOTE: If no report start time is available, the start time will be midnight of the current day. The report start time must be less than 24 hours before the current time.
Refresh Every <number> Seconds	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.
Enable Report Thresholds	Check this box to turn on the thresholds for the report.
Run Minimized	Check this box to minimize the report.

VDN Graphical Call Handling Report

This report shows, for each VDN, the cumulative number of calls that are answered, abandoned, and considered outflow calls. The report also includes the average speed of answer.

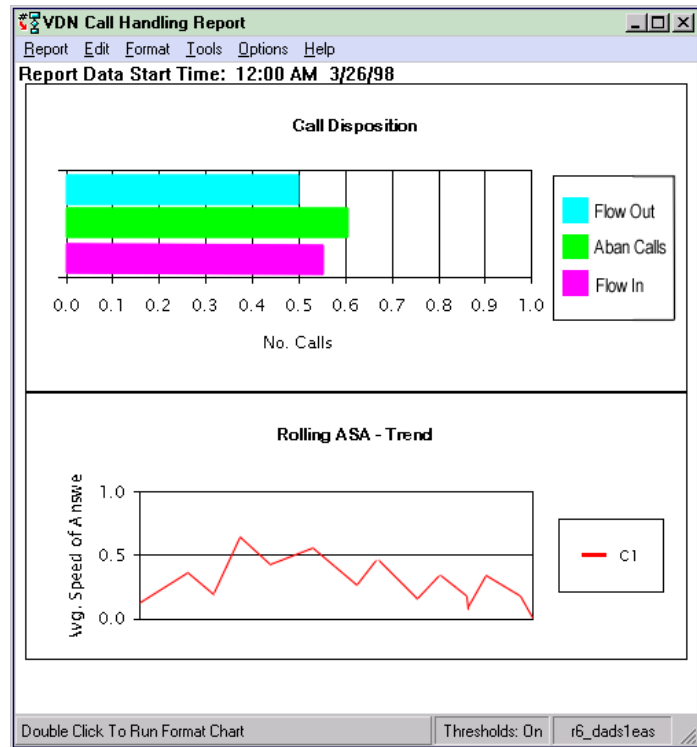
Things to Know About This Report

Here are some things you need to know about this report.

- This report shows in chart format how many ACD calls for each specified VDN were answered, abandoned, or outflowed. It also shows the switch-based ASA.
- This report consists of two charts, with a legend to the right of each.
 - The top chart is a three-dimensional, horizontal, color-coded bar chart showing the numbers of ACD calls answered, abandoned, and outflowed.
 - The bottom chart is a line graph, where the Rolling ASA for each specified VDN is represented by each color-coded line.
- The chart type can be changed. See Chapter 2, “Using Reports,” in this document for more information.
- The database items used for the VDN Graphical Call Handling report are stored in the cvdn (current interval) and hvdn (intrahour interval) tables.
- This report uses the VDN Graphical Call Handling Report Input Window. See “VDN Report Input Fields” in this section for input field definitions.

VDN Graphical Call Handling Report Example

This figure provides an example of a VDN Graphical Call Handling report.



VDN Graphical Call Handling Report Description

This table describes the report fields.

Report Heading	Description	Database Item, Calculation, or <Calculation Names>
Report Data Start Time:	The day and time that the report started collecting data.	No database item.
VDN	The number or name of the VDN for which the report shows data (selected in the report input window).	syn(VDN)
Flow Out	The number of calls that were redirected to another VDN or off-switch destination via a "route to" step or "adjunct routing" command, or were redirected to a VDN by redirection on no answer. Calls in the VDN that are routed to other switch destinations, such as splits/skills or extensions, are not counted as outflows from the VDN.	OUTFLOWCALLS

Report Heading	Description	Database Item, Calculation, or <Calculation Names>
Aban Calls	The number of calls to the ACD during the reporting period that hung up while being carried by this VDN.	ABNCALLS
ACD Calls	The number of split/skill and direct agent ACD calls completed during the reporting period that were answered while carried by the VDN. This includes calls from “queue to main,” “check backup,” “route to” split/skill, and “adjunct routing” to a split/skill or direct agent.	ACDCALLS
Rolling ASA - Trend	The switch-provided rolling average speed of answer for this VDN. This value is sent to <i>CentreVu</i> CMS whenever it changes (for example, when a call is answered) on the Generic 3 Version 4 or later switch with the call vectoring enhancements.	ASA

Database Items and Calculations

General Information

Audience

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

Introduction

This appendix describes the *CentreVu* CMS database tables, the items in the database tables, and the standard Dictionary calculations that use the database items. This appendix is organized as follows:

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

How Database Items and Calculations Are Presented

Introduction

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

Database Items

This appendix defines database items used in *CentreVu* Supervisor reports.

Sample Database Item Table

The database items are presented in a table format, according to ACD element (split/skill, agent, vector, VDN, trunk, trunk group, exception, and so on). Below is an example of how the information is presented:

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

Database Tables

The following database item tables are included in this appendix:

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

- Exceptions.

Items in Different Tables

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

Items in Definitions

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

Index Database Items

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

Database Item Types

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

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

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

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

I = Row Identifier data: gives data that is common to all tables, such as time, date, split in the split/skill tables, and so on.

N = Special Table data: belongs only to a specific table, such as the Historical Agent Login/Logout table or Current Day Forecast table.

M = Maximum Interval Value data: gives data that is the maximum reached for any value in the specified interval.

B = Busy Hour data: gives data that is only meaningful for the busy hour.

The letter **C, A, S, I, N, M, or B** appears in the Type column for each database item.

Historical and Real-Time Data

Cumulative, Administrative, Maximum Value, Row Identifier and Busy Hour data items apply to historical and real-time database items. **Status** items apply only to real-time database items. **Special Table** data items apply only to historical database items.

Call-Based Data

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

Interval-Based Data

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

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

NOTE:

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

Sample Switch Cross-Reference Table

CentreVu CMS database items apply to specific switches. After each database item table, is a switch cross-reference table. The switch cross-

reference tables list each database item by switch release. Below is an example of how the table information is presented:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY® ECS R5	DEFINITY ECS R6
DATABASE ITEM	X	X	X	X	X	X	X
	Switch releases that this database item applies to are marked with X's.						

Calculations

CentreVu CMS uses calculations of database items in many reports. All standard *CentreVu* CMS Dictionary calculations are listed alphabetically and described at the end of this appendix. You can use standard calculations in custom reports, or you can create new ones. You should never modify standard calculations or the meaning of the data will be changed.

Sample Standard Dictionary Calculations Table

Below is an example of how the Calculation table information is presented:

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

Terminology

Database Terminology

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

Abandoned Call	A call in which the caller hung up before the call was answered or connected. Calls also can be considered abandoned if certain timers in the switch time out. See the explanations of the Wait Answer Supervision Timer (WAST), the Phantom-Abandon Calls, and the Trunk No Answer Timeout (G3V2 and later) (NATO) later in this appendix. These timers are used primarily in locations where the central office trunks lack disconnect supervision. Calls may abandon during many phases of processing, including during vector processing, after being queued to a split/skill, and while ringing at an agent or station. The calls that are counted as abandons differ depending on the table. The agent table counts as abandons those split/skill ACD calls that abandoned while ringing at the agent. The split/skill table counts as abandons those calls that abandoned while queued to the split/skill or while ringing at an agent in the split/skill. The VDN table counts as abandons those ACD calls that abandoned while in the VDN, including calls in vector processing not yet queued to a split/skill (for example, calls that abandoned while listening to an announcement), calls queued to one or more splits/skills, and calls ringing at agents (ACD calls). The definitions in each table state which abandons are counted in that table.
ACD Call	A call that queued to a split/skill and was answered by an agent in that split/skill or a call that queued as a direct agent call and was answered by the agent to whom it was queued.

**After Call
Work (ACW)**

Work done when the agent is not on a call. There are two types of after call work (ACW): call-related ACW and ACW not associated with a call. An agent enters a call-related ACW state by completing a manual-in call or, on Generic 3 switches, by pressing the ACW feature button during an automatic-in call, and then completing the call. *CentreVu* CMS tracks call-related after call work in the call-based **ACWTIME** item and in the interval-based **I_ACWTIME** item.

An agent on a Generic 3 switch can enter the ACW state without having an associated call by pressing the ACW feature button while available or in the auxiliary (AUX) mode. *CentreVu* CMS will track this ACW time in the **I_ACWTIME** item, but not in the **ACWTIME** item.

For Generic 3 switches without the EAS feature, the ACW time not associated with an ACD call will be tracked for the split whose ACW feature button the agent pressed. For Generic 3 with Expert Agent Selection (EAS), the ACW time not associated with an ACD call will be tracked for the first skill administered for and successfully logged into by the agent.

In Generic 3 Version 3 and later Generic releases, an agent in after call work who reconnects to a held AUXIN or AUXOUT call will return to the after call work mode when the AUXIN/OUT call is terminated. The after call work time accrued following the termination of the AUXIN/OUT call is after call work not associated with an ACD call, and only counts as **I_ACWTIME**, not as **ACWTIME**.

For Generic 3 releases prior to Generic 3 Version 3, an agent who reconnected to a held AUXIN or AUXOUT call from the after call work mode returned to the available state upon completion of the call.

Agent

The login ID that staffed the extension. This term is often extended to mean the person who used the ID to staff the extension. In all cases, the term agent implies measurement by *CentreVu* CMS.

Agent position (no EAS)	The combination of the agent login ID and the split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected for each agent/split combination separately, so that it is possible to report on the calls handled and time spent by agents in each of the splits they were in. To report on the total work performed by the agent, call data must be summed for the agent over all the splits in which the agent worked.
Agent position (with EAS)	The login ID of the agent, regardless of the number of skills assigned to the agent. Data are still collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.
Answered Call	The agent's state changes to ACD or Direct Agent ACD (DACD). The term answered is used only for split/skill and direct agent ACD calls. (See Connected for non-ACD calls.) For manual answer agents, the call is answered when the agent selects the ringing line appearance. For automatic answer agents, the call is answered directly after the zip tone is applied.
Automatic-In Mode (AI)	In this call answering mode, an agent who releases an ACD call receives another ACD call immediately, or if timed ACW is in use, after the timed ACW period expires, if there is a call queued.
AUX Work Mode	A work mode in which agents are engaged in non-ACD work. This may represent a break or lunch, training, mail, team meetings, and so on. Extension (non-ACD) calls that agents make or receive while available in auto-in or manual-in mode are tracked as AUXOUT or AUXIN calls.
Best Service Routing (BSR)	A method of automatic call distribution between switches based on Expected Wait Time (EWT). BSR can be used either as a single-site or as a multi-site feature.

Call Segment	Call records are made up of call segments, each of which represents a related call. A new call segment is started whenever a call is made or received, including whenever a call is made in order to transfer or conference another call. Call segments that are related share the same call ID. Unrelated call segments have different call IDs.
Connected Call	A non-ACD call that rang and did not abandon at an extension (not a split/skill or direct agent call). The Generic 2.1 switches do not notify <i>CentreVu</i> CMS when non-ACD calls abandon, so all non-ACD calls that route to an extension are tracked as connected calls for these switch releases. For Generic 3 and Generic 2.2 switches, only calls that routed to an extension are tracked as connected calls.
Default Skill (Generic 2.2 EAS)	Every skill that ends with a "0" is called a "default skill," since every agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.
Direct Agent ACD Call (Generic 3)	A call that queues for a specific agent. Direct agent ACD calls can be generated by an ASAI adjunct (Generic 3) or by calling an agent's login id (Generic 3 switches with EAS), given the proper class of restriction for the caller and for the receiving agent. Direct agent ACD calls are tracked as ACD calls along with split/skill ACD calls in the trunk, trunk group, VDN and vector tables. Direct agent ACD calls are tracked separately from split/skill ACD calls in the agent tables. Direct agent ACD calls are not tracked in the split/skill tables (since they are not split/skill ACD calls).
Expert Agent Selection (EAS)	A switch feature that allows the assignment of an agent to certain capabilities (skills). Calls are distributed to skills based on which agents have the capability to best handle them.
External Call	Calls made to off-switch destinations. This includes calls to other switches in a DCS network.
Extension Call	Calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches, these include calls an agent makes to set up a conference or a transfer.

Hold	A call placed on hold as a result of the agent pressing the HOLD feature button or the hard hold feature access code, by using the TRANSFER or CONFERENCE feature button or by flashing the switch hook. <i>CentreVu</i> CMS tracks calls on hold only for the switch releases that notify <i>CentreVu</i> CMS when calls are placed on hold. Releases that notify <i>CentreVu</i> CMS are Generic 2.1 for split/skill ACD calls placed on hold by the HOLD key or feature access code. Generic 2.2 and Generic 3 switches notify <i>CentreVu</i> CMS for all calls.
Manual-In Mode (MI)	A call answering mode in which an agent who releases an ACD call is put into the after call work (ACW) mode and must manually request another ACD call by pushing the MI button.
Multibyte Character Set	A mixed-width character set in which some characters consist of more than one byte. The Japanese kanji character set is an example of such a character set.
Nonprimary Split/Skill (G3 Vectoring, G2.2 EAS)	The second and third splits/skills to which the call queues in a VDN are called “non-primary splits/skills.” They are also referred to as secondary and tertiary splits/skills, respectively.
Nonzero (0) Skill (Generic 2.2 EAS)	Any skill that does not end in “0” is called a “nonzero” skill.
Primary Split/Skill (G3 Vectoring, G2.2 EAS)	The first split/skill the call queues to in a VDN is called the “primary” split/skill. If the call leaves vector processing and queues to another split/skill (for example, routes to a split/skill extension, or routes to another VDN), then that new split/skill becomes the primary split/skill. If the call leaves vector processing and does not queue to another split/skill (for example, routes to an extension), then there is no new primary split/skill.

Queued	A split/skill or direct agent call that has been directed to a split/skill. In the case of the Generic 3 switch, even though the call may never have physically occupied a queue slot on the switch (because it could be delivered immediately to an agent), <i>CentreVu</i> CMS is still notified that the call queued to the split/skill.
Secondary Split/Skill (G3 Vectoring, G2.2 EAS)	The second split/skill the call queues to in a VDN is called the secondary split/skill.
Skill Group (Generic 2.2 EAS)	A group of ten skills. Each consecutive ten skills ending with digits 0 through 9 constitute a skill tens group. For example, skills 10-19 form a skill tens group, as do skills 340-349.
Skill Level	Agents are assigned skill levels that may determine which call waiting for one of the agent's skills will be delivered to the agent when the agent becomes available. Skill levels help determine the "most expert" agent who can handle a call to the skill.
Skill State	Skills can now be in one of four states (unknown, normal, overload 1 or overload 2), based on the expected wait time (EWT) threshold. Time spent in each state except unknown is tracked in the split table. The state is unknown when the link is down or the split is non-EAS, or when a new skill is added and the state message has not yet arrived. Also, the skill state will be unknown for all skills if the switch is not a <i>DEFINITY</i> ECS R6.
Split/Skill ACD Call	A call that queued to a split/skill and was answered by an agent in that split/skill.
Station	An unmeasured extension; that is, an extension that is not currently staffed by an agent or is not a member of an unmeasured split/skill or hunt group.
Tertiary Split/Skill (G3 Vectoring, G2.2 EAS)	The third split/skill the call queues to in a VDN is called the tertiary split/skill.

Top Skill	The agent's top skill is the agent's first-administered, highest-level skill. This concept is the most useful when you have a Generic 3 switch (with EAS) and with agents who are using skill level call handling preference. In this case, the agent's top skill represents the skill for which the agent is most likely to receive a call. Agents for whom a given skill is the top skill are the agents that a skill supervisor can count on to handle calls for the skill. NOTE: This concept is not useful for agents using the greatest need call handling preference or for agents who are not Generic 3 (with EAS) agents. When using the Generic 2.2 (with EAS) switch, the agent's top skill is always the "zero skill." For non-EAS agents, the top "skill" is the split the agent has been logged into the longest.
Uniform Call Distribution (UCD)	An agent selection method, available in both an EAS and a non-EAS environment, in which all idle agents are included in a single group. The least occupied (UCD-LOA) or most idle (UCD-MIA) agent is selected. (In an EAS environment, the selection is made regardless of skill level.)
Universal Call Identifier (UCID)	The UCID is a number that uniquely identifies a call in a network of nodes supporting UCID. This number is a part of the records in the CMS Call History feature.
Zero (0) Skill (Generic 2.2 EAS)	See <i>Default Skill</i>.

Database Table Names

Introduction

To select data for custom reports, you must use the names listed in the tables in this section. The database items are described in later sections of this appendix.

Real-Time Table Names

The following table lists the real-time database tables and the data stored in them:

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

Historical Database Tables

The following table lists historical database tables and the data stored in them:

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

Name	Data Stored
hcwc	CWC data for each intrahour interval.
dcwc	CWC data summarized by day.
wcwc	CWC data summarized by week.
mcwc	CWC data summarized by month.
call_rec	Call record data.
agex	Agent exceptions.
spex	Split exceptions.
tgex	Trunk group exceptions.
vecex	Vector exceptions.
vdnex	VDN exceptions.
linkex	Link down exceptions.
mctex	Malicious call trace exceptions.
f_cday	Forecast current day configuration data by split/skill.
f_cdayrep	Current day forecast data by split/skill.
haglog	Agent login and logout information.
ag_actv	Agent activity trace data.

Interactions with Switch Features and Tracking of Switch Capabilities

Introduction

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

Adjunct-Placed and Adjunct-Routed Calls

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

Look-Ahead Interflow Calls

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

Personal Call Tracking

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

Tracking of AUXIN and AUXOUT Time

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

Tracking for “Route To” Calls

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

Data Tracking Capabilities

Personal Call Tracking offers the following data tracking capabilities:

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

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

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

Hold Tracking for Supervisor Assist Example

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

Abandoned Calls

In general, any call that hangs up before an agent or station answers is an abandoned call. On Generic 3 switches, any VDN calls (whether ACD calls or not) that route to extensions and are then abandoned are counted as abandoned calls for the VDN. (See Phantom-Abandon Calls.) On Generic 2 switches, VDN non-ACD calls that route to extensions and then abandon are counted as connect calls.

	Agent answers ACD call	Agent holds call, dials supervisor	Agent talks to supervisor	Agent reconnects to held ACD call	Call ends
G2.1	I_ACDTIME				
G2.2 (R3V1 CMS)	I_ACDTIME	I_AUXTIME	I_AUXOUTTIME	I_ACDTIME	
G3 (R3V2 and <i>CentreVu</i> CMS)	I_ACDTIME	I_OTHERTIME	I_AUXOUTTIME	I_ACDTIME	
G2.2 (R3V2 and <i>CentreVu</i> CMS)	I_ACDTIME	I_AUXTIME, I_ACDAUX_OUTTIME	I_AUXOUTTIME, I_ACDAUX_OUTTIME	I_ACDTIME	
<i>DEFINITY</i> ECS	I_ACDTIME	I_AUXTIME, I_ACDAUX_OUTTIME	I_AUXOUTTIME, I_ACDAUX_OUTTIME	I_ACDTIME	

Phantom-Abandon Calls

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

Phantom-Abandon Call Timer

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

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

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

PHANTOMABNS Database Item

The database item **PHANTOMABNS** records the total number of such calls. Also, these calls are counted as abandoned calls (**ABNCALLS**) rather than answered calls (**ACDCALLS**). The abandon time for these calls is equivalent to the time elapsed when the agent released the call.

Phantom-Abandon Call Timer Not Enabled

When the phantom-abandon call timer is not enabled, short ACD calls are not counted as phantom-abandons, and the values of the **PHANTOMABNS** database items are 0.

Phantom-Abandon Exceptions

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

Transferred and Conferenced Calls

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

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

Audio Difficulty

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

Direct Agent Calling (G3)

Direct agent calls are tracked separately from other ACD calls in the *CentreVu* CMS database tables. Since direct agent calls are not split/skill calls but are calls to a specific agent, most of the direct agent data are collected in the agent tables in items starting with **DA_** or **I_DA**. Direct agent calls are counted as ACD calls in trunk, trunk group, VDN and vector tables.

Direct Agent Data in Reports

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

Switch-Specific Capabilities

For Generic 3 switches, a direct agent call can be initiated by an adjunct. For Generic 3 Version 2 and later Generic 3 switch releases with the EAS feature, a direct agent call can be initiated by dialing the agent's login number or through the "route to number" vector command. The call is treated like an ACD call and is delivered to the agent before any split/skill ACD calls queue.

Expanded Agent Capabilities (DEFINITY ECS R5 and Later)

The expanded agent capabilities feature allows EAS agents to have up to 20 skills assigned. Each skill may be assigned a level from 1 to 16, where 1 is the highest level and 16 is the lowest. (The numeric level replaces the skill type *p* or *s* used in earlier G3 EAS releases.) Agents may have a call handling preference based either on the skill level, meaning that the agent will serve calls waiting for their highest level skill before serving calls waiting for any lower level skills; or based on greatest need, meaning that the agent will serve the highest-priority, oldest call waiting for any of their skills.

The expanded agent capabilities feature also allows the specification of the skill to be used for the agent's direct calls. This also allows specification of the level for the direct agent skill; which, in conjunction with the agent's call handling preference, may affect the order in which a direct agent call is delivered to an agent. That is, direct agent calls need to be delivered for all skill ACD calls.

A new concept introduced in R3V5 CMS, the top skill, can be useful in EAS implementations that use skill level call handling preference for the agents. An agent's first administered, highest level skill is the agent's top skill, since it is for this skill that the agent is most likely to handle calls. This is the skill that can "count on" the agent. New database items have been added to track the number of top agents in skills, as well as the time top agents spent available and in AUX.

The expanded agent capabilities on the switch include an increased number of measured splits/skills to 600 and an increase in the number of measured agent/split or agent/skill pairs to 10,000 for the G3r processor, as well as new options for Most Idle Agent (MIA) call distribution. The new options allow selection of MIA distribution across skills, rather than for each skill, and selection of whether agents in ACW are or are not included in the agent free list. These options have no direct impact on CMS, since CMS does not keep track of the most idle agent.

Multiple Call Handling (G2, G3V3)

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

Generic 2.1 Switch Capabilities

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

Forced Multiple Call Handling (G3V4)

The Forced Multiple Call Handling feature in Generic 3 Version 4 switches allow an ACD call to ring at an agent's voice terminal even if that agent is already talking on an ACD call. In this case, the agent continues to accrue talk time until the agent puts the current call on hold or releases it.

Hold Tracking (G3, G2)

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

Ringling (G3, G2)

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

Transfer Tracking

For Generic 3 and Generic 2.2 switches, *CentreVu* CMS tracks all transferred calls made by measured agents. For Generic 2.1 and System 85 switches, transferred calls to a VDN are tracked in the VDN tables. The agent and split/skill reports display these transfers. Transfers into a split/skill, agent, or VDN are not tracked explicitly (for example, the party initiating the transfer is credited with a transfer, not the party receiving the transfer).

Conference Tracking (G2.2 and G3)

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

Call Pickup

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

Agents in Multiple Splits/Skills

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

Real-Time Reports

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

Splits Shown on Real-Time Reports

For splits, as long as the agent is not on a call or the agent is in AUX and is available in at least some splits, real-time reports show all the splits in which the agent is available. For skills, the agent cannot be available in some skills and not available in others unless Multiple Call Handling (MCH) is active. The Skill Status report shows all the agent's login skills. If an ACD call is ringing the agent's voice terminal, the real-time report shows the RINGING state. If a personal call is ringing at the agent's voice

terminal, the real-time report shows the OTHER state. No split/skill is shown for the AUX and UNKNOWN states because these states are not split/skill related unless the agent is on a call (AUXIN or AUXOUT) in which case, the split/skill is shown in the report. The agent is shown as being in AUX **only** if the agent is in AUX in **all** splits/skills.

Real-Time Split/Skill Reports

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

Multiple-Split/ Skill Queuing (G3)

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

⇒ NOTE:

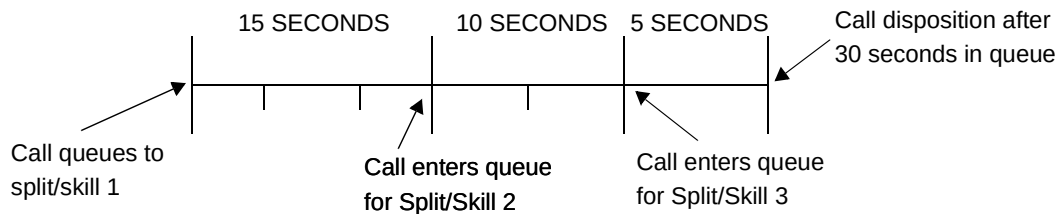
If a call rings in a second or third split and then abandons, an inflow and abandon are counted for that split; an outflow or dequeue is counted for the other splits.

Multiple Split/Skill Queueing Example

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

Best Service Routing (DEFINITY ECS R6)

Best Service Routing (BSR) allows calls to be balanced at a single site or between multiple sites. BSR is enhanced multi-site routing that provides new call vectoring functions that build upon the Look-Ahead Interflow feature to route a call to the “best” split/skill on a single Enterprise Communications Server (ECS) or to the “best” split/skill in a network of *DEFINITY* ECSs. The “best” split/skill is defined as the local split/skill or remote ECS that offers the shortest waiting time for the call in a call surplus (calls queued) situation for the application. The waiting time is calculated using the *DEFINITY* ECS's Expected Wait Time (EWT)



Call Disposition	Split/Skill 1	Split/Skill 2	Split/Skill 3
Abandoned from Queue	ABNCALLS ABNTIME = 30	DEQUEUECALLS DEQUETIME = 15	DEQUEUECALLS DEQUETIME = 5
Split/Skill 2 Answered	OUTFLOWCALLS OUTFLOWTIME = 30	ACDCALLS ANSTIME = 15 INFLOWCALLS	DEQUEUECALLS DEQUETIME = 5
Route to VDN	OUTFLOWCALLS OUTFLOWTIME = 30	DEQUEUECALLS DEQUETIME = 15	DEQUEUECALLS DEQUETIME = 5
Abandoned from Ringing Split/Skill 2	OUTFLOWCALLS OUTFLOWTIME = 30	ABNCALLS ABNTIME = 15	DEQUEUECALLS DEQUETIME = 5

predictor, and can be adjusted by the user. In an agents available situation, the “best” split/skill is determined based on the assigned available agent strategy. BSR data is tracked in the vector, VDN, and call history tables.

Agent State Tracking at Login

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

Generic 2 Switch Functionality

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

Generic 3 Switch Functionality

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

Move Agent While Staffed (G3V4 and later)

The G3V4 switch release supports moving a staffed agent between splits or changing the skill assignments for staffed agents. If the agent has any call on the voice terminal or is in ACW, then the move cannot take place immediately, but is pending until the agent voice terminal goes idle (all calls have been terminated), or the agent changes out of the ACW mode. CMS provides two real-time database items in the agent data, MOVEPENDING and PENDINGSPILT, that can be accessed by using custom reports to provide information about whether agents have moves pending and, if so, the split or skill to which they are being moved. Note that in the case that the agent's skills are being changed and the change adds more than one skill, the PENDINGSPILT item will show the first skill that is being added. It is also possible for MOVEPENDING to be set, but for PENDINGSPILT to be blank (or 0). This can happen, for example, when the link to the switch comes up and a move is pending for an agent. CMS will be notified by the switch that the move is pending, but PENDINGSPILT will not be set.

Converse Vector Command (G3V2 and later)

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

Tracking

There is no vector or VDN tracking for this command. If the VRU ports are administered as a measured split/skill, then agent and split/skill tracking is available.

Go To Vector

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

Outbound Call Management (OCM)

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

can be calculated as **ACDCALLS - O_ACDCALLS**. See the “Adjunct-Placed and Adjunct-Routed Calls” section for more information.

Redirection on No Answer (G3V2 and later)

When a ringing call times out, the call can be queued to the same split/skill or to a Vector Directory Number (VDN) by the Redirection on No Answer (RONA) feature (available only on a *DEFINITY* ECS). When redirected to the same split/skill, an outflow and an inflow are counted for the split/skill. Thus, the redirected call appears as two offered calls to the split/skill. The database item **NOANSREDIR** is also incremented. The unique calls offered to the split/skill can then be calculated by subtracting the value of **NOANSREDIR** from **CALLSOFFERED**.

⇒ NOTE:

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

When a ringing call times out and is routed to a VDN (Generic 3 Version 4), an outflow and **NOANSREDIR** are incremented.

Tracking of Times/Duration

In the trunk, trunk group, and VDN tables, the **TIME** items typically accumulate until the trunk drops at the end of the call, unless the items are queue time or ring time or other similar items.

TIME Database Items

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

Trunk No Answer Timeout (G3V2 and later)

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

Vector Disconnect Timer (G3V2 and later)

The Vector Disconnect Timer is started when a call begins vector processing and stops when the call is routed successfully. This means that the call rings at a destination or the trunk is connected to a destination. In the case of adjunct routing, the timer is stopped when the call is routed successfully. If the timer times out, the call is dropped by the switch and the *CentreVu* CMS records a forced disconnect for the call.

Wait Answer Supervision Timer (WAST)

This timer is started when a call begins ringing at an agent or station. It is stopped if the call is answered, connected or redirected. Once a redirected call begins ringing, the timer is restarted. In the case of redirection on no answer, if the call cannot be redirected, the WAST is restarted. If the WAST times out, the call is dropped by the switch and the *CentreVu* CMS records an abandon (from ringing) for the call.

Universal Call ID (DEFINITY ECS R6)

A Universal Call ID (UCID) is a unique tag that is assigned to a call. The purpose of the UCID is to allow call-related data to be collected and aggregated from multiple sources (for example, *DEFINITY* and *Intuity Conversant*) and multiple sites. The UCID may then be used to group all the data from various sources about a particular call.

CMS will receive the UCID assigned to calls by a *DEFINITY* ECS R6 with this feature enabled. The UCID is then stored, along with data about the call itself, by the call history feature (which includes both internal and external call history). The data will be available to both Custom Reports and the Report Designer. UCID data is stored in the call history and agent trace tables.

Split/Skill Database Items

Introduction

The Split/Skill database item descriptions apply to real-time and historical items.

Type Column

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, **Status (S)**, **Row Identifier (I)**, **Busy Hour (B)**, **Special Table (N)**, or **Maximum Value (M)** data. Cumulative, Administrative, Row Identifier, Busy Hour, and Maximum Value items typically apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables. Special Table items are historical, and apply only to the table in which they are stored.

Real Time Database Items

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

Historical Database Items

Historical split/skill database items apply to the Intrahour Split/Skill (hsplit), Daily Split/Skill (dsplit), Weekly Split/Skill (wsplit), and Monthly Split/Skill (msplit) tables, except as noted. The historical indexes are **SPLIT** and **ROW_DATE**.

Customizing Reports

Row data will be archived for the I_OL1TIME and I_OL2TIME items if the row spent any time in the overload 1 or overload 2 threshold states. If the row (skill) spent all of its time in the normal state, and has no other reason to be archived (that is, no agent staffed time, no calls handled, and so on), then it will not be archived. When creating a report through *CentreVu* Report Designer or CMS Custom reports, data should be summed across user-specified intervals in order to see meaningful report results.

Split/Skill Database Items

The following table describes the database items stored in the Split/Skill database tables:

Database Item	Description	Type
ABNCALLS	Number of CALLSOFFERED that were abandoned while in queue or ringing at an agent position. For Generic 3 Version 1 switches with the Vectoring feature, this also includes calls that were queued to the split/skill and abandoned while listening to a forced disconnect announcement. NOTE: When a call abandons while queued to multiple splits/skills and abandons from queue, only the primary split/skill increments ABNCALLS (calls that are ringing an agent and then abandon peg as abandons for the split/skill they were ringing). This also includes calls with talk times less than the phantom-abandoned call timer value, if it is set. $ABNCALLS = ABNCALLS1 + ABNCALLS2 + ABNCALLS3 + ABNCALLS4 + ABNCALLS5 + ABNCALLS6 + ABNCALLS7 + ABNCALLS8 + ABNCALLS9 + ABNCALLS10$ ABNCALLS includes ABNCALLS1-10, ABNRINGCALLS, O_ABNCALLS, PHANTOMABNS, SLVLABNS.	C
ABNCALLS1-10	Number of ABNCALLS that were abandoned during the collection interval in each of the service level increments PERIOD1 through PERIOD9 (as defined on the Call Center Administration: Call Profile window). ABNCALLS10 counts calls that abandoned after PERIOD9. NOTE: If call profiles are not set, then the data gets stored into the first interval (ABNCALLS1).	C
ABNRINGCALLS	Number of split/skill or direct agent ABNCALLS that abandoned while ringing at an agent position. Available for ring tracking with Generic 2 and Generic 3 switches.	C
ABNTIME	Time callers spent waiting in queue and ringing at an agent's voice terminal before abandoning the call. For phantom abandons, ABNTIME includes the time until the agent releases the call.	C
ACCEPTABLE	Number of ACDCALLS answered by an agent within the predefined acceptable service level (SERVICELEVEL), as defined on the Call Center Administration: Split/Skill Call Profile window.	C
ACD (index)	The ACD number for which data was collected.	A

Database Item	Description	Type
ACDAUXOUTCALLS	Number of AUXOUTCALLS agents in the split/skill made with at least one split/skill ACD call for this split/skill on hold. For agents in multiple skills with multiple call handling (Generic 3 Version 3 switch and later), the call is recorded for the skill of the last ACD call the agent put on hold. ACDAUXOUTCALLS includes calls made to transfer or conference the ACD call. Available with Generic 2.2 and Generic 3 switches.	C
ACDCALLS	Number of CALLSOFFERED calls that were answered by an agent in the split/skill. $ACDCALLS = ACDCALLS1 + ACDCALLS2 + ACDCALLS3 + ACDCALLS4 + ACDCALLS5 + ACDCALLS6 + ACDCALLS7 + ACDCALLS8 + ACDCALLS9 + ACDCALLS10$ ACDCALLS includes ACCEPTABLE, ACDCALLS1-10, BACKUPCALLS, CONFERENCE, HIGHCALLS, HOLDCALLS, LOWCALLS, MEDCALLS, O_ACDCALLS, TOPCALLS, and TRANSFERRED.	C
ACDCALLS1-10	Number of ACDCALLS during the collection interval that were answered in each of the service level increments PERIOD1 through PERIOD9 (as defined on the Call Center Administration: Call Profile window). ACDCALLS10 is the number of calls answered after the last increment PERIOD9. NOTE: If call profiles are not set, then the data gets stored into the first interval (ACDCALLS1).	C
ACDTIME	Talk time of all ACDCALLS. ACDTIME includes O_ACDTIME, but does not include HOLDTIME.	C
ACWINCALLS	Number of inbound extension calls received by agents while in ACW for split/skill ACD calls or in ACW.	C
ACWINTIME	Talk time of all ACWINCALLS. ACWINTIME does not include hold time on Generic 2.2 and Generic 3 switches. It does include time spent on calls received while in ACW not associated with an ACD call.	C
ACWOUTADJCALLS	Number of ACWOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-switch destinations, then they are also counted as ACWOUTOFFCALLS. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C

Database Item	Description	Type
ACWOUTCALLS	Number of outbound extension calls made by agents or on behalf of agents while in ACW . This includes ACW for split/skill ACD calls and ACW not associated with a call. ACWOUTCALLS includes ACWOUTADJCALLS and ACWOUTOFFCALLS	C
ACWOUTOFFCALLS	Number of ACWOUTCALLS that were made to a an off-switch destination—a destination outside the switch. If such calls are placed by an adjunct on behalf of an agent while in ACW, they are also counted as ACWOUTADJCALLS . Available for external calls with Generic 2.2 and Generic 3 switches.	C
ACWOUTOFFTIME	Talk time of all ACWOUTOFFCALLS (does not include time on hold). ACWOUTOFFTIME includes ACWOUTTIME . Available for external calls with Generic 2.2 and Generic 3 switches.	C
ACWOUTTIME	Talk time of all ACWOUTCALLS . ACWOUTTIME does not include hold time on Generic 2.2 and Generic 3 switches. It does include time spent on calls made while in ACW not associated with an ACD call and on ACWOUTADJCALLS and on ACWOUTOFFCALLS .	C
ACWTIME	Duration of all after call work associated with ACDCALLS . NOTE: ACWTIME does not include time spent in ACW not associated with an ACD call (that is, the agent pressed the ACW button while not on an ACD call). However, both ACWINTIME and ACWOUTTIME do include time spent on calls made or received while in ACW not associated with an ACD call. Therefore, the sum of ACWINTIME and ACWOUTTIME may be greater than ACWTIME . ACWTIME includes ACWINTIME , ACWOUTTIME , and O_ACWTIME .	C

Database Item	Description	Type
AGINRING (real-time)	Current number of POSITIONS at which split/skill or direct agent calls are ringing (for example, ACD call ringing for this split/skill and are not doing anything else). NOTE: When an agent makes or answers a personal call while an ACD call is ringing, that position is no longer counted in AGINRING (because the agent is then on an AUXIN/OUT call). Agents talking on ACD calls who receive a forced MCH call (Generic 3 Version 4 switches only) are not counted in AGINRING (they are counted in ONACD) . Available with Generic 2 and Generic 3 switches for ring tracking.	S
ANSTIME	Time spent by callers in queue or ringing before being answered by an agent.	C
ASA (real-time)	The switch-provided rolling average speed of answer for this split/skill. This value is sent to <i>CentreVu</i> CMS whenever it changes on the switch (for example, when a call is answered). EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for vectoring feature enhancements.	S
ASSISTS	The number of times the supervisor was called (supervisor assists) by agents on split/skill calls, direct agent ACD calls, or in call-related ACW for this split/skill.	C
AUXINCALLS	The number of inbound extension calls received by agents while in AUX (auxiliary work), AVAILABLE, or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold. AUXINCALLS are recorded in the SPLIT that is OLDEST_LOGON for agents in multiple splits/skills.	C
AUXINTIME	The talk time of all AUXINCALLS (does not include hold time on Generic 2.2 and Generic 3 switches).	C
AUXOUTADJCALLS	The number of AUXOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-switch destinations, then they are also counted as AUXOUTOFFCALLS . Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C

Database Item	Description	Type
AUXOUTCALLS	The number of outbound extension calls made by agents while in AUX (auxiliary work), AVAILABLE , or for Generic 2.2 and Generic 3 switches with an ACD or AUXIN/AUXOUT call on hold. AUXOUTCALLS are recorded for the SPLIT which is the OLDEST_LOGON , unless the agent made the call with an ACD call on hold. In this case, they are recorded for the split/skill of the ACD call. AUXOUTCALLS includes ACDAUXOUTCALLS , AUXOUTADJCALLS , and AUXOUTOFFCALLS .	C
AUXOUTOFFCALLS	The number of AUXOUTCALLS that were made to a destination outside the switch. If such calls are placed by an adjunct on behalf of an agent, they are also counted as AUXOUTADJCALLS . Available for external calls with Generic 2.2 and Generic 3 switches.	C
AUXOUTOFFTIME	The talk time of all AUXOUTOFFCALLS (does not include AUXOUTOFFCALLS spent on hold). AUXOUTOFFTIME is included in AUXOUTTIME . Available for external calls on Generic 2.2 and Generic 3 switches.	C
AUXOUTTIME	Talk time of all AUXOUTCALLS . AUXOUTTIME does not include time spent on hold on Generic 2.2 and Generic 3 switches. AUXOUTTIME includes AUXOUTOFFTIME .	C
AVAILABLE (real-time)	Current Number of POSITIONS that are available in this split/skill.	S
BACKUPCALLS	Number of ACDCALLS that were delivered to and answered by this split/skill by a vector command other than “queue to main”. This includes calls delivered by “messaging split/skill”, “check backup”, “route to” split/skill, and “redirect on no answer” vector routing. Calls that are redirected back to the split/skill from ringing by the “redirect on no answer” feature that are subsequently answered by an agent in the split/skill are also counted as backup calls. Available on Generic 2 and Generic 3 switches with the Vectoring feature. NOTE: The Redirect on No Answer VDN routing feature is also available on the <i>DEFINITY</i> ECS.	C

Database Item	Description	Type
BUSYCALLS	Number of CALLSOFFERED calls that were given a busy signal by the switch. This happens when a “busy” vector command is executed while the call is queued to this split/skill (and this is the primary split/skill the call is queued to) or if a call queued to this split/skill forwards to another split/skill whose queue is full. On Generic 3 and later switches, a busy is given because a non-vector controlled split has a full queue, no queue and no available agents, or no agents that are staffed.	C
BUSYTIME	Time callers waited in queue until hearing a busy tone for all BUSYCALLS .	C
CALLSOFFERED	Number of calls that queued to the split/skill and that completed during the interval. This does NOT include calls on the Generic 3 switch that could not queue to the split/skill because the queue was full or there was no queue. CALLSOFFERED = ACDCALLS + ABNCALLS + BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUECALLS CALLSOFFERED includes ABNCALLS , RINGCALLS , OTHERCALLS , and INFLOWCALLS	C
CONFERENCE	Number of ACDCALLS that were conferenced at least once. Available on Generic 2.2 and Generic 3 switches.	C
DA_ACWINCALLS	Number of inbound extension calls agents answered while in after call work mode for direct agent ACD calls that were queued through this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWINTIME	Talk time of inbound extension calls agents answered while in the after call work mode for direct agent ACD calls queued through this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWOCALLS	Number of outbound extension calls agents made while in the after call work mode for direct agent call ACD calls queued through this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWOTIME	Talk time of outbound extension calls the agent made while in the after call work mode for a direct agent ACD call. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C

Database Item	Description	Type
DA_INACW (real-time)	Current number of POSITIONS that are in after call work associated with direct agent calls. This includes agents who are on ACWIN/ACWOUT calls. DA_INACW is a subset of OTHER . NOTE: The total number of agents in after call work = INACW + DA_INACW . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DA_INQUEUE (real-time)	Current number of direct agent ACD calls waiting in this split's/skill's queue. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DA_INRING (real-time)	Current number of direct agent ACD calls ringing at an agent's voice terminal that was queued in this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DA_OLDESTCALL (real-time)	Length of time that the oldest direct agent ACD call has been waiting in queue or ringing at an agent position. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DA_ONACD (real-time)	Current number of POSITIONS that are on direct agent ACD calls. DA_ONACD is a subset of OTHER . NOTE: The total number of agents on split/skill and direct agent ACD calls = ONACD + DA_ONACD . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DEQUECALLS	Number of calls that queued to this split/skill as a nonprimary split/skill, but whose disposition was recorded in another split/skill (as answered, abandoned, outflowed, busy, or forced disconnect). Requires vectoring for multiple split/skill queueing on a Generic 2.2 switch with EAS or a Generic 3 switch.	C
DEQUETIME	Amount of time DEQUECALLS waited in this split/skill queue before dequeuing. Requires vectoring for multiple split/skill queueing on a Generic 2.2 switch with EAS or a Generic 3 switch.	C

Database Item	Description	Type
DISCCALLS	For Generic 2.2 switches, this is the number of CALLSOFFERED that were disconnected by the switch via the “disconnect” vector command. For the Generic 3 Version 2 and newer switch releases, this also includes the number of CALLSOFFERED that were disconnected by the switch when the vector disconnect timer expired. For the vectoring feature on Generic 3 Version 1 switches, this is the number of CALLSOFFERED that were given a forced disconnect announcement, then were disconnected by the switch. The disconnect announcement is for a “disconnect” vector command.	C
DISCTIME	Time all DISCCALLS spent in this split/skill’s queue. For Generic 2.2 switches, this is the time until the trunk drops, in the case where the caller hangs up without listening to the entire announcement. For the Generic 3 Version 2 and newer switches (if the call is disconnected due to the expiration of the vector disconnect timer), this is the time until the call is disconnected by the switch. For the vectoring feature on Generic 2.1 or Generic 3 Version 1 switches, this is the time until the announcement ends and the caller is disconnected by the switch.	C
EVENT1-9	Number of times each event (stroke count) feature button (feature button 1 to 9) was pressed by agents on split/skill or direct agent ACD calls or in after call work associated with an ACD call for this split/skill. Available with Generic 2 and Generic 3 switches.	C
EWTHIGH (real-time)	Switch-calculated expected wait time for calls queued at high priority to this split/skill. The expected wait time (EWT) is an estimate of how long a caller will wait in queue at HIGH priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.	S

Database Item	Description	Type
EWTLOW (real-time)	Switch-calculated expected wait time for calls queued at low priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at LOW priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.	S
EWTMEDIUM (real-time)	Switch-calculated expected wait time for calls queued at medium priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at MEDIUM priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.	S
EWTTOP (real-time)	Switch-calculated expected wait time for calls queued at top priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at TOP priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.	S

Database Item	Description	Type
HIGHCALLS	Number of ACDCALLS with high priority that were answered by agents in this split/skill (for example, answered calls that were queued to the split/skill with high priority by a “queue to main” or “check backup” vector command) For Generic 3 switches with the Vectoring feature, this includes calls that were queued to a split/skill with priority using the “route to” or “messaging split/skill” vector commands, and calls that queued directly to a split/skill with priority. (Priority in these cases is determined by the class of restriction of the originator, which is an agent, an extension, a trunk group or a VDN.) Available on Generic 2 and Generic 3 switches with the Vectoring feature.	C
HOLDABNCALLS	Number of times split/skill ACD callers abandoned the call while on hold. Available on Generic 2 and Generic 3 switches.	C
HOLDCALLS	Number of split/skill ACD calls that were placed on hold at least once. Available on Generic 2 and Generic 3 switches. HOLDCALLS includes HOLDABNCALLS.	C
HOLDTIME	Time spent by split/skill ACD callers on hold. Available on Generic 2 and Generic 3 switches.	C
I_ACDAUXINTIME	Time during the collection interval that POSITIONS were talking on AUXIN calls with a split/skill ACD call on hold where SPLIT is OLDEST_LOGON. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDAUX_OUTTIME	Time during the collection interval that POSITIONS spent dialing (Generic 2.2) and talking on AUXOUT calls with a split/skill ACD call for this split/skill on hold. NOTE: In a multiple call handling environment with agents in multiple skills, the ACD call for this skill must have been the last ACD call to have been put on hold before the agent made the AUXOUT call. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDOTHERTIME	Time during the collection interval that POSITIONS spent in the OTHER state (dialing an outgoing call with a Generic 3 switch, with a ringing extension call with Generic 3 switch, or with calls on hold and with no other state selected) with a split/skill ACD call on hold. Available on Generic 2.2 and Generic 3 switches.	C

Database Item	Description	Type
I_ACDTIME	Time during the collection interval that POSITIONS were on split/skill ACD calls. This includes time on O_ACDCALLS as well as on ACDCALLS .	C
I_ACWINTIME	The time during the collection interval that POSITIONS were in ACW for this split/skill, either associated with a split/skill ACD call or not associated with a call, and on inbound extension calls. This does not include time inbound extension calls spent on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACWOUTTIME	The time during the collection interval that POSITIONS were in ACW for this split/skill, either associated with this split/skill ACD call or not associated with a call, and on outbound extension calls. This does not include time outbound extension calls spent on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACWTIME	The time during the collection interval that POSITIONS were in ACW for this split/skill, either associated with a split/skill ACD call or not associated with a call. This I_ACWTIME includes I_ACWINTIME and I_ACWOUTTIME .	C
I_ARRIVED	The number of calls that queued to this split/skill during this interval.	C
I_AUXINTIME	The time during the collection interval that POSITIONS were in AUX work, AVAILABLE , or, for Generic 2.2 and Generic 3 switches, had an ACD or AUXIN/AUXOUT call on hold and were on inbound extension calls. I_AUXINTIME includes I_ACDAUXINTIME .	C
I_AUXOUTTIME	The time during the collection interval that POSITIONS were in AUX work, AVAILABLE or, for Generic 2.2 and Generic 3 switches, had an ACD or AUXIN/AUXOUT call on hold and were on outbound extension calls. I_AUXOUTTIME includes I_ACDAUX_OUTTIME .	C
I_AUXTIME	The time during the collection interval that POSITIONS were in AUX in this split/skill. I_AUXTIME = I_AUXTIME0 + I_AUXTIME1 + I_AUXTIME2 + I_AUXTIME3 + I_AUXTIME4 + I_AUXTIME5 + I_AUXTIME6 + I_AUXTIME7 + I_AUXTIME8 + I_AUXTIME9 I_AUXTIME includes I_AUXTIME0 , I_AUXTIME1-9 , I_AUXINTIME , I_AUXOUTTIME , and I_TAUXTIME .	C

Database Item	Description	Type
I_AUXTIME0	The time during the collection interval that POSITIONS were in AUX for reason code 0 in this split/skill. This includes time on extension calls from this AUX state. For switches with AUX reason codes active, this represents time agents spent in “system” AUX. For switches without AUX reason codes active, I_AUXTIME0 is the same as I_AUXTIME .	C
I_AUXTIME1-9	Time during the collection interval that POSITIONS were in AUX for each reason code 1-9 in this skill. This includes time on extension calls from each AUX state. Available for Generic 3 Version 5 and later Generic 3 switches with EAS.	C
I_AVAILTIME	Time during the collection interval that POSITIONS were available for calls from this split/skill. I_AVAILTIME includes I_TAVAILTIME	C
I_DA_ACDTIME	Time during the collection interval that the agent spent talking on direct agent ACD calls queued through this split/skill. I_DA_ACDTIME is a subset of I_OTHERTIME . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
I_DA_ACWTIME	The time that POSITIONS spent in ACW for direct agent ACD calls queued through this split/skill. I_DA_ACWTIME is a subset of I_OTHERTIME . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C

Database Item	Description	Type
I_OTHERTIME	The time during the collection interval that POSITIONS were doing other work. I_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and performed no further action; the agent had a direct agent call ringing, was on a direct agent call or in ACW for a direct agent call; the agent dialed to place a call or activate a feature; or an extension-in call rang at the agent's voice terminal with no other activity. For Generic 2.2, agents were in AUTO-IN or MANUAL-IN, put a call on hold using the Hold button or switchhook flash and performed no further action. For Generic 2.2 with EAS and Generic 3 switches, the other work includes the time agents were logged into multiple splits/skills and doing work for a split/skill other than this one (with an ACD call ringing, talking on an ACD call, or in ACW for a split/skill other than this one). For Generic 3 switches with EAS and multiple call handling, agents are available in other, multiple call handling skills, but not in this skill. I_OTHERTIME includes I_ACDOTHERTIME, I_DA_ACDTIME, and I_DA_ACWTIME.	C
I_RINGTIME	The time during the collection interval that agents were in the ringing state for calls to this split/skill. If the agent changes work modes or answers/makes another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity. NOTE: With forced multiple call handling (Generic 3 Version 4 and later), if an ACD call rings at the agent's voice terminal while the agent is talking on another call, I_RINGTIME does not accumulate. Available on Generic 2 and Generic 3 switches for ring tracking.	C
I_STAFFTIME	The time during the collection interval that POSITIONS were staffed (logged in). I_STAFFTIME = I_AVAILTIME + I_ACDTIME + I_ACWTIME + I_AUXTIME + I_RINGTIME + I_OTHERTIME I_STAFFTIME includes I_ACDTIME, I_ACWTIME, I_AUXTIME, I_AVAILTIME, I_OTHERTIME, and I_RINGTIME.	C

Database Item	Description	Type
I_TAUXTIME	The time top agents in this split/skill were in AUX mode. This includes time on AUXIN/AUXOUT calls, received or made without an ACD call on hold. (Time on AUXIN/AUXOUT calls with an ACD call on hold is tracked in I_ACDAUXINTIME and I_ACDAUX_OUTTIME .) Available with a Generic 3 switch with the EAS feature for top skills.	C
I_TAVAILTIME	The time top agents in this split/skill were available to receive calls for this split/skill. Available with a Generic 3 switch with the EAS feature for top skills.	C
I_TOTHERTIME	Time, in seconds, that top agents spent in the OTHER state. Available on the <i>DEFINITY</i> ECS R6.	C
INACW (real-time)	The current number of POSITIONS that are in ACW for this split/skill. This includes agents on ACWIN/ACWOUT calls as well as agents in ACW not associated with an ACD call. It does not include agents in ACW for direct agent ACD calls. INACW includes ONACWIN and ONACWOUT .	S
INAUX (real-time)	The current number of POSITIONS that are in AUX work for all splits/skills, or on AUXIN/AUXOUT calls. INAUX = INAUX0 + INAUX1 + INAUX2 + INAUX3 + INAUX4 + INAUX5 + INAUX6 + INAUX7 + INAUX8 + INAUX9 INAUX includes INAUX0 , INAUX1-9 , ONACDAUXOUT , ONAUXXIN , and ONAUXXOUT .	S
INAUX0	The current number of POSITIONS that are in AUX with reason code 0 (zero) for all splits/skills including agents on AUXIN/AUXOUT calls. For ECS with EAS and later ECS switches, reason code 0 (zero) is for “system” AUX work when reason codes are active. For switches without EAS and for releases prior to ECS, INAUX0 will be the same as INAUX.	S
INAUX1-9	The current number of POSITIONS that are in AUX with the reason codes 1-9 for all splits/skills including agents on AUXIN/AUXOUT calls. Available on the ECS and later.	S

Database Item	Description	Type
INCOMPLETE	Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (Generic 2 switches), the trunk going maintenance busy with a call active (Generic 3 switches), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = NO, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INFLOWCALLS	Number of calls that were redirected to the split/skill's queue from another queue. When a call leaves the VDN (for example, by routing to another VDN) or leaves vector processing, (for example, by routing to a split/skill) the next split/skill to which a call queues will not be credited with an inflow. Calls that ring at an agent and are then requeued to the same split/skill by the Redirect on No answer feature are counted as inflows to that split/skill.	C

Database Item	Description	Type
INFLOWCALLS (contd)	On Generic 2 and Generic 3 switches with vectoring, an inflow is counted for calls that intraflow from one split's queue to another (that is, call that queue to a split after having previously been queued to another split). For Generic 2 with vectoring, the calls that queue to a split and then subsequently queue to a new split by a "queue to main" or "check backup" split vector command and are counted as inflows to the new split. On Generic 2.2 switches with EAS, an inflow is counted for this skill when a call is answered by an agent in a non-primary skill. Calls that are queued to one skill group and are subsequently queued to another are not counted as inflows to the subsequent skill group. Calls that queue to the "zero" skill after having been queued to a "nonzero" skill are not counted as inflows to the "zero" skill. Similarly, calls that queue to a "nonzero" skill after having been queued to a "zero" skill are not counted as inflows to the "nonzero" skill. For Generic 3 with vectoring and Generic 2.2 with EAS and multiple split/skill queueing, calls answered by an agent in a non-primary split/skill are counted as inflows to that split/skill. Calls that abandon from ringing at an agent's voice terminal in a non-primary split/skill are also counted as inflows to that skill. On Generic 3 Version 2 and newer switches, calls that ring at an agent in this split/skill and then requeue to the same split/skill by the Redirection on No Answer to a Split/Skill feature are counted as inflows.	C
INQUEUE (real-time)	Current number of split/skill ACD calls waiting in queue.	S
INRING (real-time)	Current number of split/skill ACD calls which are ringing at agent positions for this split/skill. Available on Generic 2 and Generic 3 switches for ring tracking.	S
INTERFLOWCALLS	Number of OUTFLOWCALLS that were redirected to a destination outside the switch.	C
INTRVL	Number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour tables only.	A
LOWCALLS	For switches with vectoring, this is the number of ACDCALLS with low priority that were answered by this split/skill. For switches without vectoring, this is the number of ACDCALLS with no priority that were answered by this split/skill.	C

Database Item	Description	Type
MAXINQUEUE	Maximum number of simultaneous calls in this split's/skill's queue during the collection interval.	M
MAXOCWTIME	Maximum amount of time that a call, recorded during the collection interval, waited in queue and ringing before an agent answered in this split/skill, the caller abandoned, or the call was redirected, received a busy signal, or was disconnected.	M
MAXSTAFFED	Maximum number of agent POSITIONS that were simultaneously staffed during the collection interval. MAXSTAFFED includes MAXTOP .	M
MAXTOP	Maximum number of top agents that were staffed during the collection interval in this split/skill.	M
MEDCALLS	For switches with vectoring, the number of ACDCALLS with medium priority that were answered by agents in the split/skill. For example, answered calls that were queued to the split/skill with medium priority by a "queue to main" or "check backup" vector command. For Generic 3 with vectoring, MEDCALLS includes calls that were queued to a split/skill with no priority using the "route to" or "messaging split" vector commands, calls that queued directly to a non-vector-controlled split with no priority, and calls that intraflowed to a split/skill with no priority. For switches without vectoring, the number of ACDCALLS with "yes" priority that were answered by agents in the split/skill.	C
NOANSREDIR	Number of split/skill ACD calls that rang at agent positions in the split/skill and then were automatically redirected back to the split/skill queue or to a VDN by the Redirection on No Answer feature because they were not answered. Available on Generic 3 Version 2 and newer switches. NOTE: When a call is requeued to the same split/skill using the Redirection on No Answer feature, it is counted as an outflow from the split/skill and an inflow to the same split/skill. This is NOT true for calls that are redirected to a VDN using the Redirection on No Answer feature, rather than redirecting the call back to the same split/skill.	C

Database Item	Description	Type
NOANSREDIR (Contd)	Such calls count as outflows from the original split or skill, but do not count as inflows to the next split/skill to which they are queued through the new VDN. It is also counted as a NOANSREDIR call and so can be subtracted out from the outflows and from the inflows to calculate the number of outflows and inflows that were not due to requeuing the call to the same split.	C
O_ABNCALLS	The number of ABNCALLS that were placed by an adjunct, that is, the number of outbound predictive dialing calls that were abandoned by the far end. O_ABNCALLS is a subset of ABNCALLS . Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDCALLS	The number of ACDCALLS that were placed by an adjunct (outbound predictive dialing). O_ACDCALLS includes DA_ACDCALLS . Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDTIME	The talk time of all O_ACDCALLS (does not include time calls spent on hold). Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature. ACDTIME includes O_ACDTIME .	C
O_ACWTIME	The duration of all after call work associated with O_ACDCALLS . Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature. O_ACWTIME is included in ACWTIME .	C
O_OTHERCALLS	The number of outbound calls queued to this split/skill that were not answered or abandoned as ACD split/skill calls. These include forced busy calls and calls with unknown dispositions. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
OLDESTCALL (real-time)	The number of seconds the oldest split/skill ACD call has waited in queue or ringing.	S

Database Item	Description	Type
ONACD (real-time)	The current number of POSITIONS that are on inbound and outbound ACD calls to this split/skill. ONACD includes ONACDOUT .	S
ONACDAUXOUT (real-time)	The current number of POSITIONS that are on AUXOUT calls with an ACD call on hold for this split/skill. For agents in multiple skills with multiple call handling, the last call the agent put on hold was for this skill. Available for Generic 2.2 and Generic 3 switches.	S
ONACDOUT (real-time)	The current number of POSITIONS that are on outbound calls placed by an adjunct to this split/skill. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	S
ONACWIN (real-time)	The current number of POSITIONS that are in ACW for this split/skill and on inbound extension calls. These agents also appear in INACW . ONACWIN includes agents receiving extension calls from ACW associated with split/skill ACD calls and from ACW not associated with an ACD call.	S
ONACWOUT (real-time)	The current number of POSITIONS that are in ACW for this split/skill and on outbound extension calls. These agents also appear in INACW . ONACWOUT includes agents making extension calls from ACW associated with split/skill ACD calls and from ACW not associated with an ACD call.	S
ON AUXIN (real-time)	The current number of POSITIONS that are in AUX work or AVAILABLE, or, for Generic 2.2 and Generic 3 switches, including agents who have an ACD or AUXIN/AUXOUT call on hold, and on inbound extension calls, where SPLIT is OLDEST LOGON .	S
ON AUXOUT (real-time)	The current number of POSITIONS that are in AUX work or AVAILABLE or, for Generic 2.2 and Generic 3 switches, including agents who have an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold, and on outbound extension calls.	S

Database Item	Description	Type
ONHOLD (real-time)	The current number of split/skill ACD calls for this split/skill that are on hold at agent positions. For Generic 2.2 and generic 3 switches, ONHOLD includes all calls. Available on Generic 2 and Generic 3 switches.	S
OTHER (real-time)	The current number of POSITIONS doing OTHER work. Agent POSITIONS will show up in OTHER directly after the link to the switch comes up and directly after the agents log in before the CMS is notified of the agent's work state. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and perform no further action; the agent is on a direct agent call or in ACW for a direct agent call; the agent is dialing to place a call or to activate a feature; an extension call or a direct agent ACD call is ringing with no other activity. For Generic 3 switches without EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call, in ACW, or on a personal call attributed to a split other than this one). For Generic 3 switches with EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call or in call-related ACW). For Generic 3 switches with multiple call handling, agents are available for other skills. For Generic 2.2 switches, the agents in Auto-In/Manual-In put a call on hold using the Hold button or the switchhook flash and performed no further action. For Generic 2.2 switch with the EAS feature, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in call-related ACW). OTHER includes DA_ONACD and DA_INACW.	S
OTHERCALLS	The number of calls offered to this split/skill that did not abandon and were not answered by an ACD agent for this split/skill. OTHERCALLS = BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUEUECALLS	C

Database Item	Description	Type
OTHERTIME	The time OTHERCALLS waited in queue until the disposition was known and the call left the split/skill. NOTE: OTHERTIME relates to time for OTHERCALLS and is not related to I_OTHERTIME, which is the time agents spent in the OTHER state. OTHERTIME = BUSYTIME + DEQUETIME + DISCTIME + OUTFLOWTIME	C
OUTFLOWCALLS	Number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen under different circumstances, depending on the switch release and on whether vectoring is active or not. For Generic 3 switches without vectoring, this is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen if: • the call intraflowed or interflowed. • the split/skill call forwarding was active. • a ringing ACD call was answered using call pickup. • a ringing ACD call redirected on no answer. For Generic 3 switches with vectoring, the number of outflow calls are counted if: • a ringing ACD call redirected on no answer. • the call rang at an agent in this split/skill and was answered using call pickup. • the call was routed to another VDN. • the call routed to a number or digits. • the call queued to a messaging split/skill. • the call queued to this split/skill as the primary split/skill and was answered by an agent in another split/skill, rang at an agent in another split/skill and then abandoned or was redirected by the Redirection on No Answer feature (for Generic 3 Version 2 and later switch releases).	C

Database Item	Description	Type
OUTFLOWCALLS (Contd)	For Generic 3 Version 2 switches, this is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen by requeueing to the same split/skill via the Redirect on No Answer feature. For Generic 2 switches without vectoring, outflows are counted when calls intraflow to another split or extension. For Generic 2 switches with vectoring (except for Generic 2.2 with EAS), outflows are counted if: • the call was routed to another VDN. • the call is routed to a number. • the call queued to another split (using “queue to main” or “check backup”). For Generic 2 switches with vectoring, without EAS, this is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen if: • the call intraflowed or interflowed. • the split/skill call forwarding was active. • the call queued to another split. For Generic 2.2 switches with EAS, outflows are counted if: • the call was routed to another VDN. • the call is routed to a number. • the call is queued to this skill which is a “nonzero” skill as primary and then is queued to the “zero” skill. • a call is queued to this skill which is a “zero” skill and then is queued to a “nonzero” skill. • the call is queued to this skill as primary and then is subsequently queued to another skill. OUTFLOWCALLS includes INTERFLOWCALLS, NOANSREDIR, and SLVLOUTFLOWS.	C
OUTFLOWTIME	The time all OUTFLOWCALLS waited in queue or ringing before being redirected.	C

Database Item	Description	Type
PERIOD 1-9	The length, in seconds, of each service level increment as defined in the Call Center Administration: Split/Skill Call Profile window. Each increment represents a progressively longer wait time. <i>CentreVu</i> CMS counts answered or abandoned calls that wait beyond the last increment (PERIOD9) in either ACDCALLS10 or ABNCALLS10 .	A
PERIODCHG	Indicates whether or not service level increments PERIOD1-9 (as defined on the Call Center Administration: Split/Skill Call Profile window) changed during the collection interval. Valid values for PERIODCHG are 1 = YES and 0= NO.	A
PHANTOMABNS	The number of split/skill ACD calls with talk time less than the value of the phantom-abandoned call timer. Available on Generic 3 and newer switches.	C
POSITIONS	The current number of agent positions that are assigned to this SPLIT (non-EAS) or current number of agent positions logged into this skill (EAS) .	A
RINGCALLS	The number of this split/skill's calls that rang at agent positions. Available on a Generic 2 and Generic 3 switch for ring tracking. RINGCALLS includes ACDCALLS and NOANSREDIR .	C
RINGTIME	The time this split/skill's calls spent ringing at agent positions independent of final disposition and other agent activity. I_RINGTIME is the time the agent spends with ringing calls and is affected by other agent activity. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on a Generic 2 and Generic 3 switch for ring tracking.	C
ROW_DATE (index)	Date on which data was collected.	I
SERVICELEVEL	Number of seconds within which calls must be answered/connected in order to be considered acceptable (as defined on the Call Center Administration: Split/Skill Call Profile window).	A
SLVLABNS	Number of ABNCALLS whose time to abandon was less than or equal to this split/skill's SERVICELEVEL .	C
SLVLOUTFLOWS	Number of OUTFLOWCALLS whose time to outflow was less than or equal to this split/skill's SERVICELEVEL .	C
SPLIT (index)	Split/skill number for which data was collected.	I

Database Item	Description	Type
STAFFED (real-time)	Current number of POSITIONS that are staffed (logged in). STAFFED = AVAILABLE + AGINRING + ONACD + INACW + INAUX + OTHER.	S
STARTTIME	Start time of the interval for which data was collected. STARTTIME applies only to the interval table.	I
SVCLEVELCHG	Indicates whether or not the service level was changed during the collection interval. Valid values for SVCLEVELCHG are 1 = YES and 0 = NO.	A
TAGINRING	The number of top agents logged into the skill who have ACD calls ringing and who are not doing anything else. Available with Generic 3 and newer switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TAVAILABLE	The number of top agents logged into the skill who are available in the skill. Available with Generic 3 and newer switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TDA_INACW	The number of top agents logged into the skill who are in after call work associated with direct agent calls. TDA_INACW is a subset of TOTHER . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. Available with Generic 3 and Generic 2.2 switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TDA_ONACD	The number of top agents logged into the skill who are talking on direct agent calls. TDA_ONACD is a subset of TOTHER . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. Available with Generic 3 and Generic 2.2 switches with the EAS feature for top skills.	S

Database Item	Description	Type
TINACW	The number of top agents logged into the skill who are in after call work for ACD calls to the skill. This includes top agents on ACWIN/ACWOUT calls, as well as agents who are in after call work not associated with an ACD call. Available on Generic 3 and Generic 2.2 switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. TINACW includes TONACWIN and TONACWOUT .	S
TINAUX	The number of top agents logged into the skill who are in the AUX work mode. This includes agents on AUXIN/AUXOUT calls. Available on Generic 3 and Generic 2.2 switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. TINAUX includes TINAUX0 , TINAUX1-9 , TONACDAUXOUT , TONAUXIN , and TONAUXOUT .	S
TINAUX0	The number of top agents logged into the skill who are in the AUX work for reason code 0 (zero) for all splits/skills or on AUXIN/AUXOUT calls for AUX with reason code 0 (zero). For the ECS with EAS, reason code 0 (zero) is for “system” AUX work when reason codes are active. For switches without EAS and for releases prior to ECS, TINAUX0 will be the same as TINAUX . Also available on Generic 3 and newer switches with EAS in top skills.	S
TINAUX1-9	The number of top agents logged into the skill who are in AUX work for each of the reason codes 1-9. This includes agents on AUXIN/AUXOUT calls from AUX with the appropriate reason code. Available for ECS and later switch releases with the EAS feature for top skills.	S
TONACD	The number of top agents logged into the skill who are on inbound and outbound ACD calls for the skill. Available with Generic 3 and newer switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. TONACD includes TONACDOUT .	S
TONACDAUXOUT	The number of top agents logged into the skill who are on AUXOUT calls with an ACD call for the skill on hold. Available with Generic 3 and newer switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S

Database Item	Description	Type
TONACDOUT	The number of top agents that are on outbound calls placed by an adjunct to this skill. Available with Generic 3 and newer switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	S
TONACWIN	The number of top agents that are in ACW for this skill and on inbound extension calls. These agents also appear in TINACW . Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TONACWOUT	The number of top agents that are in ACW for this skill and on outbound extension calls. These agents also appear in TINACW . Available with Generic 3 and newer switches with the EAS feature for top skills. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TONAUXIN	The number of top agents that are in AUX work or AVAILABLE. For Generic 3 switches, including agents with an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold and on inbound extension calls. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. Available with Generic 3 and Generic 2.2 switches with the EAS feature.	S
TONAUXOUT	The number of top agents that are in AUX work or AVAILABLE. For Generic 3 switches, including agents with an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold and on inbound extension calls. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TOPCALLS	The number of ACDCALLS with top priority that were answered by agents in this split/skill. Available with Generic 2 and Generic 3 switches with vectoring.	C

Database Item	Description	Type
TOTHER	The number of top agents that are doing other work. Agents are logged into multiple splits/skills and doing work for a split/skill other than this one (on an ACD call or in ACW, or ACD calls ringing). For Generic 3, while in Auto-in or Manual-In mode: the agent put any call on hold and has performed no further action; the agent is on a direct agent call or in ACW for a direct agent call; the agent is dialing to place a call or to activate a feature; an extension call or a direct agent ACD call is ringing with no other activity. For Generic 3 EAS with multiple call handling, agents are available for other, multiple call handling, skills. Agent POSITIONS will show up in TOTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS. TOTHER includes TDA_INACW and TDA_ONACD.	S
TRANSFERRED	The number of ACDCALLS that were transferred to another destination. For Generic 2.1 switches, includes transfers to a measured VDN or split. For Generic 2.2 or Generic 3 switches, includes all split/skill calls transferred.	C
TSTAFFED	The current number of top agents that are staffed in SPLIT. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, "top" database items are significant only for Generic 3 switches and the ECS with EAS. $TSTAFFED = TAVAILABLE + TAGINRING + TONACD + TINACW + TINAUX + TOTHER$.	S

Switch Cross-Reference

The following table lists which Split/Skill database items are supported by each of the switch releases.

Switch Cross-Reference Key

The following is a key to the table:

- Items marked “X” indicate that the database item is supported by a switch.
- Items marked “EAS” require that the Expert Agent Selection feature be active on the switch for the items to be populated.
- Items marked “e” are populated for the releases shown, but the values are only meaningful for EAS releases.
- Items marked “t” are populated for the releases shown, but the values are only meaningful for Generic 3 EAS releases, with skill level distribution of calls.

Switch Cross-Reference for Split/Skill Database Items

The following table lists the switch cross-references for each split/skill database item:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	<i>DEFINITY</i> ECS R5	<i>DEFINITY</i> ECS R6
ABNCALLS	X	X	X	X	X	X	X
ABNCALLS1-10	X	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X	X
ACCEPTABLE	X	X	X	X	X	X	X
ACD (index)	X	X	X	X	X	X	X
ACDAUXOUTCALLS		X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDCALLS1-10	X	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X	X
ACWINCALLS	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ACWINTIME	X	X	X	X	X	X	X
ACWOUTADJCALLS		X	X	X	X	X	X
ACWOUTCALLS	X	X	X	X	X	X	X
ACWOUTOFFCALLS		X	X	X	X	X	X
ACWOUTOFFTIME		X	X	X	X	X	X
ACWOUTTIME	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X
AGINRING	X	X	X	X	X	X	X
ANSTIME	X	X	X	X	X	X	X
ASA					X	X	X
ASSISTS	X	X	X	X	X	X	X
AUXINCALLS	X	X	X	X	X	X	X
AUXINTIME	X	X	X	X	X	X	X
AUXOUTADJCALLS		X	X	X	X	X	X
AUXOUTCALLS	X	X	X	X	X	X	X
AUXOUTOFFCALLS		X	X	X	X	X	X
AUXOUTOFFTIME		X	X	X	X	X	X
AUXOUTTIME	X	X	X	X	X	X	X
AVAILABLE	X	X	X	X	X	X	X
BACKUPCALLS		X	X	X	X	X	X
BUSYCALLS	X	X	X	X	X	X	X
BUSYTIME	X	X	X	X	X	X	X
CALLSOFFERED	X	X	X	X	X	X	X
CONFERENCE		X	X	X	X	X	X
DA_ACWINCALLS			X	X	X	X	X
DA_ACWINTIME			X	X	X	X	X
DA_ACWOCALLS			X	X	X	X	X
DA_ACWOTIME			X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
DA_INACW			X	X	X	X	X
DA_INQUEUE			X	X	X	X	X
DA_INRING			X	X	X	X	X
DA_OLDESTCALL			X	X	X	X	X
DA_ONACD			X	X	X	X	X
DEQUECALLS		EAS	X	X	X	X	X
DEQUETIME		EAS	X	X	X	X	X
DISCCALLS		X	X	X	X	X	X
DISCTIME		X	X	X	X	X	X
EVENT1-9		X	X	X	X	X	X
EWTHIGH					X	X	X
EWTLOW					X	X	X
EWTMEDIUM					X	X	X
EWTTOP					X	X	X
HIGHCALLS		X	X	X	X	X	X
HOLDABNCALLS		X	X	X	X	X	X
HOLDCALLS		X	X	X	X	X	X
HOLDTIME		X	X	X	X	X	X
I_ACDAUXINTIME		X	X	X	X	X	X
I_ACDAUX_OUTTIME		X	X	X	X	X	X
I_ACDOTHERTIME		X	X	X	X	X	X
I_ACDTIME	X	X	X	X	X	X	X
I_ACWINTIME	X	X	X	X	X	X	X
I_ACWOUTTIME	X	X	X	X	X	X	X
I_ACWTIME	X	X	X	X	X	X	X
I_ARRIVED	X	X	X	X	X	X	X
I_AUXINTIME	X	X	X	X	X	X	X
I_AUXOUTTIME	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
I_AUXTIME	X	X	X	X	X	X	X
I_AUXTIME0	X	X	X	X	X	X	X
I_AUXTIME1-9						EAS	X
I_AVAILTIME	X	X	X	X	X	X	X
I_DA_ACDTIME			X	X	X	X	X
I_DA_ACWTIME			X	X	X	X	X
I_OTHERTIME	X	X	X	X	X	X	X
I_RINGTIME	X	X	X	X	X	X	X
I_STAFFTIME	X	X	X	X	X	X	X
I_TAUXTIME	X	X	X	X	X	X	X
I_TOTHTIME							X
I_TAVAILTIME	X	X	X	X	X	X	X
INACW	X	X	X	X	X	X	X
INAUX	X	X	X	X	X	X	X
INAUX0	X	X	X	X	X	X	X
INAUX1-9						EAS	X
INCOMPLETE	X	X	X	X	X	X	X
INFLOWCALLS	X	X	X	X	X	X	X
INQUEUE	X	X	X	X	X	X	X
INRING		X	X	X	X	X	X
INTERFLOWCALLS	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
LOWCALLS	X	X	X	X	X	X	X
MAXINQUEUE	X	X	X	X	X	X	X
MAXOCWTIME	X	X	X	X	X	X	X
MAXSTAFFED	X	X	X	X	X	X	X
MAXTOP	t	t	t	t	t	t	t
MEDCALLS	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
NOANSREDIR				X	X	X	X
O_ABNCALLS		X	X	X	X	X	X
O_ACDCALLS		X	X	X	X	X	X
O_ACDTIME		X	X	X	X	X	X
O_ACWTIME		X	X	X	X	X	X
O_OTHERCALLS		X	X	X	X	X	X
OLDESTCALL	X	X	X	X	X	X	X
ONACD	X	X	X	X	X	X	X
ONACDAUXOUT		X	X	X	X	X	X
ONACDOUT		X	X	X	X	X	X
ONACWIN	X	X	X	X	X	X	X
ONACWOUT	X	X	X	X	X	X	X
ON AUXIN	X	X	X	X	X	X	X
ON AUXOUT	X	X	X	X	X	X	X
ONHOLD	X	X	X	X	X	X	X
OTHER	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X
OTHERTIME	X	X	X	X	X	X	X
OUTFLOWCALLS	X	X	X	X	X	X	X
OUTFLOWTIME	X	X	X	X	X	X	X
PERIOD 1-9	X	X	X	X	X	X	X
PERIODCHG	X	X	X	X	X	X	X
PHANTOMABNS			X	X	X	X	X
POSITIONS	X	X	X	X	X	X	X
RINGCALLS	X	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SERVICELEVEL	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
SLVLABNS	X	X	X	X	X	X	X
SLVLOUTFLOWS	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
STAFFED	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
SVCLEVELCHG	X	X	X	X	X	X	X
TAGINRING	t	t	t	t	t	t	t
TAVAILABLE	t	t	t	t	t	t	t
TDA_INACW			t	t	t	t	t
TDA_ONACD			t	t	t	t	t
TINACW	t	t	t	t	t	t	t
TINAUX	t	t	t	t	t	t	t
TINAUX0	t	t	t	t	t	t	t
TINAUX1-9						EAS	X
TONACD	t	t	t	t	t	t	t
TONACDAUXOUT		t	t	t	t	t	t
TONACDOUT		t	t	t	t	t	t
TONACWIN	t	t	t	t	t	t	t
TONACWOUT	t	t	t	t	t	t	t
TONAUXIN	t	t	t	t	t	t	t
TONAUXOUT		t	t	t	t	t	t
TOPCALLS	X	X	X	X	X	X	t
TOTHER	t	t	t	t	t	t	t
TRANSFERRED	X	X	X	X	X	X	X
TSTAFFED	t	t	t	t	t	t	t

Agent Database Items

Introduction

The Agent database item descriptions (Table F) apply to real-time and historical items.

Type Column

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, **Status (S)**, **Row Identifier (I)**, **Busy Hour (B)**, **Special Table (N)**, or **Maximum Value (M)** data. Cumulative, Administrative, Row Identifier, Busy Hour, and Maximum Value items typically apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables. Special Table items are historical, and apply only to the table in which they are stored.

Real-Time Database Items

Real-Time agent database items apply to the Current Interval Agent (cagent) and Previous Interval Agent (pagent) tables. The real-time indexes are **ACD**, **LOGID**, **POSITION**, and **SPLIT**.

Historical Database Items

Historical agent database items apply to the Intrahour Agent (hagent), Daily Agent (dagent), Weekly Agent (wagent), and Monthly Agent (magent) tables, except as noted. The historical indexes are **LOGID**, **SPLIT**, and **ROW_DATE**.

Agent Database Items

The following table describes the database items stored in the Agent database tables:

Database Item	Description	Type
ABNCALLS	The number of split/skill ACD calls that were abandoned while ringing the agent's voice terminal (after being directed to the agent voice terminal, but before being answered). This includes calls considered abandoned because their talk time was less than the phantom-abandoned call timer. For Generic 3 switches, ABNCALLS includes PHANTOMABNS . Available on Generic 2 and Generic 3 switches.	C

Database Item	Description	Type
ABNTIME	The time split/skill ACD callers waited while ringing the agent's voice terminal before the call was abandoned. For Generic 3 switches, ABNTIME includes the time until the agent releases the call for phantom-abandoned calls. Also available on Generic 2 and Generic 3 switches.	C
ACD (index)	The ACD number for which data was collected.	I
ACD_RELEASE	The number of split/skill ACD calls that the agent released or dropped before the far end released. NOTE: The transfers and conferences are always recorded as agent-released calls. Available for Generic 3 switches.	C
ACDAUXOUTCALLS	The number of AUXOUTCALLS the agent made with at least one split/skill or direct agent ACD call on hold. This includes calls made to transfer or conference the ACD call. Available on Generic 2.2 and Generic 3 switches.	C
ACDCALLS	The number of calls that were queued to SPLIT and answered by this agent in this SPLIT . ACDCALLS includes O_ACDCALLS and ACD_RELEASE .	C
ACDONHOLD (real-time)	The number of direct agent and split/skill ACD calls on hold for the agent. Available on Generic 2 and Generic 3 switches.	S
ACDTIME	The talk time of all ACDCALLS . ACDTIME includes O_ACDTIME . It does not include HOLDTIME except on Generic 2.1 switches.	C
ACWINCALLS	The number of inbound extension calls received by the agent while in ACW. This includes ACW for split/skill and direct agent ACD calls and ACW not associated with a call.	C
ACWINTIME	Talk time of all ACWINCALLS . ACWINTIME includes DA_ACWINCALLS , but does not include HOLDTIME except on Generic 2.1 switches.	C
ACWOUTADJCALLS	The number of ACWOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-switch destinations, then they are also counted as ACWOUTOFFCALLS . Available on the Generic 2.2 switch with the ASAI Gateway Interface feature and on the Generic 3 switch with the ASAI feature.	C

Database Item	Description	Type
ACWOUTCALLS	The number of outbound extension calls made by the agent or on behalf of the agent while in ACW . This includes ACW for split/skill ACD calls and ACW not associated with a call. ACWOUTCALLS includes ACWOUTADJCALLS , ACWOUTOFFCALLS , and DA_ACWOCALLS .	C
ACWOUTOFFCALLS	The number of ACWOUTCALLS that were made to an off-switch destination—a destination outside the switch. If these calls were placed by an adjunct on behalf of the agent (keyboard-dialed), then they are counted as ACWOUTADJCALLS . Available for external calls on Generic 2.2 and Generic 3 switches.	C
ACWOUTOFFTIME	The talk time of all ACWOUTOFFCALLS (does not include time on hold). ACWOUTTIME includes ACWOUTOFFTIME . Available for external calls on Generic 2.2 and Generic 3 switches.	C
ACWOUTTIME	The talk time of all ACWOUTCALLS . ACWOUTTIME does not include HOLDTIME (except for Generic 2.1 switches). ACWOUTTIME includes time spent on calls made while in ACW that was not associated with an ACD call and on ACWOUTADJCALLS and on ACWOUTOFFCALLS . For Generic 2.2 and generic 3 switches, ACWOUTTIME does not include time ACWOUTCALLS spent on hold. It does include time spent on calls made while in ACW not associated with an ACD call.	C
ACWTIME	The duration of all after call work associated with ACDCALLS , including ACWINTIME and ACWOUTCALLS received/made during call-associated ACW. NOTE: ACWTIME does not include the time spent in ACW not associated with an ACD call (that is, the agent pressed the ACW button while not on an ACD call). However, both ACWINTIME and ACWOUTTIME do include time spent on calls made or received while in ACW not associated with an ACD call. Therefore, the sum of ACWINTIME and ACWOUTTIME may be greater than ACWTIME. ACWTIME includes ACWINTIME, ACWOUTTIME, DA_ACWTIME , and O_ACWTIME .	C
AGSTATE (real-time)	The agent's current WORKMODE and call DIRECTION , for example, AUXOUT.	S

Database Item	Description	Type
AGTIME (real-time)	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	S
ANSRINGTIME	The time split/skill and direct agent ACD calls spent ringing at the agent's voice terminal before being answered. Available for ring-tracking on Generic 2 and Generic 3 switches.	C
ASSIST (real-time)	A request for supervisor assistance is active for this agent for any split/skill. Values for ASSIST are 0= NO, 1 = YES.	S
ASSISTS	The number of times the supervisor was called (supervisor assists) by agents on a split/skill direct agent ACD calls, or in call-related ACW for this split/skill.	C
AUXINCALLS	The number of inbound extension calls received by agents while in AUX (auxiliary work), AVAILABLE , or for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold.	C
AUXINTIME	The talk time of all AUXINCALLS (does not include HOLDTIME except on Generic 2.1 switches).	C
AUXOUTADJCALLS	The number of AUXOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard dialed). If such calls are placed to off-switch destinations, then they are also counted as AUXOUTOFFCALLS . Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
AUXOUTCALLS	The number of outbound extension calls that were made by the agent or on behalf of the agent while in AUX (auxiliary work), AVAILABLE, or for Generic 2.2 and Generic 3 switches with an ACD or AUXIN/AUXOUT call on hold. NOTE: Calls the agent makes to transfer or conference an ACD call are included as AUXOUT calls. AUXOUTCALLS includes AUXOUTADJCALLS , AUXOUTOFFCALLS , and ACDAUXOUTCALLS .	C

Database Item	Description	Type
AUXOUTOFFCALLS	The number of AUXOUTCALLS that were made to a destination outside the switch. If such calls were placed by an adjunct on behalf of the agent (keyboard-dialed), then they are also counted as AUXOUTADJCALLS . Available for external calls on Generic 2.2 and Generic 3 switches.	C
AUXOUTOFFTIME	The talk time of all AUXOUTOFFCALLS (does not include HOLDTIME). This time is included in AUXOUTTIME . Available for external calls on Generic 2.2 and Generic 3 switches.	C
AUXOUTTIME	The talk time of all AUXOUTCALLS . AUXOUTTIME does not include HOLDTIME except on Generic 2.1 switches). AUXOUTTIME includes AUXOUTOFFTIME , AUXOUTOFFCALLS , and AUXADJCALLS .	C
AUXREASON	The reason code associated with the agent's current state. This is blank if the agent is not in the AUX state. For agents in AUX on switch releases that are earlier than the ECS or that do not have EAS and reason codes active, this will be 0 (zero).	S
AWORKMODE	The current work mode for the agent. This item is identical to WORKMODE , except when the agent is available in some, but not all, splits/skills. In this case, AWORKMODE is only set to AVAIL if the agent is available in SPLIT . Otherwise, AWORKMODE is set to OTHER.	S
CHANGED (real-time)	Time of day that new agent activity started (for example, when WORKMODE or DIRECTION changed). Valid values are blank and time-of-day.	S
CONFERENCE	The number of times the agent completed a conference, that is, pushed the conference key a second time). Available on Generic 2.2 and Generic 3 switches.	C
DA_ABNCALLS	The number of direct agent ACD calls that were abandoned by callers while in queue or ringing the agent's voice terminal. Includes calls considered abandoned because their talk time was less than the phantom abandon call timer. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C

Database Item	Description	Type
DA_ABNTIME	The time DA_ABNCALLS were waiting in queue or ringing before being abandoned. Includes the time until the agent releases the call for phantom abandoned calls. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACDCALLS	The number of direct agent ACD calls that the agent answered. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. DA_ACDCALLS includes DA_RELEASE .	C
DA_ACDTIME	The talk time of all DA_ACDCALLS (does not include HOLDTIME). Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWINCALLS	The number of inbound extension calls answered by the agent while in ACW for direct agent ACD calls. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWINTIME	The talk time of all DA_ACWINCALLS (does not include HOLDTIME). Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWOADJCALLS	The number of DA_ACWOCALLS that were placed by an ASAI adjunct on behalf of the agent (keyboard-dialed). If these calls were placed to off-switch destinations, they are also counted as DA_ACWOFFCALLS . Available on Generic 3 switches with ASAI.	C
DA_ACWOCALLS	The number of outbound extension calls agents made while in ACW for direct agent ACD calls queued through this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. DA_ACWOCALLS includes DA_ACWOADJCALLS and DA_ACWOFFCALLS .	C
DA_ACWOFFCALLS	The number of DA_ACWOCALLS that were made to an off-switch location. If these calls were placed by an adjunct on behalf of the agent (keyboard-dialed), they are also counted as DA_ACWOADJCALLS . Requires a Generic 3 switch with ASAI.	C

Database Item	Description	Type
DA_ACWOFFTIME	The talk time of all DA_ACWOFFCALLS (does not include HOLDTIME). DA_ACWOFFTIME is included in DA_ACWOTIME . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWOTIME	The talk time of all DA_ACWOCALLS (does not include HOLDTIME). DA_ACWOTIME includes DA_ACWOFFTIME . Available on Generic 3 switches with the ASAI or EAS feature for direct agent calling.	C
DA_ACWTIME	The duration of ACW associated with DA_ACDCALLS , including time on DA_ACWINCALLS and DA_ACWOCALLS . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. DA_ACWTIME includes DA_ACWINTIME and DA_ACWOTIME .	C
DA_ANSTIME	The time spent by callers in direct agent queue and ringing before being answered. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_INQUEUE (real-time)	The current number of direct agent calls waiting in any split/skill's queue for this agent. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DA_OLDESTCALL (real-time)	The length of time that the current oldest direct agent call has waited in any split/skill queue for this agent. Available on Generic 3 switches with the ASAI or EAS feature for direct agent calling.	S
DA_OTHERCALLS	The number of direct agent calls that were redirected to another destination before being answered, for example, by call pickup, coverage or Redirection on No Answer. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_OTHERTIME	The time spent in queue or ringing by DA_OTHERCALLS before being redirected. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C

Database Item	Description	Type
DA_RELEASE	The number of direct agent ACD calls released or dropped by the agent before the far end released. Requires an ECS with the ASAI or EAS feature for direct agent calling.	C
DA_SKILL	The skill currently assigned as the agent's direct agent skill. Direct agent calls to the agent are queued to this skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DESTINATION (real-time)	The type of outbound call destination for the call the agent is active on for any split/skill. Valid values can be PBX (internal call), OFF (external call), or as defined in the Dictionary. If the agent is <i>not</i> on an outbound call, the value is blank.	S
DIRECTION (real-time)	The direction of the call the agent is currently handling for any split/skill. Valid values are blank, IN, OUT, or as defined in Dictionary. If the agent is not on a call, the value is blank.	S
DURATION (real-time)	The duration of current WORKMODE and DIRECTION for this SPLIT (for example, length of time in current AGSTATE for this SPLIT). For example, if the agent goes from AUX to AUXOUT and back to AUX, DURATION will restart with each of these changes.	S
EVENT1-9	The number of times each event (stroke count) feature button (1 to 9) was pressed while the agent was on an ACD call or in call-related after call work. Available on Generic 2 and Generic 3 switches.	C
EXTENSION	The extension number for which data was collected.	A
HOLDABNCALLS	The number of times callers abandoned from hold. For Generic 2.2 and Generic 3 switches, HOLDABNCALLS applies to all calls the agent put on hold. For Generic 2.1 switches, HOLDABNCALLS applies to split ACD calls held.	C
HOLDACDTIME	The time split/skill and direct agent ACD calls spent on hold at the agent's voice terminal. This includes time on AUXIN or AUXOUT calls with the ACD calls on hold.	C

Database Item	Description	Type
HOLDCALLS	The number of calls that were placed on hold at least once. HOLDCALLS includes HOLDABNCALLS. For Generic 2.1 switches, HOLDCALLS applies to split ACD calls held. For Generic 3 and Generic 2.2 switches, HOLDCALLS applies to all calls the agent put on hold. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
HOLDTIME	The time spent by callers on hold. For Generic 2.1 switches, HOLDTIME applies to split ACD calls held. For Generic 3 and Generic 2.2 switches, HOLDTIME is the time spent by split/skill ACD callers on hold. HOLDTIME includes HOLDACDTIME.	C
I_ACDAUXINTIME	The time during the collection interval that the agent spent talking on AUXIN calls with at least one split/skill or direct agent ACD call on hold. For agents in multiple splits/skills, this time is recorded in the record in which SPLIT is OLDEST_LOGON. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDAUX_OUTTIME	The time during the collection interval that the agent spent dialing (Generic 2.2) and talking on AUXOUT calls with at least one split/skill or direct agent ACD call for this split/skill with the call on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDOTHERTIME	The time during the collection interval that the agent spent in the OTHER state (dialing an outgoing call, with a ringing personal call [Generic 3 switches], or with calls on hold and with no other state selected) with at least one split/skill or direct agent ACD call on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDTIME	The time during the collection interval that the agent was talking on ACD calls for SPLIT or the time ACD calls spent on hold. I_ACDTIME includes time spent on O_ACDCALLS, but does not include HOLDTIME (except for Generic 2.1 switches).	C
I_ACWINTIME	The time during the collection interval that the agent was in ACW and on inbound extension calls. I_ACWINTIME includes ACW for split/skill ACD calls and ACW not associated with a call, but does not include the time inbound ACW calls spent on hold (except for Generic 2.1 switches).	C

Database Item	Description	Type
I_ACWOUTTIME	The time during the collection interval that the agent was in ACW and on outbound extension calls. I_ACWOUTTIME includes ACW for split/skill ACD calls and ACW not associated with a call, but does not include the time ACWOUT calls spent on hold (except for Generic 2.1 switches).	C
I_ACWTIME	The time during the collection interval that the agent was in ACW . This includes ACW for split/skill ACD calls and ACW not associated with a call. NOTE: I_ACWINTIME and I_ACWOUTTIME include time in ACW for direct agent calls, but I_ACWTIME does not include this time. Therefore, the sum of I_ACWINTIME and I_ACWOUTTIME may be greater than I_ACWTIME . I_ACWTIME includes I_ACWINTIME and I_ACWOUTTIME .	C
I_AUXINTIME	The time during the collection interval that the agent was in AUX work, AVAILABLE , or for Generic 2.2 and Generic 3 switches, including time when an ACD or AUXIN/AUXOUT call is on hold and on inbound extension calls and SPLIT was the OLDEST_LOGON . I_AUXINTIME includes I_ACDAUXINTIME but does not include time calls spent on hold except for Generic 2.1 switches, which include time spent on hold unless the agent makes an outgoing call with an AUXIN call on hold.	C
I_AUXOUTTIME	The time during the collection interval that the agent was in AUX work, AVAILABLE , or, for Generic 2.2 and Generic 3 switches, including time when an ACD or AUXIN/AUXOUT call on hold and on outbound extension calls. In the cases where the agent was in AUX work, AVAILABLE or had an AUXIN/AUXOUT call on hold, the AUXOUT time and calls are recorded for the SPLIT that is the OLDEST_LOGON . In cases where the agent had an ACD call on hold, SPLIT is the split or skill associated with the last ACD call put on hold. I_AUXOUTTIME includes I_ACDAUX_OUTTIME , but does not include time calls spent on hold (except for Generic 2.1 switches).	C
I_AUXTIME	The time the agent spent in AUX work in SPLIT . When an agent is in AUX work in multiple splits/skills, this time is recorded in each split or skill in which the agent is in AUX. I_AUXTIME includes I_AUXINTIME and I_AUXOUTTIME .	C
I_AVAILTIME	The time during the collection interval that the agent was available for ACD calls in this split/skill.	C

Database Item	Description	Type
I_DA_ACDTIME	The time during the collection interval that the agent spent talking on direct agent calls. Does not include HOLDTIME . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
I_DA_ACWTIME	The time during the collection interval that the agent was doing after call work associated with direct agent ACD calls. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
I_OTHERTIME	The time during the collection interval that POSITIONS were doing other work. I_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and performed no further action; the agent had a direct agent call ringing, was on a direct agent call or in ACW for a direct agent call; the agent dialed to place a call or activate a feature; or an extension-in call rang at the agent's voice terminal with no other activity. For Generic 2.2, agents were in AUTO-IN or MANUAL-IN, put a call on hold using the Hold button or switchhook flash and performed no further action. For Generic 2.2 with EAS and Generic 3 switches, the other work includes the time agents were logged into multiple splits/skills and doing work for a split/skill other than this one (with an ACD call ringing, talking on an ACD call, or in ACW for a split/skill other than this one). For Generic 3 switches with EAS and multiple call handling, agents are available in other, multiple call handling skills, but not in this skill. I_OTHERTIME includes I_ACDOTHERTIME, I_DA_ACDTIME, and I_DA_ACWTIME.	C
I_RINGTIME	The time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. If the agent changes work modes or makes/receives another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on a Generic 2 and Generic 3 switch for ring tracking.	C

Database Item	Description	Type
I_STAFFTIME	The time during the collection interval that the agent was staffed (logged in) in this split/skill. I_STAFFTIME includes I_AUXTIME , I_AVAILABLE , I_ACDTIME , I_ACWTIME , I_DA_ACDTIME , I_DA_ACWTIME , I_OTHERTIME , and I_RINGTIME .	C
INCOMPLETE	This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (Generic 2), the trunk going maintenance busy with a call active (Generic 3), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = NO, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing split/skill or VDN call profile data while data collection is active only affects the respective split/skill or VDN data.	C
INTRVL	The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour intervals only.	A
LEVEL	The skill level (1-16) or reserve level (1 or 2) associated with SPLIT . See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855 for reserve levels. Requires an ECS with EAS.	S
LOGID (index)	The Login ID that was used to staff the EXTENSION . Agents in multiple splits/skills have one LOGID .	A
LOGONSKILL (real-time)	The first split/skill the agent logged in with. Requires a Generic 2.2 or Generic 3 switch with EAS.	S
LOGONSKILL2-20 (real-time)	The second through twentieth skills the agent logged in with. The number of skills per agent depends on the type of switch. For example, prior to the ECS, LOGONSKILL5 was only available on Generic 2.2 switches. Available on the ECS with the EAS feature and Generic 2.2 and Generic 3 switches with the EAS feature.	S
LOGONSTART (real-time)	The time of day that the agent logged into this SPLIT . This field is not set unless the agent is logged in. If the agent has not logged in during the collection interval, the value will be blank. Valid values are null and time-of-day.	S

Database Item	Description	Type
MALICIOUS (real-time)	This indicates whether a malicious call trace is active for the agent for any split/skill. Values for MALICIOUS are 0= NO, 1 = YES. Available on Generic 2 and Generic 3 switches (except for Generic 3i Version 1 switches).	S
MOVEPENDING (real-time)	A move to a new split or skill or a change of skills is pending for this agent. This is only available for G3V4 and newer switches with the "Move Agent While Staffed" feature. Values for MOVEPENDING are 0= NO, 1 = YES.	S
NOANSREDIR	The number of split/skill and direct agent ACD calls that rang at this agent's voice terminal and then were automatically redirected by the Redirection on No Answer feature because they were not answered. Split/skill ACD calls are requeued to the split/skill or VDN, direct agent ACD calls are redirected to the agent's coverage path. Redirection On No Answer to a split/skill is available on <i>DEFINITY ECS</i> or Generic 3 Version 2 or later switches. Redirection On No Answer to a VDN is only available on <i>DEFINITY ECS</i> .	C
O_ACDCALLS	The number of ACDCALLS and DA_ACDCALLS that were placed by an adjunct (predictive dialing). Available for outbound calling on a Generic 2.2 switch with the ASAI Gateway Interface feature and on a Generic 3 switch with the ASAI feature.	C
O_ACDTIME	The talk time of all O_ACDCALLS (does not include time calls spent on hold). This time is included in ACDTIME . Available for outbound calling on Generic 2.2 switches with the ASAI Gateway Interface feature and on Generic 3 switches with the ASAI feature.	C
O_ACWTIME	The duration of all ACW associated with O_ACDCALLS . O_ACWTIME is included in ACWTIME . Available for outbound calling on Generic 2.2 switches with the ASAI Gateway Interface feature and on Generic 3 switches with the ASAI feature.	C
OLDEST_LOGON (real-time)	The split/skill the agent has been logged into the longest. For Generic 2.2 switches with EAS, this is always the default (zero) skill. For Generic 3 switches with EAS, this is always the first administered skill.	S

Database Item	Description	Type
ONHOLD (real-time)	The current number of calls for any split/skill on hold at the agent's station. ONHOLD includes ACDONHOLD . For Generic 2.2 and Generic 3 switches, ONHOLD includes all calls. For Generic 2.1 switches, ONHOLD includes split ACD calls only.	S
ORIGIN (real-time)	The outbound call origination for the call the agent is currently talking on for any split/skill. Valid values for ORIGIN are blank, PHONE, and KEYBOARD (adjunct-dialed).	S
PENDINGSPLIT (real-time)	The split or skill to which the agent will be moved. The move is pending until the agent is idle. In the case of a change of multiple skills in one request, PENDINGSPLIT is set to the first new skill for the agent. It is possible for PENDINGSPLIT to be blank or 0, even when MOVEPENDING is set. This can happen when the link to the switch comes up and a move is already pending for an agent. Available on Generic 3 Version 4 and newer Generic 3 switches.	S
PHANTOMABNS	The number of ACD calls with talk time less than the value of the phantom- abandoned call timer. Available on Generic 3 switches.	C
POSITION (index)	The position number associated with this EXTENSION . Agents in multiple splits (without EAS) have multiple POSITIONs . Agents in multiple skills (with EAS) have a single POSITION .	I
PREFERENCE	The agent's call handling preference. Valid values are blank, skill level (LVL), greatest need (NEED), or percent (PCNT). See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855 for information on PCNT. Requires an ECS with EAS.	S
RINGCALLS	The number of split/skill (Generic 2 and Generic 3 switches) and direct agent ACD calls (Generic 3 switches) that rang at the agent's position. RINGCALLS includes NOANSREDIR . Available on Generic 2 and Generic 3 switches for ring tracking.	C

Database Item	Description	Type
RINGTIME	The time split/skill and direct agent ACD calls spent ringing at the agent's position (independent of disposition or other agent activity). RINGTIME is the time the caller spends ringing and is independent of agent activity. I_RINGTIME is the time the agent spends in the ringing state and is affected by other agent activity. RINGTIME includes ANSRINGTIME . Available on Generic 2 and Generic 3 switches.	C
ROW_DATE (index)	The day for which the data was collected or the exception occurred.	I
SKILLTYPE (real-time)	The type ("p" for primary or "s" for secondary) of the first skill that the agent logged into. Requires Generic 2.2 or Generic 3 Version 2 switches with EAS. NOTE: For the ECS and newer switches with the EAS feature, skill level 1 will be represented by "p", skill level 2 by "s" and skill levels 3-16 by blank. Users of more than 2 skill levels should use SKLEVEL items instead of SKILLTYPE items.	S
SKILLTYPE2-4 (real-time)	The type ("p" for primary or "s" for secondary) of the second, third, and fourth skills the agent logged into. Requires Generic 2.2 or Generic 3 Version 2 switches with EAS. NOTE: For the ECS and newer EAS releases, skill level 1 will be represented by "p", skill level 2 by "s" and skill levels 3-16 by blank. Users of more than 2 skill levels should use SKLEVEL items instead of SKILLTYPE items.	S
SKLEVEL	The skill level (from 1-16) or the reserve level (1 or 2) associated with the first skill the agent logged into. See the <i>CentreVu® Advocate User Guide</i> , Lucent Technologies 585-215-855 for information on reserve levels. Requires the ECS with the EAS feature.	S
SKLEVEL2-20	The skill level (from 1-16) or reserve level (1 or 2) associated with the second through twentieth skills (LOGONSKILL2 through LOGONSKILL20) the agent logged into. See the <i>CentreVu® Advocate User Guide</i> (Lucent Technologies 585-215-855) for information on reserve levels. Requires the ECS with EAS.	S
SPLIT (index)	The split number to which the EXTENSION is assigned to or the skill number that the agent logged into.	I
STARTED (real-time)	Time of day that WORKMODE began. Valid values for STARTED are NULL and time-of day.	S
STARTTIME	The start time for the interval for which data was collected. STARTTIME applies only to the Interval table.	I

Database Item	Description	Type
TI_AUXTIME	Time during the collection interval that the agent was in AUX for all splits/skills or on AUXINCALLS or AUXOUTCALLS and SPLIT was OLDEST_LOGON . "TI_" time is only stored for the split/skill the agent has been logged into the longest. "TI_" needs to be summed across the splits/skills the agents may log in to, in case the logon order changes during the collection interval.	C
TI_AUXTIME (contd)	TI_AUXTIME includes TI_AUXTIME0 , TI_AUXTIME1-9 , I_AUXINTIME , and I_AUXOUTTIME . $\text{sum}(\text{TI\_AUXTIME}) = \text{sum}(\text{TI\_AUXTIME0} + \text{TI\_AUXTIME1} + \text{TI\_AUXTIME2} + \text{TI\_AUXTIME3} + \text{TI\_AUXTIME4} + \text{TI\_AUXTIME5} + \text{TI\_AUXTIME6} + \text{TI\_AUXTIME7} + \text{TI\_AUXTIME8} + \text{TI\_AUXTIME9})$, over all splits/skills the agent was logged into. Requires an ECS with the EAS feature.	C
TI_AUXTIME0	The time the agent spent in AUX with reason code 0 (zero). This is time in "system" AUX for switches with AUX reason codes active. It is the same as TI_AUXTIME for switches without AUX reason codes active. "TI_" time is only stored for the skill logged in to the longest. "TI_" time needs to be summed across the skills the agents may log in to, in case the login order changes during the collection interval. Requires an ECS with the EAS feature.	C
TI_AUXTIME1-9	The time the agent spent in AUX with reason codes 1-9. "TI_" time is only stored for the skill logged in to the longest. "TI_" time needs to be summed across the skills the agents may log in to, in case the login order changes during the collection interval. Requires an ECS with the EAS feature.	C
TI_AVAILTIME	The time during the collection interval that the agent was in the available state for split/skill or direct agent ACD calls in any split/skill. TI_AVAILTIME is recorded for the split/skill that was the OLDEST_LOGON . For a non-EAS operation, if an agent logged into multiple splits and is in AUX mode in one split and is available for ACD calls in another split, the agent will accrue I_AVAILTIME for the split in which the agent is available and TI_AVAILTIME in the split logged into the longest. NOTE: "TI_" time is only stored for the split/skill the agent has been logged into the longest. "TI_" time needs to be summed across the splits/skills the agents may log in to, in case the logon order changes during the collection interval.	C

Database Item	Description	Type
TI_OTHERTIME	The time during the collection interval that the agent was doing other work in all splits/skills. For all switches, TI_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the <i>CentreVu</i> CMS receives notification of the agent's state from the switch. For Generic 3 switches, other work includes: while in AUTO-IN or MANUAL-IN mode, the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or an extension call rang with no other activity. For Generic 2.2 switches, the agent pushed the Hold button or flashed the switchhook from auto-in or manual-in mode and performed no further action. NOTE: "TI_" time is only stored for the split/skill the agent has been logged into the longest. "TI_" time needs to be summed across the splits/skills the agents may log in to, in case the logon order changes during the collection interval. TI_OTHERTIME includes I_ACDOTHERTIME.	C
TI_STAFFTIME	The time during the collection interval that the agent was staffed in any split/skill. "TI_" time is only stored for the split/skill logged into the longest. "TI_" time needs to be summed across the splits/skills the agents may log in to, in case the login order changes during the collection interval. sum(TI_STAFFTIME) = sum(I_ACDTIME + I_ACWTIME + I_DA_ACDTIME + I_DA_ACWTIME + I_RINGTIME + TI_AUXTIME + TI_AVAILTIME + TI_OTHERTIME), over all splits/skills the agent was logged into.	C
TOPSKILL	The agent's first-administered, highest-level, measured skill, where skill level 1 is the highest, skill level 16 is the lowest. Available on a Generic 3 switch with EAS. See the <i>CentreVu® Advocate User Guide</i> (Lucent Technologies 585-215-855) for additional information on this field.	S
TRANSFERRED	Number of calls the agent transferred to another destination. Note that TRANSFERRED calls include both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS. For Generic 2.1 switches, includes transfers to measured VDNs or splits/skills. For Generic 2.2 and Generic 3 switches, this includes transferring all calls.	C

Database Item	Description	Type
TYPE (real-time)	The skill type ("p" for primary or "s" for secondary) associated with the SPLIT. Available on Generic 3 switches with EAS/vectoring feature. NOTE: For the ECS and later switch releases with the EAS feature, skill level 1 will be represented by "p", skill level 2 by "s" and skill levels 3-16 by blank. Users of more than 2 skill levels should use SKLEVEL items instead of SKILLTYPE items.	S
VDN (real-time)	The VDN that is associated with the agent's current split/skill or direct agent ACD call. Available on a Generic 2, Generic 3 switches with vectoring, and Generic 3 Version 4 switch with EAS.	S
WORKMODE (real-time)	The current work mode of the agent. Agent work modes include: AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, and UNSTAFF. If the agent has not been logged in during the collection interval, the value is blank.	S
WORKSKILL (real-time)	Use WORKSKILL for the following call conditions: • When an agent is on a split/skill or direct agent ACD call or in ACW (this is the split/skill associated with the call or ACW). • When an agent is available, in AUX or in OTHER (this is null [blank]). • When an agent is on an AUXIN/AUXOUT call (this is OLDEST_LOGON split/skill). • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold (this is OLDEST_LOGON split/skill). • When an agent is on an AUXOUT call with an ACD call on hold (this is the split/skill associated with the ACD call). NOTE: WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL will be blank and WORKSPLIT will contain one of the split/skills in which the agent is available. For releases with the EAS feature active, it is recommended to use WORKSKILL instead of WORKSPLIT in reports. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature.	S

Database Item	Description	Type
WORKSKLEVEL	The skill level or reserve level associated with the agent's current WORKSKILL , when WORKSKILL is not null. See the <i>CentreVu® Advocate User Guide</i> (Lucent Technologies 585-215-855) for more information on reserve levels. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with the EAS feature.	S
WORKSPLIT (real-time)	Use WORKSPLIT for the following call conditions: • When an agent is on a split/skill or direct agent ACD call or in ACW (this is the split/skill associated with the call or ACW). • When an agent is available (this is one of the splits/skills the agent went available in). • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold (this is OLDEST_LOGON split/skill). • When an agent is on an AUXIN call with an ACD call on hold (this is OLDEST_LOGON split/skill). • When an agent is on an AUXOUT call with an ACD call on hold (this is the split/skill associated with the ACD call). NOTE: WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL is blank and WORKSPLIT will contain one of the split/skills in which the agent was available. For releases with the EAS feature active, it is recommended to use WORKSKILL instead of WORKSPLIT in reports. Requires a Generic 2.2 or Generic 3 switch with the EAS feature.	S
WORKSPLIT2-20 (real-time)	For agents available in multiple splits/skills, other splits/skills in which the agent is available. Available on Generic 2.2 with EAS and Generic 3 switches.	W

Switch Cross-Reference

Table F lists which Agent database items are supported by each of the switch releases.

Switch Cross-Reference Key

The following is a key to the tables:

- Items marked “X” indicate that the database item is supported by a switch.
- Items marked “EAS” require that the Expert Agent Selection feature be active on the switch for the items to be populated.
- Items marked “e” are populated for the releases shown, but the values are only meaningful for EAS releases.
- Items marked “*” are populated for the releases shown, but the values are only meaningful for Generic 3 EAS releases, with skill level distribution of calls.

Switch Cross-Reference for Agent Database Items

The following table lists the switch cross-references for each agent database item:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ABNCALLS	X	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X	X
ACD	X	X	X	X	X	X	X
ACD_RELEASE			X	X	X	X	X
ACDAUXOUTCALLS		X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDONHOLD	X	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X	X
ACWINCALLS	X	X	X	X	X	X	X
ACWINTIME	X	X	X	X	X	X	X
ACWOUTADJCALLS		X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ACWOUTCALLS	X	X	X	X	X	X	X
ACWOUTOFFCALLS		X	X	X	X	X	X
ACWOUTOFFTIME		X	X	X	X	X	X
ACWOUTTIME	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X
AGSTATE	X	X	X	X	X	X	X
AGTIME	X	X	X	X	X	X	X
ANSRINGTIME	X	X	X	X	X	X	X
ASSIST	X	X	X	X	X	X	X
ASSISTS	X	X	X	X	X	X	X
AUXINCALLS	X	X	X	X	X	X	X
AUXINTIME	X	X	X	X	X	X	X
AUXOUTADJCALLS		X	X	X	X	X	X
AUXOUTCALLS	X	X	X	X	X	X	X
AUXOUTOFFCALLS		X	X	X	X	X	X
AUXOUTOFFTIME		X	X	X	X	X	X
AUXOUTTIME	X	X	X	X	X	X	X
AUXREASON	X*	X*	X*	X*	X*	X*	X*
AWORKMODE	X	X	X	X	X	X	X
CHANGED	X	X	X	X	X	X	X
CONFERENCE		X	X	X	X	X	X
DA_ABNCALLS			X	X	X	X	X
DA_ABNTIME			X	X	X	X	X
DA_ACDCALLS			X	X	X	X	X
DA_ACDTIME			X	X	X	X	X
DA_ACWINCALLS			X	X	X	X	X
DA_ACWINTIME			X	X	X	X	X
DA_ACWOADJCALLS			X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
DA_ACWOCALLS			X	X	X	X	X
DA_ACWOFFCALLS			X	X	X	X	X
DA_ACWOFFTIME			X	X	X	X	X
DA_ACWOTIME			X	X	X	X	X
DA_ACWTIME			X	X	X	X	X
DA_ANSTIME			X	X	X	X	X
DA_INQUEUE			X	X	X	X	X
DA_OLDESTCALL			X	X	X	X	X
DA_OTHERCALLS			X	X	X	X	X
DA_OTHERTIME			X	X	X	X	X
DA_RELEASE			X	X	X	X	X
DA_SKILL						X	X
DESTINATION	X	X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X
EVENT1-9	X	X	X	X	X	X	X
EXTENSION	X	X	X	X	X	X	X
HOLDABNCALLS	X	X	X	X	X	X	X
HOLDACDTIME	X	X	X	X	X	X	X
HOLDCALLS	X	X	X	X	X	X	X
HOLDTIME	X	X	X	X	X	X	X
I_ACDAUXINTIME		X	X	X	X	X	X
I_ACDAUX_OUTTIME		X	X	X	X	X	X
I_ACDOTHERTIME		X	X	X	X	X	X
I_ACDTIME	X	X	X	X	X	X	X
I_ACWINTIME	X	X	X	X	X	X	X
I_ACWOUTTIME	X	X	X	X	X	X	X
I_ACWTIME	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
I_AUXINTIME	X	X	X	X	X	X	X
I_AUXOUTTIME	X	X	X	X	X	X	X
I_AUXTIME	X	X	X	X	X	X	X
I_AVAILTIME	X	X	X	X	X	X	X
I_DA_ACDTIME		X	X	X	X	X	X
I_DA_ACWTIME		X	X	X	X	X	X
I_OTHERTIME	X	X	X	X	X	X	X
I_RINGTIME	X	X	X	X	X	X	X
I_STAFFTIME	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
LEVEL						EAS	EAS
LOGID	X	X	X	X	X	X	X
LOGONSKILL	e	e	e	e	e	e	e
LOGONSKILL2-4		EAS		EAS	EAS	EAS	EAS
LOGONSKILL5		EAS				EAS	EAS
LOGONSKILL6-20						EAS	EAS
LOGONSTART	X	X	X	X	X	X	X
MALICIOUS	X	X	X (not G3i)	X	X	X	X
MOVEPENDING					X	X	X
NOANSREDIR				X	X	X	X
O_ACDCALLS		X	X	X	X	X	X
O_ACDTIME		X	X	X	X	X	X
O_ACWTIME		X	X	X	X	X	X
OLDEST_LOGON	X	X	X	X	X	X	X
ONHOLD	X	X	X	X	X	X	X
ORIGIN	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
PENDINGSPLIT					X	X	X
PHANTOMABNS			X	X	X	X	X
POSITION	X	X	X	X	X	X	X
PREFERENCE						X	X
RINGCALLS	X	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SKILLTYPE				EAS	EAS	X [†]	X
SKILLTYPE2-4				EAS	EAS	X [†]	X
SKLEVEL				EAS	EAS	EAS	EAS
SKLEVEL2-4				EAS	EAS	EAS	EAS
SKLEVEL5-20						EAS	EAS
SPLIT	X	X	X	X	X	X	X
STARTED	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
TI_AUXTIME	X	X	X	X	X	X	X
TI_AUXTIME0	X	X	X	X	X	X	X
TI_AUXTIME1-9						EAS	EAS
TI_AVAILTIME	X	X	X	X	X	X	X
TI_OTHERTIME	X	X	X	X	X	X	X
TI_STAFFTIME	X	X	X	X	X	X	X
TOPSKILL	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X
TYPE				EAS	EAS	EAS	X
VDN	X	X	X	X	X	X	X
WORKMODE	X	X	X	X	X	X	X
WORKSKLEVEL				EAS	EAS	EAS	EAS
WORKSKILL	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	<i>DEFINITY</i> ECS R5	<i>DEFINITY</i> ECS R6
WORKSPLIT	X	X	X	X	X	X	X
WORKSPLIT2-3		EAS	X	X	X	X	X
WORKSPLIT4		EAS		X	X	X	X
WORKSPLIT5		EAS				EAS	EAS
WORKSPLIT6-20						EAS	EAS

*These items are populated with 0 unless the switch release is *DEFINITY* ECS R5 or later with EAS and reason codes enabled.

†These items are populated with “p” for skill level 1, “s” for skill level 2, and “blank” for skill levels 3-16. Customers with Generic 3 Version 5 or later EAS should use the SKLEVEL items instead to see all skill levels.

Trunk Group Database Items

Introduction

The Trunk Group database item descriptions (Table F) apply to real-time and historical items.

Type Column

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, **Status (S)**, **Row Identifier (I)**, **Busy Hour (B)**, **Special Table (N)**, or **Maximum Value (M)** data. Cumulative, Administrative, Row Identifier, Busy Hour, and Maximum Value items typically apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables. Special Table items are historical, and apply only to the table in which they are stored.

Real-Time Database Items

Real-Time trunk group database items apply to the Current Interval Trunk Group (ctkgrp) and Previous Interval Trunk Group (ptkgrp) tables. The real-time indexes are **ACD** and **TKGRP**.

Historical Database Items

Historical trunk group database items apply to the Intrahour Trunk Group (htkgrp), Daily Trunk Group (dtkgrp), Weekly Trunk Group (wtkgrp), and Monthly Trunk Group (mtkgrp) tables, except as noted. The historical indexes are **ROW_DATE** and **TKGRP**.

Trunk Group Database Items

The following table describes the database items stored in the Trunk Group database tables:

Database Item	Description	Type
ABNCALLS	The number of calls carried by this trunk that were abandoned by the caller before being answered by an agent. Calls directly to unmeasured stations that did not go through a measured VDN or split/skill are not recorded. For Generic 2.2 and Generic 3 switches, ABNCALLS includes all calls abandoned by the caller that were carried by this trunk, except for calls directly to unmeasured stations that did not go through a measured VDN or split/skill. This includes ACD calls and calls that routed to an agent or extension with talk times less than the phantom-abandoned call timer value. For Generic 2.1 switches, this is ACD calls that abandon from the split queue or from ringing, and calls that abandon from vector processing. Calls that abandon while listening to a forced disconnect are also included in ABNCALLS. For Generic 3 Version 1 switches, ABNCALLS includes all calls abandoned by the caller that were carried by this trunk, except for calls that directly to unmeasured stations that did not go through a VDN or split/skill. It also includes calls that abandon while listening to a forced disconnect. ABNCALLS includes ABNVECCALLS, ABNQUEUECALLS, and ABNRINGCALLS.	S
ABNQUEECALLS	The number of ABNCALLS that abandoned while in a split/skill or direct agent ACD queue. Available on Generic 2 and Generic 3 switches.	C
ABNRINGCALLS	The number of split/skill or direct agent ABNCALLS that abandoned by the caller while ringing at an agent position. Available on Generic 2 and Generic 3 switches.	C
ABNVECCALLS	The number of ABNCALLS that abandoned while in vector processing. This includes vector calls that abandoned while in queue or while ringing at an agent position. Available on Generic 2 and Generic 3 switches with vectoring. ABNVECCALLS includes ABNQUEECALLS and ABNRINGCALLS.	C
ACD (index)	ACD number for which data was collected	I

Database Item	Description	Type
ACDCALLS	The number of INCALLS that were answered by an agent as a split/skill or direct agent ACD call. ACDCALLS includes BACKUPCALLS .	C
ADJUNCTOUT (real-time)	The current number of OUTBOUND calls an adjunct processor originated. Available on Generic 2.2 switches with the ASAI feature and Generic 3 switches with the ASAI gateway.	S
ALLINUSE (real-time)	Current use status of all trunks in the trunk group (on calls or maintenance busy). Values for ALLINUSE are YES and NO	S
ALLINUSETIME	The length of time during the interval that all trunks in the trunk group are in use (on calls or maintenance busy).	C
AUDIO	The number of calls for which audio difficulty problems were reported for a trunk or for trunks in this trunk group. Available on Generic 2 and Generic 3 switches.	C
BACKUPCALLS	The number of ACDCALLS that were delivered to and answered by this split/skill by a vector command other than “queue to main”. This includes calls delivered by “messaging split/skill”, “check backup”, and “route to split/skill” vector commands, direct agent calls, and redirect on no answer routing. Calls answered in a main split/skill can be calculated as ACDCALLS - BACKUPCALLS . Available on Generic 2 and Generic 3 switches with vectoring. NOTE: The Redirect on No Answer to VDN routing feature is available on the <i>DEFINITY</i> ECS.	C
BH_ABNCALLS	The number of incoming calls carried by the trunk group that abandoned during the busy hour.	B
BH_ACDCALLS	The number of incoming calls carried by this trunk group during the busy hour that were answered by an agent as split/skill or direct agent ACD calls.	B
BH_ALLINUSETIME	The length of time during the busy hour that all trunks in the trunk group were in use.	B
BH_BUSYCALLS	The number of incoming calls carried by the trunk group during the busy hour that were given a busy signal by the switch.	B
BH_DISCCALLS	The number of incoming calls carried by the trunk group during the busy hour that were forced to disconnect by the switch.	B

Database Item	Description	Type
BH_INCALLS	The number of incoming calls carried by this trunk group that completed during the busy hour. BH_INCALLS includes BH_ABNCALLS , BH_ACDCALLS , and BH_OTHERCALLS .	B
BH_INTIME	The trunk holding time of all incoming calls carried by this trunk group that completed during the busy hour.	B
BH_OABNCALLS	The number of outgoing adjunct-originated calls carried by the trunk group that abandoned during the busy hour. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	B
BH_OACDCALLS	The number of outgoing adjunct-originated ACD calls carried by the trunk group and answered by an agent as split/skill or direct agent ACD calls that completed during the busy hour. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	B
BH_OOTHERCALLS	The number of outgoing calls carried by the trunk group during the busy hour that were not answered or abandoned as ACD calls. BH_OOTHERCALLS include extension out calls, outbound call management calls forced busy or forced disconnect, short outgoing calls, and outgoing calls with unknown disposition.	B
BH_OTHERCALLS	The number of incoming calls carried by the trunk group during the busy hour that were not answered or abandoned. BH_OTHERCALLS include extension in calls, calls forced busy or disconnected, calls that outflowed off the switch, short inbound calls, and inbound calls of unknown disposition. BH_OTHERCALLS includes BH_BUSYCALLS and BH_DISCCALLS .	B
BH_OUTCALLS	The number of outgoing calls carried by the trunk group that completed during the busy hour. BH_OUTCALLS includes BH_OABNCALLS , BH_OACDCALLS , and BH_OOTHERCALLS .	B
BH_OUTTIME	The trunk holding time of all outgoing calls carried by the trunk group that completed during the busy hour.	B
BH_STARTTIME	The starting time of the hour for which busy hour data was collected. The busy hour is that set of contiguous intervals during the day totaling an hour in which the trunk holding time for the trunk group was a maximum.	B

Database Item	Description	Type
BLOCKAGE	The number of outbound call attempts that were blocked because all trunks were busy. Available on Generic 2 switches.	C
BUSYCALLS	The number of INCALLS that were given a busy signal by the switch. This can occur on all switches via the “busy” vector command. On Generic 3 switches without vectoring, BUSYCALLS can occur if a call is routed to a split/skill with coverage set to “yes” where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to “yes”, the agent is not logged in and there is no coverage path administered and an announcement has played or the trunk is not a CO trunk. BUSYCALLS can occur on Generic 3 switches without vectoring when a split queue is full or there are no queue slots, no busy coverage is administered and an announcement has played or the trunk is not a CO trunk.	C
COMPLETED	The number of OUTCALLS that were completed (far end answered). Available on Generic 3 switches.	C
CONNECTCALLS	The number of INCALLS that were answered at a station and were not split/skill or direct agent ACD calls.	C
DISCCALLS	With Generic 2.1, Generic 3 Version 1 and Generic 3 Version 2 (prior to load 100) switches, DISCCALLS is the number of INCALLS that were given a forced disconnect announcement by the “disconnect” vector command, listened to the entire announcement, then were disconnected by the switch. With Generic 2.2 switches, this is the number of INCALLS that were disconnected by the switch by the “disconnect” vector command. With Generic 3 Version 2 and later switches, this is the number of INCALLS that were disconnected by the switch by the “disconnect” vector command. DISCCALLS also includes calls that were disconnected by the switch when the vector disconnect timer expired or that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS .	C

Database Item	Description	Type
FAILURES	The number of trunk failures for this TKGRP. No time or call is recorded in any of the CMS tables. Trunk failures can be due to hardware problems on the trunk, incompatible trunk types on either end of a call, or internal switch errors (such as errors in call processing or vectoring translations). This item does not include calls with short holding times. Available on Generic 2 switches. The FAILURES database item is not populated for Generic 3 switches because trunks that fail are automatically placed in the maintenance busy state.	C
I_INOCC	The total time during the collection interval that ALL trunks in the trunk group were occupied by incoming calls. If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
I_OUTOCC	The time during the collection interval that trunks in this trunk group were occupied by outgoing calls.	C
INBOUND (real-time)	The current number of trunks in the trunk group that are busy on inbound calls.	S
INCALLS	The number of inbound calls that were carried by this TKGRP and that completed during the collection interval. INCALLS includes ABNCALLS, ACDCALLS, OTHERCALLS, CONNECTCALLS, and TRANSFERRED. INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS	C
INCOMPLETE	This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (Generic 2), the trunk going maintenance busy with a call active (Generic 3), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = NO, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C

Database Item	Description	Type
INTIME	The trunk holding time for all INCALLS carried by trunks in this trunk group that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the caller drops, the agent releases the call, or the switch disconnects the call). If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
INTRVL	The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour tables only.	A
MBUSY (real-time)	The current number of trunks in the trunk group that are maintenance busy.	S
MBUSYTIME	The total time during the collection interval that trunks in the trunk group were maintenance busy.	C
NUMINUSE (real-time)	The current number of TRUNKS that are busy (on calls or maintenance busy). NUMINUSE = INBOUND + OUTBOUND + MBUSY	S
O_ABNCALLS	The number of OUTCALLS on this trunk group that were offered by an adjunct as split/skill or direct agent ACD calls and were answered then abandoned by the far end. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDCALLS	The number of OUTCALLS from this trunk group that were offered by an adjunct to one or more splits/skills and were answered by an agent. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_OTHERCALLS	The number of OUTCALLS on this trunk group that were not answered or abandoned as ACD split/skill calls. These include extension out calls, calls forced busy and forced disconnected, short outgoing calls, and calls with unknown dispositions. O_OTHERCALLS includes SHORTCALLS .	C

Database Item	Description	Type
OTHERCALLS	The number of INCALLS carried by this trunk group that were not answered as split/skill or direct agent ACD calls or abandoned. These include forced busy calls, forced disconnect calls, calls that were connected to a non-ACD destination, short inbound calls, calls that outflowed off the switch, and calls with unknown dispositions. OTHERCALLS includes BUSYCALLS , DISCCALLS , SHORTCALLS , and CONNECTCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	C
OUTBOUND (real-time)	The current number of trunks in this trunk group that are busy on outbound calls. OUTBOUND includes ADJUNCTOUT .	S
OUTCALLS	The number of outbound calls that were carried by this TKGRP and were completed during the collection interval. OUTCALLS includes COMPLETED , O_ABNCALLS , O_ACDCALLS , O_OTHERCALLS , TRANSFERRED , and SHORTCALLS . OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS	C
OUTTIME	The trunk holding time for all OUTCALLS carried by trunks in this trunk group that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the far end drops, the agent releases the call, or the switch disconnects the call). OUTTIME includes SETUPTIME .	C
ROW_DATE (index)	The day for which data was collected or the exception occurred.	I
SETUPTIME	Amount of time from trunk seizure until OUTCALLS completed at the far end. Available on Generic 3 switches.	C
SHORTCALLS	The number of inbound and outbound calls that occupied a trunk in the trunk group for less than 2 seconds and that did not queue to a split/skill, forward to a split/skill, get answered by an agent, get a forced busy or forced disconnect from the switch, or produce a trunk failure or maintenance busy. Note that SHORTCALLS includes both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS .	C
SPLIT	The split/skill to which this TKGRP terminates.	A

Database Item	Description	Type
STARTTIME (real-time)	The start time of the interval for which data was collected. STARTTIME applies only to the interval table.	I
TKGRP (index)	The trunk group number for which data was collected. This will be zero if the trunk group carrying the call is not measured	I
TRANSFERRED	The number of calls that the agent transferred to another destination. Note that TRANSFERRED includes both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some TRANSFERRED . For Generic 2.1 switches, TRANSFERRED includes transfers to measured VDNs or splits/skills. For Generic 3 and Generic 2.2 switches, TRANSFERRED includes all calls that transferred.	C
TRUNKS	The current number of trunks assigned to this TKGRP .	A
VDN	The VDN to which the TKGRP terminates. Available on Generic 2 and Generic 3 switches with vectoring.	A
VECTOR	The vector to which this trunk group's VDN terminates. Available on Generic 2 and Generic 3 switches with vectoring.	A

Switch Cross-Reference for Trunk Group Database Items

The following table lists the Trunk Group database items are supported by each of the switch releases:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ABNCALLS	X	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X	X
ABNVECCALLS	X	X	X	X	X	X	X
ACD (index)	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ADJUNCTOUT		X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ALLINUSE	X	X	X	X	X	X	X
ALLINUSETIME	X	X	X	X	X	X	X
AUDIO		X	X	X	X	X	X
BH_ABNCALLS	X	X	X	X	X	X	X
BH_ACDCALLS	X	X	X	X	X	X	X
BH_ALLINUSETIME	X	X	X	X	X	X	X
BH_BUSYCALLS	X	X	X	X	X	X	X
BH_DISCCALLS	X	X	X	X	X	X	X
BH_INCALLS	X	X	X	X	X	X	X
BH_INTIME	X	X	X	X	X	X	X
BH_OABNCALLS		X	X	X	X	X	X
BH_OACDCALLS		X	X	X	X	X	X
BH_OOTHERCALLS	X	X	X	X	X	X	X
BH_OTHERCALLS	X	X	X	X	X	X	X
BH_OUTCALLS	X	X	X	X	X	X	X
BH_OUTTIME	X	X	X	X	X	X	X
BH_STARTTIME	X	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X	X
BLOCKAGE	X	X					X
BUSYCALLS	X	X	X	X	X	X	X
COMPLETED			X	X	X	X	X
CONNECTCALLS	X	X	X	X	X	X	X
DISCCALLS	X	X	X	X	X	X	X
FAILURES	X	X					X
I_INOCC	X	X	X	X	X	X	X
I_OUTOCC	X	X	X	X	X	X	X
INBOUND	X	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
INCOMPLETE	X	X	X	X	X	X	X
INTIME	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
MBUSY	X	X	X	X	X	X	X
MBUSYTIME	X	X	X	X	X	X	X
NUMINUSE	X	X	X	X	X	X	X
O_ABNCALLS		X	X	X	X	X	X
O_ACDCALLS		X	X	X	X	X	X
O_OTHERCALLS	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X
OUTBOUND	X	X	X	X	X	X	X
OUTCALLS	X	X	X	X	X	X	X
OUTTIME	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SETUPTIME			X	X	X	X	X
SHORTCALLS	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X
TRUNKS	X	X	X	X	X	X	X
VDN	X	X	X	X	X	X	X
VECTOR	X	X	X	X	X	X	X

Trunk Database Items

Introduction	The Trunk database item descriptions apply to real-time and historical items.
Type Column	The Type column refers to Cumulative (C) , Administrative (A) , Status (S) , Row Identifier (I) , Busy Hour (B) , Special Table (N) , or Maximum Value (M) data. Cumulative, Administrative, Row Identifier, Busy Hour, and Maximum Value items typically apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables. Special Table items are historical, and apply only to the table in which they are stored.
Real-Time Database Items	Real-Time trunk database items apply to the Current Interval Trunk (ctrunk) and Previous Interval Agent (ptrunk) tables. The real-time indexes are ACD , ITN , EQLOC , and TKGRP .
Historical Database Items	Historical trunk database items apply to the Intrahour Trunk (ht trunk), Daily Trunk (dt trunk), Weekly Trunk Group (wt trunk), and Monthly Trunk (mt trunk) tables, except as noted. The historical indexes are EQLOC , ROW_DATE and TKGRP .

Trunk Database Items

The following table describes the database items stored in the Trunk database tables:

Database Item	Description	Type
ABNCALLS	The number of calls carried by this trunk that were abandoned by the caller before being answered by an agent. Calls directly to unmeasured stations that did not go through a measured VDN or split/skill are not recorded. For Generic 2.2 and Generic 3 switches, ABNCALLS includes all calls abandoned by the caller that were carried by this trunk, except for calls directly to unmeasured stations that did not go through a measured VDN or split/skill. This includes ACD calls and calls that routed to an agent or extension with talk times less than the phantom-abandoned call timer value. For Generic 2.1 switches, this is ACD calls that abandon from the split queue or from ringing, and calls that abandon from vector processing. Calls that abandon while listening to a forced disconnect are also included in ABNCALLS. For Generic 3 Version 1 switches, ABNCALLS includes all calls abandoned by the caller that were carried by this trunk, except for calls that directly to unmeasured stations that did not go through a VDN or split/skill. It also includes calls that abandon while listening to a forced disconnect. ABNCALLS includes ABNVECCALLS, ABNQUEUECALLS, and ABNRINGCALLS.	C
ACD (index)	The ACD number for which data was collected.	I
ACDCALLS	The number of INCALLS that were answered by an agent as a split/skill or direct agent ACD call.	C
AUDIO	The number of calls for which audio difficulty problems were reported for this trunk. Available on Generic 2 and Generic 3 switches.	C
CALLING_LOGID	The Login ID of the agent originating the current call on this trunk. This is NULL when the trunk idles.	S
DIRECTION (real-time)	The current call direction of the trunk (IN, OUT, or as defined in Dictionary). The value is blank (NULL) if the trunk is idle.	S
DURATION (real-time)	The current length of time the trunk has been in TKSTATE .	S

Database Item	Description	Type
EQLOC (index)	The physical equipment location (trunk number) for which data was collected.	A
EXTENSION (real-time)	The extension to which this trunk is currently queued, ringing, or connected.	S
FAILURES	The number of trunk failures for this trunk. No time or call is recorded in any of the CMS tables. Trunk failures can be due to hardware problems on the trunk, incompatible trunk types on either end of a call, or to internal switch errors (such as errors in call processing or vectoring translations). This item does not include calls with short holding times. Available on Generic 2 switches. The FAILURES database item is not populated for Generic 3 switches because trunks that fail are automatically placed in the maintenance busy state.	C
I_INOCC	The total time during the collection interval that the trunk was occupied by incoming calls. If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
I_OUTOCC	The total time during the collection interval that this trunk was occupied by outbound calls.	C
INCALLS	The number of inbound calls carried by this trunk that completed during the collection interval. This includes calls with short holding times (SHORTCALLS) but does not include calls that had a trunk failure (FAILURES). INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS	C
INCOMPLETE	This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (Generic 2), the trunk going maintenance busy with a call active (Generic 3), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = NO, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing split/skill or VDN call profile data while data collection is active only affects the respective split/skill or VDN data.	C

Database Item	Description	Type
INTIME	The trunk holding time for all INCALLS carried by this trunk that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the caller drops, the agent releases the call, or the switch disconnects the call). If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	T
INTRVL	The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour intervals only.	A
ITN (index)	The internal trunk number of the trunk.	I
LOGID (real-time)	The Login ID of the agent handling the call currently carried by this trunk. This is blank (NULL) when the trunk is idle.	S
MBUSYTIME	The total time during the collection interval that this trunk was maintenance busy.	C
O_ABNCALLS	The number of OUTCALLS on this trunk that were offered by an adjunct as split/skill or direct agent ACD calls and were answered then abandoned by the far end before talking to an agent. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDCALLS	The number of OUTCALLS from this trunk that were offered by an adjunct as split/skill or direct agent ACD calls and were answered by an agent. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_OTHERCALLS	The number of OUTCALLS on this trunk that were not answered as ACD split/skill calls or abandoned. These include extension out calls, forced busy calls, short outgoing calls, and calls with unknown dispositions. O_OTHERCALLS includes SHORTCALLS .	C
OTHERCALLS	The number of INCALLS carried by this trunk that were not answered as split/skill or direct agent ACD calls or abandoned. These include forced busy calls, forced disconnect calls, calls that were connected to a non-ACD destination, short inbound calls, and calls with unknown dispositions. OTHERCALLS includes BUSYCALLS , DISCCALLS , SHORTCALLS and CONNECTCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	S

Database Item	Description	Type
OUTCALLS	The number of outbound calls that were carried by the trunk and were completed during the collection interval. OUTCALLS includes COMPLETED , O_ABNCALLS , O_ACDCALLS , O_OTHERCALLS , TRANSFERRED and SHORTCALLS . OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS	C
OUTTIME	The trunk holding time for all OUTCALLS carried by this trunk that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the far end drops, the agent releases the call, or the switch disconnects the call).	C
PRIORITY (real-time)	The priority at which call was queued. Without vectoring, the values are YES, NO, or as defined in Dictionary. With vectoring, the values are LOW, MED, HIGH, TOP, or as defined in Dictionary. This is blank (NULL) when the call is dequeued (when the call rings at an agent, outflows or dequeues from the split/skill, the call abandons from queue, the call gets a forced busy or a forced disconnect). Generic 3 switches with vectoring use MED for “no priority” and HIGH for “priority” calls that queue directly to a split/skill without going through a vector, and calls that queue to a split/skill by “route to” number or “messaging split/skill” vector commands.	S
PRIORITY2-3 (real-time)	The priority at which call was queued to a second or third split/skill, the values are: LOW, MED, HIGH, TOP, or as defined in Dictionary. This is blank (NULL) when the call is dequeued (when the call rings at an agent, outflows or dequeues from the split/skill, the caller abandons from queue, the call gets a forced busy or a forced disconnect). Available on Generic 2.2 with vectoring and EAS, and Generic 3 switches with vectoring.	S
QUEECOUNT (real-time)	The number of ACD split/skill queues that the call is in. This is blank (NULL) when the trunk goes idle, gets forced busy, gets a forced disconnect, connects to a station or agent, or forwards out of the queue. Values: NULL, 1-3	S
QUETYPE (real-time)	Whether this call entered the queue by the “queue to main” or another vector step. QUETYPE is NULL for direct agent calls, when vectoring is not used, and when the call dequeues (is answered, abandoned, gets forced busy, or gets a forced disconnect). Valid values are NULL, MAIN, and BACKUP.	S

Database Item	Description	Type
QUETYPE2-3 (real-time)	Whether this call entered the second or third queue by the “queue to main” or another vector step. QUETYPE2 and QUETYPE3 are NULL when vectoring is not used and when the call dequeues (is answered, abandoned, gets forced busy, or gets a forced disconnect). Valid values are NULL, MAIN, and BACKUP. Available on Generic 2.2 switches with EAS and Generic 3 switches.	S
ROW_DATE (index)	The day for which data was collected or the exception occurred.	I
SHORTCALLS	The number of inbound and outbound calls that occupied a trunk for less than 2 seconds and that did not queue to a split/skill, forward to a split/skill, get answered by an agent, get a forced busy or forced disconnect from the switch, or produce a trunk failure or maintenance busy. Note that SHORTCALLS includes both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS .	C
SPLIT (real-time)	The first split/skill number to which the call is currently queued or split/skill for which the call was answered. SPLIT is blank (NULL) when the trunk idles.	S
SPLIT2-3 (real-time)	The split/skill numbers of the second and third splits/skills to which the call is queued. This is blank (NULL) when the call dequeues (is answered, abandoned, gets a forced busy or forced disconnect). Available on Generic 2.2 switches with vectoring and EAS, and Generic 3 switches with vectoring.	S
STARTED (real-time)	The time of day that TKSTATE started. Valid values are NULL and time-of-day	S
STARTTIME (real-time)	The start time of the interval for which data was collected. STARTTIME applies only to the interval table.	I
TKGRP (index)	The trunk group number to which the trunk is assigned.	A
TKSTATE (real-time)	The current state of the call. Trunk states include: IDLE, SEIZED, QUEUED, CONN, RINGING, DABN, FBUSY, FDISC, HOLD, MBUSY, UNKNOWN, or as defined in Dictionary.	S
VDN (real-time)	The VDN that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. Available on Generic 2 and Generic 3 switches with vectoring.	S

Database Item	Description	Type
VECTOR (real-time)	The vector that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. Available on Generic 2 and Generic 3 switches with vectoring.	S

Switch Cross-Reference for Trunk Database Items

The following table lists which Trunk database items are supported by each of the switch releases:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ABNCALLS	X	X	X	X	X	X	X
ACD	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
AUDIO	X	X	X	X	X	X	X
CALLING_LOGID	X	X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X
EQLOC	X	X	X	X	X	X	X
EXTENSION	X	X	X	X	X	X	X
FAILURES	X	X					X
I_INOCC	X	X	X	X	X	X	X
I_OUTOCC	X	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X
INTIME	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
ITN	X	X	X	X	X	X	X
LOGID	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
MBUSYTIME	X	X	X	X	X	X	X
O_ABNCALLS		X	X	X	X	X	X
O_ACDCALLS		X	X	X	X	X	X
O_OTHERCALLS	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X
OUTCALLS	X	X	X	X	X	X	X
OUTTIME	X	X	X	X	X	X	X
PRIORITY	X	X	X	X	X	X	X
PRIORITY2-3		X (EAS)	X	X	X	X	X
QUECOUNT	X	X	X	X	X	X	X
QUETYPE	X	X	X	X	X	X	X
QUETYPE2-3		X (EAS)	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SHORTCALLS	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
SPLIT2-3		X (EAS)	X	X	X	X	X
STARTED	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X	X
TKSTATE	X	X	X	X	X	X	X
VDN	X	X	X	X	X	X	X
VECTOR	X	X	X	X	X	X	X

Vector Database Items

Note	Vector database items are available only if the Vectoring feature has been purchased and authorized for you to use.

Introduction	The Vector database item descriptions (Table F) apply to real-time and historical items.

Type Column	The Type column refers to Cumulative (C) , Administrative (A) , Status (S) , Row Identifier (I) , Busy Hour (B) , Special Table (N) , or Maximum Value (M) data. Cumulative, Administrative, Row Identifier, Busy Hour, and Maximum Value items typically apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables. Special Table items are historical, and apply only to the table in which they are stored.

Real-Time Database Items	Real-Time vector database items apply to the Current Interval Vector (cvector) and Previous Interval Vector (pvector) tables. The real-time indexes are ACD and VECTOR .

Historical Database Items	Historical vector database items apply to the Intrahour Vector (hvector), Daily Vector (dvector), Weekly Vector (wvector), and Monthly Vector (mvector) tables, except as noted. The historical indexes are ROW_DATE and VECTOR .

Vector Database Items	The following table describes the database items stored in the Vector database tables:

Database Item	Description	Type
ABNCALLS	The number of INCALLS that were abandoned while INPROGRESS for this vector. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing, and for the Generic 2.1 and Generic 3 Version 1 switches, calls that abandoned while listening to a forced disconnect announcement. ABNCALLS includes ABNQUECALLS , ABNRINGCALLS , and PHANTOMABNS .	C
ABNQUECALLS	The number of ABNCALLS that hung up while in a split/skill or direct agent ACD queue. Available on Generic 2 and Generic 3 switches.	C
ABNRINGCALLS	The number of split/skill or direct agent ABNCALLS that were abandoned while ringing at an agent position. Available on Generic 2 and Generic 3 switches and on the ECS.	C
ABNTIME	The time caller waited while vector steps were executed, the call was queued, and ringing, before abandoning. For phantom abandons, ABNTIME includes the total time until the agent releases the call.	C
ACD (index)	The ACD number for which data was collected.	I
ACDCALLS	The number of split/skill and direct agent ACD calls that were answered by an agent from “queue to main”, “check backup”, “messaging split/skill”, “route to” split/skill or direct agent, and “adjunct routing” to a split/skill or direct agent. ACDCALLS includes BACKUPCALLS .	C
ADJATTEMPTS	The number of adjunct routing attempts for calls in this VECTOR . Available on the ECS and Generic 3 switches with the ASAI feature. ADJATTEMPTS includes ADJROUTED .	C
ADJROUTED	The number of adjunct-routing calls that were redirected by an adjunct processor or host computer. Available on the ECS and Generic 3 switches with vectoring and the ASAI feature.	C

Database Item	Description	Type
ANSTIME	The time that split/skill and direct agent ACD calls waited while executing steps in this vector, queuing, and ringing before being answered by an agent. ANSTIME includes RINGTIME .	C
BACKUPCALLS	The number of ACDCALLS that were queued to the answering split/skill using a vector command other than "queue to main." Calls answered in a main split/skill (MAINCALLS) can then be calculated as ACDCALLS - BACKUPCALLS . However, MAINCALLS does not include direct agent calls. BACKUPCALLS includes "messaging split/skill" calls, "check backup" calls, and calls that route to a split/skill or direct agent, either by the "route to" vector command or by adjunct routing. Calls that are redirected back to the split/skill using the redirection on no answer feature and are subsequently answered are also counted as BACKUPCALLS . NOTE: The Redirect to No Answer to VDN routing feature is available on the <i>DEFINITY</i> ECS. Available on Generic 2 and Generic 3 switches and on the ECS with the vectoring feature.	C
BUSYCALLS	The number of INCALLS that were given a busy signal by the switch. This can occur on all switches when the "busy" vector command is executed. On Generic 3 switches, BUSYCALLS can occur if a call is routed to a split with coverage set to "yes" where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to "yes", the agent is not logged in and there is no coverage path administered and an announcement has played or the trunk is not a CO trunk.	C
BUSYTIME	The time callers waited in queue until hearing a busy tone for all BUSYCALLS .	C
DEFLECTCALLS	The number of calls deflected to the network through BSR. Requires the <i>DEFINITY</i> ECS R6.	C

Database Item	Description	Type
DISCCALLS	With Generic 2.1 and Generic 3 Version 1 switches, DISCCALLS is the number of INCALLS that were given a forced disconnect announcement by the “disconnect” vector command, listened to the entire announcement, then were disconnected by the switch. With the Generic 2.2 switch, Generic 3 Version 2, and later Generic 3 switches and with the ECS, the number of INCALLS that executed the “disconnect” vector command. With Generic 3 Version 2 and newer switches (and with the ECS), DISCCALLS also includes calls disconnected by the switch when the vector disconnect timer expired or that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS.	C
DISCTIME	The time all DISCCALLS spent in this VECTOR. The time until the trunk drops following the forced disconnect command for those calls recorded as DISCCALLS. For Generic 2.1 and Generic 3 Version 1 switches, this is the time until the announcement ends and the caller is disconnected by the switch. For Generic 2.2, Generic 3 Version 2 and later Generic 3 switches, and for the ECS, this is the time until the trunk drops, in the case where the caller hangs up without listening to the entire announcement. For Generic 3 Version 2 and newer switches, and for the ECS, this is the time when the call is disconnected due to the expiration of the vector disconnect timer or the time until the caller is disconnected by the switch.	C
GOTOCALLS	The number of OUTFLOWCALLS that were redirected to another vector by way of a “go to vector” command. Available on Generic 2.2 and Generic 3 switches and on the <i>DEFINITY</i> ECS.	C
GOTOTIME	The time all GOTOCALLS spent in this vector before being redirected to another vector. Available on Generic 2.2 and Generic 3 switches and on the <i>DEFINITY</i> ECS.	C
INCALLS	The number of inbound calls that were processed by this vector. INCALLS includes ABNCALLS, RINGCALLS, INFLOWCALLS, and OTHERCALLS. INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS	C

Database Item	Description	Type
INCOMPLETE	This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls due to trunk failures (Generic 2), the trunk going maintenance busy with a call active (Generic 3 and the ECS), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = NO, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INFLOWCALLS	The number of calls that were redirected to this vector by way of a "go to vector" or a "route to" VDN command, or by redirection on no answer to a VDN.	C
INPROGRESS (real-time)	The current number of inbound calls that are being processed by this VECTOR until the disposition of the call is known. Calls are no longer counted as in progress on the vector when they have been answered, abandoned, outflowed from the vector, at the beginning of forced busy, or dropped on a forced disconnect. INPROGRESS includes INQUEUE and INRING .	S
INQUEUE (real-time)	The current number of INPROGRESS calls that are in split/skill or direct agent ACD queues.	S
INRING (real-time)	The current number of INPROGRESS split/skill and direct agent ACD calls that are ringing at an agent position. Available on Generic 2 and Generic 3 switches and on the ECS.	S
INTERFLOWCALLS	Number of OUTFLOWCALLS that were directed to an off-switch location. INTERFLOWCALLS includes LOOKFLOWCALLS .	C
INTIME	The time all DISCCALLS spent in this VECTOR . The time until the trunk drops following the forced disconnect command for those calls recorded as DISCCALLS .	C
INTRVL	The number of OUTFLOWCALLS that were redirected to another vector by way of a "go to vector" command. Available on Generic 2.2 and Generic 3 switches and on the ECS.	A

Database Item	Description	Type
LOOKATTEMPTS	The time all GOTOCALLS spent in this vector before being redirected to another vector. Available on Generic 2.2 and Generic 3 switches and on the ECS.	C
LOOKFLOWCALLS	Number of INTERFLOWCALLS that were redirected by way of the Lookahead Interflow feature. Available on Generic 2.2 and Generic 3 switches with the Lookahead Interflow feature.	C
NETDISCCALLS	Number of disconnected calls for the reply step in BSR. Requires the <i>DEFINITY</i> ECS R6.	C
NETPOLLS	Number of network polls for the consider steps in BSR. Requires the <i>DEFINITY</i> ECS R6.	C
NUMVDNS	The current number of VDNs that are assigned to this VECTOR .	A
OTHERCALLS	The number of INCALLS that were redirected out of the vector, given a busy signal, or were disconnected. OTHERCALLS includes BUSYCALLS , DISCCALLS , and OUTFLOWCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	S
OTHERTIME	The time OTHERCALLS spent in the vector until the disposition was known and the call left the vector. OTHERTIME includes BUSYTIME , DISCTIME , and OUTFLOWTIME .	C
OUTFLOWCALLS	The number of INCALLS that were redirected to another destination by way of a "go to vector" command or by a "route to" or "adjunct routing" command to a destination other than a split/skill or direct agent. (Calls that route to a split/skill or direct agent by way of a "route to," "adjunct routing," or "messaging split/skill" command are still tracked in the vector.) OUTFLOWCALLS includes GOTOCALLS and INTERFLOWCALLS .	C
OUTFLOWTIME	Time all OUTFLOWCALLS spent in the VECTOR before being redirected. OUTFLOWTIME includes GOTOTIME .	C

Database Item	Description	Type
PHANTOMABNS	The number of split/skill and direct agent ACD calls and calls that routed to an agent or extension with talk time less than the value of the phantom abandoned call timer. Available on Generic 3 and newer switches.	C
RINGCALLS	The number of split/skill and direct agent ACD calls that rang at agent positions. RINGCALLS includes ACDCALLS . Available on Generic 2 and Generic 3 switches and the ECS.	C
RINGTIME	The time split/skill and direct agent ACD that rang at agent positions. Available on Generic 2 and Generic 3 switches.	C
ROW_DATE (index)	The date for which data was collected or the exception occurred.	I
STARTTIME (real-time)	STARTTIME applies only to the interval table.	I
VDISCCALLS	The number of calls forced to disconnect because the vector disconnect timer timed out or because the call reached a vector stop without being queued. "Vector stop" means an explicit "stop" vector command, the end of the vector, or the call executed 1000 vector steps. Available on Generic 3 Version 2 and newer switches.	C
VECTOR (index)	The vector number that this row represents. Available on Generic 2 and Generic 3 switches with vectoring.	I

Switch Cross-Reference for Vector Database Items

The following table lists which Vector database items are supported by each of the switch releases:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ABNCALLS	X	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X	X
ACD	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ADJATTEMPTS			X	X	X	X	X
ADJROUTED			X	X	X	X	X
ANSTIME	X	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X	X
BUSYCALLS	X	X	X	X	X	X	X
BUSYTIME	X	X	X	X	X	X	X
DEFLECTCALLS							X
DISCCALLS	X	X	X	X	X	X	X
DISCTIME	X	X	X	X	X	X	X
GOTOCALLS		X	X	X	X	X	X
GOTOTIME		X	X	X	X	X	X
INCALLS	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X
INFLOWCALLS	X	X	X	X	X	X	X
INPROGRESS	X	X	X	X	X	X	X
INQUEUE	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
INRING	X	X	X	X	X	X	X
INTERFLOWCALLS	X	X	X	X	X	X	X
INTIME	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
LOOKATTEMPTS		X	X	X	X	X	X
LOOKFLOWCALLS		X	X	X	X	X	X
NETDISCCALLS							X
NETPOLLS							X
NUMVDNS	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X
OTHERTIME	X	X	X	X	X	X	X
OUTFLOWCALLS	X	X	X	X	X	X	X
OUTFLOWTIME	X	X	X	X	X	X	X
PHANTOMABNS			X	X	X	X	X
RINGCALLS	X	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
VDISCCALLS				X	X	X	X
VECTOR	X	X	X	X	X	X	X

VDN Database Items

Note

VDN database items are available only if the vectoring feature has been purchased and authorized for you to use.

Introduction

The VDN Database Item descriptions apply to real-time and historical items.

Type Column

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, **Status (S)**, **Row Identifier (I)**, **Busy Hour (B)**, **Special Table (N)**, or **Maximum Value (M)** data. Cumulative, Administrative, Row Identifier, Busy Hour, and Maximum Value items typically apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables. Special Table items are historical, and apply only to the table in which they are stored.

Real-Time Database Items

Real-Time VDN database items apply to the Current Interval VDN (cvdn) and Previous Interval VDN (pvdn) tables. The real-time indexes are **ACD**, **VDN**, and **VECTOR**.

Historical Database Items

Historical VDN database items apply to the Intrahour VDN (hvdn), Daily VDN (dvdn), Weekly VDN (wvdn), and Monthly VDN (mvdn) tables, except as noted. The historical indexes are **ROW_DATE** and **VDN**.

VDN Database Items

The following table describes the database items stored in the VDN database tables:

Database Item	Description	Type
ABNCALLS	The number of INCALLS that were abandoned while INPROGRESS for this VDN. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing, calls that abandon after being routed to an extension via the "route to" vector command, and for the Generic 2.1 and Generic 3 (prior to Generic 3 Version 2 load 100) switches, calls that abandoned while listening to a forced disconnect announcement. ABNCALLS includes ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom abandoned call timer. ABNCALLS includes ABNCALLS1 through ABNCALLS10, ABNQUECALLS, ABNRINGCALLS, PHANTOMABNS, and SLVLABNS are pegged as ABNCALLS.	C
ABNCALLS1-10	The number of INCALLS that abandoned in each of the service level increments PERIOD1 through PERIOD9 (as defined IN the Call Center Administration: VDN Call Profile Setup window). ABNCALLS10 counts calls that abandoned after PERIOD9.	C
ABNQUECALLS	The number of ABNCALLS that were abandoned while in a split/skill or direct agent ACD queue. Available on Generic 2 and Generic 3 switches and the ECS.	C
ABNRINGCALLS	The number of split/skill and direct agent ABNCALLS that were abandoned by the caller while ringing at an agent position. Available on Generic 2 and Generic 3 switches and on the ECS.	C
ABNTIME	The time caller waited while vector steps were executed, the call was queued, and ringing before abandoning. For phantom-abandon calls, ABNTIME is the total time from entering the VDN until the agent released the call.	C
ACCEPTABLE	The number of ACDCALLS and CONNECTCALLS that were answered within the acceptable service level (SERVICELEVEL) as defined on the Call Center Administration: VDN Call Profile Setup window.	C
ACD (index)	The ACD number for which data was collected.	I

Database Item	Description	Type
ACDCALLS	The number of split/skill and direct agent ACD calls that were answered by an agent from “queue to main,” “check backup,” “messaging split/skill,” “route to” split/skill or direct agent, and “adjunct routing” to a split/skill or direct agent. ACDCALLS includes ACDCALLS1-10 , ACCEPTABLE , ANSCONNCALLS1-10 , BACKUPCALLS , and TRANSFERRED .	C
ACDTIME	The talk time of all ACDCALLS , not including HOLDTIME . ACDTIME includes SKILLTIME1 , SKILLTIME2 , and SKILLTIME3 .	C
ACTIVECALLS (real-time)	The switch-generated count of the number of active calls in the VDN. This includes only incoming trunk calls directly to the VDN. It does not include internal calls to the VDN, transfers to the VDN, or calls that route to the VDN or redirect from ringing to the VDN after having been through another VDN. Available on the Generic 3 Version 4 and later switch and on the ECS with the vectoring feature.	S
ACWTIME	The time that agents spent in ACW associated with ACDCALLS . ACWTIME includes SKILLACWTIME1-3 .	C
ADJATTEMPTS	The number of adjunct-routing attempts for calls in this VDN. ADJATTEMPTS includes ADJROUTED . Available on the ECS and Generic 3 switches with the ASAI gateway.	C
ADJROUTED	The number of adjunct routing calls that were redirected by an adjunct processor or host computer. Available on the ECS and Generic 3 switches with vectoring and the ASAI feature.	C
ANSCONNCALLS1-10	The number of times that callers were answered (ACDCALLS) and connected (CONNECTCALLS) during each of the service level increments PERIOD1 through PERIOD9 as defined in the Call Center Administration: VDN Call Profile Setup window. ANSCONNCALLS10 counts calls answered or connected after PERIOD9 . Answered/connected calls include split/skill and direct agent ACD calls and extension calls by a “route to” or “adjunct routing” vector command.	C

Database Item	Description	Type
ANSTIME	The time split/skill and direct agent ACD calls spent waiting to be answered in vector processing, in queue, and while ringing. For extension calls on Generic 2.1 switches, ANSTIME is the time until ringing starts. ANSTIME includes RINGTIME .	C
ASA (real-time)	The switch-provided rolling average speed of answer for this VDN. This value is sent to CMS whenever it changes on the switch when a call is answered. Available on Generic 3 Version 4 switches and on the ECS with vectoring.	S
ATAGENT (real-time)	The current number of INPROGRESS calls (ACD and non-ACD) that have been answered by an agent or connected to a station.	S
BACKUPCALLS	The number of ACDCALLS that were queued to the answering split/skill by a vector command other than “queue to main”. Calls answered in the main split/skill can then be calculated as ACDCALLS - BACKUPCALLS . However, this calculation does not include direct agent calls. BACKUPCALLS includes “messaging split/skill” calls, “check backup” calls, and calls that route to a split/skill or direct agent, either by the “route to” vector command or by adjunct routing. Calls that are redirected back to the split/skill using the Redirection on No Answer feature and then answered are also counted as BACKUPCALLS . NOTE: The Redirect on No Answer to VDN routing feature is available on the <i>DEFINITY</i> ECS. Available on Generic 2 and Generic 3 switches and the ECS with the vectoring feature.	C
BH_ABNCALLS	The number of INCALLS that were abandoned by callers during the busy hour.	B
BH_ACDCALLS	The number of ACDCALLS that were completed during the busy hour.	B
BH_ACDTIME	The talk time of ACDCALLS that were completed during the busy hour.	B
BH_BUSYCALLS	The number of INCALLS that were given a busy signal by the switch during the busy hour.	B
BH_DISCCALLS	The number of INCALLS that were disconnected by the switch during the busy hour.	B

Database Item	Description	Type
BH_OTHERCALLS	The number of OTHERCALLS that completed during the busy hour. BH_OTHERCALLS includes extension-in calls, calls forced busy or disconnected, calls that outflowed off the switch, short inbound calls, and inbound calls of unknown disposition.	B
BH_STARTTIME	The starting time of the hour for which busy hour data was collected. The busy hour is that set of contiguous intervals comprising a total of one hour in which the number of INCALLS to the VDN was a maximum.	B
BH_VDNCALLS	The number of INCALLS to the VDN that completed during the busy hour. BH_VDNCALLS includes answered calls that completed during the busy hour, calls that abandoned, were forced busy, forced disconnected or outflowed from the VDN during the busy hour.	B
BSRPLAN	Information for the specified Best Service Routing (BSR) plan. Available on the R6 ECS.	A
BUSYCALLS	The number of INCALLS that were given a busy signal by the switch. This can occur on all switches via the "busy" vector command. On Generic 3 switches and the ECS, BUSYCALLS can occur if a call is routed to a split/skill with coverage set to "yes" where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches and the ECS, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to "yes", the agent is not logged in and there is no coverage path administered, an announcement has played, or the trunk is not a CO trunk.	C
BUSYTIME	Duration of all BUSYCALLS (until the trunk goes idle).	C
CONNECTCALLS	Number of non-ACD INCALLS that were delivered to a station extension (other than a VDN or direct agent login ID) by a "route to" or "adjunct routing" vector command and did not abandon. For Generic 2.1 switches, non-ACD abandons are not tracked, so all calls that route to a station extension (other than a VDN) are included in CONNECTCALLS . CONNECTCALLS includes ANSCONNCALLS1-10 .	C

Database Item	Description	Type
CONNECTTIME	For Generic 3 and newer switches, CONNECTTIME is the time CONNECTCALLS waited before being answered. For Generic 2 switches, CONNECTTIME is the time until ringing starts.	C
CONNTALKTIME	Talk time for all CONNECTCALLS , not including HOLDTIME .	C
DEFLECTCALLS	Number of calls that were deflected to the network by BSR. Requires the R6 ECS.	C
DISCCALLS	With Generic 2.1 and Generic 3 Version 1 switches, DISCCALLS is the number of INCALLS that were given a forced disconnect announcement by the “disconnect” vector command, listened to the entire announcement, then were disconnected by the switch. With Generic 2.2, this is the number of INCALLS that were disconnected by the switch by the “disconnect” vector command. With Generic 3 Version 2 and newer Generic 3 switches, DISCCALLS also includes calls disconnected by the switch when the vector disconnect timer expired or that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS .	C
DISCTIME	The time all DISCCALLS spent in this VDN. The time until the trunk drops following the forced disconnect command for those calls recorded as DISCCALLS . For Generic 2.2, Generic 3 Version 2, and newer Generic 3 switches, if the caller hangs up during the forced disconnect announcement, this is the time until the caller hangs up. For Generic 2.1 and Generic 3 switches, this is the time until the announcement ends and the caller is disconnected by the switch.	C
HOLDABNCALLS	The number of times that callers abandoned from on hold. For Generic 2.1 switches, HOLDABNCALLS applies to split ACD calls held. For Generic 2.2 and Generic 3 switches, and for the ECS, HOLDABNCALLS applies to all calls the agent put on hold.	C
HOLDACDCALLS	The number of split/skill or direct agent ACD calls placed on hold at least one time.	C
HOLDACDTIME	The time spent by split/skill or direct agent ACD callers spent on hold.	C

Database Item	Description	Type
HOLDCALLS	The number of calls that were placed on hold at least once. HOLDCALLS also includes HOLDABNCALLS and HOLDACDCALLS . For Generic 2.1 switches, HOLDCALLS applies to split ACD calls held. For Generic 2.2 and Generic 3 switches, and for the ECS, HOLDCALLS applies to all calls the agent put on hold.	C
HOLDTIME	Time spent by callers on hold. HOLDTIME includes HOLDACDTIME . For Generic 2.1 switches, HOLDTIME applies to split ACD calls. For Generic 2.2 and Generic 3 switches and for the ECS, HOLDTIME applies to all calls the agent put on hold.	C
I_ARRIVED	Number of calls that reached this VDN during this interval.	C
ILN	Internal line number (ILN) of the VDN extension. The ILN is used internally by the CMS to track data about a VDN.	A
INCALLS	Number of inbound calls that were directed to this VDN. INCALLS includes ABNCALLS , INFLOWCALLS , OTHERCALLS , RETURNCALLS , and RINGCALLS (which includes ACDCALLS). INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS	C
INCOMPLETE	Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (Generic 2), the trunk going maintenance busy with a call active (Generic 3 and the ECS), protocol failures with data collection active, or when the split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = NO, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INFLOWCALLS	The number of calls that were redirected into the VDN by way of a "route to" VDN command, or by Redirection on No Answer to this VDN.	C
INPROGRESS (real-time)	The current number of inbound calls that are associated with this VDN. Calls are considered to be in progress in the VDN until they route to another VDN, route off the switch, are transferred, or the trunk carrying them goes idle. INPROGRESS includes ATAGENT and INVECTOR .	S

Database Item	Description	Type
INQUEUE (real-time)	The current number of INPROGRESS calls that are in a split/skill or direct agent ACD queues.	S
INRING (real-time)	The current number of INPROGRESS split/skill and direct agent ACD calls that are ringing at an agent position. Available on Generic 2 and Generic 3 switches and on the ECS.	S
INTERFLOWCALLS	The number of OUTFLOWCALLS that were redirected to a destination outside the switch. INTERFLOWCALLS includes LOOKFLOWCALLS .	C
INTIME	The time spent by INCALLS in this VDN. INTIME = ACDTIME + ABNTIME + ANSTIME + HOLDTIME + OTHERTIME On Generic 2.1 switches, there are multiple call handling scenarios in which call-based ACDTIME is stopped before the call ends. In these scenarios, INTIME does not add up to ACDTIME + ABNTIME + ANSTIME + OTHERTIME + HOLDTIME . (The scenarios occur when an agent puts an ACD call on hold using the HOLD key when another ACD call is already on hold, or when a call is dropped while an ACD call is on hold.)	C
INTRVL	The number of minutes in the timed period (15, 30, or 60). INTRVL applies to intrahour tables only.	A
INVECTOR (real-time)	The current number of INPROGRESS calls that are being processed by a vector. Calls that are in queue and calls that are ringing are still counted as INVECTOR . Calls are no longer counted as INVECTOR when they connect to a station, are answered by an agent, abandon, or outflow from the VDN. INVECTOR includes INQUEUE and INRING .	S
LOOKATTEMPTS	The number of look-ahead interflow attempts for calls in this VDN. Available on Generic 2.2 and Generic 3 switches and on the ECS with the vectoring and look-ahead interflow features. LOOKATTEMPTS includes LOOKFLOWCALLS .	C
LOOKFLOWCALLS	Number of INTERFLOWCALLS that were redirected by way of the Lookahead Interflow feature. Available on Generic 2.2 and Generic 3 switches with the Lookahead Interflow feature.	C

Database Item	Description	Type
MAXOCWTIME	The maximum time that a call, recorded during the collection interval, waited in the VDN before being answered (ACD calls) or connected (non-ACD calls), abandoning, being redirected, receiving a busy signal or being disconnected. This applies only to the first disposition of the call.	M
MAXWAITING	Maximum number of calls simultaneously in progress in the VDN during the collection interval.	M
NETDISCCALLS	Number of calls that disconnected from the BSR reply step. Requires the R6 ECS.	C
NETINCALLS	Calls that interflowed in from the network in BSR. Requires the R6 ECS.	C
NETINTIME	Time, in seconds, that the call was in a VDN somewhere else in the network. Requires the R6 ECS.	C
NETPOLLS	Number of network polls for BSR consider steps. Requires the R6 ECS.	C
NOANSREDIR	Number of split/skill and direct agent ACD calls that rang at agent stations and then were automatically redirected by the Redirection on No Answer feature because they were not answered. Available on Generic 3 Version 2 and newer switches and on the ECS.	C
NUMTGS	Number of trunk groups assigned to this VDN.	A
OLDESTCALL (real-time)	Number of seconds that the oldest call waited to be answered ringing in this VDN.	S
OTHERCALLS	Number of calls that were given a forced busy, forced disconnect, or outflowed from the switch, and non-ACD calls that were answered (CONNECTCALLS). OTHERCALLS includes BUSYCALLS , CONNECTCALLS , DISCCALLS , and OUTFLOWCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	C
OTHERTIME	Duration of all OTHERCALLS until the calls leave the VDN (the calls drop, are sent to another VDN, are transferred, or are sent outside the switch). OTHERTIME includes BUSYTIME , CONNECTTIME , CONNTALKTIME , DISCTIME , and OUTFLOWTIME .	C

Database Item	Description	Type
OUTFLOWCALLS	Number of INCALLS that were redirected to another VDN or to a destination outside the switch by way of a “route to” or “adjunct routing” command, or were redirected to another VDN by the Redirect on No Answer feature. Note that calls are only counted as outflows from the VDN when they are redirected to another VDN or to an off-switch destination. Calls in the VDN that route to other destinations, such as split/skills or extensions, are not counted as outflows from the VDN. OUTFLOWCALLS includes INTERFLOWCALLS and SLVLOUTFLOWS .	C
OUTFLOWTIME	Time all OUTFLOWCALLS spent in the VDN before being redirected.	C
PERIOD1-9	Length, in seconds, of each service level increment as defined in the Call Center Administration. Each increment represents a progressively longer wait time. <i>CentreVu</i> CMS counts answered or abandoned calls that wait beyond the last increment (PERIOD9) in ANSCONNCALLS10 .	A
PERIODCHG	This indicates whether or not service level increments PERIOD1 through PERIOD9 (as defined on the Call Center Administration: VDN Call Profile window) changed during the data collection interval. Valid values for PERIODCHG are 1 = YES and 0 = NO.	A
PHANTOMABNS	Number of split/skill and direct agent ACD calls and calls that routed to an agent or extension with talk time of less than the value set for the phantom abandoned call timer. Available on Generic 3 and newer switches.	C
RETURNCALLS	Number of calls that reached this VDN via the VDN return destination feature. Available on Generic 3 Version 3 and newer switches.	C
RINGCALLS	Number of split/skill and direct agent ACD calls that rang at agent positions. Available on Generic 2 and Generic 3 switches and the ECS. RINGCALLS includes ACDCALLS .	C
RINGTIME	Time split/skill and direct agent ACD calls spent ringing at agent positions, independent of final disposition. Available on Generic 2 and Generic 3 switches and on the ECS.	C
ROW_DATE (index)	Date for which the data was collected or the exception occurred.	I

Database Item	Description	Type
SERVICELEVEL	Number of seconds within which calls must be answered/connected to be considered acceptable (as defined on the Call Center Administration: VDN Call Profile Setup window).	A
SKILLACWTIME1-3	ACW time spent by agents for calls answered in each VDN skill preference. Available on Generic 2.2 and Generic 3 switches with EAS.	C
SKILL1-3	First, second, and third VDN skill assigned to this VDN. Available on Generic 2.2 and Generic 3 and newer switches and on the ECS with EAS.	A
SKILLCALLS1-3	Number of calls answered by agents in each VDN skill preference. Available on Generic 2.2 and Generic 3 Version 2 switches with EAS.	C
SKILLTIME1-3	Time agents spent talking on calls they answered in each VDN skill preference. Available on Generic 2.2 and Generic 3 switches with EAS.	C
SLVLABNS	Number of ABNCALLS whose time to abandon was less than or equal to this VDN's SERVICELEVEL .	C
SLVLOUTFLOWS	Number of OUTFLOWCALLS whose time to outflow was less than or equal to this VDN's SERVICELEVEL .	C
STARTTIME (Index)	Start time of the interval for which data was collected. STARTTIME applies only to the interval table.	I
SVCLEVELCHG	Indicates whether the service level was changed during the data collection interval. Valid values for SVCLEVELCHG are 1 = YES and 0 = NO.	A
TRANSFERRED	Number of calls that were transferred to another destination. For Generic 2.1 switches, TRANSFERRED includes all VDN calls blind transferred to a measured VDN or split. For Generic 2.2 and Generic 3 switches and for the ECS, TRANSFERRED includes all VDN calls transferred.	C
VDISCCALLS	Number of calls forced to disconnect because the vector disconnect timer timed out, or because the call reached a vector stop without being queued. ("Vector stop" means a "stop" vector command, the end of the vector, or the call executed 1000 vector steps.) Available on Generic 3 Version 2 and newer switches and on the ECS.	C

Database Item	Description	Type
VDN (index)	Vector directory number associated with this VDN.	I
VECTOR (index)	Vector number associated with this VDN.	A

Switch Cross-Reference for VDN Database Items

The following table lists which VDN database items are supported by each of the switch releases:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ABNCALLS	X	X	X	X	X	X	X
ABNCALLS1-10	X	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X	X
ACCEPTABLE	X	X	X	X	X	X	X
ACD	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X	X
ACTIVECALLS					X	X	X
ACWTIME	X	X	X	X	X	X	X
ADJATTEMPTS			X	X	X	X	X
ADJROUTED			X	X	X	X	X
ANSCONNCALLS1-10	X	X	X	X	X	X	X
ANSTIME	X	X	X	X	X	X	X
ASA					X	X	X
ATAGENT	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
BH_ABNCALLS	X	X	X	X	X	X	X
BH_ACDCALLS	X	X	X	X	X	X	X
BH_ACDTIME	X	X	X	X	X	X	X
BH_BUSYCALLS	X	X	X	X	X	X	X
BH_DISCCALLS	X	X	X	X	X	X	X
BH_OTHERCALLS	X	X	X	X	X	X	X
BH_STARTTIME	X	X	X	X	X	X	X
BH_VDNCALLS	X	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X	X
BSRPLAN							X
BUSYCALLS	X	X	X	X	X	X	X
BUSYTIME	X	X	X	X	X	X	X
CONNECTCALLS	X	X	X	X	X	X	X
CONNECTTIME	X	X	X	X	X	X	X
CONNTALKTIME	X	X	X	X	X	X	X
DEFLECTCALLS							X
DISCCALLS	X	X	X	X	X	X	X
DISCTIME	X	X	X	X	X	X	X
HOLDABNCALLS	X	X	X	X	X	X	X
HOLDACDCALLS	X	X	X	X	X	X	X
HOLDACDTIME	X	X	X	X	X	X	X
HOLDCALLS	X	X	X	X	X	X	X
HOLDTIME	X	X	X	X	X	X	X
I_ARRIVED	X	X	X	X	X	X	X
ILN	X	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X
INFLOWCALLS	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
INPROGRESS	X	X	X	X	X	X	X
INQUEUE	X	X	X	X	X	X	X
INRING	X	X	X	X	X	X	X
INTERFLOWCALLS	X	X	X	X	X	X	X
INTIME	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
INVECTOR	X	X	X	X	X	X	X
LOOKATTEMPTS		X	X	X	X	X	X
LOOKFLOWCALLS		X	X	X	X	X	X
MAXOCWTIME	X	X	X	X	X	X	X
MAXWAITING	X	X	X	X	X	X	X
NETDISCCALLS							X
NETINCALLS							X
NETINTIME							X
NETPOLLS							X
NOANSREDIR				X	X	X	X
NUMTGS	X	X	X	X	X	X	X
OLDESTCALL	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X
OTHERTIME	X	X	X	X	X	X	X
OUTFLOWCALLS	X	X	X	X	X	X	X
OUTFLOWTIME	X	X	X	X	X	X	X
PERIOD1-9	X	X	X	X	X	X	X
PERIODCHG	X	X	X	X	X	X	X
PHANTOMABNS			X	X	X	X	X
RETURNCALLS				X (V3)	X	X	X
RINGCALLS	X	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ROW_DATE	X	X	X	X	X	X	X
SERVICELEVEL	X	X	X	X	X	X	X
SKILL1-3		X (EAS)		X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKILLACWTIME1-3		X (EAS)		X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKILLCALLS1-3		X (EAS)		X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKILLTIME1-3		X (EAS)		X (EAS)	X (EAS)	X (EAS)	X (EAS)
SLVLABNS	X	X	X	X	X	X	X
SLVLOUTFLOWS	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
SVCLEVELCHG	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X
VDISCCALLS				X	X	X	X
VDN	X	X	X	X	X	X	X
VECTOR	X	X	X	X	X	X	X

Call Work Codes Database Items

Note

Call work codes are only available with Generic 3 and Generic 2.2 switches.

Introduction

The Call Work Codes database item descriptions (Table F) apply to real-time and historical items.

Type Column

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, **Status (S)**, **Row Identifier (I)**, **Busy Hour (B)**, **Special Table (N)**, or **Maximum Value (M)** data. Cumulative, Administrative, Row Identifier, Busy Hour, and Maximum Value items typically apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables. Special Table items are historical, and apply only to the table in which they are stored.

Real-Time Database Items

Real-Time call work codes apply to the Current Interval CWC (ccwc) and Previous Interval (pcwc) tables. The real-time indexes are **ACD** and **CWC**.

Historical Database Items

Historical call work codes database items apply to the Intrahour Call Work Codes (hcwc), Daily Call Work Codes (dcwc), Weekly Call Work Codes (wcwc), and Monthly Call Work Codes (mcwc) tables, except as noted. The indexes are **ROW_DATE** and **CWC**.

Call Work Codes Database Items

The following table describes the database items stored in the Call Work Codes database tables:

Database Item	Description	Type
ACD (index)	The ACD number for which data was collected.	I
ACDCALLS	Number of times this call work code was entered while an agent was on a split/skill or direct agent ACD call or in call-related ACW.	C

Database Item	Description	Type
ACDTIME	Talk time of all ACDCALLS (not including HOLDTIME) associated with this call work code.	C
ACWTIME	Time that the agent spent in ACW for ACDCALLS that were associated with this call work code.	C
CWC (index)	Call work code for which data was collected.	I
INCOMPLETE	This indicates whether or not data is complete for this interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (Generic 2), the trunk going maintenance busy with a call active (Generic 3), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data collection is incomplete for the interval (0 = NO, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing split/skill or VDN call profile data while data collection is active only affects the respective split/skill or VDN data.	C
INTRVL	The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour tables only.	A
ROW_DATE (index)	The day for which data was collected or the exception occurred.	I
STARTTIME	Start time of the interval for which data was collected. STARTTIME applies to the only interval table.	I

Switch Cross-Reference for Call Work Codes

The following table lists the Call Work Codes database items and the switch(es) each item applies to:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	<i>DEFINITY</i> ECS R5	<i>DEFINITY</i> ECS R6
ACD		X	X	X	X	X	X
ACDCALLS		X	X	X	X	X	X
ACDTIME		X	X	X	X	X	X
ACWTIME		X	X	X	X	X	X
CWC		X	X	X	X	X	X
INCOMPLETE		X	X	X	X	X	X
INTRVL		X	X	X	X	X	X
ROW_DATE		X	X	X	X	X	X
STARTTIME		X	X	X	X	X	X

Agent Login/Logout Database Items

Introduction

The Agent Login/Logout database item descriptions (Table F) are **historical** items specific to the Agent Login/Logout (hag log) table. The indexes are **SPLIT** and **ROW_DATE**.

Agent Login/Logout Database Items

The following table describes the database items stored in the Agent Login/Logout database table:

Database Item	Description
ACD (index)	The ACD number for which data was collected.
EXTN	Extension number of the station that the agent staffed.
INFLAG	If not null, indicates that agent was already logged in when the link came up. Values are NULL and "<."
LOGID	Login ID that was used to staff the EXTENSION. Agents in multiple splits/skills have one LOGID .
LOGIN	Time at which the agent logged into this extension and split/skill with the given login ID. This field is a standard UNIX time field; that is, the time is stored as the number of seconds since January 1, 1970.
LOGONSKILL2-20	Second through twentieth skills the agent logged in with. NOTE: The number of skills per agent depends on the type of switch. For example, prior to the ECS, LOGONSKILL5 is only available on Generic 2.2 switches. Available on the ECS with the EAS feature and the Generic 2.2 and later Generic 3 switches with the EAS feature.
LOGOUT	Time at which the agent logged out. This field is a standard UNIX time field; that is, the time is stored as the number of seconds since January 1, 1970.
LOGOUT_DATE	Date on which the agent logged out.
LOGOUTREASON	Reason code (0 through 9) associated with the agent's logout. For switch releases earlier than the ECS or switch releases that do not have the EAS feature and reason codes active, this field will always contain a 0 when the agent has logged out.

Database Item	Description
OUTFLAG	If not null, indicates that the agent logged out while the link was down. Values are NULL and ">."
ROW_DATE (index)	The day for which data was collected or the exception occurred.
SKILLTYPE	Type ("p" for primary or "s" for secondary) of the first skill that the agent logged into. Requires Generic 2.2 or Generic 3 switches with EAS. NOTE: For the ECS and later switch releases with the EAS feature, skill level 1 will be represented by "p," skill level 2 will be represented by "s," and skill levels 3 through 16 by blank. Users of more than 2 skill levels should use SKLEVEL instead of SKILLTYPE items.
SKILLTYPE2-4	Type ("p" for primary or "s" for secondary) of the second, third, and fourth skills the agent logged into. NOTE: For the ECS and later switch releases with the EAS feature, skill level 1 will be represented by "p," skill level 2 will be represented by "s," and skill levels 3 through 16 by blank. Users of more than 2 skill levels should use SKLEVEL instead of SKILLTYPE items. Available for Generic 3 switches with EAS and requires Generic 2.2 or Generic 3 Version 2 switches with EAS.
SKLEVEL	Skill level (from 1 through 16) or reserve level (1 or 2) associated with the first skill the agent logged into. See the <i>CentreVu® Advocate User Guide</i> (Lucent Technologies 585-215-855) for more information on reserve levels.
SKLEVEL2-20	Skill levels (from 1 through 20) or reserve level (1 or 2) associated with the second through twentieth skills (LOGONSKILL2 through LOGONSKILL20) the agent logged into. See the <i>CentreVu® Advocate User Guide</i> (Lucent Technologies 585-215-855) for more information on reserve levels.
SPLIT (index)	Split number to which the extension is assigned or skill number the agent logged into.

Switch Cross-Reference for Agent Login/Logout Database Items

The following table lists which Agent Login/Logout database items are supported by each of the switch releases:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ACD	X	X	X	X	X	X	X
EXTN	X	X	X	X	X	X	X
INFLAG	X	X	X	X	X	X	X
LOGID	X	X	X	X	X	X	X
LOGIN	X	X	X	X	X	X	X
LOGONSKILL2-4		X (EAS)		X (EAS)	X (EAS)	X (EAS)	X (EAS)
LOGONSKILL5		X (EAS)				X (EAS)	X (EAS)
LOGONSKILL6-20						X (EAS)	X (EAS)
LOGOUT	X	X	X	X	X	X	X
LOGOUT_DATE	X	X	X	X	X	X	X
LOGOUTREASON						X (EAS)	X (EAS)
OUTFLAG	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SKILLTYPE				X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKILLTYPE2-4				X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKLEVEL				X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKLEVEL2-4				X (EAS)	X (EAS)	X (EAS)	X (EAS)

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	<i>DEFINITY</i> ECS R5	<i>DEFINITY</i> ECS R6
SKLEVEL5-20						X (EAS)	X (EAS)
SPLIT	X	X	X	X	X	X	X

Agent Trace Database Items

Introduction

The Agent Trace database item descriptions (Table F) are **historical** items specific to the Agent Trace (ag_actv) table. The indexes are **LOGID** and **ROW_DATE**.

Optional Database Items

The **Optional** database items collect data only when those items are selected in the *CentreVu* CMS System Setup: Agent Trace Record Contents window and are not used in any standard reports. To receive a report containing optional Agent Trace historical database items, a custom report must be created.

Agent Trace Database Items

The following table describes the database items stored in the Agent Trace database table:

Database Item	Description
ACD (index)	The ACD number for which data was collected.
AGT_RELEASED	Agent released or dropped the split/skill or direct agent ACD call. This is always true for ACD calls the agent transferred or conferenced. Available on Generic 3 and newer switches.
ASSIST_ACTV	Agent requested supervisor assistance (pressed the ASSIST button).
AUXREASON	Reason code associated with the agent's state. This is blank if the agent is not in the AUX state. For agents in AUX on switch releases that are earlier than the ECS or that do not have EAS and reason codes active, this will be 0 (zero).
CALLER_HOLD	Agent put the current call on hold. For Generic 2.1 switches, CALLER_HOLD applies to split ACD calls. For Generic 2.2 and Generic 3 switches, CALLER_HOLD applies to all calls the agent put on hold.
CALLING_II	Information Indicator (II) digits associated with the call. These digits supply information about the originator location, for example, pay phone, hospital, or prison. Available on the ECS and newer switches.

Database Item	Description
CALLING_PTY	Calling party identification, which is the ANI/SID (for Generic 2.2 and Generic 3 Version 4 and later switches with ISDN ANI delivery), extension or trunk equipment location identifying the originator of the call. The field is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured.
CONFERENCE	Agent activated a conference. Available on Generic 3 and Generic 2.2 switches.
DIGITS_DIALED	Digits the agent dialed to originate a call. Trunk access codes, feature access codes, account and authorization codes are not included. Available on Generic 2.2 and Generic 3 switches.
DIRECTION	Direction of the call the agent is currently handling for any split/skill. Valid values are IN, OUT, or as defined in Dictionary. If the agent is not on a call, the value is blank (NULL).
DURATION	Duration of current WORKMODE and DIRECTION for this split (for example, length of time in current AGSTATE for this split).
EVENT_TIME	Time of day (hour, minute, and second) the WORKMODE or DIRECTION changed.
EXT_CALL_ORIG	Agent originated an external (off-switch) call. Available on Generic 2.2 and Generic 3 switches.
KEYBD_DIALED	Call was keyboard dialed. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.
LOGID (index)	Login ID that was used to staff the EXTENSION . Agents in multiple splits/skills have one LOGID .
LOGOUTREASON	Reason code (0 through 9) associated with the agent's logout. For switch releases earlier than the ECS or switch releases that do not have the EAS feature and reason codes active, this field will always contain 0 when the agent has logged out.
MCT	The agent activated a malicious call trace. Available on Generic 2 and Generic 3 (except for Generic 3i Version 1) switches.
RECONNECT	This event represents the agent reconnecting to the call after putting it on hold. Available on Generic 2 and Generic 3 (except for Generic 3 Version 1) switches.
ROW_DATE (index)	The day for which data was collected or the exception occurred.

Database Item	Description
SPLIT	The split number to which the EXTENSION is assigned or the skill number the agent logged into.
STARTTIME	The time of day (hour and minute) for which the agent trace is being ordered. This is the time of day you enter to request the report.
TRANSFERRED	Whether or not an answering agent initiated a transfer for this call. Valid values are YES and NO. For Generic 2.1 switches, TRANSFERRED includes transfers to measured VDNs or splits/skills. For Generic 3 and Generic 2.2 switches, TRANSFERRED includes all calls that are transferred.
UCID	The UCID is the Universal Call Identifier—a unique number assigned to this call segment within the customer network. Requires the <i>DEFINITY</i> ECS R6.
WMODE_SEQ	Sequence number for events that occur in the same second.
WORKCODE	Call work code the agent entered for the call. Available on Generic 3 and Generic 2.2 switches with call work codes.
WORKMODE	Work mode in which the agent was working during the trace. Agent work modes include: AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, and UNSTAFF. If the agent has not been logged in during the collection interval, the value is blank.

Switch Cross-Reference for Agent Trace Database Items

The following table lists which Agent Trace database items are supported by each of the switch releases:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ACD	X	X	X	X	X	X	X
AGT_RELEASED			X	X	X	X	X
ASSIST_ACTV	X	X	X	X	X	X	X
AUXREASON	X	X	X	X	X	X	X
CALLER_HOLD		X	X	X	X	X	X
CALLING_II						X	X
CALLING_PTY	X	X	X	X	X	X	X
CONFERENCE		X	X	X	X	X	X
DIGITS_DIALED		X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X
EVENT_TIME	X	X	X	X	X	X	X
EXT_CALL_ORIG		X	X	X	X	X	X
KEYBD_DIALED		X	X	X	X	X	X
LOGID (index)	X	X	X	X	X	X	X
LOGOUTREASON	X	X	X	X	X	X	X
MCT		X	X	X	X	X	X
RECONNECT		X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	<i>DEFINITY</i> ECS R5	<i>DEFINITY</i> ECS R6
UCID							X
WMODE_SEQ	X	X	X	X	X	X	X
WORKCODE		X	X	X	X	X	X
WORKMODE	X	X	X	X	X	X	X

Current Day Configuration Forecast Database Items

Introduction

The Current Day Configuration database item descriptions are **historical** items used specifically to collect values entered in the Forecast: Current Day window. They apply to the Current Day (f_cday) table. The indexes are **ACD**, **ROW_DATE** and **SPLIT**.

Current Day Configuration Database Items

The following table describes the database items stored in the Current Day database table:

Database Item	Description
ACD (index)	ACD number for which data was collected.
CHANGE	Additional change factor (percent).
CHPROF	Number of the call handling profile to use.
FMETHOD	Type of trending to use for forecast. Values are 0 = none, 1 = seasonal, 2 = current trending.
HDATE1-4	Date of first (HDATE1), second (HDATE2), third (HDATE3), and fourth (HDATE4) days of historical data to be used.
ROW_DATE (index)	The day for which data was collected or the exception occurred.
SPLIT (index)	Split/skill number for which data was collected
TRENDBASE	Base date for seasonal trending.
WT1-4	Weight given to date 1 (WT1), date 2 (WT2), date 3 (WT3), and date 4 (WT4), respectively.

Switch Cross-Reference for Current Day Configuration Database Items

The following table lists which Current Day Configuration database items are supported by each of the switch releases:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	<i>DEFINITY</i> ECS R5	<i>DEFINITY</i> ECS R6
ACD	X	X	X	X	X	X	X
CHANGE	X	X	X	X	X	X	X
CHPROF	X	X	X	X	X	X	X
FMETHOD	X	X	X	X	X	X	X
HDATE1	X	X	X	X	X	X	X
HDATE2	X	X	X	X	X	X	X
HDATE3	X	X	X	X	X	X	X
HDATE4	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
TRENDBASE	X	X	X	X	X	X	X
WT1	X	X	X	X	X	X	X
WT2	X	X	X	X	X	X	X
WT3	X	X	X	X	X	X	X
WT4	X	X	X	X	X	X	X

Current Day Forecast Report Database Items

Introduction

The Current Day Report database item descriptions (Table F) are **historical** items used specifically to collect values entered in the Forecast: Current Day window. They apply to the Current Day Report (f_cdayrep) table. The indexes are **ACD**, **ROW_DATE** and **SPLIT**.

Forecast Data

Forecast data for a split/skill is automatically generated when the Forecast Manager runs (if you have also completed a Current Day Configuration for the split/skill).

Current Day Report Database Items

The following table describes the database items stored in the Current Day Report database table:

Database Item	Description
ACD (index)	ACD number for which data was collected.
AGOCC	Objective maximum percentage of time that an agent will be on ACD calls (agent occupancy).
AVGAGSERV	Objective average number of seconds for an agent to service a call.
AVGSPEEDANS	Objective average speed of answer in seconds for this type of call.
FCALLS	Number of forecast calls carried.
INTRVL	Length of intrahour interval (15, 30, or 60). INTRVL applies to intrahour tables only.
NUMAGREQ	Number of agents required to handle FCALLS .
RAGOCC	Resulting maximum percentage of time that an agent will be on ACD calls.
RAVGSPEEDANS	Resulting average speed of answer in seconds for this type of call.
ROW_DATE (index)	The day for which data was collected or the exception occurred.
RSERVLEVELP	Resulting percentage of calls to be handled within SERVLEVELT seconds.

Database Item	Description
SERVLEVELP	Objective percentage of calls to be handled within SERVLEVELT seconds.
SERVLEVELT	Number of seconds within which SERVLEVELP percent of calls are to be answered (service level time).
SPLIT (index)	Split/skill number for which data was collected.
STARTTIME	Start time of the intrahour interval for which data was collected. STARTTIME applies only to the interval table.

Switch Cross-Reference for Current Day Report Database Items

The following table lists which Current Day Report database items are supported by each of the switch releases:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ACD	X	X	X	X	X	X	X
AGOCC	X	X	X	X	X	X	X
AVGAGSERV	X	X	X	X	X	X	X
AVGSPEEDANS	X	X	X	X	X	X	X
FCALLS	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
NUMAGREQ	X	X	X	X	X	X	X
RAGOCC	X	X	X	X	X	X	X
RAVGSPEEDANS	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
RSERVLEVELP	X	X	X	X	X	X	X
SERVLEVELP	X	X	X	X	X	X	X
SERVLEVELT	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X

Call Record Database Items

Introduction

The Call Record database item descriptions (Table F) are **historical** items that apply specifically to the Call Record (call_rec) table. The indexes are **ACD** and **ROW_DATE**.

Call Record Database Items

The following table describes the database items stored in the Call Record database table:

Database Item	Description
ACD (index)	The ACD number for which data was collected.
ACWTIME	The time spent, in seconds, in ACW associated with this call by the answering agent in this segment.
AGT_RELEASED	Agent released or dropped the split/skill or direct agent ACD call. This is always true for ACD calls the agent transferred or conferenced. (0=NO, 1=YES). Available on Generic 3 and newer switches.
ANSHOLDTIME	The total time, in seconds, the call was put on hold by the answering agent in this call segment. In agent-to-agent calls, ANSHOLDTIME is accrued for the answering agent if the agent puts the call on hold, but not for the other agent (who continues to accrue talk time). For Generic 2.1 switches, hold time is accrued only for ACD calls. For Generic 2.2 and Generic 3 switches, and <i>DEFINITY</i> ECS Release 5, hold time is accrued for any type of call.
ANSLOGIN	Login ID of the agent who answered the call in this segment. This field is blank for unmeasured extensions when EAS is not active.
ANSREASON	The reason code (0 through 9) associated with the answering agent's mode, if the agent is in the AUX mode. For agents in AUX on switches with releases prior to the ECS or switches that do not have EAS and reason codes active, ANSREASON is always 0.
ASSIST	Whether or not the answering agent in this segment requested supervisor assistance on this call. Valid values for ASSIST are 0=NO, 1=YES.
AUDIO	Whether or not an agent in this segment reported an audio difficulty problem. Valid values for AUDIO are 0=NO, 1=YES.

Database Item	Description
CALLID	A unique number assigned to this call and all its call segments. For conferenced/transferred calls, two (or more) calls are tied together. When the entire call is recorded, one call ID is used to tie together all call segments. In “meet-me” conferences, this may result in a “later” segment of the call starting earlier than the first segment. Call IDs are not necessarily strictly sequential, but will be unique for calls over a day.
CALLING_II	Information Indicator (II) digits associated with the call. These digits are a two-digit string provided by ISDN PRI to indicate the type of originating line of the caller. These digits supply information about the originator location, for example, pay phone, hospital, or prison. The column is blank if the call does not contain II digits. Available on the ECS and newer switches.
CALLING_PTY	Calling party identification, which is the Automatic Number Identification (ANI)/Station Identification (SID) (for Generic 2.2 or Generic 3 Version 4 and newer switches with ISDN 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.)
CONFERENCE	Whether or not the answering agent initiated a conference on this segment. Valid values for CONFERENCE are 0=NO, 1=YES. Available on the ECS, Generic 2.2 and Generic 3 switches.
CONSULTTIME	The time an agent talked on any outbound call while in AUX work, ACW, or in OTHER with a call on hold. This includes the time the originating agent spent talking to the destination party while establishing a conference or transferring a call. (This is the time between presses of the transfer or conference button.) It includes wait time if the agent is calling a Vector Directory Number (VDN) or split/skill extension, but the wait time can be subtracted out by subtracting the DISPTIME item from CONSULTTIME .
DA_QUEUED	Whether or not the call was queued as a direct agent call Valid values for DA_QUEUED are 0=NO, 1=YES. Applies to the ECS and Generic 3 switches only.
DIALED_NUM	Number the caller dialed (up to 24 digits). This will be the VDN for inbound vectoring calls, blank for inbound calls without vectoring, and dialed digits for outbound calls.
DISPIVECTOR	Number of the first vector associated with the disposition VDN (DISPVDN).

Database Item	Description
DISPOSITION	Represents the call disposition and indicates whether the call in the segment was: 1= connected (CONN, non-ACD call to a measured agent) 2= answered (ANS, split/skill or direct agent call answered by an agent) 3= abandoned (ABAN) 4= interflowed (IFLOW) 5= forced busy (FBUSY) 6= forced disconnect (FDISC) 7= other (OTHER) A connected call is a non-ACD call to a measured agent for which CMS receives an indication that the call was connected. An answered call is any split/skill or direct agent ACD call for which CMS receives an indication that the call was answered by an agent and was not a phantom abandon. An abandoned call is any ACD call in which a caller hangs up before receiving an answer from an agent and for which CMS receives notification that the caller abandoned. Phantom abandons (PHANTOMABNS) are included as abandoned calls. Interflowed calls are calls that are interflowed to an off-switch destination. Forced busy calls are calls that CMS records as BUSYCALLS for the trunk group that carried them. These calls can be VDN calls that received a forced busy from the vector command or, on the ECS and Generic 3 switches, a split/skill call for a nonvector-controlled split that received a busy indication from the switch because the split queue was full. For Generic 2.2, Generic 3 Version 2 and Generic 3 switches and newer switches, forced disconnect calls are VDN calls that are disconnected by the switch due to the execution of a disconnect vector command. For the ECS, and Generic 3 Version 2 and later Generic 3 switches, forced disconnect calls also include calls disconnected because of the vector disconnect timer or because they reached the end of vector processing without being queued. For Generic 3 Version 1 switches, forced disconnect calls are calls that were given a forced disconnect announcement and listening to the entire announcement, then were disconnected by the switch. Other calls include any other calls that do not fall into categories such as answered or abandoned. See definitions for individual tables for OTHERCALLS.

Database Item	Description
DISPPRIORITY	Priority the call had at its disposition in this segment. Priorities can be 1=NO or 2=YES (without vectoring), or 3=LOW, 4=MED, 5=HIGH, or 6=TOP (with vectoring). If the call never gets queued to a split/skill, the priority will not be set. For the ECS and Generic 3 switches with vectoring, calls directed to split/skills using "route to" or "messaging split/skill" commands and calls directly routed to splits/skills without going through a vector will have MED (no priority) or HIGH (priority) priority, depending on the class of restriction of the originator of the call (agent, extension, trunk group, or VDN).
DISPSKLEVEL	The skill level (1 through 16) associated with the skill for which the agent answered the call or, for calls that abandoned from ringing or from a direct agent queue, with the agent from whom the call abandoned.
DISPSPLIT	Number of the split/skill associated with the call at its disposition in this call segment. Calls that were not queued to a split or skill at the time of disposition will have DISPSPLIT set to null. Calls that were queued to an unmeasured split/skill at the time of disposition will have DISPSPLIT set to zero.
DISPTIME	Wait time (in the vector, in queue, and ringing) until the disposition is recorded in DISPOSITION for the segment. For extension calls made directly to agents (not through a VDN), this will always be zero.
DISPVDN	Number of the VDN associated with the call at its disposition for this call segment. DISPVDN will be blank for calls that are not associated with a VDN at their disposition.
DURATION	The total time the trunk was in use. This is the overall trunk holding time from the beginning of the call 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 (from seized until idle). With a transfer, the original trunk remains associated with both call segments until the call ends.
EQLOC	Physical equipment location (trunk number) for which data was collected or for which the exception occurred. This will be blank if the trunk is not measured.
EVENT1-9	The number of times each event (stroke count) button (buttons 1 to 9) was entered for this call segment. Available with the ECS, Generic 2, and Generic 3 switches.
FIRSTVECTOR	Number of the first vector associated with the first VDN for the call segment. This will be blank if no vector is involved.
FIRSTVDN	The number of the first VDN associated with the call segment. This will be blank for calls not associated with a VDN.

Database Item	Description
HELD	Total number of times this call was placed on hold by the answering agent in this call segment. With agent-to-agent calls, this count is incremented for the agent who puts the call on hold, but not for the calling agent. (For the ECS, Generic 2.2, and Generic 3 switches, applies to all calls the agent put on hold.)
HOLDABN	Whether or not this call abandoned from hold in this call segment. Valid values for HOLDABN are 0=NO, 1=YES. With Generic 2.2, Generic 3 switches, and the ECS, this applies to all calls the agent put on hold.
LASTCWC	The last call work code (up to 16 digits) entered by the answering agent in this segment. Applies to Generic 2.2 and Generic 3 switches and the ECS only.
LASTDIGITS	Last set of collected digits sent to the CMS by the switch for this call. These are digits the switch sends to CMS when it executes a “collect” vector command. The digits may be digits the caller was prompted to enter, either through the prompting feature on the switch or through network-prompted digits (“caller-entered digits (CED)”), customer database-provided digits (“CDPD” from the network), or digits collected through a “converse” vector command. Available on ECS switches.
LASTOBSERVER	Login ID of the last agent who service-observed or bridged on to this call.
MALICIOUS	Indicates whether or not a malicious call trace was activated for this call segment. Valid values for MALICIOUS are 0=NO, 1=YES. Applies to the ECS, Generic 2, and Generic 3 (except Generic 3i Version 1) switches.
NETINTIME	The time the call spent in a VDN processing at another switch located elsewhere in the network. Requires the <i>DEFINITY</i> ECS R6.
OBSERVINGCALL	Whether this call represents an agent observing or bridging on to an existing call. Valid values for OBSERVINGCALL are 0=NO, 1=YES.
ORIGHOLDTIME	The total time the call was put on hold by the originating agent. Requires the <i>DEFINITY</i> ECS R6.
ORIGLOGIN	Login ID of the agent originating the call. This is used for calls an agent originates to another agent, to an on-switch extension, or to an external destination.
ORIGREASON	The reason code (0 through 9) associated with the originating agent's mode, if the agent is in the AUX mode. For agents in AUX on switches with releases prior to the ECS or switches that do not have EAS and reason codes active, ORIGREASON is always 0.

Database Item	Description
ROW_DATE (index)	The date for which data was collected or the exception occurred.
ROW_TIME	The starting time for this segment.
SEGMENT	Number identifying the call segment. Segment numbers are from 1 up to the number of segments in the call.
SEGSTART	<i>UNIX</i> [*] time and date when the call segment started. (<i>UNIX</i> time and date is the number of seconds since midnight, 01/01/70.) Call segments start when CMS receives the first message for the call, since each call segment represents a call. (When an agent transfers or conferences a call, the agent makes another call to bring about the transfer/conference.)
SEGSTOP	<i>UNIX</i> time and date when the call segment ended. (<i>UNIX</i> time and date is the number of seconds since midnight, 01/01/70.) A call segment ends when all trunks and agents associated with the call segment have dropped off the call. This means that after call work time for the agent(s) is included when calculating the call segment stop time.
SPLIT1	First split/skill the call queued to in the first VDN with which it was associated in the call segment.
SPLIT2	Second split/skill the call was also queued to in the first VDN with which it was associated in the call segment. Applies to Generic 2.2 with EAS, the ECS, and Generic 3 switches with vectoring only.
SPLIT3	Third split/skill the call was also queued to in the first VDN with which it was associated in the call segment. Applies to Generic 2.2 with EAS, the ECS, and Generic 3 switches with vectoring only.
TALKTIME	Total talk time for the answering agent in this segment.
TKGRP	Trunk group number for which data was collected (or for which an exception occurred). This will be null if the trunk group carrying the call is not measured.
TRANSFERRED	Whether or not an answering agent initiated a transfer for this call segment. Valid values are 0=NO, 1=YES. For Generic 2.2 and Generic 3 switches, and the ECS TRANSFERRED includes all calls that are transferred.
UCID	The UCID is the Universal Call Identifier—a unique number assigned to this call segment within the customer network. Requires the <i>DEFINITY</i> ECS R6.

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Switch Cross-Reference for Call Record Database Items

The following table lists which Call Record database items are supported by each of the switch releases:

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
ACD	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X
AGT_RELEASED			X	X	X	X	X
ANSHOLDTIME	X	X	X	X	X	X	X
ANSLOGIN	X	X	X	X	X	X	X
ANSREASON	X	X	X	X	X	X	X
ASSIST	X	X	X	X	X	X	X
AUDIO	X	X	X	X	X	X	X
CALLID	X	X	X	X	X	X	X
CALLING_II						X	X
CALLING_PTY	X	X	X	X	X	X	X
CONFERENCE	X	X	X	X	X	X	X
CONSULTTIME	X	X	X	X	X	X	X
DA_QUEUED	X		X	X	X	X	X
DIALED_NUM	X	X	X	X	X	X	X
DISPIVECTOR	X	X	X	X	X	X	X
DISPOSITION	X	X	X	X	X	X	X
DISPPRIORITY	X	X	X	X	X	X	X
DISPSKLEVEL						X (EAS)	X (EAS)
DISPSPLIT	X	X	X	X	X	X	X
DISPTIME	X	X	X	X	X	X	X
DISPVDN	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	DEFINITY ECS R5	DEFINITY ECS R6
DURATION	X	X	X	X	X	X	X
EQLOC	X	X	X	X	X	X	X
EVENT1-9	X	X	X	X	X	X	X
FIRSTVECTOR	X	X	X	X	X	X	X
FIRSTVDN	X	X	X	X	X	X	X
HELD	X	X	X	X	X	X	X
HOLDABN	X	X	X	X	X	X	X
LASTCWC		X	X	X	X	X	X
LASTDIGITS							X
LASTOBSERVER			X	X	X	X	X
MALICIOUS	X	X	X (not G3iv1)	X	X	X	X
NETINTIME							X
OBSERVINGCALL			X	X	X	X	X
ORIGHOLDTIME							X
ORIGLOGIN	X	X	X	X	X	X	X
ORIGREASON	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
ROW_TIME	X	X	X	X	X	X	X
SEGMENT	X	X	X	X	X	X	X
SEGSTART	X	X	X	X	X	X	X
SEGSTOP	X	X	X	X	X	X	X
SEQNUM	X	X	X	X	X	X	X
SPLIT1	X	X	X	X	X	X	X
SPLIT2		X (EAS)	X	X	X	X	X
SPLIT3		X (EAS)	X	X	X	X	X
TALKTIME	X	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X	X

Database Item	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	<i>DEFINITY</i> ECS R5	<i>DEFINITY</i> ECS R6
TRANSFERRED	X	X	X	X	X	X	X
UCID							X

Exceptions Historical Database Items

EXTYPE and REASON Database Items

In the following exceptions database item tables, the database item **EXTYPE** lists numerical values associated with exception types. The database item **REASON** lists numerical values associated with exception types.

Exception Type Storage

CentreVu CMS stores exception types using the numerical values, then translates the numbers into the text you see in standard exception reports.

Selecting Exception Types for Reports

To select specific exception types for a custom report, you must enter the numerical value(s) in the `Select rows where:` statement.

Agent Exception Database Items

The Agent Exception database item descriptions are **historical** items. They apply to the Agent Exception (agex) table:

Database Item	Description																																																												
ACD (index)	The ACD number for which data was collected.																																																												
EXTYPE	The type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr><td>1</td><td>Time Available</td></tr> <tr><td>2</td><td>Time on inbound ACD call (min)</td></tr> <tr><td>3</td><td>Time on inbound ACD call (max)</td></tr> <tr><td>4</td><td>Time in after call work</td></tr> <tr><td>5</td><td>Time on outbound ACW call</td></tr> <tr><td>6</td><td>Time on inbound ACW call</td></tr> <tr><td>7</td><td>Time in AUX work</td></tr> <tr><td>8</td><td>Time on outbound AUX call</td></tr> <tr><td>9</td><td>Time on inbound AUX call</td></tr> <tr><td>10</td><td>Number of outbound ACW calls/agent</td></tr> <tr><td>11</td><td>Number of inbound ACW calls/agent</td></tr> <tr><td>12</td><td>Number of outbound AUX calls/agent</td></tr> <tr><td>13</td><td>Number of inbound AUX calls/agent</td></tr> <tr><td>14</td><td>Login identification</td></tr> <tr><td>15</td><td>Time ACD call spent on hold*</td></tr> <tr><td>16</td><td>Number ACD calls placed on hold*</td></tr> <tr><td>17</td><td>Number ACD calls abandoned while on hold*</td></tr> <tr><td>18</td><td>Time on outbound ACD call (min)</td></tr> <tr><td>19</td><td>Time on outbound ACD call (max)[†]</td></tr> <tr><td>20</td><td>Number calls transferred**</td></tr> <tr><td>21</td><td>Time on external outbound ACW call[†]</td></tr> <tr><td>22</td><td>Time on external outbound AUX call[†]</td></tr> <tr><td>23</td><td>Time on direct agent call[‡]</td></tr> <tr><td>24</td><td>Number external outbound ACW calls/agent**</td></tr> <tr><td>25</td><td>Number external outbound AUX calls/agent**</td></tr> <tr><td>26</td><td>Time ACD call spends ringing**</td></tr> <tr><td>27</td><td>Multiple logins on same extension</td></tr> <tr><td>28</td><td>Ringing call automatically redirected from agent</td></tr> <tr><td>29</td><td>Agent logged out with active/held calls</td></tr> </table>	Numerical Value	Type	1	Time Available	2	Time on inbound ACD call (min)	3	Time on inbound ACD call (max)	4	Time in after call work	5	Time on outbound ACW call	6	Time on inbound ACW call	7	Time in AUX work	8	Time on outbound AUX call	9	Time on inbound AUX call	10	Number of outbound ACW calls/agent	11	Number of inbound ACW calls/agent	12	Number of outbound AUX calls/agent	13	Number of inbound AUX calls/agent	14	Login identification	15	Time ACD call spent on hold*	16	Number ACD calls placed on hold*	17	Number ACD calls abandoned while on hold*	18	Time on outbound ACD call (min)	19	Time on outbound ACD call (max) [†]	20	Number calls transferred**	21	Time on external outbound ACW call [†]	22	Time on external outbound AUX call [†]	23	Time on direct agent call [‡]	24	Number external outbound ACW calls/agent**	25	Number external outbound AUX calls/agent**	26	Time ACD call spends ringing**	27	Multiple logins on same extension	28	Ringing call automatically redirected from agent	29	Agent logged out with active/held calls
Numerical Value	Type																																																												
1	Time Available																																																												
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28	Ringing call automatically redirected from agent																																																												
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Database Item	Description
	30 Number of calls in direct agent queue [†] 31 Time call waited in direct agent queue [‡] 32 Number calls abandoned from direct agent queue [‡] 34 Number calls outflowed from direct agent queue [‡] 38 Number of calls transferred 48 Logout attempt without valid reason code 49 Could not be logged in 59 AUX attempt without valid reason code 60 Time in AUX with reason code 0 (default) 61 Time in AUX with reason code 1 62 Time in AUX with reason code 2 63 Time in AUX with reason code 3 64 Time in AUX with reason code 4 65 Time in AUX with reason code 5 66 Time in AUX with reason code 6 67 Time in AUX with reason code 7 68 Time in AUX with reason code 8 69 Time in AUX with reason code 9 98 Agent denied login to some skills 99 Invalid call work code
LOGID	Login ID of the agent who had the exception.
REASON_CODE	The reason code that the agent was in when the exception occurred.
ROW_DATE (index)	The day for which data was collected or the exception occurred.
ROW_TIME	Time at which the exception occurred.
SPLIT	Split/skill in which the agent was doing work when the exception occurred.
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the agent's activity falls outside of that limit.
TIME	Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the agent's activity falls outside of that limit.

*Generic 2 and Generic 3 switches only.

†Generic 2.2 switches with the ASAI gateway interface feature and Generic 3 switches with the ASAI feature.

** Generic 2.1 or newer Generic 2 and Generic 3 switches.

‡ Generic 3 switches with the ASAI or EAS feature.

Split/Skill Exception Database Items

The Split/Skill Exception database item descriptions are **historical** items. They apply to the Split/Skill Exception (spex) table:

Database Item	Description																																
ACD (index)	The ACD number from which data was collected.																																
EXTYPE	The type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr> <td>30</td><td>Number calls waiting</td></tr> <tr> <td>31</td><td>Time call has waited in queue</td></tr> <tr> <td>32</td><td>Number calls abandoned</td></tr> <tr> <td>33</td><td>Number intraflowed-in calls</td></tr> <tr> <td>34</td><td>Number intraflowed-out calls</td></tr> <tr> <td>35</td><td>Number interflowed-out calls</td></tr> <tr> <td>36</td><td>Number calls offered while queue full*</td></tr> <tr> <td>37</td><td>Number calls handled as backup[†]</td></tr> <tr> <td>38</td><td>Number calls transferred**</td></tr> <tr> <td>39</td><td>Average speed of answer (seconds)</td></tr> <tr> <td>40</td><td>Rolling average speed of answer (seconds)</td></tr> <tr> <td>41</td><td>Expected wait time (priority top)</td></tr> <tr> <td>42</td><td>Expected wait time (priority high)</td></tr> <tr> <td>43</td><td>Expected wait time (priority medium)</td></tr> <tr> <td>44</td><td>Expected wait time (priority low)</td></tr> </table>	Numerical Value	Type	30	Number calls waiting	31	Time call has waited in queue	32	Number calls abandoned	33	Number intraflowed-in calls	34	Number intraflowed-out calls	35	Number interflowed-out calls	36	Number calls offered while queue full*	37	Number calls handled as backup [†]	38	Number calls transferred**	39	Average speed of answer (seconds)	40	Rolling average speed of answer (seconds)	41	Expected wait time (priority top)	42	Expected wait time (priority high)	43	Expected wait time (priority medium)	44	Expected wait time (priority low)
Numerical Value	Type																																
30	Number calls waiting																																
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41	Expected wait time (priority top)																																
42	Expected wait time (priority high)																																
43	Expected wait time (priority medium)																																
44	Expected wait time (priority low)																																
ROW_DATE (index)	The day for which data was collected or the exception occurred.																																
ROW_TIME	Time at which the exception occurred.																																
SPLIT	Split/skill in which the exception occurred.																																
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the split's/skill's activity falls outside of that limit.																																
TIME	Limit, as a number of seconds, administered for timed exception types. An occurrence is logged against the threshold when the split's/skill's activity falls outside of that limit.																																

*Generic 2 and Generic 3 switches.

[†]Generic 2 and Generic 3 switches with vectoring.

** Available only with Generic 2.1 or later and Generic 3 switches.

Trunk Group Exception Database Items

The Trunk Group Exception database item descriptions are **historical** items. They apply to the Trunk Group Exception (tgex) table:

Database Item	Description																				
ACD (index)	The ACD number for which data was collected.																				
EXTYPE	The type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr> <td>50</td><td>Time trunk in use (min)</td></tr> <tr> <td>51</td><td>Time trunk in use (max)</td></tr> <tr> <td>52</td><td>Number of trunks in use</td></tr> <tr> <td>53</td><td>Time any trunk maintenance busy</td></tr> <tr> <td>54</td><td>Number of trunks maintenance busy</td></tr> <tr> <td>55</td><td>Length of time all trunks busy</td></tr> <tr> <td>56</td><td>Number trunk failures in group</td></tr> <tr> <td>57</td><td>Number failures on a single trunk</td></tr> <tr> <td>58</td><td>Audio difficulty on a trunk</td></tr> </table>	Numerical Value	Type	50	Time trunk in use (min)	51	Time trunk in use (max)	52	Number of trunks in use	53	Time any trunk maintenance busy	54	Number of trunks maintenance busy	55	Length of time all trunks busy	56	Number trunk failures in group	57	Number failures on a single trunk	58	Audio difficulty on a trunk
Numerical Value	Type																				
50	Time trunk in use (min)																				
51	Time trunk in use (max)																				
52	Number of trunks in use																				
53	Time any trunk maintenance busy																				
54	Number of trunks maintenance busy																				
55	Length of time all trunks busy																				
56	Number trunk failures in group																				
57	Number failures on a single trunk																				
58	Audio difficulty on a trunk																				
EQLOC	Physical equipment location (trunk number) for which data was collected or the exception occurred.																				
LOGID	Login ID of the agent reporting audio difficulty.																				
ROW_DATE	Day for which data was collected or the exception occurred.																				
ROW_TIME	Time at which the exception occurred.																				
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the trunk group's activity falls outside of that limit.																				
TIME	Limit, as a number of seconds, administered for timed exception types. An occurrence is logged against the threshold when the trunk group's activity falls outside of that limit.																				
TKGRP	Trunk group number for which data was collected (or for which an exception occurred). This will be zero if the trunk group carrying the call is not measured.																				

VDN Exception Database Items

The VDN Exception database item descriptions are **historical** items. They apply to the Agent Exception (vdnex) table. VDN exceptions are available only with the vectoring feature:

Database Item	Description																														
ACD (index)	The ACD number for which data was collected.																														
EXTYPE	The type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr> <td>2</td><td>Time at agent (min)</td></tr> <tr> <td>3</td><td>Time at agent (max)</td></tr> <tr> <td>30</td><td>Number calls in an ACD split queue</td></tr> <tr> <td>32</td><td>Number calls abandoned while in vector</td></tr> <tr> <td>33</td><td>Number calls that flowed into VDN</td></tr> <tr> <td>34</td><td>Number calls that flowed out of VDN</td></tr> <tr> <td>35</td><td>Number calls interflowed out of VDN</td></tr> <tr> <td>37</td><td>Number calls handled by backup split</td></tr> <tr> <td>71</td><td>Time in vector (max)</td></tr> <tr> <td>72</td><td>Number calls forced busy</td></tr> <tr> <td>73</td><td>Number calls disconnected</td></tr> <tr> <td>74</td><td>Number unsuccessful lookahead attempts</td></tr> <tr> <td>75</td><td>Adjunct routing</td></tr> <tr> <td>76</td><td>Rolling average speed of answer</td></tr> </table>	Numerical Value	Type	2	Time at agent (min)	3	Time at agent (max)	30	Number calls in an ACD split queue	32	Number calls abandoned while in vector	33	Number calls that flowed into VDN	34	Number calls that flowed out of VDN	35	Number calls interflowed out of VDN	37	Number calls handled by backup split	71	Time in vector (max)	72	Number calls forced busy	73	Number calls disconnected	74	Number unsuccessful lookahead attempts	75	Adjunct routing	76	Rolling average speed of answer
Numerical Value	Type																														
2	Time at agent (min)																														
3	Time at agent (max)																														
30	Number calls in an ACD split queue																														
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35	Number calls interflowed out of VDN																														
37	Number calls handled by backup split																														
71	Time in vector (max)																														
72	Number calls forced busy																														
73	Number calls disconnected																														
74	Number unsuccessful lookahead attempts																														
75	Adjunct routing																														
76	Rolling average speed of answer																														
ROW_DATE (index)	The day for which data was collected or the exception occurred.																														
ROW_TIME	Time at which the exception occurred.																														
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the VDN activity falls outside of that limit.																														
TIME	Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the VDN activity falls outside of that limit.																														
VDN	VDN for which the exception occurred or that carried the malicious call.																														
VECTOR	Vector number associated with this VDN or for which the exception occurred.																														

Vector Exception Database Items

The Vector Exception database item descriptions are **historical** items. They apply to the Vector Exception (vecex) table. Vector exceptions are available only with the vectoring feature:

Database Item	Description																		
ACD (index)	The ACD number for which data was collected.																		
EXTYPE	The type of exception that occurred: <table><thead><tr><th>Numerical Value</th><th>Type</th></tr></thead><tbody><tr><td>30</td><td>Number calls in an ACD split/skill queue</td></tr><tr><td>32</td><td>Number calls abandoned while in the vector</td></tr><tr><td>72</td><td>Number calls forced busy</td></tr><tr><td>73</td><td>Number calls disconnected</td></tr><tr><td>74</td><td>Number unsuccessful lookahead interflow attempts</td></tr><tr><td>75</td><td>Number unsuccessful adjunct routing attempts</td></tr><tr><td>80</td><td>Time in vector (min)</td></tr><tr><td>81</td><td>Time in vector (max)</td></tr></tbody></table>	Numerical Value	Type	30	Number calls in an ACD split/skill queue	32	Number calls abandoned while in the vector	72	Number calls forced busy	73	Number calls disconnected	74	Number unsuccessful lookahead interflow attempts	75	Number unsuccessful adjunct routing attempts	80	Time in vector (min)	81	Time in vector (max)
Numerical Value	Type																		
30	Number calls in an ACD split/skill queue																		
32	Number calls abandoned while in the vector																		
72	Number calls forced busy																		
73	Number calls disconnected																		
74	Number unsuccessful lookahead interflow attempts																		
75	Number unsuccessful adjunct routing attempts																		
80	Time in vector (min)																		
81	Time in vector (max)																		
ROW_DATE (index)	The date for which data was collected or which the exception occurred.																		
ROW_TIME	Time at which the exception occurred.																		
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the vector activity falls outside of that limit.																		
TIME	Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the vector activity falls outside of that limit.																		
VECTOR	Vector number that this row represents, or for which the exception occurred.																		

Malicious Call Trace Exception Database Items

The Malicious Call Trace Exception database item descriptions are **historical** items. They apply to the Malicious Call Trace Exception (mctex) table:

Database Item	Description
ACD (index)	The ACD number for which data was collected.
ANI_SID	Billing number or phone number from which the malicious call originated (available only if the switch has ANI/SID service).
EQLOC	Physical equipment location (trunk number) for which data was collected or for which the exception occurred.
EXTYPE	Type of exception that occurred. The value for Malicious Call Trace exceptions is 90.
II_DIGITS	Information Indicator digits. Indicates type of originating line the call used.
LOGID	Login ID of the agent initiating a malicious call trace.
ROW_DATE (index)	The date for which data was collected or the exception occurred.
ROW_TIME	Time at which the malicious call was reported.
SPLIT	Split/skill of the agent reporting the malicious call.
TKGRP	Trunk group number for which data was collected (or for which an exception occurred). This will be zero if the trunk group carrying the call is not measured.
VDN	The VDN for which the exception occurred or that carried the malicious call. Available on Generic 2, Generic 3, and newer switches with vectoring.

Data Collection Exception Database Items

The Data Collection Exception database item descriptions are **historical** items. They apply to the Data Collection Exception (Linkex) table:

Database Item	Description																
ACD (index)	The ACD number for which data was collected.																
DURATION	Length of time for which data collection was off.																
REASON	The reason for the interruption of data collection. The reasons may be as follows: <table> <tr> <th>Numerical Value</th><th>Reason</th></tr> <tr> <td>91</td><td>Data collection started</td></tr> <tr> <td>92</td><td>Data collection of new translations started</td></tr> <tr> <td>93</td><td>Data collection turned off</td></tr> <tr> <td>94</td><td>Data collection busied out</td></tr> <tr> <td>95</td><td>Data collection timed out</td></tr> <tr> <td>96</td><td>Data collection clock was reset</td></tr> <tr> <td>97</td><td>Data collection session down</td></tr> </table>	Numerical Value	Reason	91	Data collection started	92	Data collection of new translations started	93	Data collection turned off	94	Data collection busied out	95	Data collection timed out	96	Data collection clock was reset	97	Data collection session down
Numerical Value	Reason																
91	Data collection started																
92	Data collection of new translations started																
93	Data collection turned off																
94	Data collection busied out																
95	Data collection timed out																
96	Data collection clock was reset																
97	Data collection session down																
ROW_DATE (index)	The day for which data was collected or the exception occurred.																
ROW_TIME	Time at which data collection was interrupted.																
THRESHOLD	Limit, as a number of occurrences, administered for the exception type. An exception occurs when the activity falls outside of that limit.																

Agent State and Row Search Values Cross-Reference

Agent State and Row Search Values Table

Use the following table to identify how *CentreVu* CMS stores Agent State (names) and the applicable row search values.

Status Database Items	State Names	Numerical Values for Row Search
AG_DEST	PBX	1
	OFF	2
AG_DIR	OUT	1
	IN	2
AG_ORIG	BLANK	0
	PHONE	1
	KEYBOARD	2
AG_PREF	LVL	1
	NEED	2
ALL_BUSY	YES	1
	NO	0
PER_CHG	YES	1
	NO	0
SLVL_CHG	YES	1
	NO	0
TKSTATE	UNKNOWN	0
	IDLE	1
	SEIZED	2
	QUEUED	3
	CONN	4
	DABN	5
	MBUSY	6
	FBUSY	7
	FDISC	8
	HOLD	9
	RING	80
TK_DIR	IN	2
	OUT	1

Status Database Items	State Names	Numerical Values for Row Search
TK_PRI	YES	1
	NO	0
TK_QTYPE	MAIN	1
	BACKUP	2
WORKMODE	UNKNOWN	0
	UNSTAF	10
	AVAIL	20
	ACD	30
	ACW	40
	AUX	50
	DACD	60
	DACW	70
	OTHER	220
	RINGING	80
	LOGON	100
	LOGOFF	110
	TRACE ON	120
	TRACE OFF	121

Call Disposition and Row Search Values Cross-Reference

Call Disposition and Row Search Values Table

Use the following table to identify how *CentreVu* CMS stores Call Disposition and the applicable row search values.

⇒ NOTE:

If you are customizing the Historical Call Record Report with *CentreVu* Report Designer, the **Disposition** report field will display the numerical values for **DISPOSITION**, and not the state names.

Status Database Items	State Names	Numerical Values for Row Search
DISPOSITION	CONN	1
	ANS	2
	ABAN	3
	IFLOW	4
	FBUSY	5
	FDISC	6
	OTHER	7

Standard Dictionary Calculations

Standard Dictionary Calculations Table

The following table lists all of the standard *CentreVu* CMS Dictionary calculations. These calculations are used in real-time and historical reports. You can also use them in custom reports.

 CAUTION:

Do **NOT** modify any of the standard *CentreVu* CMS Dictionary calculations. If you modify the standard calculations the meaning of the data will be changed.

Calculation Name	Calculation	Description
ACW_AUX_OUT_ADJ	ACWAUXOUTADJCALLS + AUXOUTADJCALLS	Off-switch calls by adjunct while in ACW or AUX.
ACW_AUX_OUT_CALLS	sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)	All off-switch calls placed while in ACW or AUX.
AGENTS_ON_EXT_CALLS	(ONACWIN + ONAUXIN + ONACWOUT + ONAUXOUT)	Agents on extension calls.
AVG_ABANDON_TIME	ABNTIME / ABNCALLS	Average time to abandon.
AVG_ABANDON_TIME_SUM	sum(ABNTIME) / sum(ABNCALLS)	Total average abandon time.
AVG_ACD_TALK_TIME	ACDTIME / ACDCALLS	Average ACD talk time.
AVG_ACD_TALK_TIM_SUM	(sum(ACDTIME) / sum(ACDCALLS))	Total average ACD talk time.
AVG_ACW_TIME	ACWTIME / ACDCALLS	Average ACW time.
AVG_ACW_TIME_SUM	sum(ACWTIME) / sum(ACDCALLS)	Total average ACW time.
AVG_ACWAUX_OUT_CALLS	sum(ACWOUTOFFTIME + AUXOUTOFFTIME) / sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)	Average time for off-switch calls while in ACW or AUX.
AVG_AGENT_ACW_SUM	sum(TOTAL_ACWTIME) / sum(TOTAL_ACDCALLS)	Total average agent ACW time.
AVG_AGENT_ACW_TIME	TOTAL_ACWTIME / TOTAL_ACDCALLS	Average ACW time.

Calculation Name	Calculation	Description
AVG_AGENT_TALK_SUM	$\text{sum}(\text{TOTAL\_ACD\_TIME}) / \text{sum}(\text{TOTAL\_ACD\_CALLS})$	Total average agent ACD talk time.
AVG_AGENT_TALK_TIME	$\text{TOTAL\_ACD\_TIME} / \text{TOTAL\_ACD\_CALLS}$	Average agent ACD talk time.
AVG_ANSWER_SPEED	$\text{ANSTIME} / \text{ACDCALLS}$	Average speed of answer.
AVG_ANSWER_SPEED_SUM	$\text{sum}(\text{ANSTIME}) / \text{sum}(\text{ACDCALLS})$	Total average answer speed.
AVG_CONNECT_TIME	$\text{CONNECTTIME} / \text{CONNECTCALLS}$	Average amount of time for a non-ACD call to connect to agent.
AVG_CONNECT_TIME_SUM	$\text{sum}(\text{CONNECTTIME}) / \text{sum}(\text{CONNECTCALLS})$	Total average amount of time for a non-ACD call to connect to agent.
AVG_DEQUE_ACD_TIME	$\text{DEQUETIME} / \text{DEQUECALLS}$	Average talk time for calls queued to a split and elsewhere.
AVG_HOLD_TIME	$\text{HOLDTIME} / \text{HOLDCALLS}$	Average hold time.
AVG_HOLD_TIME_SUM	$\text{sum}(\text{HOLDTIME}) / \text{sum}(\text{HOLDCALLS})$	Total average hold time.
AVG_INB_ACD_TIME	$(\text{TOTAL\_ACD\_TIME} - \text{O\_ACD\_TIME}) / (\text{TOTAL\_ACD\_CALLS} - \text{O\_ACD\_CALLS})$	The average inbound ACD time.
AVG_INB_ACW_TIME	$(\text{TOTAL\_ACW\_TIME} - \text{O\_ACW\_TIME}) / \text{INBOUND\_ACDCALLS}$	The average inbound ACW time.
AVG_INB_ACD_TIME_SUM	$(\text{sum}(\text{TOTAL\_ACD\_TIME} - \text{O\_ACD\_TIME})) / \text{INBOUND\_ACDCALLS}$	Average inbound ACD time.
AVG_INB_ACW_TIME_SUM	$(\text{sum}(\text{TOTAL\_ACW\_TIME} - \text{O\_ACW\_TIME})) / \text{INBOUND\_ACDCALLS}$	Average inbound ACW time.
AVG_OUTB_ACD_SUM	$\text{sum}(\text{O\_ACD\_TIME}) / \text{sum}(\text{O\_ACD\_CALLS})$	Total outbound average ACD talk time.
AVG_OUTB_ACD_TIME	$\text{O\_ACD\_TIME} / \text{O\_ACD\_CALLS}$	Outbound average ACD talk time.
AVG_OUTB_ACW_SUM	$\text{sum}(\text{O\_ACW\_TIME}) / \text{sum}(\text{O\_ACD\_CALLS})$	Total outbound average ACW talk time.
AVG_OUTB_ACW_TIME	$\text{O\_ACW\_TIME} / \text{O\_ACD\_CALLS}$	Outbound average ACW talk time.

Calculation Name	Calculation	Description
AVG_POS_STAFF	$I\_STAFFTIME / (INTRVL * 60)$	Average positions staffed.
AVG_POS_STAFF_SUM	$sum(I\_STAFFTIME) / sum(INTRVL * 60)$	Total average positions staffed.
AVG_TALK_TIME_IN	$(ACWINTIME + AUXINTIME) / (ACWINCALLS + AUXINCALLS)$	Extension in calls average talk time.
AVG_TALK_TIME_IN_SUM	$sum(ACWINTIME + AUXINTIME) / sum(ACWINCALLS + AUXINCALLS)$	Extension in calls total average talk time.
AVG_TALK_TIME_OUT	$(ACWOUTTIME + AUXOUTTIME) / (ACWOUTCALLS + AUXOUTCALLS)$	Extension out calls average talk time.
AVG_TALK_TIM_OUT_SUM	$sum(ACWOUTTIME + AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS)$	Extension out calls total average talk time
AVG_TOP_STAFF	$sum(TOTAL\_I\_ACDACW + TOTAL\_I\_ACDHOLD + TOP\_AVAUXTIME) / (INTRVL * 60)$	Average positions staffed for EAS, making use of the top agent concept to avoid double-counting agents' time when they are staffed in multiple skills.
AVG_TOP_STAFF_SUM	$sum(TOT\_I\_ACDACW\_SUM + TOT\_I\_ACDHOLD\_SUM + TOP\_AVAUXTIME\_SUM) / sum(INTRVL * 60)$	Average positions staffed for EAS, summed over all records found in the search, making use of the top agent concept to avoid double-counting agents' time when they are staffed in multiple skills.
AVG_TRK_HOLD_IN_SUM	$sum(INTIME) / sum(INCALLS)$	Inbound total average trunk holding time.
AVG_TRK_HOLD_OUT_SUM	$sum(OUTTIME) / sum(OUTCALLS)$	Outbound total average trunk holding time.
AVG_TRK_HOLD_TIME	$(INTIME + OUTTIME) / (INCALLS + OUTCALLS)$	Average trunk holding time.
AVG_TRK_HOLD_TIME_IN	$INTIME / INCALLS$	Inbound average trunk holding time.
AVG_TRK_HOLD_TIM_OUT	$OUTTIME / OUTCALLS$	Outbound average trunk holding time.

Calculation Name	Calculation	Description
AVG_VDN_ACD_SK1_TIME	SKILLTIME1/SKILLCALLS1	Average time spent on calls for VDN skill preference 1.
AVG_VDN_ACD_SK2_TIME	SKILLTIME2/SKILLCALLS2	Average time spent on calls for VDN skill preference 2.
AVG_VDN_ACD_SK3_TIME	SKILLTIME3/SKILLCALLS3	Average time spent on calls for VDN skill preference 3.
AVG_VDN_ACW_SK1_TIME	SKILLACWTIME1/SKILLCALLS1	Average time spent in ACW for VDN skill preference 1.
AVG_VDN_ACW_SK2_TIME	SKILLACWTIME2/SKILLCALLS2	Average time spent in ACW for VDN skill preference 2.
AVG_VDN_ACW_SK3_TIME	SKILLACWTIME3/SKILLCALLS3	Average time spent in ACW for VDN skill preference 3.
AVG_VDN_TIME	INTIME / INCALLS	Average VDN time.
AVG_VDN_TIME_SUM	sum(INTIME) / sum(INCALLS)	Total average time in VDN.
AVG_VEC_TIME	INTIME / INCALLS	Average vector time.
AVG_VEC_TIME_SUM	sum(INTIME) / sum(INCALLS)	Total average vector time.
BUSY_DISCONNECT	BUSYCALLS + DISCCALLS	Number of calls that were busy and disconnected.
CALLS_PER_POS	$(60 * INTRVL * ACDCALLS) / I\_STAFFTIME$	Calls per position staffed.
CALLS_PER_POS_SUM	$(\text{sum}(60 * INTRVL) * \text{sum}(ACDCALLS)) / \text{sum}(I\_STAFFTIME)$	Total calls per position.
CALLS_WAITING	INQUEUE + INRING	Number of calls ringing and queued for split/skill.
CCS_TIME_INBOUND	I_INOCC/100	CCS trunk time attributed to inbound calls.
CCS_TIME_OUTBOUND	I_OUTOCC/100	CCS trunk time attributed to outbound calls.

Calculation Name	Calculation	Description
EXT_CALL_IN	(ACWINCALLS + AUXINCALLS)	Incoming extension calls.
EXT_CALL_OUT	ACWOUTCALLS + AUXOUTCALLS	Outgoing extension calls.
EXT_IN_TIME	(I_ACWINTIME + I_AUXINTIME)	Time on incoming extension calls.
EXT_OUT_TIME	(I_ACWOUTTIME + I_AUXOUTTIME)	Time on outgoing extension calls.
I_SUM_TIME	I_ACDTIME + I_ACWTIME + I_OTHERTIME + I_RINGTIME + I_DA_ACDTIME + I_DA_ACWTIME	Intermediate time used to calculate INT_AUXTIME .
INBOUND_ACDCALLS	(sum (TOTAL_ACDCALLS - O_ACDCALLS))	Total inbound ACD calls.
INT_AUXTIME	I_STAFFTIME - I_AVAILTIME - I_ACDTIME - I_ACWTIME - I_OTHERTIME - I_RINGTIME - I_DA_ACDTIME - I_DA_ACWTIME	Agent time in AUX work in a single split/skill.
INTRVL_END_TIME	STARTTIME + INTERVL	Time of the end of an interval.
MAIN_ACD_CALLS	sum(ACDCALLS) - sum(BACKUPCALLS)	Calls answered for main split/skill.
NON_TOP_STAFFED_AGTS	STAFFED - TSTAFFED	The non-top agents staffed on the split/skill.
PERCENT_ACD_TIME	$100 * ((I\_ACDTIME + I\_ACWTIME) / I\_STAFFTIME)$	Percentage of time agents spend on split/skill ACD calls and in ACW.
PERCENT_ACD_TIME_SUM	$100 * (sum(I\_ACDTIME + I\_ACWTIME) / sum(I\_STAFFTIME))$	Total percentage of time agents in spend on split/skill ACD calls and in ACW.
PERCENT_ALL_BUSY	$100 * (ALLINUSETIME / SECS\_PER\_DAY)$	Percentage of time all trunks in use.
PERCENT_ALL_BUSY_D	$100 * (ALLINUSETIME / d\_secs.SECS\_PERDAY)$	Percentage of time all trunks in use in the day.
PERCENT_ALL_BUSY_I	$100 * (ALLINUSETIME / sum(INTERVL * 60))$	Percent of time all trunks were busy in interval.

Calculation Name	Calculation	Description
PERCENT_ALL_BUSY_M	$100 * (\text{ALLINUSETIME} / \text{m\_secs.SECSPERMN})$	Percentage of time all trunks in use in the month.
PERCENT_ALL_BUSY_W	$100 * (\text{ALLINUSETIME} / \text{w\_secs.SECSPERWK})$	Percentage of time all trunks in use in the week.
PERCENT_ALL_BUSY_SUM	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{SECS\_PER\_DAY}))$	Percentage of time all trunks in use.
PERCENT_AL_BSY_SUM_D	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{d\_secs.SECSPERDAY}))$	Percentage of time all trunks in use during the day.
PERCENT_AL_BSY_SUM_M	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{m\_secs.SECSPERMN}))$	Percentage of time all trunks in use during the month.
PERCENT_AL_BSY_SUM_W	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{w\_secs.SECSPERWK}))$	Percentage of time all trunks in use during the week.
PERCENT_ALL_MBUSY_I	$100 * (\text{MBUSYTIME} / (\text{INTERVL} * 60) \text{sum}(\text{TRUNKS}))$	Percent of time all trunks were maintenance busy.
PERCENT_AUX_WORK	$100 * (\text{I\_AUXTIME} / \text{I\_STAFFTIME})$	Percentage time agents spent in AUX.
PERCENT_AUX_WORK_SUM	$100 * (\text{sum}(\text{I\_AUXTIME}) / \text{sum}(\text{I\_STAFFTIME}))$	Total percentage time agents spent in AUX.
PERCENT_CALL_ABAN	$100 * (\text{ABNCALLS} / (\text{CALLSOFFERED}))$	Percentage of calls offered that abandoned.
PERCENT_CALL_ANS	$100 * (\text{ACDCALLS} / \text{CALLSOFFERED})$	Percentage of calls offered that were answered.
PERCENT_CALL_ANS_SUM	$100 * (\text{sum}(\text{ACDCALLS}) / \text{sum}(\text{CALLSOFFERED}))$	Total percentage of calls offered that were answered.
PERCENT_MBUSY	$100 * (\text{MBUSYTIME} / (\text{SECS\_PER\_DAY} * \text{TRUNKS}))$	Percent of time trunks maintenance busy. NOTE: This calculation is obsolete. Do not use it.
PERCENT_MBUSY_D	$100 * (\text{MBUSYTIME} / (\text{d\_secs.SECSPERDAY} * \text{TRUNKS}))$	Percent of time trunks were maintenance busy during the day.

Calculation Name	Calculation	Description
PERCENT_MBUSY_M	$100 * (\text{MBUSYTIME} / (\text{m\_secs}.\text{SECSPERMN} * \text{TRUNKS}))$	Percent of time all trunks were maintenance busy during the month.
PERCENT_MBUSY_W	$100 * (\text{MBUSYTIME} / (\text{w\_secs}.\text{SECSPERWK} * \text{TRUNKS}))$	Percent of time all trunks were maintenance busy during the week.
PERCENT_MBUSY_SUM_D	$100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{d\_secs}.\text{SECSPERDAY}) * \text{sum}(\text{TRUNKS})))$	Percent of time all trunks were maintenance busy during the day.
PERCENT_MBUSY_SUM_M	$100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{m\_secs}.\text{SECSPERMN}) * \text{sum}(\text{TRUNKS})))$	Percent of time all trunks were maintenance busy during the month.
PERCENT_MBUSY_SUM_W	$100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{w\_secs}.\text{SECSPERWK}) * \text{TRUNKS}))$	Percent of time all trunks were maintenance busy during the week.
PERCENT_MBUSY_SUM	$100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{SECS\_PER\_DAY}) * \text{sum}(\text{TRUNKS})))$	Percent time trunks in were maintenance busy. NOTE: This calculation is obsolete. Do not use it.
PERCENT_SERV_LVL_SPL	$100 * (\text{ACCEPTABLE} / \text{CALLSOFFERED})$	Percentage of calls answered in service level for split/skill.
PERCENT_SERV_LVL_VDN	$100 * (\text{sum}(\text{ACCEPTABLE}) / \text{sum}(\text{INCALLS}))$	Percent of calls answered within service level for VDN
PERCENT_SERV_SPL_OUT	$100 - <\text{PERCENT\_SERV\_LVL\_SPL}>$	Percent of calls to a split/skill outside of the <i>CentreVu</i> Advocate service level.
PERCENT_SERV_VDN_OUT	$100 - <\text{PERCENT\_SERV\_LVL\_VDN}>$	Percent of calls to VDN outside service level.
PERCENT_SLVL_SPL_SUM	$100 * (\text{sum}(\text{ACCEPTABLE}) * \text{sum}(\text{CALLSOFFERED}))$	Percent of total split calls answered in service level
PERCENT_VDN_ABAN	$100 * (\text{sum}(\text{ABNCALLS}) / \text{sum}(\text{INCALLS}))$	Percent of calls abandoned

Calculation Name	Calculation	Description
PERCENT_VDN_ANSCONN	$100 * (\text{sum}(\text{ACDCALLS} + \text{CONNECTCALLS}) / \text{sum}(\text{INCALLS}))$	Percent of calls answered within service level for VDN.
SECS_PER_DAY	$(24 * 60 * 60)$	Seconds per day. NOTE: To use <SECS_PER_DAY>, data collection must be active 24 hours a day, seven days a week.
TOP_AVAUXTIME	$\text{sum}(\text{I\_TAUXTIME} + \text{I\_TAVAILTIME} + \text{I\_TOTHERTIME})$	Subcalculation that supports the new AVG_TOP_STAFF calculation. Sum of the time top agents spent in AUX work and available.
TOP_AVAUXTIME_SUM	$\text{sum}(\text{I\_TAUXTIME} + \text{I\_TAVAILTIME})$	Subcalculation that supports the new AVG_TOP_STAFF_SUM calculation. Sum of the time top agents spent in AUX work and available.
TOT_I_ACDACW_SUM	$\text{sum}(\text{I\_ACDTIME} + \text{I\_ACWTIME} + \text{I\_DA\_ACDTIME} + \text{I\_DA\_ACWTIME} + \text{I\_RINGTIME})$	Subcalculation that supports the new AVG_TOP_STAFF_SUM calculation. Sum of the ACD and ACW time for split/skill and direct agent calls, plus the (agent) ringing time for those calls.
TOT_I_ACDHOLD_SUM	$\text{sum}(\text{I\_ACDOTHERTIME} + \text{I\_ACDAUXINTIME} + \text{I\_ACDAUX\_OUTTIME})$	Subcalculation that supports the new AVG_TOP_STAFF_SUM calculation. Sum of the time agents spent with ACD calls on hold.

Calculation Name	Calculation	Description
TOTAL_I_ACDACW	sum (I_ACDTIME + I_ACWTIME +I_DA_ACDTIME+I_DA_ACWTIME +I_RINGTIME)	Subcalculation that supports the new AVG_TOP_STAFF calculation. Sum of the ACD and ACW time for split/skill and direct agent calls, plus the (agent) ringing time for those calls.
TOTAL_ACDCALLS	(ACDCALLS + DA_ACDCALLS)	Total split/skill and direct agent ACD calls.
TOTAL_I_ACDHOLD	sum (I_ACDOTHERTIME+ I_ACDAUXINTIME+ I_ACDAUX_OUTITIME)	Subcalculation that supports the new AVG_TOP_STAFF calculation. Sum of the time agents spent with ACD calls on hold.
TOTAL_ACDTIME	ACDTIME + DA_ACDTIME	Total ACD time.
TOTAL_ACWTIME	(ACWTIME + DA_ACWTIME)	Total ACW time.
TOTAL_I_ACDTIME	(I_ACDTIME + I_DA_ACDTIME)	Total interval-based ACD time.
TOTAL_I_ACDHOLD	I_ACDOTHERTIME + I_ACDAUXINTIME + I_ACD_ACDAUX_OUTTIME	Sum of the time agents spent with ACD calls on hold.
TOTAL_I_ACWTIME	(I_ACWTIME + I_DA_ACWTIME)	Total interval-based ACW time.

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 or in a vector/VDN before it is abandoned.
Abandoned Call Search	An ACD capability that enables the system to make sure that the caller is on the line before passing the call to an agent.
Access Permissions	Permissions assigned to a CMS user so that the user can access different subsystems in CMS or administer specific elements (splits/skills, trunks, vectors, etc.) of the ACD. Access permissions are specified as read or write permission. Read permission means the CMS user can access and view data (for example, run reports or view the Dictionary subsystem). Write permission means the CMS user can add, modify, or delete data and execute processes.
ACD	See <i>Automatic Call Distribution</i> .
ACD Call	A call that queued to a split/skill and was answered by an agent in that split/skill, or a call that queued as a direct agent call and was answered by the agent for whom it was queued.
Acknowledgment	A window that requires you to confirm an action or to acknowledge a system message (for example, system going down, warning, or fatal error for the user window). This window cannot be moved, sized, or scrolled and disappears only when you confirm the message.
Activate Agent Trace	From this window you can start CMS tracing of agent activities. These activities include all agent state changes until the trace is turned off. You must activate an agent trace to obtain an Agent Trace report.
Active VDN Calls	The number of calls currently active in a VDN. The G3V4 vector enhancement "VDN Calls Routing" refers to the ability to program a vector step according to the number of active VDN calls. The number of active calls is referred to as "counted-calls" in the vector step.
ACW	See <i>After Call Work</i> .
Adjunct/Switch Applications Interface (ASAI)	An AT&T recommendation for interfacing adjuncts and communications systems, based on the CCITT Q.932 specification for layer 3. ASAI supports activities such as event notification and call control.
After Call Work (ACW)	An agent state generally representing work related to the preceding ACD call. Going on-hook after an ACD call during MANUAL-IN operation places

the call in ACW. With Generic 1 and Generic 3, ACW is accessible by a key on the agent's set and may not be related to an ACD call.

Agent	A person who answers calls to an extension in an ACD split/skill. The agent is known to CMS by a login identification keyed into a voice terminal.
Agent Login ID	A 1- to 4-digit number (Generic 2/System 85) or a 1- to 9-digit number (Generic 1/Generic 3) entered by an ACD agent from a voice terminal to activate the agent position. Agent logins are required for all CMS-measured ACD agents.
Agent Occupancy	The average percentage of time that you are expecting or targeting for each split/skill agent to spend, while logged in, on ACD calls and in ACW.
Agent Position (Non-EAS)	The combination of agent login ID and split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected separately for each agent/split combination.
Agent Position (EAS)	The combination of agent login ID and the skills the agent is assigned. Data are collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.
Agent Role	A description of the kind of service an agent in multiple skills gives to one of their skills. This is a combination of call handling preference and skill/reserve levels. The five roles are: • <i>Top</i>: top agents logged into their highest priority skill • <i>Allocated</i>: agents with percent allocation call handling preference administered (see the <i>CentreVu® Advocate User Guide</i>, Lucent Technologies 585-215-855) • <i>Backup</i>: agent is assigned to a skill, but not as the top skill • <i>Roving</i>: an agent answers the skill's calls when this skill has the greatest need • <i>Reserve</i>: an agent who normally does not answer call for this skill answers calls in the skill because the skill has surpassed its pre-set over-threshold conditions (see the <i>CentreVu® Advocate User Guide</i>, Lucent Technologies 585-215-855)
Agent Skill	An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to four skills. The meaning of each Agent Skill is defined by the customer. Examples are the ability to speak a particular language or the expertise to handle a certain product.

See also *Primary Skill* and *Secondary Skill*.

Agent State	A feature of agent call handling. Agent states are the different call work modes an agent can be in (ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RING). Data about these states is displayed in real-time and historical reports. See the definition of each state for additional information.
Agent Terminal	The voice terminal used by a call-center agent.
Agent Trace	You must start an agent trace before you can obtain an Agent Trace report. You can activate traces for a maximum of 25 agents at any one time. You can select the dates in which the trace will receive information. This report lists each agent activity and the time it occurred. The Agent Trace report can be helpful when evaluating how well individual agents are using their time.
AI	See <i>Auto-In</i>.
Algorithm	A prescribed set of well-defined rules or instructions for the solution of a problem; for example, the performance of a calculation, in a finite number of steps. Expressing an algorithm in a formal notation is one of the main parts of a software program.
ANI	See <i>Automatic Number Identification</i>.
Announcement	A recorded message that normally tells the caller what destination the call has reached. The announcement also often tries to persuade the caller to stay on the line. With Call Vectoring, announcements can be part of a vector's call processing. An announcement is assigned to a vector by entering an announcement number.
ASA	See <i>Average Speed of Answer</i>.
ASAI	See <i>Adjunct/Switch Applications Interface</i>.
Auto-Available Split	An ACD capability that ensures that after a power failure or a system restart, Voice Response Units (for example, the CONVERSANT Voice Information System) are brought on line again immediately, without time-consuming reprogramming.
Auto-In (AI)	An ACD work mode that makes the agent available to receive calls and allows the agent to receive a new ACD call immediately after disconnecting from the previous call.

Automatic Call Distribution (ACD)	A switch feature. Automatic Call Distribution (ACD) is software that channels high-volume incoming call traffic to agent groups (splits or skills). Also an agent state where the extension is engaged in an ACD call (with the agent either talking to the caller or the call waiting on hold). See also <i>Redirect on no Answer</i> and <i>Auto-Available Split</i>.
Automatic Number Identification (ANI)	A general industry term referring to knowledge of the calling party number (CPN). When the calling party is behind a switch, the number provided can be either a billing number for the switch or the station identification number.
AUX	See <i>Auxiliary Work</i>.
Auxiliary Work (AUX)	An agent state. For example, the agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. An agent can reach this state by pressing the AUX WORK button or dialing the proper access code from the voice terminal. The agent can also reach the state by going off-hook to make or answer an extension call while in AVAIL or with a call on hold.
AVAIL	See <i>Available</i>.
Available (AVAIL)	An agent state. The extension is able to accept an ACD call.
Average Agent Service Time	The average time you are expecting or targeting for each agent to spend on an ACD call, including talk time and after-call-work time.
Average Speed of Answer (ASA)	The average amount of time a caller waits in queue before connecting to an agent. ASA is usually an objective set by your call center's management. The ASA for a split/skill includes the time spent in queue and the time ringing an agent. ASA for a VDN includes the time spent in vector processing (including the time spent in queue and the time ringing) for the VDN that the call was answered in. Interval ASA has been used for BCMS and pre-R3V4 CMS reporting where the ASA is calculated on reporting interval boundaries and the ASA is cleared to zero at the start of each reporting interval. Rolling ASA is used, beginning with R3V4 CMS, for vector routing. Rolling ASA is a running weighted average calculation without regard to any interval boundaries. Rolling ASA is calculated on the G3V4 switch and sent to R3V4 CMS.
Calculation	A menu selection in the CMS Dictionary subsystem which gives the abbreviated name (calculation name) for the calculation that generates the data for a field in a report.

Call-Based Items	The category of database items in CMS that are committed to the database after the call completes. If a call starts and ends in different intrahour intervals, all of the call-based data is recorded in the interval in which the call completed. Most database items are call-based.
Call Handling Preference	A parameter of agent administration in the EAS environment that specifies how calls are selected for the agent.
Call-Handling Profile	A set of objectives describing how you want a split/skill to handle calls.
Call Management System (CMS)	A software product used by business customers that have AT&T telecommunications switches and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch. The CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch.
Call Prompting	A switch feature that routes incoming calls based on information entered by the calling party, such as an account number. The caller receives an announcement and is prompted to select an option from those listed in the announcement.
Call Vectoring	A switch feature that provides a highly flexible method for processing ACD calls using VDNs and vectors as processing points between trunk groups and splits. Call vectoring permits treatment of calls that is independent of splits. Similar to a computer program, a call vector is a set of instructions that control the routing of incoming calls based on conditions that occur in a call center environment. Examples of call vector conditions include time of day and the number of calls in queue.
Call Work Code (CWC)	An ACD capability that makes sure that during or after the call, the agent can enter a string of digits and send these digits to the DEFINITY Call Management System for management reporting.
Caller Needs	The reason(s) a customer calls your call center (used with the Expert Agent Selection feature).
Calls Carried	Trunk data. The number of inbound/outbound calls carried.
CentreVu Advocate	A set of features designed to enhance call and agent selection within a call center. <i>CentreVu Advocate</i> requires Version 6 <i>CentreVu Supervisor</i> , a <i>DEFINITY ECS Release 6</i> , and Expert Agent Selection. See the <i>CentreVu® Advocate User Guide</i> (Lucent Technologies 585-215-855) for more information.

CentreVu Supervisor	The Call Management System application for the Microsoft Windows operating environment.
Change Agent Skills	An agent's skills may be changed from CMS by using the Change Agent Skills Window. The Change Agent Skills Window allows the user to change the skill assignments for one agent. Through this window a user can quickly see what skills are currently assigned to an agent and the user can easily change the agent's skill assignment. Users can close a window using the Close command on the Control menu. Closing an application's main window is the same as quitting it.
CMS	See <i>Call Management System</i> .
CONN	See <i>Connected</i> .
Connected (CONN)	A trunk state. A caller and an agent are connected on an ACD call.
Connected Call	A non-ACD call is considered to be connected to an extension (not a VDN or direct agent) when the call rings at the station and the caller does not abandon.
Current	A CMS action that displays data from the current interval.
Current Interval	Represents the current intrahour interval, which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.
Current Wait Time	The time a call has waited for service in a call queue adjusted for queue priority.
Custom Reports	Real-time or historical reports that have been customized from standard reports or created from scratch. See the <i>CentreVu® CMS R3V5 Custom Reports</i> document, Lucent Technologies 585-215-822.
CWC	See <i>Call Work Code</i>
DABN	See <i>Direct Abandon</i> .
DACD	See <i>Direct Agent ACD</i> .
DACW	See <i>Direct Agent ACW</i> .
Daily Data	Interval data that has been converted to a 1-day summary.

Data Collection Off	CMS is not collecting ACD data. If you turn off data collection, CMS will not void data on current call activity.
Data Collection On	CMS is collecting ACD data.
Data Points	Points of historical data. A data point should include data for each interval of the working day.
Database	A group of tables that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.
Database Item	A name for a specific type of data stored in one of the CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, etc.) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, etc.).
Database Tables	CMS uses these tables to collect, store, and retrieve ACD data. Standard CMS items (database items) are names of columns in the CMS database tables.
Date Format	The standard format for entering dates on Supervisor reports. Acceptable formats are: • Month/day/year (for example, 3/21/93). • A "-" offset based on today's date (for example, -1 for yesterday). You can also enter a range of numbers (for example, 0 through -7). • Separating individual data entry items using a semicolon (for example, 3/21/93;3/23/93;3/25/93) • Entering ranges by placing a hyphen between entries (for example, 3/21/93-3/25/93). When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message ^{No records} found displays in the status line. The month start date must be the first day of the month.
Default Skill (Generic 2.2 with EAS)	Every skill that ends with a "0" is called a default skill, since every agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.
Delete	A CMS action that removes the entry on the window from the database.

Designer Reports	Customized reports that can be created using <i>CentreVu</i> Supervisor's Report Designer feature, and which are run from <i>CentreVu</i> Supervisor.
Dictionary	A CMS subsystem that can be used to assign names to various call center elements such as login IDs, splits/skills, trunk groups, VDNs and vectors. These names appear on reports, making them easier to interpret.
Direct Abandon (DABN)	A trunk state. The caller abandoned the call, and the trunk quickly goes to idle.
Direct Agent ACD (DACD)	An agent state. The agent is on a direct agent ACD call.
Direct Agent ACW (DACW)	An agent state. The agent is in the after call work state for a direct agent ACD call.
Direct Agent Calling	An EAS capability that makes it possible for a caller to reach the same agent every time and still include the call in the management tracking of the call center. This is ideal for claims processing, where a client needs to speak with the agent handling the claim. This flexibility ensures a high level of customer service without reducing management control.
EAD	See <i>Expert Agent Distribution</i> .
EAS	See <i>Expert Agent Selection</i> .
Entity	A generic term that refers to one of the following: Agent, Agent Group, Split/Skill, Trunk, Trunk Group, VDN, Vector, or Call Work Code.
Error Message	A response from a program indicating that a problem has arisen or something unexpected has happened, requiring your attention.
EWT	See <i>Expected Wait Time</i> .
Exception	A type of activity on the ACD which falls outside of the limits you have defined. An exceptional condition is defined in the CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance on the ACD (by agents, splits/skills, VDNs, vectors, trunks, or trunk groups).
Exception Reports	Display occurrences of unusual call-handling events.
Expected Wait Time (EWT)	An estimate of how long a caller will have to wait to be served by a call center while in queue considering the current and past traffic, handling time, and staffing conditions. Time spent in vector processing before being queued and

the time spent ringing an agent with manual answering operation is not included in the EWT prediction. With the G3V5 and R3V5 CMS, the EWT is a switch-based calculation.

**Expert Agent
Distribution (EAD)**

A call queued for a skill will go to the most idle agent (primary skill agent). Agents who are idle and have secondary agent skills will receive the call queued for a skill if there are no primary agents available.

**Expert Agent
Selection (EAS)**

Expert Agent Selection (EAS) is an optional switch feature that builds on the power of the Call Vectoring and ACD features of the switch to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. The ACD queuing and the vector commands *Queue-to-Main* and *Check-Backup* are used to route a call to an agent with the appropriate skill to handle that call. With EAS call distribution is based on **skill**. You can match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires.

CMS collects data on skills in the same manner as it collects data on splits. Real-Time agent reports generally indicate which skills the agents have, and in which skill they are currently working. Skill reports show the performance of the skill overall, displaying such items as the ASA, the number of calls, and the percentage of calls answered within the target service level for the skill.

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

Extension Call

Extension calls are any calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches, these include calls an agent makes to set up a conference or transfer.

FBUSY

See *Forced Busy*.

FDISC

See *Forced Disconnect*.

Find One

A CMS action that searches the database for entries that match the input value.

Flex Agents

Agents who have a role of Roving, Backup, or Allocated. Top and Reserve agents are not Flex agents. See the *CentreVu® Advocate User Guide*, Lucent Technologies 585-215-855.

Flexible Routing	An ACD capability that allows customers to choose how incoming calls should be routed to agents within a split. Calls can be routed to the first available agent or to the most idle agent.
FMCH	See <i>Forced Multiple Call Handling</i> .
Forced Busy (FBUSY)	A trunk state. The caller receives a forced busy signal.
Forced Disconnect (FDISC)	A trunk state. The caller receives a forced disconnect.
Forced Multiple Call Handling (FMCH)	A feature available with G3V4 or later switches that, when activated for a split/skill, allows calls to be automatically delivered to an idle line appearance, if the agent is in the Auto-In/Manual-In work mode and an unrestricted line appearance is available on the voice terminal.
Historical Database	Contains intrahour records for up to 62 days, daily records for up to 5 years, and weekly/monthly records for up to 10 years for each CMS-measured agent, split/skill, trunk, trunk group, vector, and VDN.
Historical Reports	Display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. A report summary of call data into daily, weekly or monthly totals.
HOLD	A trunk state. The agent has put the call on this trunk on hold.
IDLE	A trunk state. The trunk is not in use and waiting for a call.
II	See <i>Information Indicator</i> .
Information Indicator (II)	A two-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls.
INFORMIX	A relational database management system used to organize CMS data.
INFORMIX SQL	The interactive interface typically used to view the <i>INFORMIX</i> database. For CMS purposes, CMS QL is used instead of <i>INFORMIX SQL</i> .
Integrated Services Digital Network (ISDN)	A digital standard for telephony that enables, among other things, telephone, television, and computer signals on the same lines. This system may someday replace our existing telephone lines.

Interval-Based Items	A category of database items. These items represent the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Interval-based items should only be used to show amount of time in an interval for an activity or to calculate percentages of time spent in an interval. Interval-based items should not be used to calculate averages (such as average hold time).
Intrahour Interval	A 15, 30, or 60 minute segment of time starting on the hour. An intrahour interval is the basic unit of CMS report time.
Logical Agent	An EAS feature that associates the agent's login ID with the physical extension when the agent logs in. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set. Agents are assigned a single set of work mode buttons, rather than one set per skill. This simplifies the agent's interface to the work mode buttons. When the "MI" or "AI" button is lit, the agent is available to take a call in any assigned skills. The Logical Agent capability allows calling agents to connect by dialing into their login IDs. Calls to login IDs may be treated as direct agent ACD calls, given the proper class of restriction, or may be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related from personal calls.
LOGOFF	An agent trace work mode. An agent is logged out and not available to take ACD calls.
LOGON	An agent trace work mode. An agent is logged in and available to take ACD calls.
Maintenance Busy (MBUSY)	A trunk state. The trunk is maintenance busy, out of service for maintenance purposes.
Manual In (MI)	An ACD work mode. MI makes the agent available to receive an ACD call and automatically places the agent into the ACW state upon release from the call.
MBUSY	See <i>Maintenance Busy</i>.
MCH	See <i>Multiple Call Handling</i>.

Measured	A term that means an ACD element (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to CMS for collection of data. If the ACD element is not measured, no data is collected.
MI	See <i>Manual In</i> .
MIA	See <i>Most Idle Agent</i> .
Modify	A CMS action that changes the database entry to reflect the new values entered in the current primary window.
Monthly Data	Daily data that has been converted to a Monthly summary.
Most Idle Agent (MIA)	An ACD distribution method that maintains a queue of idle agents. An agent is put at the end of the list for a particular split when the agent completes an ACD call for that split. The agent continues to advance in the list as long as the agent remains staffed and in ACW, available, or on AUXIN/OUT extension calls from the available state. In G3V2, if the agent is in ACW or is on an AUXIN/OUT extension call from the available state, then the agent is marked as unavailable to take an ACD call but remains in the list, moving up. An agent in the AUX mode (either by pressing the AUX button or by logging in) is not in the list of eligible agents. Agents in multiple splits/skills are in multiple “eligible agent” lists, one list for each split/skill. An agent who is in ACW, on an AUXIN/OUT extension call from the AVAIL state, or on an ACD call for another split/skill continues to move up the list of eligible agents for other split/skills. With EAS, if there are no calls waiting in queue for an agent’s primary skill(s), the agent is put into the MIA queue for primary and secondary skills, and then receives the next call for any of the skills logged into.
Multi-Agent Skill Change Window	This window allows the user to perform the following administration actions: add one or more agents to a skill; move one or more agents from one skill to another; and remove one or more agents from a skill.
Multiple Call Handling (MCH)	Allows an agent to receive an ACD call while other calls are active on the agent’s station. The agent must put the current call on hold and press AI/MI in order to receive another ACD call.
Multiple Split Queuing	With Call Vectoring, a call can be directed to up to four splits at the same time, with the first agent who is free getting the call.
Multiuser Mode	Any administered CMS user can log into CMS. Data continues to be collected if data collection is “on.”

Name (Synonym) Fields	Fields in which you may enter a name (synonym) that has been entered in the Dictionary subsystem (for example, names of agents, splits/skills, agent groups, trunk groups, vectors, VDNs).
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.
Only Me Report	A custom report that only the creator and the <i>CentreVu</i> CMS administrator(s) can access.
OTHER	An agent state. The agent is working on a direct agent call, working on a call for another split or skill, or has put a call on hold and has not chosen another work mode.
Percent (%) Within Service Level	The percentage of calls that you are expecting or targeting to be answered by an agent within a specific number of seconds.
Phantom Abandon Call Timer	A CMS capability that tracks information about abandoned calls. When the capability is enabled, calls with a duration shorter than the administered value (zero to ten seconds) are counted as phantom abandon calls. Setting the timer to zero disables it.
Previous Interval	Represents one intrahour interval and is part of the real-time database. At the end of each intrahour interval, the contents of the current intrahour interval are copied to the previous intrahour interval portion of the real-time database.
Primary Skill	Skills assigned to an agent. Primary skills are the areas in which the agent has the most expertise. See also <i>Agent Skill</i> .
Queue	A holding area for calls waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.
QUEUED	A trunk state. An ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.

Read Permission	The CMS user can access and view data (for example, run reports or view the Dictionary subsystem). Read permission is granted from the User Permissions subsystem.
Real-Time Database	Consists of the current and previous intrahour data on each CMS-measured agent, split, trunk, trunk group, vector, and Vector Directory Number (VDN).
Real-Time Reports	Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs for the current or previous intrahour interval. Current intrahour interval real-time reports are constantly updated as data changes during the interval. Previous intrahour interval real-time reports show data totals for activity that occurred in the previous intrahour interval.
Redirect On No Answer	An ACD capability that assists the user if a call is not answered in a specified number of rings (preset by the call center Manager). The terminal extension, including ports with VRUs, is busied out and the call goes back into the queue at top priority.
Refresh Rate	The number of seconds CMS should wait for each update of the real-time report data. A user's fastest allowable refresh rate is defined in the User Permissions — User Data window as a minimum refresh rate. The default refresh rate when a user brings up the report input window is the administered minimum refresh rate plus 15 seconds. R3V6 can refer to a software version of <i>CentreVu</i> CMS.
RINGING	An agent state. The time a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. <i>Available only with Generic 2, Load 3.1 or later with the RINGING state enabled, and with Generic 3.</i> A trunk state. A call is ringing at the agent's voice terminal.
Rolling ASA	See <i>Average Speed of Answer (ASA)</i> .
Scripting	The Scripting feature lets you create a script to run a specified report or run a report and export the data on schedule. The scripts require a customer-provided scheduler to be run at a later time. For more information on the Scripting feature, see Chapter 3, "Scripting," in the <i>CentreVu® CMS R3V6 Administration</i> (585-215-850) guide.
Secondary Skill	Skills assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise. See also <i>Agent Skill</i>.
SEIZED	A trunk state. A call is using the trunk either incoming or outgoing.

Service Level	A time specified in seconds within which all calls should be answered. Normally set as an objective by management. Usually referred to as Acceptable Service Level (ASA).
Service Observing—Remote Single-User Mode	Only one person can log into CMS. Data collection continues if data collection is “on.” This mode is required to change some CMS administration.
Service Observing—VDNs	A feature available with G3V4 or later switches that gives a voice terminal user the ability to monitor the treatment a call receives as it is processed by a VDN.
Single-User Mode	Only one person can log into CMS. Data continues to be collected if data collection is “on.” This mode is required to change some CMS administration.
Skill	An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call which requires one of those skills. In relationship to your call center, think of skill as a specific customer need/requirement or perhaps a business need of your call center. You will be defining your skills based on the needs of your customers and your call center.
Split	A group of extensions that receives special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive primarily over one or a few trunk groups.
Staffed Agent	An Agent who is currently logged in to the switch.
Standard Reports	The set of reports that are delivered with the CMS or <i>CentreVu</i> Supervisor software.
Station	An unmeasured extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group.
Subsystem	Each CMS Controller selection (for example, Reports, Dictionary, System Setup, Exceptions, etc.) along with Timetable and Shortcut is referred to as a subsystem of the Call Management System throughout this document.
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 AUX	The <i>DEFINITY</i> switches use the reason code 0 as the default code for situations in which the switch places the agent in the AUX mode automatically (for example, on login, when agents make or receive extension

calls from AI/MI mode, when the agent is taken out of service due to failure to answer a ringing call) or logs the agent out (for example, during a Move Agent while Staffed operation). ASAI applications that change the agent's work mode to AUX or log the agent out without specifying a reason code will result in change to AUX or logout with the default reason code.

Tertiary Split/Skill	Generic 3 with vectoring, Generic 2.2 with EAS only. When a call is queued to multiple splits/skills, the third split/skill the call queued to in a VDN is called the tertiary split/skill.
Time Format	The standard format for entering times on CMS reports. Acceptable formats are: • AM/PM format (for example, 7:30AM-5:00PM). • Military time format (for example, 7:30-17:00).
Timetable	An activity task or group of activities tasks (like reports) scheduled for completion at a time that is convenient and nondisruptive for your call center's operation.
Thresholds	Supervisor thresholds are defined as Caution or Warning. Threshold highlight settings apply only to some real-time data items in real-time and integrated reports. For information on setting threshold highlights, see the <i>CentreVu® CMS R3V6 Administration</i> (585-215-850) document.
Trunk	A telephone circuit that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.
Trunk Group	A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.
UCD	See <i>Uniform Call Distribution</i> .
Uniform Call Distribution (UCD)	The most idle agent for the skill will receive the call (if the agent is available).
Universal Call Identifier (UCID)	A number that uniquely identifies a call in a network of nodes that support UCID. This number will be a part of the records in the Call History feature of CMS.
UNKNOWN	An agent state. CMS does not recognize the current state. A trunk state. CMS does not recognize the state of the trunk.

UNSTAF (non-EAS)	Unstaffed, an agent state. The agent is not logged in and, therefore is not being tracked by CMS.
User ID	The login ID for a CMS user.
User Permissions	A CMS subsystem that allows the CSM administrator to define user access permissions.
Vector	A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing via VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.
Vector Directory Number (VDN)	An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group and the final digits match the VDN. The VDN by itself may be dialed to access the vector from any extension connected to the switch.
VDN Calls-Counted	Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with G3V4 or later switches. Counted-calls to VDN is a parameter of the "go to step" and "go to vector" commands that provides conditional branching (to a different step in the same vector or to a different vector) based on the number of incoming trunk calls a VDN is currently processing.
VDN Skill Preference	Up to three skill(s) can be assigned to a VDN. Calls use VDN skills for routing based on your preference (as you administer it in the vector). VDN skill preferences are referred to in the vector as "1st," "2nd," or "3rd." A prioritized list of agent skills administered for a VDN that are required or preferred for the answering agent. VDN Skill Preferences represent the requirement that a call be routed to an ACD agent with a particular ability or set of abilities.
Voice Terminal	A telephone set, usually with buttons, that gives an agent some control over the way calls are handled.
Weekly Data	Daily data that have been converted to a weekly summary.
Window Count	The number of primary windows that can be open at any one time.

Write Permission	The CMS user can add, modify, or delete data and execute processes. Write permission is granted from the User Permissions subsystem.
Zero (0) Skill (Generic 2.2 with EAS)	Every skill that ends with a “0” is called a zero skill. The zero skill is the first skill for each skill group.

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