Electronic Private Automatic Branch Exchange and Business Communication Systems

Network Administration Center (NAC)

Supervisor's User Guide

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Publication history

November 1994

The document was issued as the *Network Administration Center (NAC) 2 Supervisor's User Guide* (P0724352) Standard 1.0.

Contents

About this document

Conventions

The following conventions are used throughout the NAC document set:

CALLS ANSWD

Words in this type represent elements that are seen on the screen or reports.

{RETURN}

Capitalized words or characters within brackets represent a specific key on the keyboard. When two or more such keys appear side by side, all the keys must be pressed simultaneously to achieve the desired effect.

For example: press **{RETURN}** or **{CONTROL}{R}** to begin the procedure.

Note: {RETURN} and {ENTER} are interchangeable.

[Commands]

Words within square brackets represent the generic name attached to a specific function key.

For example: [Commands]

For more information on the function key capabilities, please refer to the "The NAC workstation" chapter, "General function keys" section.

Activity Code Report

Bold text represents specific text which must be typed on the keyboard. Always press **{RETURN}** after an entry has been typed. This confirms the text and indicates to the system that you are ready to continue.

For example: Enter **10**, followed by **{RETURN}**.

“Graphic Format Definition”

Italicized text within quotation marks represents a specific choice which must be made from a menu.

For example: Choose *“Graphic Format Definition”* from the Network Report Definition submenu.

Graph Title

Italicized text represents the name of a specific field on a screen or report.

For example: Move the cursor to the *Display Name* field.

“Network Configuration Control”

Text in quotation marks represents references to other areas of this document.

For example: Refer to the “Profile Maintenance” chapter.

NAC Operations

Italicized text represents references to other documents. For example: Refer to the *NAC 1.0 Installation* (NTP 553-4011-100).

Other NAC documents

Additional information about the Network Administration Center (NAC), Release 2 is contained in the following Northern Telecom documents:

- 553-4011-110 NAC 2 Installation Guide
- 553-4011-510 NAC 2 System Administration and Maintenance Guide
- 553-3201-200 Application Equipment Module Installation Guide

Reference to other ACD documents

Other Northern Telecom ACD documents associated with NAC are listed below:

• P0802089	*Meridian MAX 6 Supervisor's User Guide*
• P0802091	*Meridian MAX 6 Supervisor's Reference Guide*
• 553-4001-111	*Meridian MAX 6 Installation Guide*
• 553-4001-811	*Meridian MAX 6 Maintenance and Diagnostics Guide*
• 553-4001-911	*Meridian MAX 6 Overview*
• 553-4001-210	*Meridian MAX 6 Installation Upgrade Guide for Meridian MAX 3, 4, 4.6 and 5 Systems*
• 553-4001-212	*Meridian MAX 6 Platform Upgrade Guide for ACD-MAX 3, 4 and ACD-D Systems*
• 553-4011-800	*NAC 1.0 System Messages*
• P0734020	*NAC 1.0 Network Supervisor's User Guide*
• P0743664	*Meridian MAX 5 Supervisor's User Guide*
• P0743656	*Meridian MAX 5 Supervisor's Reference Guide*
• 553-4001-111	*Meridian MAX 5 Installation Guide*
• 553-4001-811	*Meridian MAX 5 Maintenance and Diagnostics Guide*
• 553-4001-911	*Meridian MAX 5 Overview*
• 553-4001-210	*Meridian MAX 5 Installation Upgrade Guide for Meridian MAX 3, 4 and 4.6 Systems*
• 553-4001-212	*Meridian MAX 5 Platform Upgrade Guide for ACD-MAX 3, 4 and ACD-D Systems*
• P0741145	*Meridian MAX - IPE 4.6 Supervisor's User Guide*

•	553-4001-024	*Meridian MAX - IPE 4.6 Master Index*
•	553-4001-121	*Meridian MAX - IPE 4.6 Installation*
•	553-4001-821	*Meridian MAX - IPE 4.6 Maintenance and Diagnostics*
•	553-4001-921	*Meridian MAX - IPE 4.6 Overview*
•	553-4001-004	*Meridian MAX 4 Master Index*
•	553-4001-111	*Meridian MAX 4 Installation*
•	553-4001-811	*Meridian MAX 4 Maintenance and Diagnostics*
•	553-4001-911	*Meridian MAX 4 Overview*
•	P0737511	*Meridian MAX 4 Supervisor's User Guide*
•	553-4001-101	*Meridian MAX 3.4x Installation (NAC Appendix 1 Connectivity)*
•	553-4001-002	*Meridian MAX 3.3 Master Indes*
•	553-4001-101	*Meridian MAX 3.3 Installation*
•	553-4001-501	*Meridian MAX 3.3 Operations*
•	553-4001-801	*Meridian MAX 3.3. System Messages*
•	553-4001-901	*Meridian MAX 3.3 Overview*
•	P0730129	*Meridian MAX 3.3 Supervisor's User Guide*
•	553–2671-100	*ACD Basic Features Description (Package A)*
•	553–2671-101	*ACD Advanced Features Description (Package B)*
•	553–2671-103	*Load Management*
•	553–2671-104	*ACD–D General Description (Section 3 only)*

Sample screens

All screen depictions assume that the user has a DEC VT420 video display terminal for supervisor displays, and a console for a maintenance display. If another VDT is used, a difference may be noticed between the function key menu as it appears on the screens and the function key menu as it appears in this document. This is due to the different keyboards that can be used with the NAC display terminal. Refer to “The NAC workstation” chapter for more information.

Network Administration Center (NAC) system

The Network Administration Center (NAC) is a computerized system, which allows organizations with multiple Meridian MAX sites (known as “nodes”) to monitor and supervise all sites from one central location. Each Meridian MAX site must be equipped with Meridian MAX software (Version 4.3x, Version 6.xx, or higher). This software must include the Network ACD (NACD) and NAC connectivity options.

All nodes, which are configured and connected to the network, report their call data to the NAC on a regular basis. While there can be up to 10 nodes on the network, there is never more than one NAC.

Meridian MAX

The Meridian MAX is an automatic call distribution management system. It receives the call data from the Meridian 1 and records it into the Meridian MAX historical database. This data is displayed through the activity screens, as it is processed. It can also be accessed through a variety of reports.

Meridian 1 switch

The Meridian 1 switch connects the external telephone lines (trunks) with the ACD agents. Meridian 1 automatically examines each call received and executes commands in accordance with its programming. This includes transmitting data concerning incoming and outgoing calls to the Meridian MAX node.

There is no direct connection between the Meridian 1 switch and the NAC. All communications between the two must first go through a Meridian MAX node.

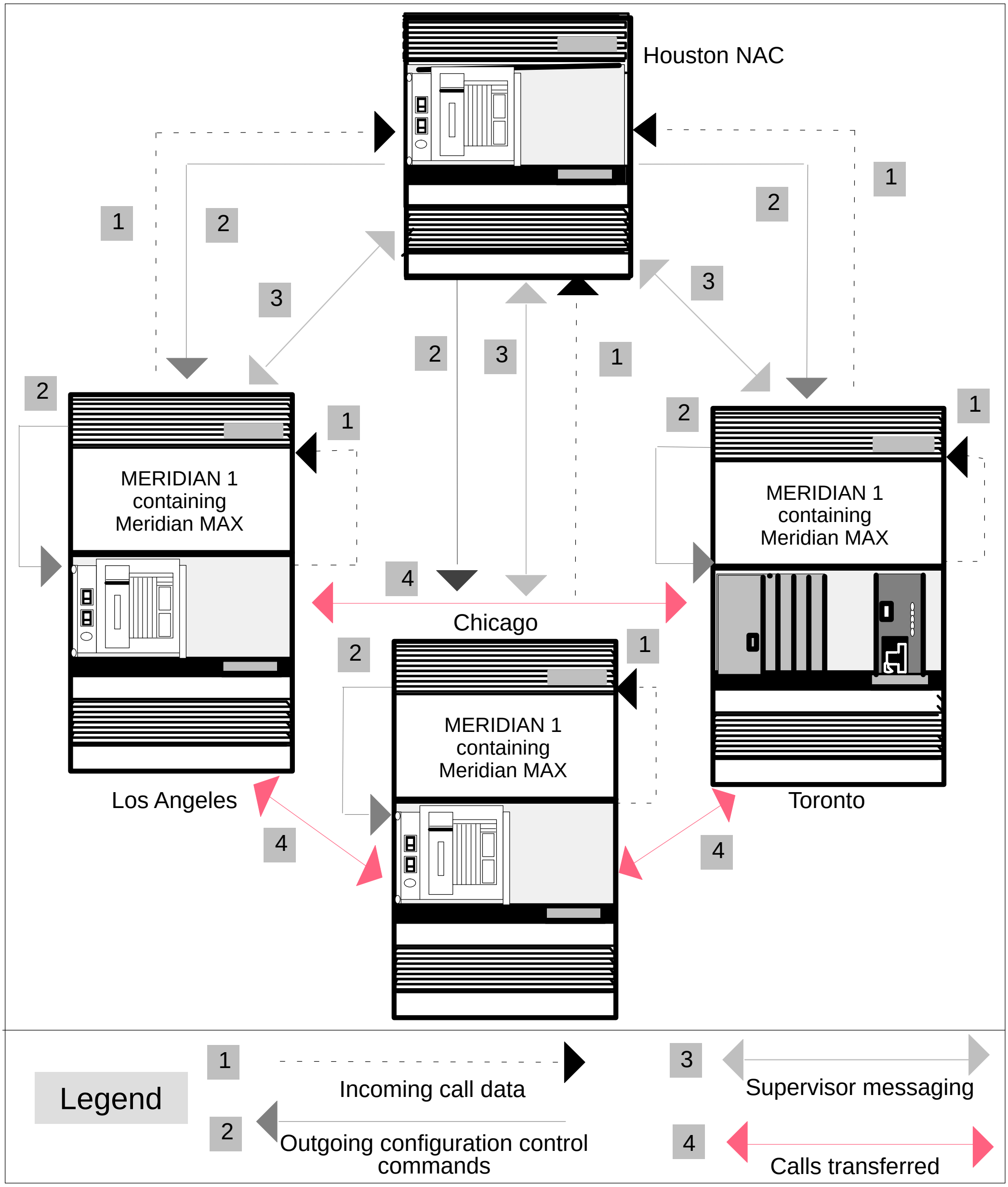
The NAC can, however, issue commands to Meridian MAX, which affect the Meridian 1 programming. Meridian MAX can also issue commands to Meridian 1, which changes the way Meridian 1 handles incoming calls.

NAC data flow

Figure 1-1 shows how information is distributed through the Meridian MAX network. Local telephone calls arrive at each node where they may be answered or overflowed to other queues, possibly in other nodes. The node records data concerning each call handled by the resident Meridian 1 switch. This data is used by the nodal supervisors to assist them in monitoring their node. Nodal supervisors may issue network configuration control commands to reconfigure the call flow for their specific node.

Each node also sends call data to the NAC on a regular basis. The NAC's supervisors use this information to monitor the network. Network supervisors may execute network configuration control commands, which reconfigure the call flow for one or more nodes. Network supervisors may also attach their workstations to any node in the network and operate as nodal supervisors for those nodes. Messages may be passed between network and nodal supervisors to keep the network and nodal activities synchronized.

Figure 1-1
NAC data flow



NAC features

This section outlines a few of the features offered by the NAC.

NAC security features

There are four levels of security to the NAC:

- the NAC to Node Login password (mandatory)

  The NAC to Node Login password connects each Meridian MAX node to the NAC. It protects the NAC and the Meridian MAX nodes from illegal entry. This option is described in the "Miscellaneous options" section of the "Parameter Administration" chapter.

- the network supervisor's/network administrator's supervisor definition record (mandatory)

  Each legitimate system user must have a supervisor definition record. This record identifies the user and enables that user to access selected features. The features, which are available to the user, are shown as highlighted text on the main menu. Features appear dim if they are unavailable. Typically, the network administrator enables and disables features for each system user when the supervisor definition records are created. For more information, refer to the "Supervisor definition" section in the "Parameter Administration" chapter.

- the network supervisor's/network administrator's login password (optional)

  The login password is an optional security measure. System users can be assigned a password to identify themselves when they log into the system. This password is defined in the Supervisor Definition feature (described in the "Parameter Administration" chapter). This security feature prevents unauthorized access to the NAC.

- the network administration password used to access the NAC's network administration mode (optional)

  The network administration password is an optional security measure that prevents unauthorized use of two features: Schedule Definition and Parameter Administration. For more information, refer to the "Getting started" chapter and the "Miscellaneous options" section in the "Parameter Administration" chapter.

About passwords

Passwords can be complicated or simple. For example, the password can be as simple as ‘A’ or as complex as ‘18fhh9Ed’. If a password is very simple, it is easier for unauthorized users to gain access. However, a complex password is harder to remember.

It is strongly recommended that an assessment be done of the risk for unauthorized access and tampering. If the NAC uses the dial-up supervisor feature, passwords can protect against hackers using dial-up modems.

NAC input features

The NAC receives information from two main sources. These are the Meridian MAX nodes and the supervisors.

Each Meridian MAX node sends its call data statistics to the NAC once every 10, 20, or 30 seconds. This call data is a status report on the activity experienced by the sending node. This information is processed by the NAC and made available to the supervisors. The data is not stored at the NAC site. In addition, the Meridian MAX node sends data for the reports requested by the NAC.

NAC output features

The NAC provides information to its users through two media: workstations and printers.

Real-time data appears on the workstation through a variety of screens. These displays are updated every 10, 20, or 30 seconds, and can be printed at the discretion of the supervisor. For more information, refer to the “Queue Statistics Display” and “Position Status Display” chapters.

The NAC also offers features to produce standard management reports, system reports or customized reports. Refer to the “Network Report Definition”, “Network System Reports”, and “Standard management reports” chapters for more information.

The user also has the option of viewing a report on the workstation. This feature is described in the “Report Preview” chapter.

NAC control features

There are two types of NAC control features: passive and active.

Passive control features

The passive NAC control features, which are implemented through the databases, specify the parameters to be used when operating the NAC. These parameters are stored in the appropriate databases. The passive control features are:

- Profile Maintenance
- List Management
- Schedule Definition
- Parameter Administration
  - Personnel File Definition
  - Supervisor Definition
  - Time Frames Definition
  - Threshold Definition
  - Network Definition
  - Display NACD-DN Selection
  - Display CDN Selection
  - NACD-DN/CDN Definition
  - Language Options
  - Miscellaneous Options

Active control features

There are a number of active NAC control features. These features require information when they are used and operate when needed. The active control features are:

- Network Configuration Control
- Ad hoc Network Configuration Control (a function within the Queue Statistics Display and Position Status Display features)
- Remote Supervisor Login
- Supervisor Messaging

Network administrator

The network administrator is the senior network supervisor responsible for the overall operations of the NAC, including the staff and facilities. The NAC network administrator is given the NAC network administrator password, which allows access to all features on the NAC. In addition to the functions available through the NAC network supervisor's terminals, the network administrator is responsible for defining and printing management report schedules. Based on the information in these reports, the network administrator can determine the efficiency of the NAC.

There is usually only one network administrator per shift. Features available to network supervisors are available to network administrators. For the purposes of this document, each person who knows the network administration password is considered a network administrator.

The network administrator has exclusive access to the Parameter Administration and Schedule Definition features.

Network supervisors

The NAC can have several supervisors, who are responsible for monitoring its activities.

These supervisors can have access to a wide variety of features:

- Profile Maintenance
- Remote Supervisor Login
- Queue Statistics Display
- Position Status Display
- Network Configuration Control
- Network Report Definition
- Network System Reports
- Report Preview
- List Management
- Supervisor Messaging

The Supervisor Definition feature (described in the "Parameter Administration" chapter) allows the network administrator to assign specific features to each network supervisor.

Network operations

To illustrate the network operations, an imaginary company is used. The company's main office is in Houston, and there are branch offices in Toronto, Chicago, and Los Angeles. Each branch office uses a Meridian 1 switch and a Meridian MAX node. The main office is the NAC site.

Figure 1-2
Network operations example (part 1)

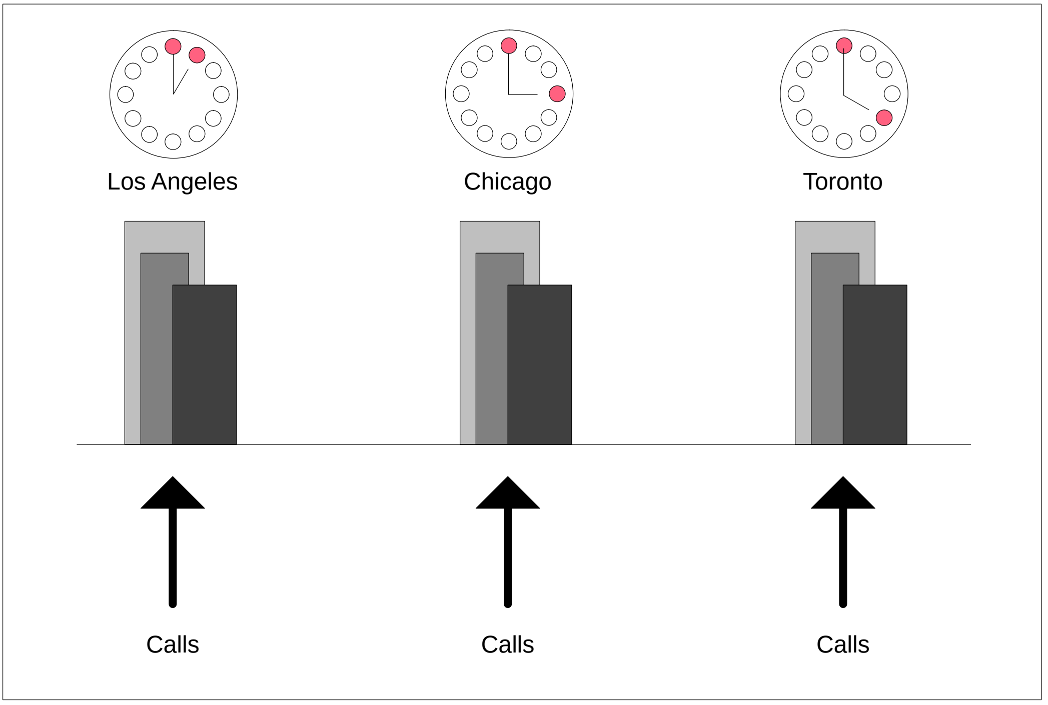


Figure 1-2 shows all three branch offices receiving a normal load of calls. Incoming calls are not overflowed between sites because each branch office has enough agents and equipment to handle the load.

Figure 1-3
Network operations example (part 2)

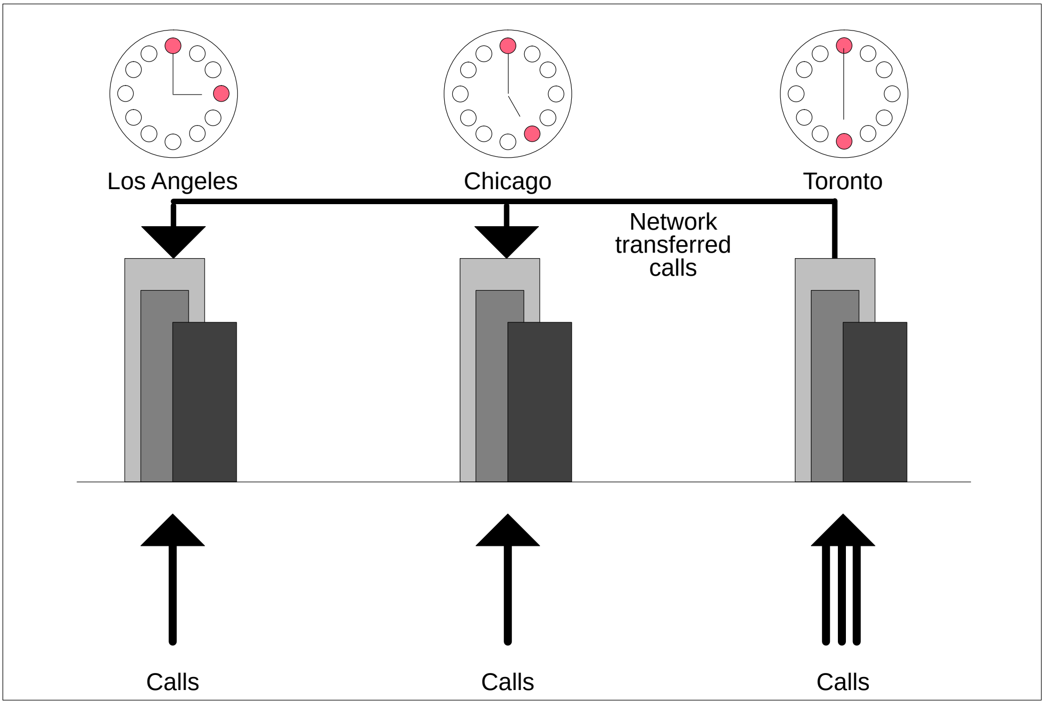


Figure 1-3 shows the peak time for the Toronto office. There are more calls arriving in Toronto than that office can efficiently handle. The Toronto nodal supervisors enter network configuration control commands to improve the efficiency within their queues. They also send a supervisor message to Houston requesting that some of the calls be overflowed to other nodes.

None of the nodes can see the amount of activity at the other sites. However, the NAC can see the activity at all attached nodes. This allows the supervisors to determine which queues are least active and most likely able to handle an increase in calls. The Houston supervisors send messages to Chicago and Los Angeles to inform them that there is an increase in calls overflowed from Toronto. They then enter network configuration control commands to overflow the excess calls from the Toronto office to the Chicago and Los Angeles offices.

Figure 1-4
Network operations example (part 3)

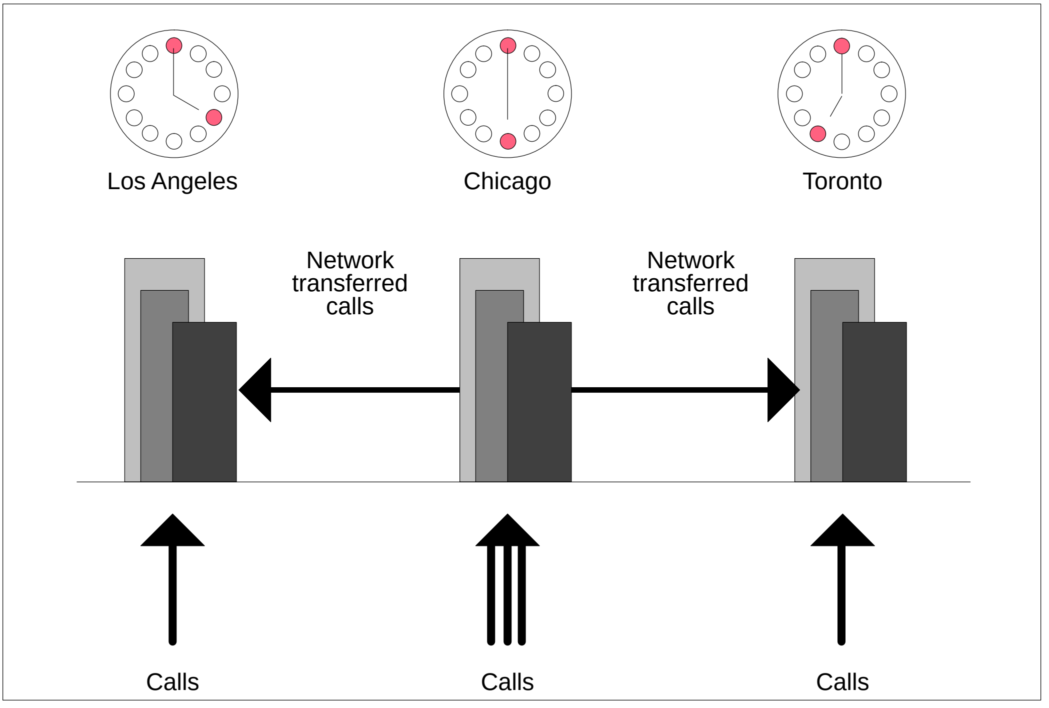


Figure 1-4 shows the peak time for the Chicago office. There are more calls arriving in Chicago than that office can efficiently handle. Meanwhile, the Toronto office has passed its peak time and resumes its normal load.

The Toronto office can cancel the overflow commands for its Meridian MAX. This prevents any more calls from being transferred from Toronto. Meanwhile, the Chicago nodal supervisors enter network configuration control commands to improve the efficiency of their own queues, and request assistance from Houston. Again, the supervisors determine which queues are least active and most able to handle an increase in calls. The Houston supervisors send messages to Toronto and Los Angeles to inform them that there is an increase in calls overflowed from Chicago. They then enter network configuration control commands to overflow the excess calls from the Chicago office to the Toronto and Los Angeles offices.

Figure 1-5
Network operations example (part 4)

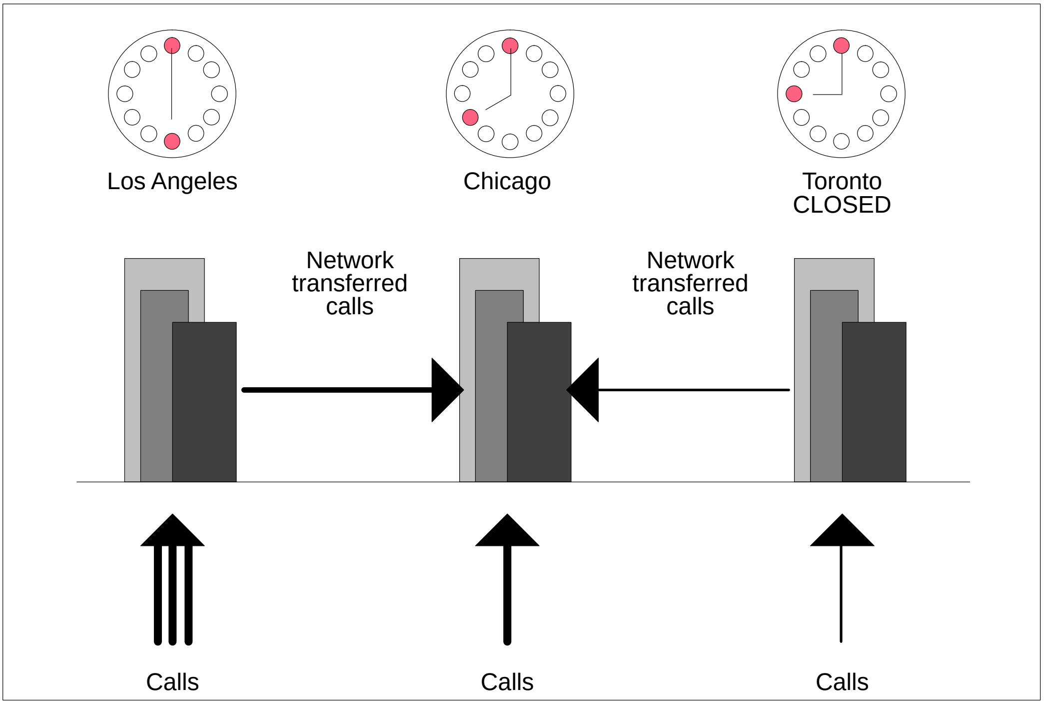


Figure 1-5 shows the peak time for the Los Angeles office. There are more calls arriving in Los Angeles than it can efficiently handle. Meanwhile, the Chicago office has passed its peak time and resumes its normal load. The Toronto office has closed.

Chicago and Los Angeles nodal supervisors enter network configuration control commands to adjust their own queues. The NAC sends pre-defined, pre-scheduled change orders to the Toronto node to set up the overflow targets for the calls that arrive there. The NAC determines which Chicago queues can handle the overflowed calls from Los Angeles, then sends appropriate messages to Chicago and Los Angeles. Network configuration control commands are entered to overflow Los Angeles' excess calls to Chicago.

When Chicago closes, all calls to Chicago and Toronto are overflowed to Los Angeles. After Los Angeles closes, all calls are rerouted to the caller's local office where a message can be left. These changes are handled by pre-defined, pre-scheduled change orders.

X11 software requirements

Not all of the information from the Meridian MAX nodes is available to the NAC.

The CDN-related data is only available when the Meridian is running X11 Release 17 (and higher) and CCR/EAR is enabled on the Meridian MAX. The new RAN data is only available when the Meridian is running X11 Release 17 (and higher). The new supervisor control of queue size data is only available when the Meridian is running X11 Release 16 (and higher). The new IVR data is only available when the Meridian is running X11 Release 18 (and higher).

Hold in Queue for IVR

Additional data collection can be performed relating to the X11 Release 18 Hold in Queue for IVR feature.

The IVR internal data fields and data columns are only accessible if the CCR/EAR MIS option is enabled in the target Meridian MAX node. Data for these fields exists only if the customer is running X11 Release 18 or higher.

Users can also create NAC reports to monitor the performance of their IVR equipment. This can be done by incorporating IVR-related fields from a statistics group into a report. For example, the IVR_Ans_Delay field can be selected from the Destination ACD-DN statistics group to provide data on the delay experienced by IVR calls answered at the ACD-DN. For more information regarding statistic groups, refer to the “Statistics groups” chapter. For information on creating reports, refer to the “Standard management reports” chapter and the “Network Report Definition” chapter.

NAC limitations

The following is a list of NAC limitations:

- The total number of CDNs and ACD-DNs cannot exceed 160 (16 per Meridian MAX node is recommended)
- CDN data is only available if the Meridian switch is running the correct level of software (Release 17 and higher) and the Meridian MAX node(s) have EAR/CCR enabled
- RAN data is only available if the Meridian switch is running the correct level of software (Release 17 and higher)
- Supervisor queue size interflow data is only available if the Meridian switch is running the correct level of software (Release 16 and higher)
- IVR data is only available if the Meridian switch is running the correct level of software (Release 18 and higher) and the Meridian MAX node(s) have EAR/CCR enabled.
- International language support is only apparent if the prescribed printers and terminals are used.

NAC maximum values

The following is a list of maximum values supported for the NAC:

- 10 Meridian MAXs (nodal MIS) connected to the NAC
- 160 maximum network ACD-DN/CDN queues
(This is calculated from a recommended 16 queues per node, including both NACD-DNs and CDNs.)
- 38 supervisor workstations (with one printer and one network link assigned)
- 38 printers (with one supervisor workstation and one network link assigned)
- 80 network supervisor IDs
- 10 remote supervisor login positions

The NAC workstation

This chapter is an introduction to the workstations used in the day-to-day operation of the NAC.

Supervisor workstations

Network supervisors use workstations to control the NAC. These workstations display information on the screen, and transmit the supervisor’s instructions from the keyboard to the NAC.

Workstations, available to the NAC, can be separated into two categories: personal computers (PCs) and video display terminals (VDTs).

PCs supported by the NAC 2 are the IBM PS/2 30, or the Compaq Deskpro with:

- PC/AT-style or PC enhanced-style keyboard
- 512 Kbytes of RAM
- Paradise EGA or VGA card with 256 Kbytes of memory
- either one 5.25 inch floppy disk drive, two floppy disk drives, or one floppy disk drive and hard disk (3.5 in. or 5.25 in. disk drives can be used)
- serial communications port
- PC-DOS/MS-DOS Version 5.0 or higher
- Reflection 4+ software

The VDTs, supported by the NAC, are the DEC VT220, DEC VT420 (North American and World Wide models) and 100% compatibles.

VT220 terminals are supported although they do not fully support ISO 8859-1. The NAC uses the DEC multinational character set, which is a subset of ISO 8859-1, for VT220 terminals. Customers, who desire full international support, must use the World Wide version of the DEC VT420 terminal with the appropriate international keyboard.

For more information concerning the hardware, please refer to the *NAC 2 Installation Guide* (NTP 553-4011-100).

Printers

The NAC can use these 10 printers:

- HP RuggedWriter
- HP PaintJet 3630
- HP LaserJet series II
- HP LaserJet series III
- HP LaserJet series 4
- HP LaserJet 4 Plus
- HP DeskJet
- HP DeskJet 500
- HP DeskJet 560C
- DEC LA 195 (does not support international languages)

Monitor

NAC supports both color and monochrome VDTs. Color is used to highlight information on a color VDT. Shading is used to highlight information on a monochrome VDT.

Color and monochrome VDTs require different information from the NAC. For example, a monochrome VDT does not always correctly display information intended for a color VDT.

As mentioned previously, two types of workstations are supported for NAC: VDTs and PCs. If a workstation has not previously been configured as a NAC workstation, perform Procedure 2-1.

Procedure 2-1
Workstation configuration

Step	Installer's action and system's response
1	Press **{CONTROL}{T}** to begin the procedure.
2	If you have set up your PC workstation as in the "Personal computers workstations" section, and Reflection 4+ is loaded on your PC, or if your workstation is a VT220 or VT420, go to Step 4.
	If you are configuring your system via a supervisor dial-up, the following prompt appears.
	REMINDER: If you have invoked this feature to change your terminal configuration during an active supervisor dial-up session, your new selection will NOT take effect. To change the terminal configuration during an active dial-up session, you must log off and dial-up again to select the new configuration. If you are dialing in for the first time, however, you may freely select your terminal configuration now and it will be properly activated for this dial-up session. Please press <ENTER> to continue...
3	Press **{ENTER}**.

— continued —

Procedure 2-1 (continued)
Workstation configuration

Step	Installer's action and system's response
4	The system continues. The terminal type for this port is unknown. Please choose a terminal type from the following list: 1. DEC vt220 monochrome and compatibles 2. DEC vt420 monochrome and compatibles 3. PC running Reflection 4–PLUS terminal emulation Selection —> If you are using a VT220 workstation, enter **1**, followed by **{RETURN}**. If you are using a VT420, enter **2**, followed by **{RETURN}**. If you are using a PC workstation running Reflection 4+, enter **3** ,followed by **{RETURN}**. Go to Step 7.
5	If you selected a VT220 or a VT420 as your terminal type, a menu listing the keyboard types appears. Select your keyboard type from the following list: >>>1. North American Keyboard 2. United Kingdom Keyboard 3. Flemish Keyboard 4 Canadian French Keyboard 5 Danish Keyboard 6. Finnish Keyboard 7. German Keyboard 8 Dutch Keyboard 9. Italian Keyboard 10. Swiss French Keyboard 11. Swiss German Keyboard 12. Swedish Keyboard 13. Norwegian Keyboard 14. French/Belgian Keyboard 15. Spanish Keyboard 16. Portuguese Keyboard Selection —>

— continued —

Procedure 2-1 (continued)
Workstation configuration

Step	Installer’s action and system’s response
6	Enter the number that corresponds to your keyboard type, followed by **{RETURN}**. ***Note:*** The >>> sign that appears before a selection indicates it is the default selection. To choose this selection, you can either enter the number associated with it, followed by **{RETURN}**, or just press **{RETURN}**. Go to Step 16.
7	If your workstation is a PC running Reflection 4+, the system continues with the following prompt. Select your keyboard type from the following list: 1. AT style keyboard (10 function keys on left) >>> 2. Enhanced keyboard (12 function keys along top) Selection —> If your keyboard is an AT-style keyboard, enter **1**, followed by **{RETURN}**. If your keyboard is an enhanced keyboard, enter **2**, followed by **{RETURN}**. Samples of these keyboards are shown later in this chapter.
8	The system then asks you to choose a color scheme. Select the desired color scheme from the following list: >>> 1. Color — black background 2. Color — blue background Selection —>
9	Enter **1**, followed by **{RETURN}**, if you want a black background screen. Enter **2**, followed by **{RETURN}**, if you want a blue background screen. The following prompt then appears. About to start transfer of an appropriate Reflection 4–PLUS configuration file from NAC to your PC... The transfer should take approximately 15 – 30 seconds. Please press <ENTER> to begin...

— continued —

Procedure 2-1 (continued)
Workstation configuration

Step	Installer's action and system's response
10	Press **{ENTER}** to begin transferring the appropriate Reflection 4+ terminal configuration file from NAC to your workstation.
11	If the transfer of the configuration is successful, the system displays the following prompts. If the transfer of the configuration is unsuccessful, go to Step 14. Transfer of configuration file was successful. From now on, use the following command when starting Reflection: R4 MERIDIAN.CFG If there are any key labels currently displayed at the bottom of the screen, please press <Ctrl>+<Alt>+N to clear them.
12	If there are no function key descriptions on the screen then ignore this message. If the bottom screen portion shows the function key descriptions, then press **{CONTROL}{ALT}{N}** simultaneously. This action clears the descriptions from the screen. Please press <ENTER> to continue...
13	Press **{ENTER}** to complete the workstation's configuration. At the end of the process the system displays the Supervisor Logon screen. Go to Step 16.
14	The system displays the following prompt for an unsuccessful file transfer: !!! Transfer of configuration file failed. !!! Select an action from the following list: >>> 1. Retry the transfer operation 2. Ignore the failure (a configuration file is available) 3. Select a different terminal type Selection —>

— continued —

Procedure 2-1 (continued)
Workstation configuration

Step	Installer's action and system's response
15	If you enter **1**, followed by **{RETURN}**, the system takes you to prompts shown for Step 9, after which the successive steps follow. Enter **2**, followed by **{RETURN}**, if the meridian.cfg file is already on the PC workstation. Go to Step 16. Enter **3**, followed by **{RETURN}**, to return to prompts shown in Step 4, after which the successive steps follow.
16	The Supervisor Login screen appears after a few seconds. If the screen does not appear, press **{CONTROL}{R}** to redraw it. If you want to exit Reflection 4+, press **{CONTROL}{ALT}{X}**. The DOS prompt appears.

— end —

Reconfiguring the monitor

If the screen displays unusual characters or shows function keys that are not on the keyboard, press **{CONTROL}{T}**. The monitor identification screen appears and the monitor settings can be checked. This command can also be used to change the background color of a color monitor.

If the display session is being run from a supervisor dial-up connection, pressing **{CONTROL}{T}** does not change the terminal configuration. To reconfigure the terminal for the dial-up session, log out, hang up the connection and dial back in. When reconnected, the configuration prompt is displayed and the new selected terminal configuration takes effect.

Redrawing the screen

Due to minute power fluctuations, it is possible to lose a character in the transmission signal from the NAC to the workstation. This can cause the screen's columns to fall out of alignment and make the screen difficult to read. Press **{CONTROL}{R}** to redraw the screen.

Common screen elements

The following three figures show various screen elements common to most features in the NAC.

Figure 2-1
Common screen elements (part I)

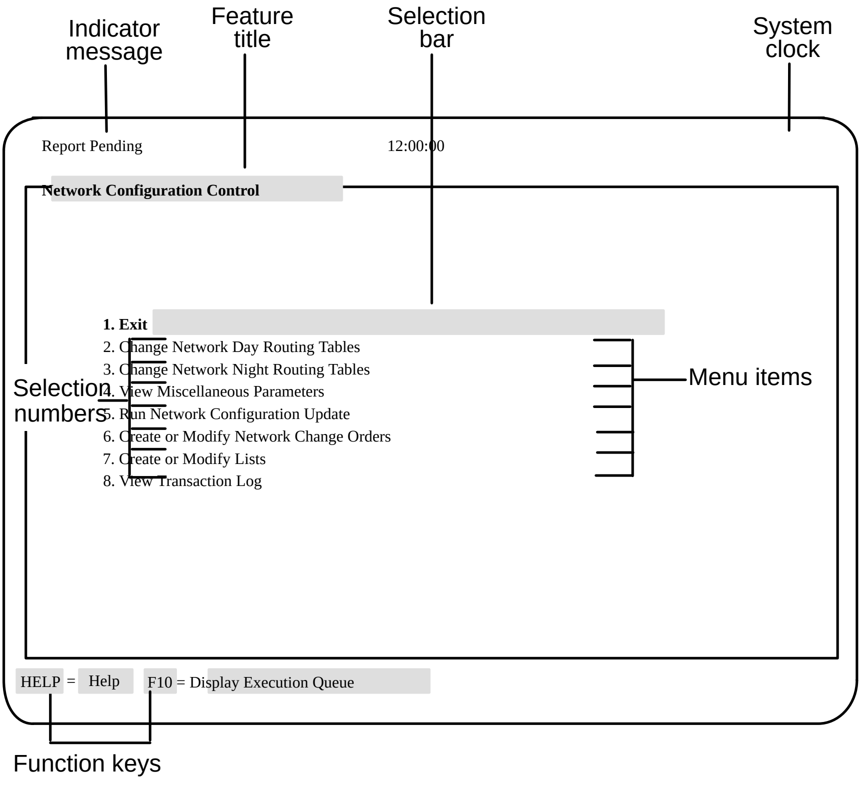


Figure 2-2
Common screen elements (part 2)

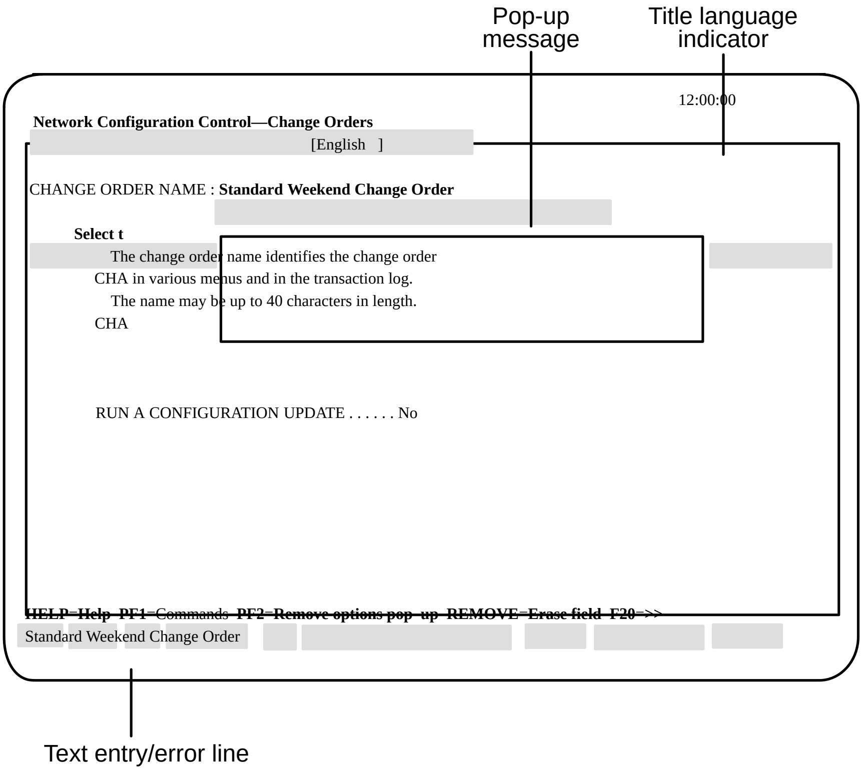
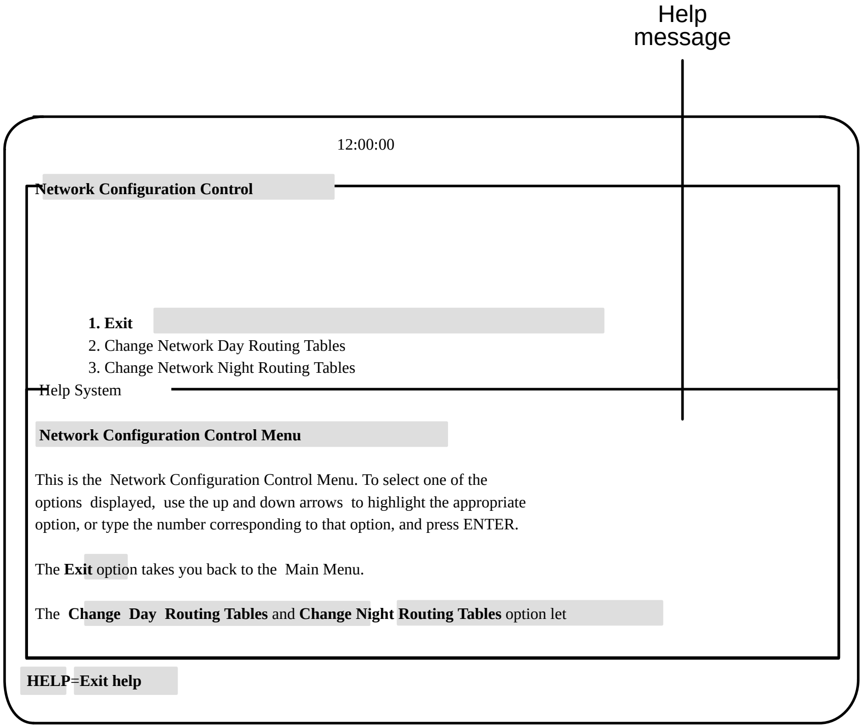


Figure 2-3
Common screen elements (part 3)



Note: The sample screens in this document are taken from VT420 workstations. There are slight differences between these samples and the screens of different workstations.

Command menu

The command menu offers a list of commands relevant to the screen being used. Press **[Commands]** to display a command menu. Press **[Commands]** again to remove the menu without choosing a command. It is possible to use the selections in the command menu without displaying it each time. This is done by entering the menu number of the command and pressing **[Commands]**. For example, the first command on most command menus is ‘1. Exit...’. Pressing **1** and then **[Commands]** causes the system to return to the previous screen.

Field selection bar

The field selection bar functions in much the same way as the menu selection bar. Use the arrow keys to move the field selection bar.

Entering new input for a field causes the information to be displayed in the selected field after **{RETURN}** is pressed. Press **[Edit field]** to edit a field. In edit mode, the data is displayed in the field as it is typed. It does not appear on the input/output line. While editing, access is available to the commands described in Table 2-1.

Help function key

The [Help] function key appears throughout the system. This function key, when pressed, displays information about the screen and fields on display.

Input/output line

The bottom line of the screen is the input/output line. It displays the character(s) the user has typed for the next entry. It also displays messages from the NAC. Press **{RETURN}** to send the displayed information to the system. The information is examined to ensure:

- it is not too long for the field
- it is a number without decimals (providing the field requires a numeric entry)
- it is an available choice (providing the field requires that a number be selected from a list)

If the entry is legal, it appears in the highlighted field. If the entry is illegal, it is rejected and an error message appears at the bottom of the screen.

In the lower portion of Figure 2-2, the network supervisor has begun to enter new data for the custom headings. The cursor, located at the end of the input, indicates where the next keystroke appears.

If a mistake is made before pressing **{RETURN}**, press **{<–}** to move back through the input. This erases one keystroke each time **{<–}** is pressed. To correct a field that has already been entered, re-enter the entire field or edit the data that is already there. Always press **{RETURN}** after entering input.

Language choice

NAC is capable of working in more than one language. The *Language Choice* field only appears if the system is equipped with this option. At times, this field may appear in the top right-hand corner of a screen in square brackets. The field name, however, may not appear.

The *Language Choice* field allows a report to be defined in different languages. Refer to the “Language options” section in the “Parameter Administration” chapter for more information on defining the language.

Menus

To select an option from a menu, move the selection bar until the choice is highlighted; then press **{RETURN}**. An option can also be selected by entering the number of the selection.

If the menu is too long to be shown on one screen, a scroll bar appears on the right side of the menu box. Use the arrow keys to view the remaining entries.

The **{PREV SCRN}** and **{NEXT SCRN}** keys can also be pressed to move through the menu one “page” at a time (a “page” on a menu is the number of lines in the menu box). Alternately, pressing a number followed by **{PAGE UP}** or **{PAGE DOWN}** moves the user up or down that number of pages. Pressing **0** followed by **{PAGE UP}** or **{PAGE DOWN}** moves the user to the top or bottom of the list.

Under certain circumstances, some functions do not allow certain choices to be made from particular menus. For example, the Tabular Format Definition feature does not allow the “*Overwrite an existing format*” command to be selected, if a statistics group is not specified. Unavailable choices are dimmed on the screen.

In some NAC functions, choices must be made from a series of pop-up menus. When a choice is made from the first menu, the next menu appears on top of the first menu. The selection number on the first menu remains highlighted; this allows users to keep track of their actions.

Options function key

Field options come in two forms:

- a pop-up menu from which a particular option can be selected
- a paragraph, describing the type of input required for the field (as shown in Figure 2-2).

Press **[Options]** to display the available options or a description of the field. Press **[Options]** again to remove the options display.

Report status indicator

If the NAC is commanded to display an ad hoc report, the status is indicated by the report status indicator. It is removed after the requested report is viewed or deleted. Ad hoc reports sent to the printer do not use the report status indicator. For more information, refer to the “Report Preview” chapter.

Windows

Windows are separate areas which can appear within an existing screen. They are used to display information such as help messages, and provide a work area where information can be displayed. Windows always appear over the screen information.

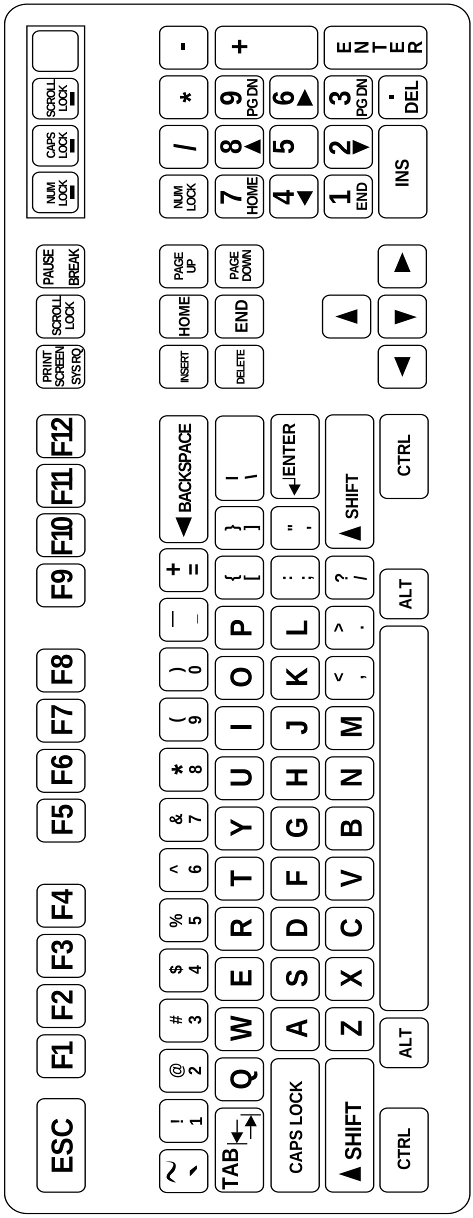
Keyboard

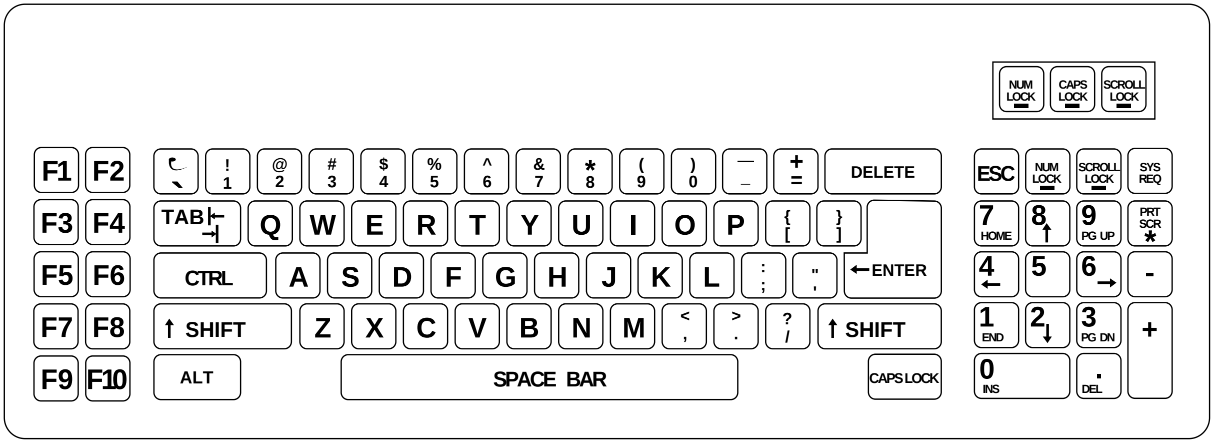
The keyboard is similar to a typewriter keyboard but contains several extra keys that perform special functions.

The following keyboard figures show the positions of these keys on the four keyboards supported by the NAC. Figure 2-4 shows the PC Enhanced style keyboard, Figure 2-5 shows the PC/AT style keyboard, Figure 2-6 shows the VT220 English keyboard, and Figure 2-7 shows the VT420 English keyboard. Some variations occur between the different keyboards.

Any of the characters in the Latin-1 character set can be entered as part of textual input. To create international characters which are unavailable on the keyboard, a special key sequence must be entered. However, problems with information sorting, such as queue names in a report or on the screen, may result. For more information on international characters, refer to the “International language support” chapter.

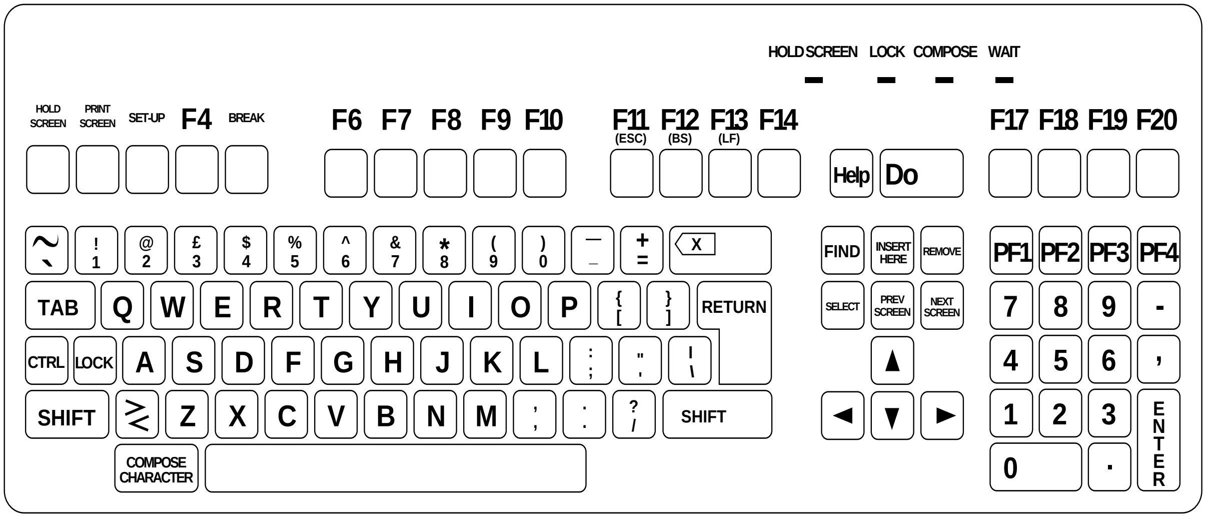
Figure 2-4
PC enhanced style keyboard



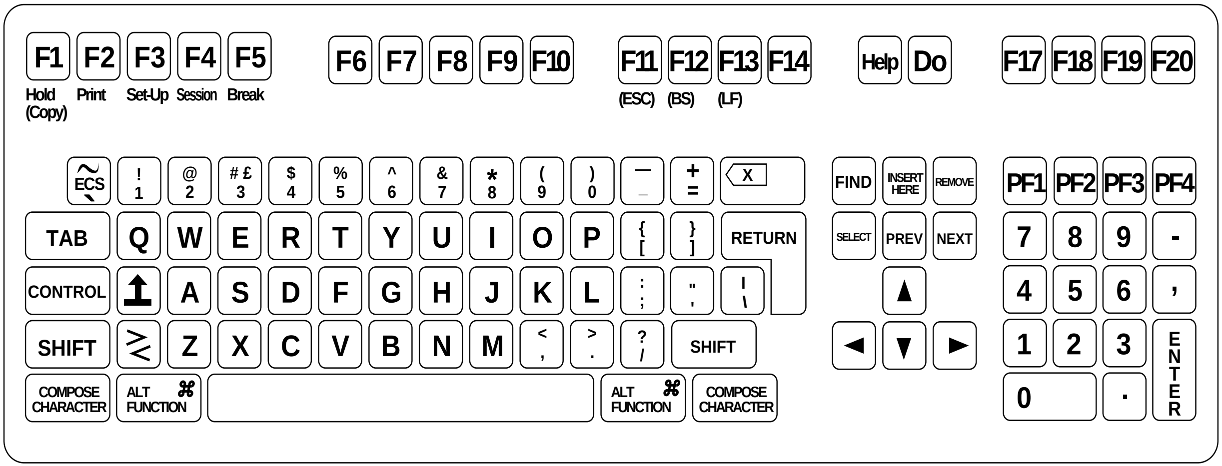


PC/AT style keyboard

Figure 2-6
VT220 English keyboard



VT220 English keyboard



VT420 English keyboard

General function keys

Each feature in the NAC displays a list of function keys. The list changes as each function key is used.

For example, while displaying the Profile Maintenance feature, note that the function key list includes the entry: PF1=Commands. Press **{PF1}** and the Profile Maintenance command pop-up window appears. The description for the {PF1} function key also changes to PF1=Select no command. Press **{PF1}** again. The command pop-up window disappears and the Profile Maintenance screen reappears.

Table 2-1 describes the function keys used by most features. Exceptions and additions to this table may be found in the appropriate sub-section for each feature.

> ***Note:*** The keys to obtain a specific function differ depending on the type of keyboard being used. All of the NAC documents assume that DEC VT420-type keyboard is being used. However, the NAC displays the correct key beside the function name for the workstation's keyboard.

Table 2-1
Generic function keys

Function key	Explanation
HELP=Help	The {HELP} key is listed whenever a help message is available. Press **{HELP}** to display the help message.
HELP=Exit help	This version of the {HELP} key is listed whenever a help message is displayed. Press **{HELP}** to remove the help message.
PF1=Commands	The {PF1} key is listed by every feature. Press **{PF1}** to display the [Commands] pop-up window. The [Commands] pop-up window lists the commands available for the feature. Each feature has a different set of commands listed on the [Commands] pop-up window. The commands are described in detail in the sub-section for each feature.

— continued —

Table 2-1 (continued)
Generic function keys

Function key	Explanation
PF1= Cancel command	This version of the {PF1} key is available whenever the [Commands] pop-up window is displayed and a multi-step command is used but not yet completed. Press **{PF1}** to cancel the last command used.
PF1= Select no command	This version of the {PF1} key is available whenever the [Commands] pop-up window is displayed. Press **{PF1}** to close the [Commands] pop-up window without selecting a command.
PF2=Options	The {PF2} key is listed by almost every field. Press **{PF2}** to display the [Options] pop-up window. Each field in a feature has a different [Options] pop-up window. If the field is used for selecting records, the [Options] pop-up window lists the valid entries which can be selected. If the field is not involved in the selection process, the [Options] pop-up window provides description of the field.
PF2= Remove options pop-up	This version of the {PF2} key is available whenever the [Options] pop-up window is displayed, and the [Options] pop-up window provides a description. Press **{PF2}** to close the [Options] pop-up window after reading the explanation.
PF2= Select no option	This function of the {PF2} key appears whenever the [Options] pop-up window is displayed, providing the pop-up window lists a number of valid entries from which one can be selected. Press **{PF2}** to close the [Options] pop-up window without selecting an option.
PF3=Edit field	The {PF3} key is listed by many fields. Each field, which can be changed (for example, names, ID numbers, and passwords), displays this function key. The first character of the field is highlighted when {PF3} is pressed.
PF3=End editing	This version of the {PF3} key is listed whenever the [Edit Field] key is pressed. Press **{PF3}** again to end the editing process for the field.
INSERT = Insert	This function key is listed whenever the [Edit Field] key is pressed. Press **{INSERT}** to insert characters in the middle or beginning of the field. The cursor slowly blinks while the system is in the insert mode.

— **continued** —

Table 2-1 (continued)
Generic function keys

Function key	Explanation
INSERT = Overwrite	This function key is listed whenever the [Edit Field] key is pressed and the {INSERT} command is active. Press **{INSERT}** to overwrite existing characters in the field. The cursor does not blink while the system is in the overwrite mode.
TAB=Word right	This function key is listed whenever the [Edit Field] key is pressed to edit a field. Press **{TAB}** to move the cursor to the beginning of the next word (for example, one word to the right of the cursor).The cursor moves to the end of the word in which it is currently placed, if there are no words to the right of it.
REMOVE= Erase field	This key is listed by many fields. Each field, which can be changed (for example, names, ID numbers, and passwords), displays this function key. Press **{REMOVE}** to erase the contents of the highlighted field. This is recommended whenever the contents of a field is to be changed.
F20=>>	This key is listed by many fields and features. The {F20} key is listed when the function key list is too long to appear on one screen. Press **{F20}** to see the portion of the function key list not currently on display.

— end —

Global commands

The global key sequences perform the same commands within virtually every NAC function.

Moving cursor or selection bar			
Function	**VT220 or VT420**	**PC/AT**	**PC ENH**
Delete last character entered	{BACKSPACE} or {DELETE}		
Move up one line or to next selection	{↑}		
Move up *n* selections or up *n* lines	*n*{↑}		
Move to first selection or to first line	ø{↑}		
Move down to next selection or next line	{↓}		
Move down *n* selections or *n* lines	*n*{↓}		
Move to last selection or last line	ø{↓}		
Move right to next selection	{→}		
Move left to next selection	{←}		

Paging up and down			
Function	**VT220 or VT420**	**PC/AT**	**PC ENH**
Move upward one page	{PREV SCREEN}	{PGUP}	{PAGE UP}
Move downward one page	{NEXT SCREEN}	{PGDN}	{PAGE DOWN}
Move to top of list	0 and {PREV SCREEN}	0 and {PREV SCREEN}	0 and {PREV SCREEN}
Move to bottom of list	0 and {NEXT SCREEN}	0 and {NEXT SCREEN}	0 and {NEXT SCREEN}

Function keys			
Function	**VT220 or VT420**	**PC/AT**	**PC ENH**
Display command menu for current screen	[Command] {PF1}	[Commands] {F1}	
Cancel command menu and return to the current screen	[Commands] key again		
Enter command numbered *n* on command menu for current screen without having to view menu	*n*[Commands]		
Display options for selected field	[Options] {PF2}	[Options] {F2}	
Cancel the options display	[Options] again		
Enter selection numbered *n* on options menu for selected field without having to display menu	*n*{ENTER}		

View help text and more commands			
Function	**VT220 or VT420**	**PC/AT**	**PC ENH**
View Help text	{HELP}	{F9}	{F11}
View more commands	{F20}	{F10}	{F12}

Screen			
Function	**VT220 or VT420**	**PC/AT**	**PC ENH**
Redraw screen	{CONTROL}{R}		
Display workstation configuration prompt	{CONTROL}{T}		

Editing fields			
Function	**VT220 or VT420**	**PC/AT**	**PC ENH**
Edit selected field	{PF3}	{F3}	
Exit editing mode	[Edit field] again		
Replace existing data with new data, in overwrite mode. Insert new data into the existing data at current cursor position, in insert mode. ***Note:*** If you edit a right-justified field, the [Insert] key is invalid.	[Insert]		
Move cursor to right one word	[Word Right]	{TAB}	
Move cursor to left one word	[Word Left]	{SHIFT}{TAB}	
Move cursor to beginning of field	[Start of line]		
Move cursor to end of field.	[End of line]	{END}	
Clear selected field	[Erase field], {REMOVE} or {DELETE}		

Printing			
Function	**VT220 or VT420**	**PC/AT**	**PC ENH**
Print all available information	[Print]		
Display local printer control window to add, change, or delete local printer. Only available on workstations with Meridian Terminal Emulator software.	{CONTROL}{P}		

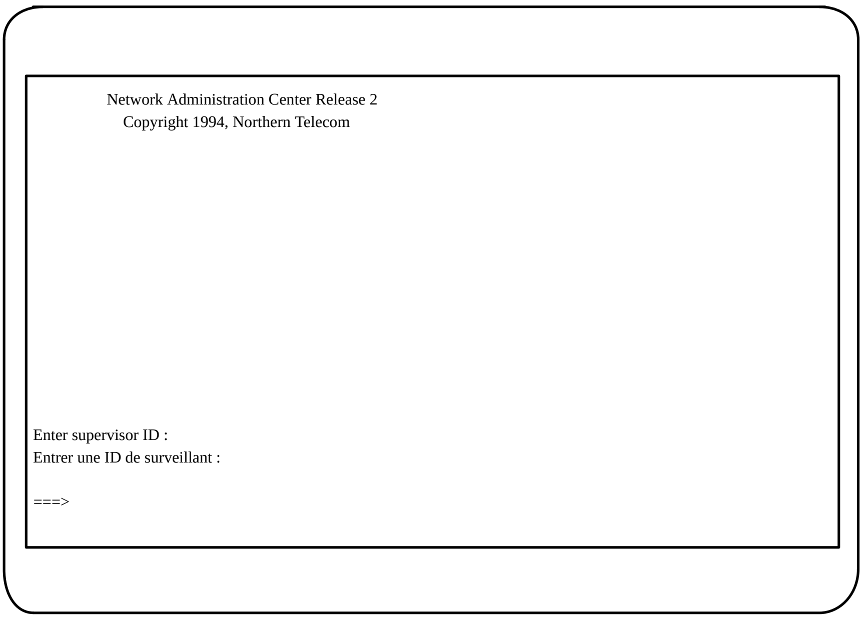
Getting started

Logging in

Follow this procedure to log into the NAC:

1 Display the NAC login screen, shown in Figure 3-1.

Figure 3-1
Login screen



2 Type the login ID and press **{RETURN}.**

3 If prompted, type the password and press **{RETURN}**.

A prompt, asking for a password, appears only if a password was entered in the user's Supervisor Definition feature, described in the "Parameter Administration" chapter.

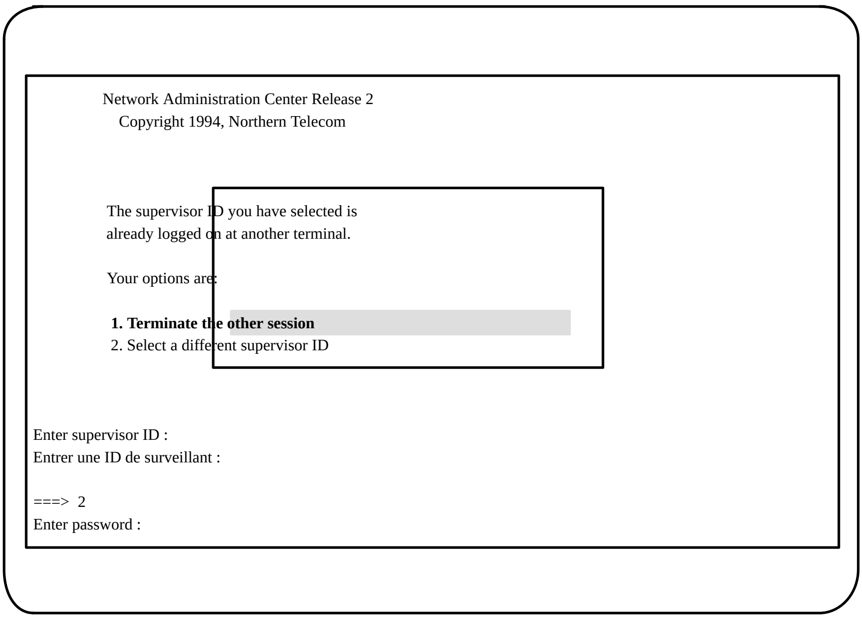
The password must be entered exactly as it appears in the Supervisor Definition feature, including upper and lower case characters. Entering "MyPassword" is not the same as entering "mypassword".

The main menu, shown in Figure 3-3, appears if the login procedure is successful.

Encountering login problems

If the network supervisor ID entered in the login procedure is being used by someone else, a pop-up message appears as shown in Figure 3-2.

Figure 3-2
Login contention pop-up message



There are two options if this pop-up message appears:

1 Press **1** to complete the login and terminate the other session without warning.
It is recommended that this be avoided unless the other user is using the supervisor ID without proper authorization.

or

Press **2** to cancel the original login attempt.

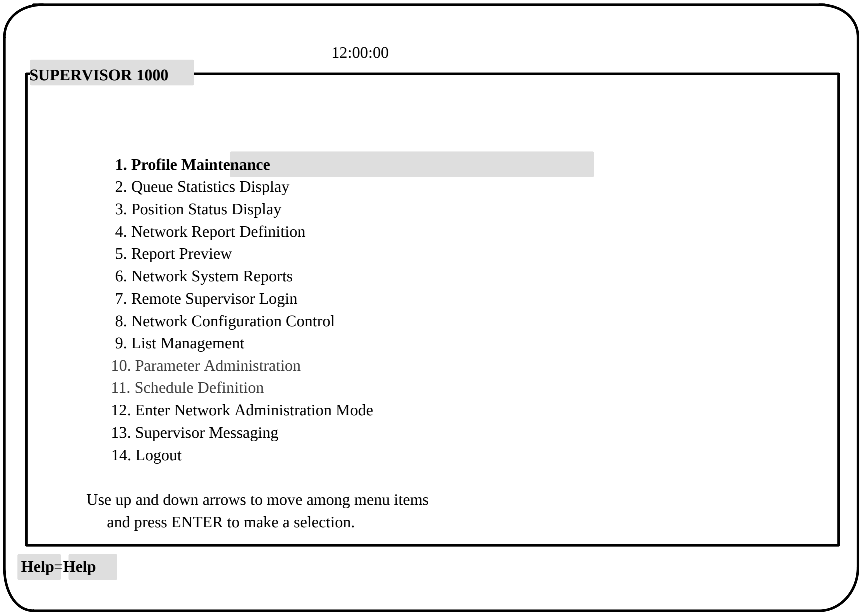
Main menu

The main menu, which appears if the login procedure is successful, lists all of the NAC features.

Figure 3-3 shows the main menu available to network administrators. A network supervisor’s main menu may list only some of these features

The features, which can be used by the network supervisor, are established by the network administrator through the Supervisor Definition feature (described in the “Parameter Administration” chapter).

Figure 3-3
Main menu



Main menu options

Profile Maintenance

Defines the features the supervisor can use. This profile is read by the NAC when the supervisor logs into the workstation.

Queue Statistics Display

Displays the on-going status of the network queues assigned to the network supervisor.

Position Status Display

Displays the state of the positions assigned to the network supervisor. This value includes positions that are manned, unmanned, busy, or waiting. The display can be in numeric or graphic format.

Network Report Definition

Creates customized reports. Standard reports, already available in the NAC, can also be accessed to produce data.

Report Preview

Allows reports to be viewed prior to printing.

Network System Reports

Provides reports on the contents of various databases used by the NAC.

Remote Supervisor Login

Allows the user to log into any Meridian MAX node and act as a nodal supervisor. This feature is often used to provide access to a short-staffed node.

Network Configuration Control

Permits changes to be made to the way calls are routed between the NACD-DNs.

List Management

Allows nodes and queues to be grouped into a list. This allows network configuration control commands and requests for network reports to be issued against all the elements in the list at one time.

Parameter Administration

Determines the access users have to the NAC features and its databases. Use of this option is restricted. Refer to the “Entering network administration mode” section in this chapter for instructions on obtaining access.

Schedule Definition

Defines the schedules used to print reports and execute network configuration control change orders. Use of this option is restricted. Refer to the “Entering network administration mode” section in this chapter for instructions on obtaining access.

Enter Network Administration Mode

Restricts access to the Parameter Administration and Schedule Definition features. Refer to the “Entering network administration mode” section in this chapter for instructions on using this feature.

Leave Network Administration Mode

Provides an exit from the network administration mode. This feature appears only if the Enter Network Administration Mode feature has previously been selected.

If the network administration mode is exited, the Parameter Administration and Schedule Definition features are dimmed, indicating that they are unavailable. This feature is also replaced by the Enter Network Administration Mode feature.

This feature should be selected whenever the workstation is left unattended to prevent unauthorized access to the network administrator’s features.

Supervisor Messaging

Allows messages to be received, read, prepared and sent between the nodes connected in the network.

Logout

Provides an exit from the NAC. It is recommended that this feature be used whenever the workstation is left unattended to avoid unauthorized access to the system.

Selecting menu options

To select an option from a menu, type the number corresponding to the required feature and press **{RETURN}**. Another technique is to use the cursor keys to move the menu selection bar to the feature and press **{RETURN}**.

Entering network administration mode

The Enter Network Administration Mode feature is an optional security measure designed to restrict access to the Parameter Administration and Schedule Definition features.

This feature can only be used if access to the Parameter Administration and Schedule Definition has previously been enabled in the user's Supervisor Definition record (described in the "Parameter Administration" chapter). A network administration password must also be assigned in the Miscellaneous Options feature (described in the "Parameter Administration" chapter).

Follow this procedure to enter the network administration mode:

1 Ask the network administrator if access to the Parameter Administration and Schedule Definition features has been enabled in the Supervisor Definition record.

2 Verify with the network administrator that a network administration password has been assigned in the Miscellaneous Options feature.

3 Select the *"Enter Network Administration Mode"* feature from the main menu.
A pop-up window appears to enter the network administration password.

4 Enter the network administration password assigned in the Miscellaneous Options feature.
The password must be typed exactly as it was entered in the Miscellaneous Options feature. If the procedure is successful, access is provided to the network administration mode. The Parameter Administration and Schedule Definition features no longer appear dimmed on the main menu.

Profile Maintenance

The Profile Maintenance feature permits supervisors to view or modify their personal login profile. The profile, which is defined by the system administrator, indicates the features accessible to the supervisor.

Only the highlighted fields can be changed from this screen. The non-highlighted fields must be changed with the Supervisor Definition feature, described in the “Parameter Administration” chapter.

Accessing this feature

To access this feature, select the *“Profile Maintenance”* option from the main menu. The screen appears as shown in Figure 4-1.

Figure 4-1
Profile Maintenance screen

```
                                   12:00:00
Profile Maintenance

NAC ID                   1        Personnel Number         1
                            Password
                            Language                 English

Stats Update Rate        10       DN Display               Numbers
Display Style            Numeric  Display Name             Disabled
ACD-DN Display Screen Page  1
CDN Display Screen Page     1

Profile Maint            Enabled
Remote Spv Login         Enabled  Network Admin            Enabled
Ntwk Report Defn         Enabled  Parameter Admin          Enabled
System Reports           Enabled  Schedule Defn            Enabled
Ntwk Config Control      Enabled
List Management          Enabled
Supervisor Messaging     Enabled
Tabular Printer          RuggedWriter
Graphic Printer          DeskJet

HELP= Help  PF1 = Commands  PF2 = Options  PF3 = Edit field  REMOVE= Erase field  F20 =
```

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Causes the system to exit from this screen in one of three ways:
  — if changes have not been made during the current session, the system returns to the main menu
  — if changes have been made but not saved, the system returns to the main menu and the changes are lost

— if changes have been made and saved, this prompt appears:

Changes to your profile are not made effective until after you logout and then login again. Do you wish to logout now? (y/n)

Enter **y** to log out. The login screen appears. By logging out and logging back in, the system acknowledges the changes in the profile.

or

Enter **n** if the profile changes are not to be immediately activated. The system returns to the main menu.

- **Save changes**
  Saves the changes made to the login profile. The system records the changes in the database and leaves the Commands pop-up window on the screen.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for a field.

PF2=Select no options
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Ends the editing process to a field.

Remove=Erase field
Removes the contents of a field.

F6=View personnel info
Displays a pop-up window providing the supervisor's personnel record. The record includes the person's first name, last name, initials, and comments.

F6=Remove personnel info

Removes the personnel record pop-up window from the screen.

Fields

NAC ID

Specifies this supervisor's ID number. This one to four digit number is used by the supervisor to log into the system. It appears in the top left-hand corner of the screen.

Personnel Number

Contains the record number assigned to this supervisor's personnel file.

Password

Specifies the password, which can be entered during the login procedure. This field is optional. If a password is entered here, it must be entered during each login. If this field is left blank, a password does not have to be entered during the login procedure. Any character, including blanks, may be used for this field.

Language

Contains the language this supervisor can use to communicate with the system. This language is used on all of the supervisor's displays and reports. The default is the system default language.

Stats Update Rate

Determines the number of seconds between each screen update in the real-time display modes. The default is 30 seconds.

DN Display

Determines whether DNs (directory numbers) are printed by name or number in the real-time displays and configuration control screen. The default is by number.

Display Style

Determines whether the real-time displays are shown in numeric or graphic format. These displays are defined in the “Position Status Display” chapter. It is also possible to toggle between the numeric and graphic format while viewing the real-time displays. The default is by numeric display.

Display Name

Determines whether the supervisor’s name (as defined in the personnel file) appears in the title bar of the main menu.

ACD-DN Display Screen Page

Determines which display ‘page’ is initially shown to the supervisor when viewing the Network ACD-DN Queue Statistics Display or the Network Position Status Counts Display features.

The information from these two features is displayed over a series of successive screen pages. Each page has an assigned number, ranging from one to 22, and contains about 15 lines of information. If 1 is entered in this field, the supervisor sees the first page of information. If 2 is entered, the initial display begins at the second page of information.

Although this single page is displayed first, the supervisor is not restricted to it. The scroll keys can be used to display the remaining pages. The contents of each display screen page are established in the Display NACD-DN Selection feature, described in the “Parameter Administration” chapter. Each supervisor is usually assigned to monitor a group of queues, which are assigned to a specific display screen page.

CDN Display Screen Page

Determines which display ‘page’ is initially shown to the supervisor when viewing the Nodal Control DN Queue Statistics Display.

This information is displayed over a series of successive screen pages. Each page has an assigned number, ranging from one to 22, and contains about 15 lines of information. If 1 is entered in this field, the supervisor sees the first page of information. If 2 is entered, the initial display begins at the second page of information.

Although this single page is displayed first, the supervisor is not restricted to it. The scroll keys can be used to display the remaining pages. The contents of each display screen page are established in the Display CDN Selection feature, described in the “Parameter Administration” chapter. Each supervisor is usually assigned to monitor a group of queues, which are assigned to a specific display screen page.

Profile Maint

Indicates whether this supervisor can access his or her own profile. Typically, all supervisors can access this feature.

Remote Spv Login

Indicates whether this supervisor can access the Remote Supervisor Login feature. Typically, all supervisors can access this feature.

Network Admin

Indicates whether this supervisor can enter the network administration mode. Typically, only the network administrator has access to this feature.

Ntwk Report Defn

Indicates whether this supervisor can access the Network Report Definition feature. Typically, only the network administrator has access to this feature.

Parameter Admin

Indicates whether this supervisor can access the Parameter Administration feature. Typically, only the network administrator has access to this feature.

System Reports

Indicates whether this supervisor can access the Network System Reports feature. Typically, all supervisors have access to this menu.

Schedule Defn

Indicates whether this supervisor can access the Schedule Definition feature. Typically, only the network administrator has access to this feature.

Ntwk Configuration Control

Indicates whether this supervisor can access the Network Configuration Control feature. Typically, only the network administrator has access to this feature.

List Management

Indicates whether this supervisor can access the List Management feature. Typically, only the network administrator has access to this feature.

Supervisor Messaging

Indicates whether this supervisor can access the Supervisor Messaging feature. Typically, all supervisors have access to this feature.

Tabular Printer

Identifies the print device to be used when this supervisor prints tabular reports. The default is the system’s default tabular printer.

Graphic Printer

Identifies the print device to be used when this supervisor prints graphic reports. The default is the system’s default graphic printer.

Queue Statistics Display

Two types of statistics are available through the Queue Statistics Display. These include

- Network ACD-DN Queue Statistics, which displays the ongoing status of the network queues.
- Nodal Control DN Queue Statistics, which displays the ongoing status of the CDNs.

Note: All ACD-DNs/CDNs in a node are highlighted on these screens if the node is down/disabled, or if information is not coming across the link. If information is received from even one ACD-DN/CDN, none of the ACD-DN/CDNs in that node are highlighted.

Network ACD-DN queue statistics

The Network ACD-DN Queue Statistics feature shows the ongoing status of the network queues. These queues are defined in the Display NACD-DN Selection feature (described in the “Parameter Administration” chapter).

The information in this feature is updated every 10, 20, or 30 seconds. This rate is defined by the *Stats Update Rate* field in the Profile Maintenance feature. (Refer to the “Profile Maintenance” chapter for information.)

The statistics are calculated based on the data received during the previous 10 minutes of system activity. The exception is the *Calls Waiting Dir* and *Calls Waiting Virt* fields, which display the current values.

There can be up to 22 pages of queue statistics available for display. The *ACD-DN Display Screen Page* field (in the Supervisor Definition feature) determines which display page appears first. The network supervisor can then scroll to other pages.

Accessing this feature

To access this feature, select the *“Queue Statistics Display”* option from the main menu. The Network ACD-DN Queue Statistics feature (shown in Figure 5-1) or the Nodal Control DN Queue Statistics feature (shown in Figure 5-2) appears depending on which feature was last viewed by the user.

Follow these steps to switch from the Nodal Control DN Queue Statistics feature to the Network ACD-DN Queue Statistics feature:

1 Press **[Commands]** while viewing the Nodal Control DN Queue Statistics feature.

2 Select “*NACD-DN Queue Statistics Display*” from the pop-up window, which appears.

Figure 5-1
Network ACD-DN Queue Statistics screen

```
                                    12:00:00
Network ACD-DN Queue Statistics
NODE—ACD–DN   AVG   SVC    CALLS    CALLS    CALLS    ——TIME–OVERFLOW——
            DELAY  LVL   ABAND    ANSWD   WAITING    IN     OUT  WAIT
                %                          DIR VIRT

334–  5500    7     70     9       41    11   13     12     13     9
343–  5500    9     75    11      112    13   12     14     15     9
442–  5500    5     80    10      211    12   13     13     14     9
444–  5500    3     70     5       46     7   14      8      9     9
570–  5500    0      0     0        0     0    0      0      0     0

HELP = Help   PF1 = Commands   PF3 = Configuration Control   F6 = Print   F20 = >>
```

Note: A highlighted number on the screen indicates that a configured threshold for the field has been reached or exceeded.

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit**
  Returns the system to the main menu.
- **NACD-DN Queue Statistics Display**
  This option is not accessible from this screen.
- **CDN Queue Statistics Display**
  Provides access to the Nodal Control DN Queue Statistics feature. This feature is described in the "Nodal Control DN Queue Statistics" section in this chapter.

PF1=No selection

Removes the Commands pop-up window from the screen.

PF3=Configuration Control

Allows queue parameters to be modified through a pop-up window. The following commands are available after pressing **[Configuration Control]**:

- **Change Network Day Routing Tables**

  Allows changes to be made to day target table for selected NACD queues. The changes can be made in a pop-up window which appears at the bottom of this screen. For more information, refer to the “Ad hoc mode—day tables” section in the “Network Configuration Control ad hoc mode” chapter.

- **Change Network Night Routing Tables**

  Allows changes to be made to the night target table for selected NACD queues. The changes can be made in a pop-up window which appears at the bottom of this screen. For more information, refer to the “Ad hoc mode—night tables” section in the “Network Configuration Control ad hoc mode” chapter.

- **View Miscellaneous Parameters**

  Displays the network link status and Meridian 1 configuration control link status for the configured node on the display. This data appears in a pop-up window at the bottom of the screen. For more information, refer to the “Ad hoc mode—view miscellaneous parameters” section in the “Network Configuration Control ad hoc mode” chapter.

PF3=No selection

Removes the configuration control pop-up window from the screen.

F6=Print

Prints a snapshot of the statistics display.

F7=Network Details

Provides a detailed graphical view of the status of the time-overflow calls answered for a particular NACD-DN during the last 10 minutes of system activity. For more information, refer to the “Network Details Display” section in this chapter.

F8=Position Status Display

Toggles to the Network Position Status Counts Display feature and back to this feature, without going through the main menu. The Network Position Status Counts Display shows the position activity counts. Refer to the “Position Status Display” chapter for more information.

Fields

Node-ACD-DN

Identifies the source of the information. This source may be a single NACD-DN or a group total identifier, as prepared in the List Management feature.

Avg Delay

Shows the average delay, in seconds, before incoming calls are answered.

Svc Lvl %

Shows the percentage of calls answered or abandoned before the average delay threshold (as defined on the node) is reached.

Calls Aband

Shows the number of calls which were abandoned during the last 10 minutes of system activity.

Calls Answd

Shows the number of calls which were answered during the last 10 minutes of system activity.

Calls Waiting Dir

Shows the number of calls waiting service in this queue, but not yet presented to an agent position. It does not include Enhanced Overflow or CCR calls in queue.

Calls Waiting Virt

Shows the number of Enhanced Overflow or CCR calls in queue, but not yet presented to an agent.

Time Overflow In

Shows the number of calls which have time-overflowed into this ACD-DN.

Time Overflow Out

Shows the number of calls which have time-overflowed out of this ACD-DN.

Time Overflow Wait

Shows the number of calls which have time-overflowed into the virtual queue for this ACD-DN as a result of the day or night routing table (not including CCR calls).

Nodal Control DN queue statistics

The Nodal Control DN Queue Statistics feature shows the ongoing status of the CDNs. This includes the statistics for each queue in the network, defined in the Display CDN Selection feature. (The Display CDN Selection feature is described in the “Parameter Administration” chapter.)

The data is updated every 10, 20, or 30 seconds. (This rate is defined by the *Stats Update Rate* field in the Profile Maintenance feature. Refer to “Profile Maintenance” chapter for information.)

The statistics are calculated based on the data received during the previous 10 minutes of system activity. The exception is the *Calls Waiting* field, and the *Node-Control DN* field (only if it is flagged by a diamond indicator). These two areas display the current values.

A diamond indicator to the right of the CDN’s name or number indicates that it is currently in default mode. All calls in this mode are sent to the default ACD-DN.

If a diamond indicator is not present, it indicates that the CDN is in controlled mode. This means the CCR/EAR application is directing the treatment of the calls.

The *Call Termination Busy* field includes statistics from a CDN in default mode. All other fields show only the statistics for CDNs in controlled mode.

> ***Note:*** CDNs, in controlled mode, can also show calls in the *Call Termination Default* field. This occurs if the CCR application is not handling calls due to temporary problems between Meridian 1 and the CCR application. The icon does not appear in this case. The Meridian 1 and CCR application should be checked if this condition occurs.

Accessing this feature

This feature can be selected in one of two ways:

1 Select the *"Queue Statistics Display"* option from the main menu. The Network ACD-DN Queue Statistics feature (shown in Figure 5-1) or the Nodal Control DN Queue Statistics feature (shown in Figure 5-2) appears depending on which feature was last viewed by the user.

or

If the Network ACD-DN Queue Statistics feature appears, follow these steps to switch to the Nodal Control DN Queue Statistics feature.

2 Press **[Commands]** while displaying the Network ACD-DN Queue Statistics feature.

3 Select "*CDN Queue Statistics Display*" from the pop-up window, which appears.

Figure 5-2
Nodal Control DN Queue Statistics screen

12:00:00

Nodal Control DN Queue Statistics

NODE-CONTROL DN	AVG DELAY	SVC LVL %	CALLS WAIT	CALLS ABAND	CALL TERMINATION ANSWD	BUSY	ROUTE	DISCON	DEFAULT
334– 1-1111	8	80	12	10	11	13	14	15	16
333– 2-1111	2	80	6	4	5	7	8	9	10
442– 3-1111◆	88	60	44	66	55	33	22	11	22
444– 4-1111◆	77	85	77	77	77	77	77	77	77
570– 5-1111	0	0	0	0	0	0	0	0	0
646– 6-1111	7	70	11	9	10	12	13	14	15
740– 7-1111	0	0	0	0	0	0	0	0	0
(Total)	69	73	150	166	158	142	134	125	140

HELP = Help   PF1 = Commands   PF3 = Configuration Control   F20 = >>

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit**
  Returns the system to the main menu.
- **NACD-DN Queue Statistics Display**
  Provides access to the Network ACD-DN Queue Statistics feature. This feature is described in the Network ACD-DN Queue Statistics section in this chapter.
- **CDN Queue Statistics Display**
  This option is not accessible from this screen.

PF1=No selection

Removes the Commands pop-up window from this screen.

PF3=Configuration Control

The following options appear after pressing **[Configuration Control]**:

- **Change Network Day Routing Tables**

  This option is not accessible from this screen.

- **Change Network Night Routing Tables**

  This option is not accessible from this screen.

- **View Miscellaneous Parameters**

  Displays the network link status and Meridian 1 configuration control link status for the configured node on the display. This data appears in a pop-up window at the bottom of the screen. For more information, refer to the “Ad hoc mode—View Miscellaneous Parameters” section in the “Network Configuration Control ad hoc mode” chapter.

PF3=No selection

Removes the configuration control pop-up window from the screen.

F6=Print

Prints a snapshot of the statistics display.

F7=Network Details

Provides a detailed graphical view of the status of the time-overflow calls answered for a particular NACD-DN during the last 10 minutes of system activity. For more information, refer to the “Network Details Display” section in this chapter.

F8=Position Status Display

Toggles to the Network Position Status Counts Display feature and back to this feature, without going through the main menu. The Network Position Status Counts Display feature displays the position activity counts. Refer to the “Position Status Display” chapter for more information.

Fields

Node-Control DN

Identifies the node number or name of the CDN.

Avg Delay

Shows the average delay, in seconds, before incoming calls are answered. This field is highlighted when the value exceeds the threshold.

Svc Lvl %

Shows the percentage of controlled calls, which were answered or abandoned before the maximum delay threshold (defined in the Parameter Administration feature) is reached. This field is highlighted when the value exceeds the threshold.

Calls Wait

Shows the number of calls in queue at the CDN. Incoming calls, which are sent to the CDN in default mode, do not queue at the CDN. These calls are not reflected in this field. However, they are queued at the CDN’s default ACD-DN. This field is highlighted when the value exceeds the threshold defined in the Parameter Administration feature.

Call Termination Aband

Shows the number of calls which were accepted at the CDN but abandoned while waiting to be answered through the controlled mode of operation. This can include calls given successful IVR treatment.

Call Termination Answd

Shows the number of calls which were accepted at the CDN and answered through the controlled mode of operation.

Call Termination Busy

Shows the number of controlled calls given the ‘force busy’ CCR operation plus the number of calls that were busy because of the call ceiling. The CDN calls can be in default or controlled mode. Force busy only applies to controlled calls while the call ceiling only applies to default calls.

Call Termination Route

Shows the number of controlled calls that were given the ‘route to’ command. It also includes the number of calls which were answered and then transferred by an IVR application.

Call Termination Disconnect

Shows the number of controlled calls given the “force disconnect” treatment by the CCR application.

Call Termination Default

Shows the number of calls directed to the default ACD-DN.

Network details display

The Network Details Display provides a detailed graphical view of the status of the time-overflow calls answered for a particular ACD-DN.

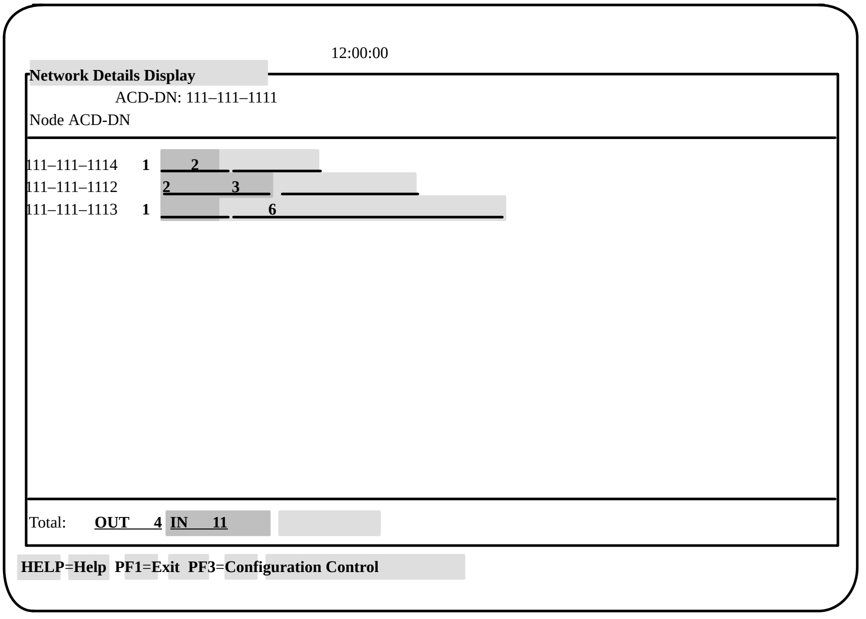
The information on this feature is not updated, but reflects the time-overflow status at one point in time. To update the status display, exit from this screen and redisplay it. The screen may not be redisplayed for a few seconds depending on network traffic.

Accessing this feature

This feature is accessed by pressing **[Network Details]** on the Network ACD-DN Queue Statistics, Nodal Control DN Queue Statistics or Network Position Status Counts Display screens. (The first two screens are defined in this chapter. The last one is described in the “Position Status Display” chapter.)

Pressing this function key causes a list of available NACD-DNs to be displayed in a pop-up window. The entry selected from the pop-up window appears on the Network Details Display screen.

Figure 5-3
Network Details Display screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Exit

Returns the system to the screen used to call the Network Details Display feature.

PF3=Configuration Control

Allows queue parameters to be modified through a pop-up window. The following commands are available after pressing **[Configuration Control]**:

- **Change Network Day Routing Tables**

  Allows changes to be made to day target table for selected NACD queues. The changes can be made in a pop-up window which appears at the bottom of this screen. For more information, refer to the “Ad hoc mode—day tables” section in the “Network Configuration Control ad hoc mode” chapter.

- **Change Network Night Routing Tables**

  Allows changes to be made to the night target table for selected NACD queues. The changes can be made in a pop-up window which appears at the bottom of this screen. For more information, refer to the “Ad hoc mode—night tables” section in the “Network Configuration Control ad hoc mode” chapter.

- **View Miscellaneous Parameters**

  Displays the network link status and Meridian 1 configuration control link status for the configured node on the display. This data appears in a pop-up window at the bottom of the screen. For more information, refer to the “Ad hoc mode—view miscellaneous parameters” section in the “Network Configuration Control ad hoc mode” chapter.

PF3=No selection
Removes the pop-up window from the screen.

Fields

ACD-DN
Provides the name or number of the ACD-DN.

Node ACD-DN
Displays the numbers or names of the nodes and ACD-DNs that are answering or time-overflowing calls for the entry in the *ACD-DN* field. For each target, a graphical display of the number of the time-overflow calls answered is shown. Different bar segments represent the time-overflow out and time-overflow in calls. At the end of each bar segment, the actual number of calls answered is shown.

Total: Out
Shows the total number of calls destined for this ACD-DN and answered by another ACD-DN in the network. These calls are depicted by a dark bar graph, as shown in Figure 5-3.

Total: In
Shows the total number of calls destined for another ACD-DN in the network and answered by this ACD-DN. These calls are depicted by a light bar graph, as shown in Figure 5-3.

Position Status Display

The Position Status Display feature shows the number of positions currently in each state. These statistics can be viewed in tabular or graphic format.

The details are updated every 10, 20, or 30 seconds. (This rate is defined by the *Stats Update Rate* field in the “Profile Maintenance” chapter.)

There can be up to 20 pages of position status counts available for display. The *Display Screen Page* field (in the Supervisor Definition feature) determines which display page first appears. The network supervisor can then scroll to other pages.

Accessing this feature

This feature can be accessed from the main menu, Network ACD-DN Queue Statistics feature, or the Nodal Control DN Queue Statistics feature.

Figure 6-1
Network Position Status Counts Display screen—tabular format

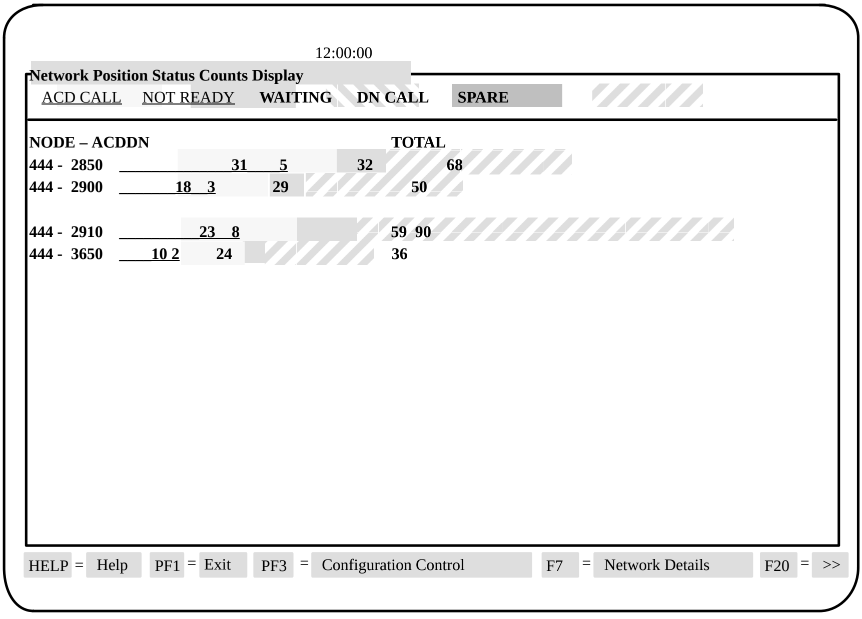
12:00:00

Network Position Status Counts Display

NODE —	ACDDN	ACD MANNED	NOT SPARE	DN CALL	READY	WAITING	CALL
444-	2850	36	32	31	5	0	0
444-	2900	21	29	18	3	0	0
444-	2910	31	59	23	8	0	0
444-	3650	12	24	10	2	0	0

HELP = Help   PF1 = Exit   PF3 = Configuration Control   F6 = Print   F20 = >>

Figure 6-2
Network Position Status Counts Display screen—graphic format



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Exit

Returns the system to the main menu.

PF3=Configuration Control

Allows queue parameters to be modified through a pop-up window. The following commands are available after pressing **[Configuration Control]**:

- **Change Network Day Routing Tables**

  Allows changes to be made to the day target table for selected NACD queues. The changes can be made in a pop-up window which appears at the bottom of this screen. For more information, refer to the “Ad hoc mode—day tables” section in the “Network Configuration Control ad hoc mode” chapter.

- **Change Network Night Routing Tables**

  Allows changes to be made to the night target table for selected NACD queues. The changes can be made in a pop-up window which appears at the bottom of this screen. For more information, refer to the “Ad hoc mode—night tables” section in the “Network Configuration Control ad hoc mode” chapter.

- **View Miscellaneous Parameters**

  Displays the network link status and Meridian 1 configuration control link status for the configured node on the display. This data appears in a pop-up window at the bottom of the screen. For more information, refer to the “Ad hoc mode–View Miscellaneous Parameters” section in the “Network Configuration Control ad hoc mode” chapter.

PF3=No selection
Removes the pop-up window from the screen.

F6=Print
Prints a snapshot report of the current network activity. This key is only available while the data is presented in tabular format.

F7=Network Details
Provides a detailed graphical view of the status of the time-overflow calls answered for a particular ACD-DN during the last 10 minutes of system activity. The available ACD-DNs are listed in a pop-up window when this function key is pressed. The ACD-DN selected from the window is displayed on the Network Details Display screen. For more information, refer to the Network Details Display section in the “Queue Statistics Display” chapter.

F8=Queue Stats
Provides access to the Network ACD-DN Queue Statistics feature, or the Nodal Control DN Queue Statistics feature. The feature, which is displayed, is determined by how the Network Position Status Counts Display screen was last accessed. For example, the Network ACD-DN Queue Statistics feature appears if it was accessed before the Network Position Status Counts Display screen was displayed. Refer to the “Queue Statistics Display” chapter for more information.

F9=Graphic display

Displays the information in graphic format (see Figure 6-2). This function key is only available while the information is displayed in tabular format.

F9=Numeric display

Displays the information in tabular format (see Figure 6-1). This function key is only available while the information is displayed in graphic format.

Fields

Node-ACDDN

Identifies the source of this information. This may be a NACD-DN or group total identifier.

Manned

Shows the number of positions in the queue that were manned the last time the display was updated. In graphic format, the data from this field appears only as part of the total.

Spare

Shows the number of positions that were not manned the last time the display was updated.

ACD Call

Shows the number of manned positions which were handling ACD calls the last time the display was updated.

Not Ready

Shows the number of manned positions which were not available for taking calls the last time the display was updated.

Waiting

Shows the number of manned positions which were ready to take a call but did not have a call to take the last time the display was updated.

DN Call

Shows the number of manned positions which were making or receiving a DN call the last time the display was updated.

Total

In the graphic mode, this field provides the sum of the manned and the spare positions.

Network Report Definition

The Network Report Definition feature provides the definitions and formats used in the reports.

The report definition provides the scope and print parameters for the report. For example, the parameters can specify the time frame a report is to encompass. In addition, a report type and format must be defined for a report. The formats, which can be tabular or graphic, dictate how the data appears on the screen. After a report is generated, it can be printed or previewed on the screen.

A maximum of 250 public report definitions can be stored for future use. These definitions can be in tabular and/or graphic format. A maximum of five private report definitions can also be stored by each system supervisor. Public reports can be used by any supervisor. However, only the system administrator can define, overwrite, or delete public reports. Personal reports are used only by the supervisor who created them.

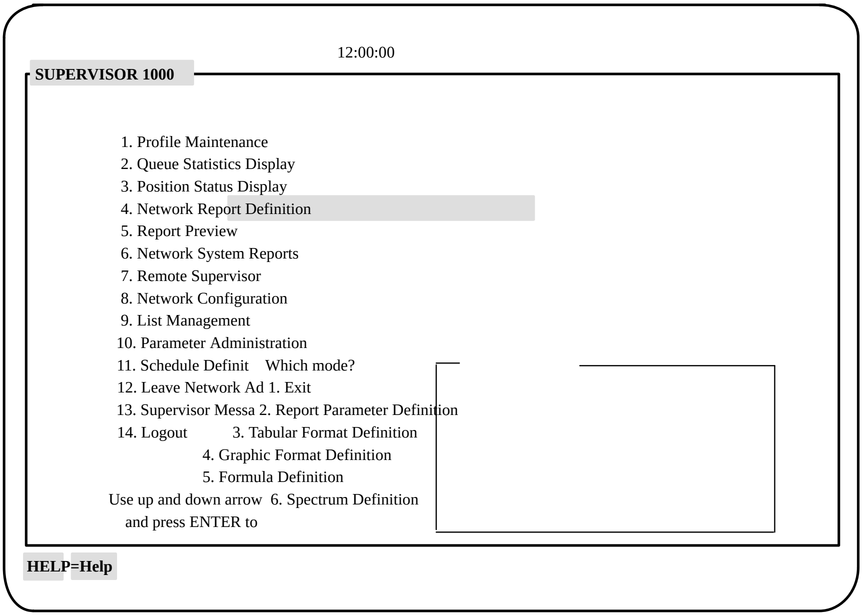
The report formats used in a report definition can either be customized or selected from the predefined list provided in the “Standard management reports” chapter. Report formats can also be public (100 tabular and 100 graphic) or personal (five tabular and five graphic per supervisor).

The data for the reports originates within each of the network’s Meridian MAX nodes. When a report is ready to be executed, the necessary information is requested from each node. The NAC allows up to 30 minutes of system time for the requested information to be collected. The report fails if this time is exceeded. However, the 30-minute limit can be extended. Contact the Northern Telecom representative for further details.

Accessing this feature

To access this feature, select the *“Network Report Definition”* option from the main menu. A submenu appears as shown in Figure 7-1.

Figure 7-1
Network Report Definition submenu



Submenu

The Network Report Definition submenu offers six selections:

- **Exit**

  Closes the Network Report Definition submenu and returns the system to the main menu.

- **Report Parameter Definition**

  Defines new report parameters or modifies existing ones. Ad hoc print requests can also be generated using this option.

- **Tabular Format Definition**

  Defines new tabular report formats and modifies existing ones.

- **Graphic Format Definition**

  Defines new graphic report formats and modifies existing ones.

- **Formula Definition**

  Defines new formulas to use in custom reports. These formulas can be used in reports like standard fields are used. This option is only available in network administrator mode.

- **Spectrum Definition**

  Defines up to 10 time boundaries to use in both the answering and abandoning spectrums. This option is only available in the network administrator mode.

Report Parameter Definition

The Report Parameter Definition feature provides the definition of the report parameters. This includes the report's scope and print properties. For example, the parameters can specify the time frame a report is to encompass.

After the definition is completed, it is assigned to a pre-defined or customized report format. This separation of the report format from the report definition allows the same format to be used in different situations.

The amount of historical data that can be gathered by the report parameters is dependent on the historical data retained by each Meridian MAX on the network. This, in turn, is dependent on several factors (such as call traffic and the Meridian MAX's storage profile), which can be unique to each site.

> ***Note:*** There are limits imposed on the range of time a report can cover. This limit depends on the amount of call traffic received. The heavier the call traffic, the shorter the time range must be. The lighter the call traffic, the longer the time range can be. If a report shows no data for a node, a shorter time range should be tried.

Field restrictions

The fields, which appear on the Report Parameter Definition screen, vary depending on the type of report being produced.

Only the fields, *Report Name*, *Use of Name*, and *Style*, appear in the top portion of the new screen. Other fields appear depending on the entries made in these and subsequent fields.

Figure 7-2
Report Parameter Definition screen

```
                                        12:00:00
Report Parameter Definition
                                     [English   ]
  REPORT NAME   :    TRUNKS BUSY REPORTS
  USE OF NAME   :    In menus and on reports
  STYLE        :  Tabular
```

```
                                        12:00:00
Report Parameter Definition
                                     [English   ]
  REPORT NAME   :    TRUNKS BUSY REPORTS
  USE OF NAME   :    In menus and on reports
  STYLE        :  Tabular
  FORMAT       :  All Trunks Busy Report
  TIME FRAME    :    Day
```

```
                                        12:00:00
Report Parameter Definition
                                     [English   ]
  REPORT NAME        :    TRUNKS BUSY REPORTS
  USE OF NAME        :    In menus and on reports
  STYLE             :  Tabular
  FORMAT                 :    All Trunks Busy Report
  TIME FRAME         :    Day
  NODES TO QUERY     :

               REPORT RANGES
  Day.................           <– These fields allow you to
  Route...............              specify the data to be
                                 included in your report.

                        FOR:           ENTER:
                        single value     nnn
                        range of values    nnn..mmm
                        all values       nothing

  OUTPUT DEVICE: Default Printer          LANGUAGE OF REPORT: English

HELP = Help   PF1 = Commands   PF2 = Options   PF3 = Edit field   REMOVE= Erase field
```

Note: Refer to the “Creating a standard tabular report–an example” and “Creating a customized tabular report–an example” sections in this chapter for instructions on completing this screen.

Function keys

Help=Help

Provides information regarding a feature and its fields.

PF1=Commands

The following commands are available by pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the Network Report Definition submenu. Any changes, which have not been saved, are ignored.

- **Clear the form**

  Clears information from the screen leaving a blank screen.

- **Read an existing report definition**

  Displays an existing public or personal report definition selected from a pop-up window.

- **Undo changes to report definition**

  Returns a modified report definition to its original definition, providing the changes are not saved. The original definition is displayed on the screen.

- **Save as a new public report definition**

  Saves the information currently on display as a new public report definition. (Only the network administrator can create and save public reports.)

  If an existing report definition is changed, the original report is not affected. Rather, the changed report currently on display is saved under its new name. This ability can save time if modifications are required to a complex report which is to be used again.

- **Save as a new personal report definition**

  Saves the information currently on display as a new personal report definition. The original definition is not altered.

- **Overwrite an existing report definition**

  Allows the original information to be overwritten with the modifications. This command is used when the original report is no longer required.

- **Delete an existing report definition**

  Deletes an existing personal or public report definition. Once this command is executed, the deleted report definition cannot be retrieved.

- **Print this report**

  Prints the report using the definition currently on display. This is known as an ad hoc print request. The ad hoc print request causes this report definition to become the ad hoc report definition. It remains so until another ad hoc print request is made by the same user, even if the user logs out of the system.

- **Read adhoc report definition**

  Displays the report definition used by the last ad hoc print request (see the previous command).

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Ends the editing process for a field.

F10=Report preview
Displays a report on the screen. Refer to the “Report Preview” chapter for more information on this feature.

Remove=Erase field
Removes the contents of a field.

Fields

Different fields appear on the screen depending on the type of report being produced. All the fields are described in this section.

Report Name

Assigns a unique name to a report. The name can be a maximum of 40 characters. The name of an existing report definition can also be entered. This field is common to all reports.

Language Choice

Determines the language used in the format title and custom format headings. This field is not specifically named, but appears in the top-right corner of the screen inside square brackets. Selecting an alternate language in this field allows these titles and headings to be entered in the new language. This field does not appear in unilingual systems.

Use of Name

Specifies whether the report name or format name is used on the printed report. This field is common to all reports.

Style

Determines whether a tabular or graphic report is being defined. This field is common to all reports.

Format

Specifies the pre-defined report format to be used to display the report parameters. Standard or customized formats can be selected.

The standard management reports, which can be selected, are described in detail in the “Standard management reports” chapter.

Time Frame

Determines whether data on the report is to be collected on an interval, day, week, month, or period basis.

Relative Time

Specifies the timing of the report as the time for each node or the NAC. This field appears when *"Interval"* is selected for the *Time Frame* field. It is offered because the network nodes and the NAC can be in different time zones.

For example, assume the Meridian MAX sites are in Toronto, Dallas, and Los Angeles, while the NAC site is in Toronto. To produce a report based on network activity for all sites as of 12:00 noon EST, select the NAC time in the *Relative Time* field. However, the nodal time can be selected to produce a report based on the nodal activity for each site as of 12 p.m. local time (for example, Toronto at 12 p.m. EST, Dallas at 12 p.m. CST, and Los Angeles at 12 p.m. PST).

If a range of intervals is used and the *Relative Time* field is set to *"NAC"*, the selected range can not overlap more than one day. This is especially crucial when nodes are in different time zones. If the NAC is in Toronto, and one of the nodes is in Los Angeles, then the longest interval range would be from 3:00 a.m. to 11:59 p.m. To capture the remainder of the information, run another report with a start time of 00:00 (midnight) and ending at 2:59 a.m. Conversely, if the NAC is in Los Angeles, and one of the nodes is in Toronto, then the longest interval range would be from 00:00 (midnight) to 8:59 p.m. This restriction does not apply if the *Relative Time* field is set to *"Node"*.

Nodes to Query

Determines whether the report is for a specific node, range of nodes, or the nodes and ACD-DNs/CDNs specified by a defined unit list (either an ACD-DN Unit or a CDN Unit, as defined by the "List Management" chapter). This field is common to all reports.

If querying to a specific node or a range of nodes, choose either *"By Source Node"* or "*By Destination Node*". Only one of these choices is normally present, depending on which is appropriate for the selected report format.

If querying by a unit list, select either "*By ACD-Unit*" or "*By CDN Unit*". In both cases, the only nodes queried are those in the list selected by the user. Further, if the user chooses "*By ACD-DN Unit*" and the selected report format contains ACD-DNs, the report is limited to the ACD-DNs in the list. Likewise, if the user chooses "*By CDN Unit*" and the selected report format contains CDNs, the report is limited to the CDNs in the list.

When a value for this field is selected, the *Group By* field is automatically filled with "*Destination Node*", "*Source Node*", or "*Unit*", as appropriate. In addition, when the report is queried by Unit, the *And By* field is automatically set to either "*Destination Node*" or "*Source Node*", depending on the selected report format.

Nodes

Specifies the nodes that are to be reported. This field appears if the query is done by destination node or source node. Enter any valid node ID or a range of nodes.

Unit Name

Specifies the name of a defined unit. The defined unit contains the nodes and ACD-DNs or CDNs to be reported. This field appears if querying by an ACD-DN or CDN unit. Enter any valid unit name from the menu. The menu contains only ACD-DN or CDN units, depending on the value chosen for the *Nodes to Query* field.

An ACD-DN unit list can be used with reports that do not reference ACD-DNs, and a CDN unit list can be used with reports that do not reference CDNs. In these cases, only the nodes defined in the unit list are used to select the nodes to query. The specific ACD-DNs or CDNs in the list are ignored.

Group By

Determines how the report is to be arranged (along with the *And By* field). For example, a report is grouped by node if the *"By Destination Node"* or *"By Source Node"* option is selected for the *Nodes To Query* field. It is grouped by unit name if the *"By ACD-DN Unit Name"* or *"By CDN Unit Name"* option is selected. This field cannot be changed directly by the user. The NAC automatically assigns a value based on the choice for the *Nodes To Query* field.

And By

Sorts the information within the group selected for the *Group By* field. This field only appears if a tabular report format is selected.

For example, the *Group By* field is set to destination node if querying by destination node for tabular reports. If querying by unit, the *Group By* field is automatically set to *"Unit Name"* and the *And By* field is set to *"Destination Node"* or "*Source Node*".

Interval

Specifies the interval(s) to be used to collect data for the report. Each day is divided into 48 thirty-minute intervals. The first interval begins at 00:00, the next at 00:30, and so on.

Each Meridian MAX on the network routinely tabulates data at the end of every interval and makes it available to the NAC. Therefore, the NAC does not generally have access to any data for the current interval, only for the previous intervals up to a pre-defined limit. The pre-defined limit is set by the system administrator in the Meridian MAX.

> ***Note:*** Due to the way that data is collected by the NAC, any data that may be available for the current interval is not complete and should not be used.

To report on a single previous interval, enter a negative number to indicate the number of intervals prior to the current interval. For example, enter **–3** to produce a report with information from the third interval prior to the current one.

To produce a report with data from a specific interval, enter the specific interval number or the time the interval started. The time can be entered in the 24-hour clock.

To select a range of intervals, type one of the above entries, followed by two periods (..), followed by another of the above entries. Make certain that both entries are of the same type (for example, two negative numbers, two interval numbers, or two interval start times). For example, enter **–3..–1** to produce a report on the information obtained over the past three intervals. Enter **10..28** to obtain a report on the data between the 10th and 28th intervals, inclusive. Make certain the first value is lower than the second value.

Leave this field blank to cover all the intervals.

Day

Specifies the day(s) to be used to collect data for the report. Each day begins at 00:00 and ends at 24:00.

A report cannot contain data for the current day until the day has ended. However, reports can contain data for the current day that has been gathered by a Meridian MAX node in a time zone where the day has already ended. For example, consider a supervisor in Los Angeles who wants a report on daily network trunk utilization. If this report is requested at 11 p.m. on March 25, it cannot contain the Los Angeles statistics for March 25 because they have not yet been tabulated. However, it can contain the statistics from a node in Toronto, where the day has ended and the daily statistics have been tabulated.

To produce a report with data from a previous day, enter a negative number representing the number of days before the current day. For example, enter **–3** if the report is to be printed on Monday and include information from the preceding Friday.

If the report is to use data from a specific date, enter the date using the format yy/mm/dd. The date must be entered. The month must be entered if it is different from the current month and if the year is specified. The year must be specified only if it is different from the current year. For example, enter **96/06/01** to use the information from June 1, 1996. Enter **06/01** to use the information from June 1 of the current year. Enter **1** for the first day of the current month and year. The NAC provides any information which is not entered, such as the current month and year.

To select a range of days, type one of the above entries, followed by two periods (..), followed by one of the above entries. For example, **96/06/01..96/06/07** produces a report from June 1, 1996 to June 7, 1996. Enter **–7..–1**, to produce a report covering the seven days prior to the current day. Make certain the first value is lower than the second value.

Leave the field blank to cover all the days.

Week

Specifies the week(s) to be used to collect data for the report. A week is seven days. The network administrator can specify the first day of the week using the function described in the “Time Frames Definition” section in the “Parameter Administration” chapter. It is recommended that all nodes should select the same day as the first day of the week to avoid misunderstanding a report.

Enter **0** to produce a report containing only the current week’s information.

If the report is to contain data from a previous week, enter a negative number representing the number of weeks before the current week. For example, enter **–3** to produce a report from the third week prior to the current one.

To produce a report for a specific week, enter a date from within that week using the format yy/mm/dd. The day must be specified. The month must be specified if it is different from the current month and if the year is specified. The year must be specified only if it is different from the current year. For example, enter **96/06/01** to use the information from the week that includes June 1, 1996. Enter **06/01** to use the information from the week that includes June 1 of the current year. Enter **1** to use the information from the week that includes the first day of the current month and year. The NAC provides any information which is not entered, such as the current month and year.

To select a range of weeks, type one of the above entries, followed by two periods (..), followed by one of the above entries. For example, enter **–3..0** to produce a report for the past four weeks (the previous three weeks plus the current week). Enter **96/01/01..96/06/01** to produce a report starting with the week that includes January 1, 1996, and ending with the week that includes June 1, 1996. Make certain the first value is lower than the second value.

Leave the field blank to cover all the weeks.

Month

Specifies the month(s) to be used to collect data for the report. NAC uses standard calendar months.

Enter **0** to produce a report using only the current month's information.

If the report is to use a previous month, enter a negative number representing the number of months before the current month. For example, enter **–3** to produce a report from the third month prior to the current one.

To produce a report for a specific month, enter a date from within that month using the format yy/mm. The month must be specified. The year is specified if it is not the current year. For example, enter **96/06** to use information from June 1996. Enter **06** to use information from June of the current year. The NAC provides the current year if it is not entered.

To select a range of months, type one of the above entries, followed by two periods (..), followed by one of the above entries. For example, enter **–3..0** to produce a report for the past four months (the previous three months plus the current month). Enter **96/01..96/06** to produce a report starting with January 1996, and ending with June 1996. Make certain the first value is lower than the second value.

Leave the field blank to cover all the months.

Period

Specifies the period(s) to be used to collect data for the report. A period is an arbitrary collection of days, which can be defined using the function described in the "Time Frames Definition" section in the "Parameter Administration" chapter.

Enter **0** if the report is to use only the current period's information.

If the report is to use a previous period, enter a negative number representing the number of periods before the current period. For example, enter **–3** to produce a report from the third period prior to the current one.

A date can also be entered.

To select a range of periods, type one of the above entries, followed by two periods (..), followed by one of the above entries. For example, enter **–3..0** to produce a report over the past four periods (previous three periods plus the current period). Enter **96/01/01..96/06/01** to obtain a report starting with the period including January 1, 1996, and ending with the period including June 1, 1996. Make certain the first value is lower than the second value.

Leave the field blank to cover all the periods.

Destination ACD-DN

Specifies the destination ACD-DN the report is to cover. This is the ACD-DN where calls are answered. It also represents the location where calls are transferred due to queue count overflow or time overflow.

Enter the defined name for the ACD-DN or the ACD-DN itself.

To select a range of destination ACD-DNs, type the lowest ACD-DN to be included, followed by two periods (..), followed by the highest ACD-DN. For example, enter **111-1111..555-5555** to produce a report on the destination ACD-DNs starting with ACD-DN 111-1111 and ending with the ACD-DN 555-5555. Make certain the first value is lower than the second value.

Leave the field blank to cover all the destination ACD-DNs.

Source Queue

Specifies the source ACD-DN/CDN the report is to cover. This is the ACD-DN/CDN where calls are initially routed and then rerouted due to queue-count overflow or time overflow.

If a report contains trunk statistics, the source queue is an ACD-DN or CDN. For any other report, the source queue is only an ACD-DN.

Enter the defined name for the ACD-DN/CDN or the ACD-DN/CDN itself.

To select a range of source queues, type the lowest ACD-DN/CDN to be included, followed by two periods (..), followed by the highest ACD-DN/CDN. For example enter **111-1111..555-5555** to produce a report on the source ACD-DNs starting with ACD-DN 111-1111 and ending with the ACD-DN 555-5555. Make certain the first value is lower than the second value.

Leave the field blank to cover all the source ACD-DNs/CDNs.

Destination Node

Specifies the destination node the report is to cover. The destination node is the node where calls are answered. Calls are also transferred into this node. This is due to queue-count overflow or time overflow.

To select a range of destination nodes, type the lowest node to be included, followed by two periods (..), followed by the highest node. For example enter **111..555** to produce a report on the destination nodes starting with node 111 and ending with the node 555. Make certain the first value is lower than the second value. Leave the field blank to cover all the destination nodes.

Source Node

Specifies the source node the report is to cover. The source node is the node where calls are initially routed. Calls are also rerouted out of this node. This is due to queue-count overflow or time overflow.

To select a range of source nodes, type the lowest node to be included, followed by two periods (..), followed by the highest node. For example enter **111..555** to produce a report on the source nodes starting with node 111 and ending with the node 555. Make certain the first value is lower than the second value. Leave the field blank to cover all the source nodes.

DNIS

Specifies the Dialed Number Identification Service (DNIS) number the report is to cover.

To select a range of DNIS numbers, type the lowest DNIS number to be included, followed by two periods (..), followed by the highest DNIS number. For example enter **1111..5555** to produce a report on the agents starting with DNIS number 1111 and ending with the DNIS number 5555. Make certain the first value is lower than the second value. Leave the field blank to cover all the DNIS numbers.

Route

Specifies the route the report is to cover.

To select a range of routes, type the lowest route to be included, followed by two periods (..), followed by the highest route. For example, enter **0..127** to produce a report on the routes starting with route 0 and ending with the route 127. Make certain the first value is lower than the second value. Leave the field blank to cover all the routes.

> ***Note:*** In Meridian MAX 4.3x, Routes 0 to 127 are used by the system. Route 255 is the internal route. In Meridian MAX 6, Routes 0 to 511 are used by the system. Route 9999 is the internal route.

Trunk

Specifies the trunk the report is to cover.

To select a range of trunks, type the lowest trunk to be included, followed by two periods (..), followed by the highest trunk. For example enter **1..127** to produce a report on the trunks starting with trunk 1 and ending with trunk 127. Make certain the first value is lower than the second value.

Leave the field blank to cover all the trunks.

Output Device

Directs the report to the VDT for previewing, or a selected printer for printing.

If the default printer option is selected for this field, the report is sent to the system default printer when the report is scheduled, or to the supervisor default printer when generated on an ad hoc basis. If a supervisor default printer is not assigned, the ad hoc report goes to the system default printer.

Press **[Report preview]** to view the report on the screen once it is ready. Refer to the “Report Preview” chapter for details on displaying a report.

Language of Report

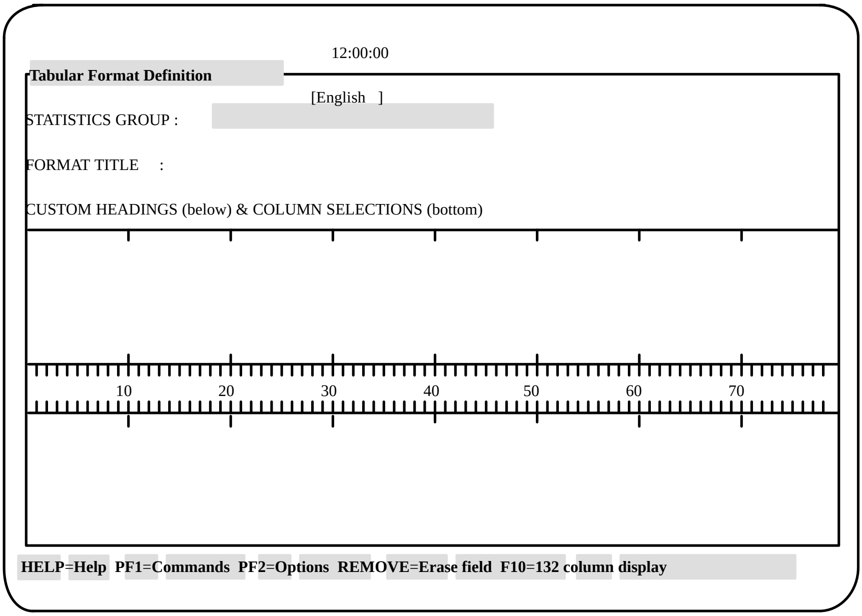
Determines the language used when the report is written and printed. This language may differ from the one specified in the square brackets, at the top right corner of the screen, which determines the language in which the report name is entered. Neither of these fields appear on a unilingual system.

Tabular Format Definition

The Tabular Format Definition feature defines new custom tabular report formats, or modifies existing ones. Only the system administrator can save a new public format.

The custom tabular formats defined here may be used in the Report Parameter Definition screen.

Figure 7-3
Initial Tabular Format Definition screen



Note: Refer to the “Creating a standard tabular report–an example” and “Creating a customized tabular report–an example” sections in this chapter for instructions on completing this screen.

Function keys

Help=Help

Provides information regarding a feature and its fields.

PF1=Commands

The following commands are available by pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the Network Report Definition submenu. Any changes, which have not been saved, are ignored.

- **Clear the form**

  Clears information from the screen leaving a blank screen.

- **Read an existing format**

  Displays an existing public or personal tabular format on the screen.

- **Undo changes to format**

  Returns a modified tabular format definition to its original state, providing the changes were not saved. The original definition is displayed on the screen.

- **Save as a new public format**

  Saves the information as a new public tabular format definition. This is only available to someone in network administrator mode.

  If an existing tabular format definition is changed, the original format is not altered. However, the modified format is saved under its new title.

- **Save as a new personal format**

  Saves the information as a new personal tabular format definition.

  If an existing tabular format definition is changed, the original format is not altered. However, the modified format is saved under its new title.

- **Overwrite an existing format**

  Overwrites the original data in a format with the modified entries. The system asks which format is to be overwritten. Any format, including the one on display, can be selected. This command is used when the original format is no longer required.

- **Delete an existing form**

  Removes an existing personal or public tabular format definition. This is only available to someone in network administrator mode.

PF1=Select no command
Removes the Commands pop-up from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Ends the editing process for a field. This field appears while a field is being edited.

PF3=Change field
Allows a column to be added or modified in the *Column Selections* field. This function key appears while the cursor is in the *Column Selections* field.

PF3=Finished
Indicates that no more columns are to added or modified in the *Column Selections* field. This function key appears after **[Change field]** is pressed while the cursor is in the *Column Selections* field.

F6=Increase width

Increases the width of a column. Pressing the key alone increases the width of the column by one character position. Typing a number prior to pressing the key increases the width by the number typed. This function key appears after **[Change field]** is pressed while the cursor is in the *Column Selections* field.

F7=Decrease width

Decreases the width of a column. Pressing the key alone decreases the width of the column by one character position. Typing a number prior to pressing the key decreases the width by the number typed. This function key appears after **[Change field]** is pressed while the cursor is in the *Column Selections* field.

F10=80 column display

Decreases the maximum number of characters displayed on a line from 132 to 80.

F10=132 column display

Increases the maximum number of characters displayed on a line from 80 to 132.

Insert Here=Insert

Inserts a column prior to the location highlighted by the cursor. This function key appears after **[Change field]** is pressed while the cursor is in the *Column Selections* field.

Delete=Delete column

Deletes the column highlighted by the cursor. This function key appears after **[Change field]** is pressed while the cursor is in the *Column Selections* field.

Fields

Statistics Group

Specifies the statistics group to be used with this report format. Any of the data fields corresponding to the selected statistics group can be selected in the *Column Selections* fields. Refer to the “Statistics groups” chapter for more information on statistics groups.

Format Title

Assigns a unique name to the format. This name should indicate the information provided in the report. A maximum of 40 characters is permitted.

Custom Headings

Specifies the column headings to appear in the report. Headings can be customized to replace the ones automatically provided with the column selections. Up to four lines can be used for column headings.

Column Selections

Provides the data fields to appear in the report. The available data fields are associated with the entry in the *Statistics Group* field. As many fields as room permits can be selected. For more information on these fields, refer to the “Statistics groups” chapter.

After a data field is selected, a string is displayed in the format line to show the format of the data. A sample of a few display formats are shown in the format line in Figure 7-5. Possible display formats are

aaa	a string of letters and numbers (usually indicating a name)
###	a number
%%%	a number expressed as a percentage
sss	a time in seconds
???	means that the final format depends on the values chosen as parameters. For example, the period on a report may be a time in hours and minutes.
mmm	a time in minutes
mm:ss	a time in minutes and seconds
hhh	a time in hours
hh:mm:ss	a time in hours, minutes and seconds
$.$$	a dollar amount

Most of these display formats are determined by the selected data field. However, the display format of a time data field can be changed by pressing **[Edit field]** and selecting the desired display format from the pop-up menu. Doing this may change the width of the column if the new format requires more space than the original.

Completing the columns

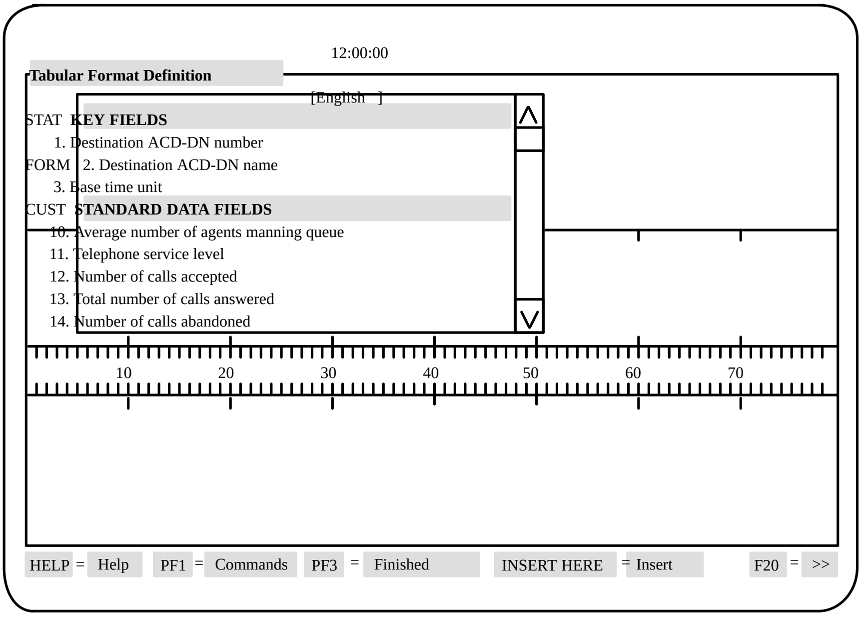
Follow this procedure to select fields for the columns:

1 Move the field selection bar to the *Column Selection* fields near the bottom of the screen.

2 Press **[Change field]**.

A pop-up window appears with a list of the key fields and standard data fields, which can be selected from the statistics group indicated in the Statistics Group field. This pop-up window is shown in Figure 7-4.

Figure 7-4
Choosing data fields



3 Move the cursor to a specific statistics group field in the pop-up window and press **{RETURN}**.

Each selected statistics group field appears in the Column Selections field. The format is highlighted in the format field, as shown in Figure 7-5.

The left-most column on the report should be a key field. A maximum of three key fields can be chosen.

Key fields control the arrangement of the data in the report. For an example, compare the report shown in "ACD-DN by activity code report" section with the report shown in the "Activity code by ACD-DN report" section. Both of these sections appear in the "Standard management reports" chapter. These reports have the same key fields—base time unit, ACD-DN, and *activity code—but use them in a different order.*

Any field from the statistics group can be chosen. The number of fields is limited by the maximum line width of 132 characters.

4 Repeat Step 3 until all the required statistics group fields are selected.

A statistics group field can only appear once in the Column Selection area. The field appears dimmed in the pop-up window after it has been selected to indicate that it has been used.

5 To increase the width of a column, move the cursor to a particular column and press **[Increase width]**.

Pressing the key alone increases the width of the column by one character position. Typing a number prior to pressing the key increases the width by the number typed.

Dots (.) are displayed in the format indicator area, above the column, for each character of increased width. In Figure 7-5, the width of the TSF% was increased by two to make the format easier to read. This is indicated by the two dots in the format indicator area. The Calls Answd was increased by two character spaces in anticipation of more than 99,999 calls in the report period.

*The width of a column determines the maximum number that can be displayed in the column. Any number requiring more space is shown as "***". By increasing the column width, these numbers can be properly displayed.*

6 To decrease the width of a column, move the cursor to a particular column and press **[Decrease width]**.

*This key is used in a similar fashion to **[Increase width]**. However, a column cannot be decreased below the minimum column width.*

7 To insert a column, position the cursor over an existing column and press **{INSERT}**.

The new column is inserted to the left of the cursor. The selected column also flashes slowly to indicate the insert mode.

8 Select a statistics group field from the pop-up window and press **{RETURN}**.

The statistics group field is inserted to the left of the selected column. The statistic group, which was chosen, also appears dimmed in the pop-up window indicating that it cannot be selected for another column in this definition.

9 To delete a column, position the cursor over the column to be deleted and press **{DELETE}**.

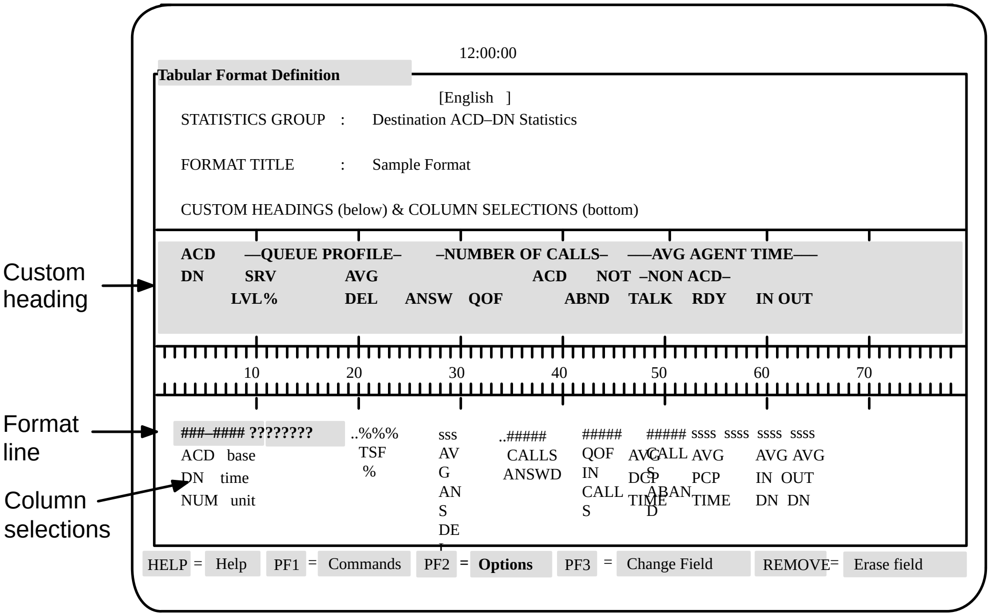
The column is deleted. The selected statistics group field no longer appears dimmed in the pop-up window. This indicates that it can be selected for another column.

10 Press **[Finished]** after all the fields have been selected and modifications completed.

The pop-up window disappears.

11 Press **[Commands]** and select an option to save the format.

Figure 7-5
Complete Tabular Format Definition screen



Creating a standard tabular report—an example

Follow this procedure to generate a standard tabular report:

1. Choose *"Network Report Definition"* from the main menu.
   The Network Report Definition submenu appears.
2. Chose *"Report Parameter Definition"* from the submenu.
   The Report Parameter Definition screen appears.
3. In the *Report Name* field, enter **Summarized ACD-DN Performance Report**.
4. In the *Use of Name* field, choose *"In menus and on reports"* from the [Options] menu.
5. In the *Style* field, choose *"Tabular"* from the [Options] menu.
   The Format, *Time Frame and Nodes* to Query *fields appear on the screen.*
6. In the *Format* field, choose *"Summarized ACD-DN Performance Report"* from the [Options] menu.
   Fields, which can be defined in the Report Ranges area, appear on the screen. In this case, the Destination ACD-DN field appears.

7 In the *Time Frames* field, choose *“Day”* from the [Options] menu.
The Day field is displayed under Report Ranges.

8 In the Nodes to Query field, choose “*By Destination Node*” from the [Options] menu.

The Nodes, Group By and And By fields appear. These fields can be ignored for this report.

9 In the *Day* field, enter **–1** (indicating the previous day).

*If, after generating the report, this does not provide enough data, enter **–7..–1**. This provides a week’s worth of data.*

10 Leave the *Destination ACD-DN* field blank to select all of the ACD-DNs.

11 In the *Output Device* field, choose a printer from the [Options] menu.

12 In the [Commands] menu, choose *“Print this report”*.

It may take several minutes to gather the data and create the report depending on the number of ACD-DNs on the node and the time interval chosen.

The number of pages depends on the the number of ACD-DNs on the Meridian MAX node.

Creating a customized tabular report—an example

Customized tabular reports can also be created through the Tabular Format Definition feature by specifying the statistics group, format title, custom headings and column selections.

This section is separated into two parts. Part 1 defines the report format. Part 2 defines the report parameters.

Part 1: Defining the format

1 Choose *"Network Report Definition"* from the main menu.
The Network Report Definition submenu is displayed.

2 Choose *"Tabular Format Definition"* from the submenu.
The Tabular Format Definition screen appears.

3 In the *Statistics Group* field, choose *"Destination ACD-DN Statistics"* from the [Options] menu.

4 In the *Format Title* field, enter **Answering Spectrum**.

5 Move the cursor bar to *Column Selection* area (the large field below the ruler).

6 Press **[Change field]** to start adding columns to the report.

A pop-up window appears displaying a list of the data fields associated with the name of the statistics group entered in the Statistics Group field.

7 Choose the following fields from the pop-up window:

— Destination ACD-DN number

— Destination ACD-DN name

The selected fields appear in the Column Selection area.

8 Scroll through the pop-up window until the following fields are displayed:

— Number answered in category 1

— Number answered in category 2

— Number answered in category 3

— Number answered in category 4

— Number answered in category 5

— Number answered in category 6

— Number answered in category 7

- — Number answered in category 8
- — Number answered in category 9
- — Number answered in category 10

9 Select these 10 fields so they also appear in the *Column Selection* area.

10 If an incorrect field is selected, press **[Delete column]** to remove it from the report.

11 Press **[Finished]** after all the fields are selected.
The pop-up window disappears.

12 Move the cursor bar to the *Custom Headings* field and press **[Edit field]**.

13 Enter the following custom headings:

ACD-DN NAME — Number of Calls answered in category ––

Use the space bar and ruler to align the headings over the appropriate columns. Remember that the display format string determines the width the headings may have.

14 Press **[End editing]** after the headings are finished.

15 From the [Commands] menu, choose *"Save as a new personal format"*.

If a report named "Answering Spectrum" already exists, enter a different name in the Format Title field. If the report is created successfully, the system displays the message: "A new tabular format definition has been created". This ensures that the tabular format is available for future use.

16 Choose *"Exit (without saving changes)"* from the [Commands] menu.

Part 2: Defining the parameters

Report parameters can be defined after the format is saved in Part 1.

Before proceeding, find the number of a valid node on the NAC. This can found on the following features:

- Network ACD-DN Queue Statistics Display
- Nodal Control DN Queue Statistics Display
- Network Configuration Control–View Miscellaneous Parameters
- Network Position Status Counts Display

Follow this procedure to define the parameters:

1 Choose *"Network Report Definition"* from the main menu.
The Network Report Definition submenu is displayed.

2 Choose *"Report Parameter Definition"* from the submenu.
The Report Parameter Definition screen is displayed.

3 In the *Report Name* field, enter **Answering Spectrum Report**.

4 In the *Use of Name* field, choose *"In menus and on reports"* from the [Options] menu.

5 In the *Style* field, choose *"Tabular"* from the [Options] menu.
The Format, TIme Frame, and Nodes to Query fields appear.

6 In the *Format* field, choose *"Answering Spectrum"* from the [Options] menu.

*This is the name assigned to the tabular format in Part 1. The name appears at the end of the list. Press **0**↓ to advance to the end of the list. Under Report Ranges, the system displays the fields which can be defined for this format. In this case, the Destination ACD-DN field appears.*

7 In the *Time Frames* field, choose *"Day"* from the [Options] menu.
The Day field appears in the Report Ranges.

8 In the *Nodes to Query* field, choose *"By Destination Node"* from the [Options] menu.
The Nodes, Group By, and *And By fields are displayed.*

9 In the *Nodes* field, enter the address of a node on the network.

10 Leave the *And By* field blank. Press **{RETURN}** to advance to the next field.

11 In the *Group By* field, *Destination Node* should already appear.

12 In the *Day* field, enter **–1** (for the previous day).

*If this does not provide enough data for the report, enter **–7..-1**. This provides a week's worth of data.*

13 Leave the *Destination ACD-DN* field blank to select all ACD-DNs.

14 In the *Output Device* field, choose a printer from the [Options] menu.

15 In the [Commands] menu, choose *"Print this report"*.

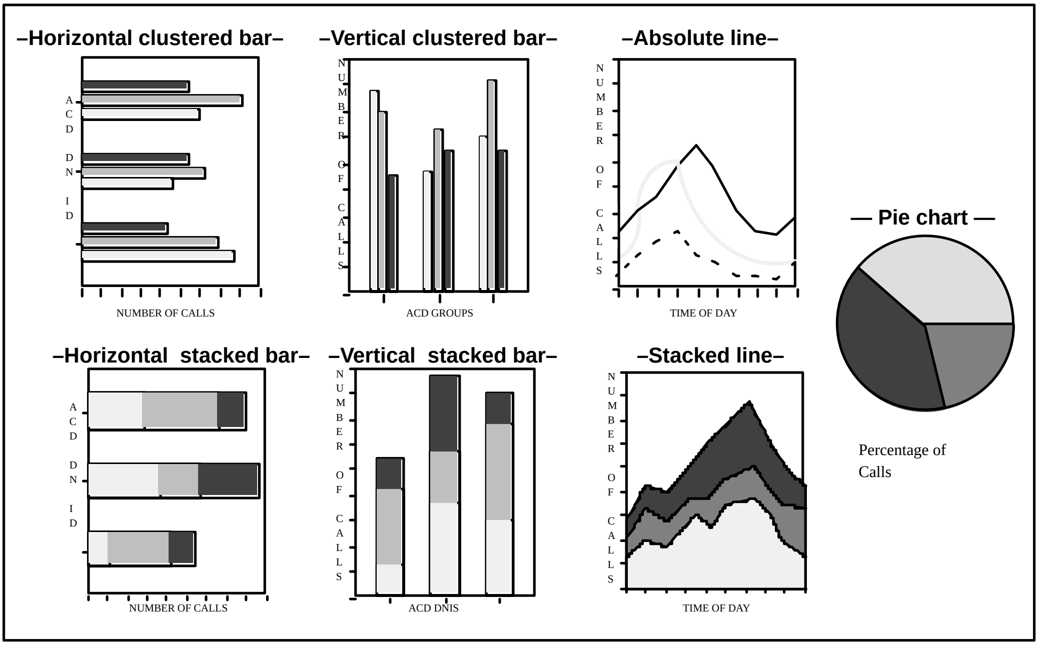
It may take several minutes to generate the report depending on the number of ACD-DNs on the node and the time interval chosen.

16 To save this report, select *"Save as a new personal report definition"* from the [Commands] menu.

Graphic Format Definition

The Graphic Format Definition feature defines new graphic report formats or modifies existing ones. The types of graphs supported by the NAC are shown in Figure 7-6.

Figure 7-6
Graph types supported by the NAC

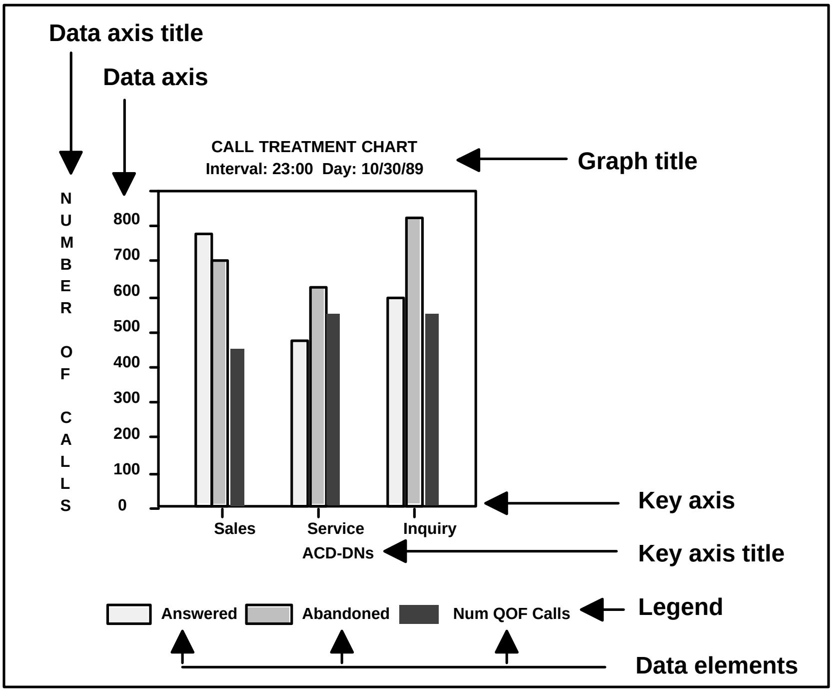


Graphs display numerical information visually. They can augment tables and text by demonstrating cycles, movements, and proportions at a glance. Graphic reports are created using data from any single statistical group. Seven different graph types can be created.

Graph terminology

A completed graph is provided in Figure 7-7 to illustrate the terms which apply to most of the graphic reports.

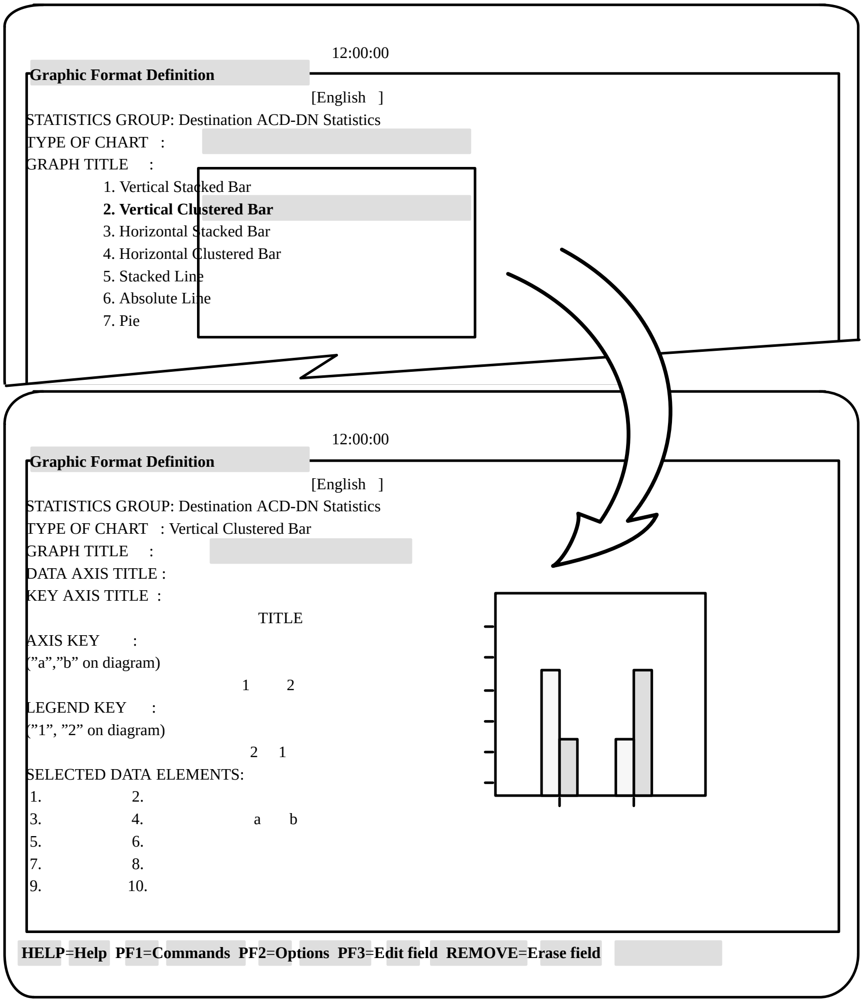
Figure 7-7
Graph terminology



Describing the screen

Different fields appear on the screen depending on the entries which are made.

Figure 7-8
Entering Graphic Format Definition screen



Note: Refer to the “Creating a graph—an example” section in this chapter for instructions on completing this screen.

Function keys

Help=Help

Provides information regarding a feature and its fields.

PF1=Commands

The following commands are available by pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the Network Report Definition submenu. Any changes, which have not been saved, are ignored.

- **Clear the form**

  Clears information from the screen leaving a blank screen.

- **Read an existing format**

  Displays an existing public or personal graphic format on the screen.

- **Undo changes to format**

  Returns a modified graphic format definition to its original state, providing the changes were not saved. The original definition is displayed on the screen.

- **Save as a new public format**

  Saves the information as a new public graphic format definition. This is only available to someone in network administrator mode.

  If an existing graphic format definition is changed, the original format is not altered. However, the modified format is saved under its new title.

- **Save as a new personal format**

  Saves the information as a new personal graphic format definition.

  If an existing tabular format definition is changed, the original format is not altered. However, the modified format is saved under its new title.

- **Overwrite an existing format**

  Overwrites the original data in a format with the modified entries. The system asks which format is to be overwritten. Any format, including the one on display, can be selected. This command is used when the original format is no longer required.

- **Delete an existing form**

  Removes an existing personal or public graphic format definition. This is only available to someone in network administrator mode.

PF1=Select no command
Removes the Commands pop-up from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Ends the editing process for a field.

PF3=Change field
Allows a data element to be added or modified in the *Selected Data Elements* fields. This function key appears while the cursor is in the *Selected Data Elements* fields.

PF3=Finished
Indicates that no more elements are to be added or modified in the *Selected Data Elements* fields. This function key appears after **[Change field]** is pressed while the cursor is in the *Selected Data Elements* fields.

Insert Here=Insert
Inserts a data element prior to the location highlighted by the cursor. This function key appears after **[Change field]** is pressed while the cursor is in the *Selected Data Elements* fields.

Remove=Delete selection

Deletes the data element highlighted by the cursor. This function key appears after **[Change field]** is pressed while the cursor is in the *Selected Data Elements* fields.

Remove=Erase field

Removes the contents of a field.

Fields

Statistics Group

Specifies the statistics group to be used with this report format. Any of the data fields corresponding to the selected statistics group can be selected in *Selected Data Elements* fields. Refer to the “Statistics groups” chapter for more information on statistics groups.

Type of Chart

Specifies the type of graph to be created. Refer to Figure 7-6 for a sample of these graphs. The options are:

- vertical stacked bar
- vertical clustered bar
- horizontal stacked bar
- horizontal clustered bar
- stacked line
- absolute line
- pie (this appears as a square, if shown on a VT220 or VT420 workstation)

Graph Title

Assigns a name to the graphic definition. Any sub-title is defined in the Report Parameter Definition feature. The graph title appears at the top of the graph. In Figure 7-7, the graph title is “Call Treatment Chart”.

Data Axis TItle

Provides a name to the axis of the dependent variable—data that changes with variations in the independent variables of the key axis. For vertical bar charts and line graphs, the data axis is the vertical axis. For horizontal bar graphs, it is the horizontal axis.

This is an optional field. However, interpretation of the graph is made simpler with its inclusion. The data axis title is “Number of Calls” in Figure 7-7.

This field does not appear for the pie graph.

Key Axis Title

Provides a name to the axis of the independent variable. This axis remains constant while the dependent variables of the data axis change. For vertical bar charts and line graphs, the key axis is the horizontal axis. For horizontal bar charts, it is the vertical axis.

This field is optional. However, interpretation of the graph is made simpler with its inclusion. The key axis title is “ACD-DNs” in Figure 7-7.

This field does not appear for the pie graph.

Axis Key

Specifies the field to be used to provide the primary breakdown of information along the key axis. The ACD-DN is used as the axis key in Figure 7-7. Options for selecting axis keys depend, in part, on the selected statistics group.

Axis keys are mandatory for all graph definitions except pie charts.

The NAC displays graphs on several screens if they have more axis key values than can fit on a single screen. Each screen is a complete graph, but the axis key values are different for each one.

Legend Key

Specifies the field or fields to be used to provide the secondary breakdown of information along the key axis. All graph types must have a legend key.

The same options are available for defining legend keys as there are for axis keys. However, a legend key must be different from an axis key. Data elements can be chosen as legend key.

The data elements, Calls Answered, Calls Abandoned, and Num QOF Calls, are used as the legend keys in Figure 7-7.

The legend keys are distinguished on the graph by different colors, shading, or types of lines. Up to seven colors, or shades can be used. Up to six types of patterns are also available. The available colors and patterns depend upon the output device. If more are needed, the original colors or patterns are repeated in the legend.

Selected Data Elements

Contains the data elements to be plotted on the graph. Up to 10 data elements can be selected per graph.

If more than one data field is chosen, the NAC requires that the data elements be used in an axis key or legend key. A data field can be used as either type of key but not both at the same time.

Creating a graph—an example

Graphic reports can be created by specifying the statistics group, graph type, titles, axis keys, legend keys, and data elements.

The following procedure describes how to create a graphic report, including a report parameter definition. The process for producing graphs is the same for all graph types, except for pie charts. Pie charts do not require a key axis or key axis title.

This section is separated into two parts. Part 1 defines the format and Part 2 defines the parameters.

Part 1: Defining the format

1. Choose *“Network Report Definition”* from the main menu.
   The Network Report Definition submenu appears.
2. Choose *“Graphic Format Definition”* from the Network Report Definition submenu.
   The Graphic Format Definition screen appears.
3. In the *Statistics Group* field, choose *“Destination ACD-DN Statistics”* from the [Options] menu.
4. In the *Type of Chart* field, choose *“Vertical Clustered Bar”* from the [Options] menu.
5. In the *Graph Title* field, enter **Answering Spectrum**.
6. In the *Data Axis Title* field, enter **Number of Calls**.
7. In the *Key Axis Title* field, enter **Destination ACD-DN**.

8 In the *Axis Key* field, choose *"Dst ACD-DN ID"* from the [Options] menu.

This indicates that the information on this graph is displayed by ACD-DN.

9 In the *Legend Key* field, choose *"Data Elements"* from the [Options] menu.

10 In the *Selected Data Elements* field, press **[Change field]**.

A pop-up window appears displaying the data fields available for the statistics group specified in the Statistics Group field.

11 Choose the following fields from the pop-up window:

— Number answered in category 1

— Number answered in category 2

— Number answered in category 3

— Number answered in category 4

— Number answered in category 5

— Number answered in category 6

— Number answered in category 7

— Number answered in category 8

— Number answered in category 9

— Number answered in category 10

If necessary, use the **[Insert here]** and **[Delete selection]** keys to correct the list.

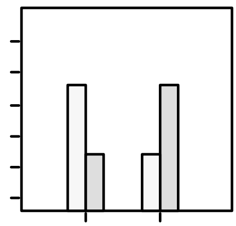
12 Press **[Finished]** after the fields are selected.

The pop-up window disappears. A sample of the completed Graphic Format Definition screen appears in Figure 7-9.

Figure 7-9
Completed Graphic Format Definition screen

```
                                                12:00:00
Graphic Format Definition
                                              [English   ]
STATISTICS GROUP: Destination ACD-DN Statistics
TYPE OF CHART   : Vertical Clustered Bar
GRAPH TITLE     : Answering Spectrum
DATA AXIS TITLE : Number of Calls
KEY AXIS TITLE  : Destination ACD–DN
                                          TITLE
AXIS KEY        :Dst ACD–DN ID
(”a”,”b” on diagram)
                                        1      2
LEGEND KEY      :Data Elements
(”1”, ”2” on diagram)
                                         2   1
SELECTED DATA ELEMENTS:
 1. Num Answ 1          2. Num Answ 2
 3. Num Answ 3          4. Num Answ 4             a     b
 5. Num Answ 5          6. Num Answ 6
 7. Num Answ 7          8. Num Answ 8
 9. Num Answ 9         10. Num Answ 10

HELP=Help  PF1=Commands  PF2=Options Delete=Erase field
```



13 From the [Commands] menu, select *“Save as a new personal format”*.

The message, “A new graph format definition has been created”, appears. This step ensures that the graph format is available for future use.

14 Choose “*Exit (without saving changes)*” from the [Commands] menu.

Part 2: Defining the parameters

The graph’s parameters can be defined after saving the format in Part 1.

Before proceeding, find the number of a valid node on the NAC. This can found on the following features:

- Network ACD-DN Queue Statistics Display
- Nodal Control DN Queue Statistics Display
- Network Configuration Control–View Miscellaneous Parameters
- Network Position Status Counts Display

Follow this procedure to define the parameters:

1 Choose *"Network Report Definition"* from the main menu.
The Network Report Parameter Definition submenu appears.

2 Choose *"Report Parameter Definition"* from the submenu.
The Report Parameter Definition screen appears.

3 In the *Report Name* field, enter **Answering Spectrum Graph.**

4 In the *Use of Name* field, choose *"In menus and on reports"* from the [Options] menu.

5 In the *Style* field, choose *"Graphic"* from the [Options] menu.
The Format, Time Frame, and *Nodes to Query fields appear.*

6 In the *Format* field, choose "*Answering Spectrum"* from the [Options] menu.

This is the name assigned to the graphic format in Part 1.

Under Report Ranges, the fields which can be defined for this format are displayed. In this case, the Destination ACD-DN field appears.

7 In the *Time Frames* field, choose *"Day"* from the [Options] menu.
Under Report Ranges, the Day field appears.

8 In the *Nodes to Query* field, choose *"By Destination Node"* from the [Options] menu.
The Nodes field appears on the screen.

9 In the *Nodes* field, enter the address of a node on the network.

10 In the *Day* field, enter **–1** (for the previous day).

If this does not provide enough data for the report, enter ***–7..-1****. This provides a week's worth of data.*

11 Leave the *Destination ACD-DN* field blank to select all ACD-DNs.

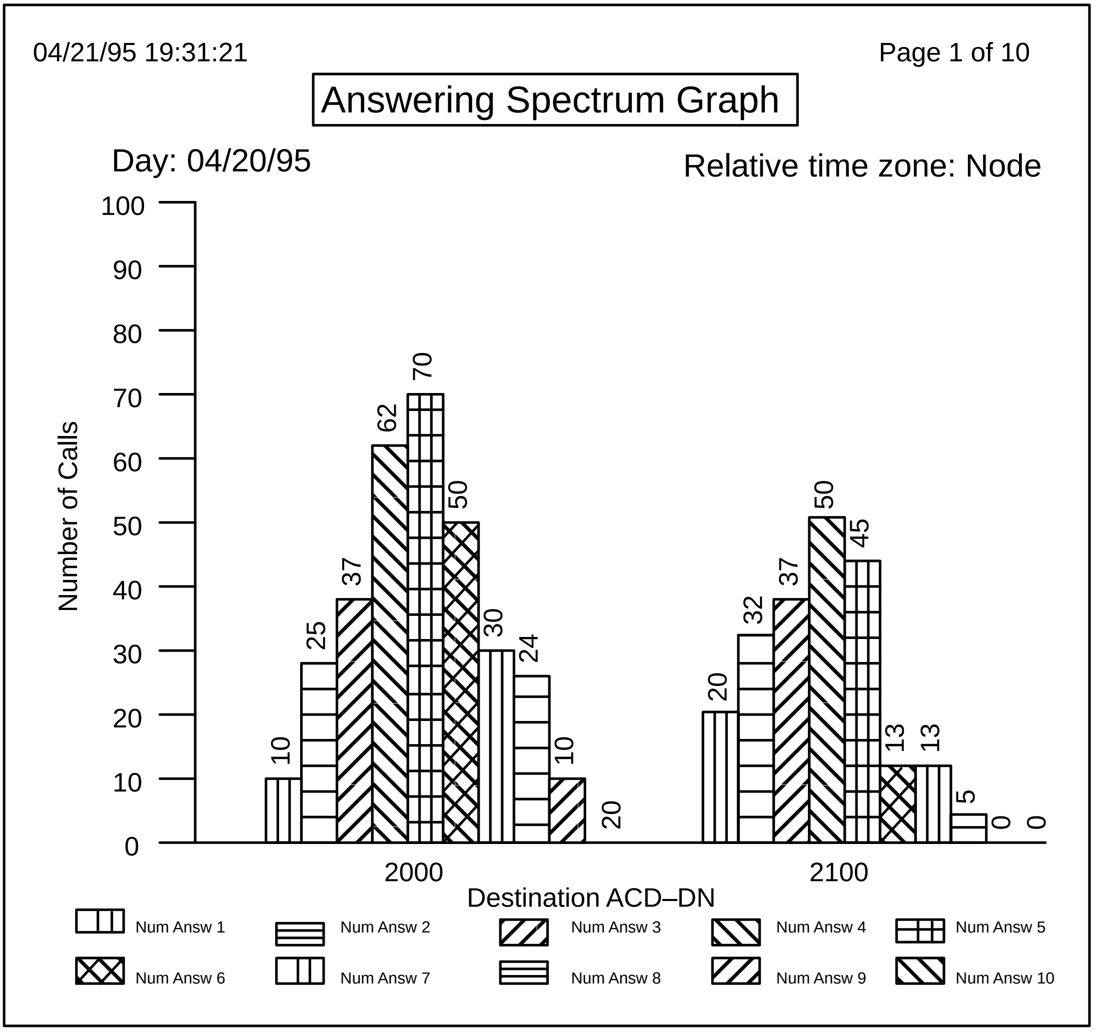
12 In the *Output Device* field, choose a printer from the [Options] menu.

13 In the [Commands] menu, choose *"Print this report"*.

It may take several minutes to generate a graph depending on the number of ACD-DNs on the node and the time interval chosen. The graph should look something like the graph in Figure 7-10. The number of pages depends on the number of ACD-DNs in the NAC.

14 To save this graph, select *"Save as a new personal report definition"* from the [Commands] menu.

Figure 7-10
Final graph



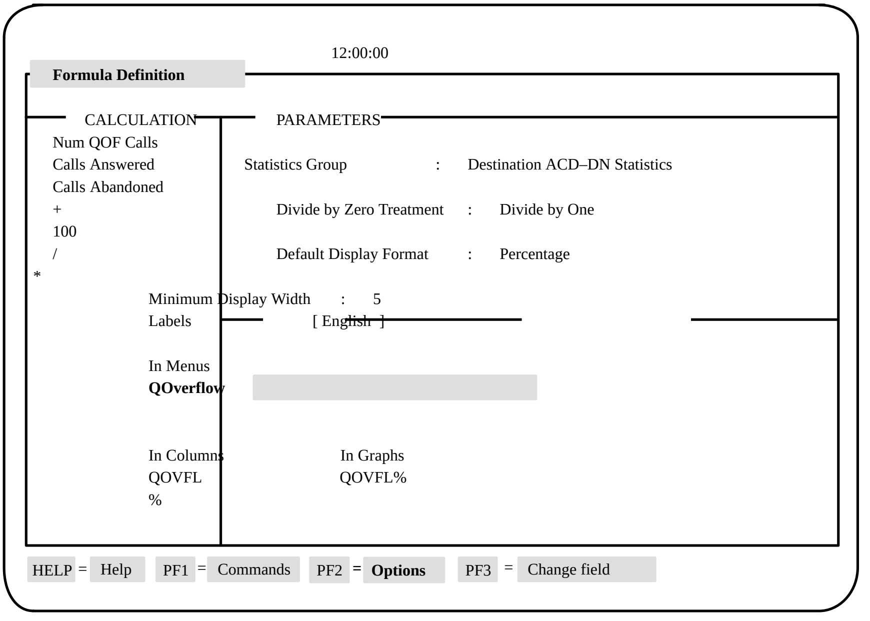
As shown in this example, the NAC supports six different patterns in its graph legends. The patterns are assigned in the same order as they are assigned to the graph legend boxes. If more than six patterns are required, the original patterns are repeated.

Formula Definition

The Formula Definition feature defines new formulae to use in the customized report formats. These formulae can be used in the same way that standard fields are used in the report formats. Text that appears in menus, column headings, or graph headings is also defined at this time.

The Formula Definition feature is only available in network administrator mode.

Figure 7-11
Formula Definition screen



Note: Refer to the "Creating a formula—an example" section in this chapter for instructions on completing this screen.

Function keys

Help=Help

Provides information regarding a feature and its fields.

PF1=Commands

The following commands are available pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the Network Report Definition submenu. Any changes, which have not been saved, are ignored.

- **Clear the formula**

  Clears all information from the screen.

- **Read an existing formula**

  Displays an existing public or personal formula definition from a pop-up window. The complete lists of public formulae are provided in the “Statistics groups” chapter.

- **Undo changes to formula**

  Returns a modified formula definition to its original definition, providing the changes are not saved. The original definition is displayed on the screen.

- **Save as a new formula**

  Saves the formula currently on display as a new public formula definition. Public definitions can be used by anyone working in network administrator mode (providing no one else is working on a public formula definition at that time).

  If an existing formula definition is changed, the original formula remains the same. Rather, the changed formula currently on display is saved under its new label. This ability saves time if modifications are required to a complex formula which is to be used again.

- **Overwrite an existing formula**

  Allows the original information to be overwritten with the modifications. This command is used when the original formula is no longer required.

- **Delete an existing formula**

  Deletes an existing personal or public formula (providing no one else is working on a public formula definition at that time).

PF1=Select no command

Removes the Commands pop-up from the screen.

PF1=Operator

Displays a pop-up window asking that an operator be entered.

This command only appears after **[Change field]** is used and before **[Edit done]** is selected.

One of the following operators can be entered:

- “ + ” (addition)
- “ – ” (subtraction)
- “ * ” (multiplication)
- “ / ” (division)
- “ MAX ” (maximum value)
- “ MIN ” (minimum value)

The MAX and MIN operators compare the values of two fields, the results of two calculations, or the value of a field and the result of a calculation. The MAX operator returns the largest value involved in the comparison. The MIN operator results in the smallest value involved in the comparison.

For example:

Calls Answered
Calls Abandoned
MIN

This compares the value of the *Calls Answered* field with the value of the *Calls Abandoned* field. The result of this calculation would be whichever value is the smallest.

Another example:

Ans Category 1
Ans Category 2
MAX
Ans Category 3
MAX
Ans Category 4
MAX

Ans Category 5
MAX
Ans Category 6
MAX
Ans Category 7
MAX
Ans Category 8
MAX
Ans Category 9
MAX
Ans Category 10
MAX

This compares the value of the *Ans Category 1* field with the value of the *Ans Category 2* field. The result of this calculation would be whichever value is the largest. The largest value is compared with the value of *Ans Category 3* to determine which is largest. The result would be compared to *Ans Category 4*, and so on. The final result of this formula would be the largest *Ans Category* field value.

PF2=Constant

Displays a pop-up window asking that a constant be entered. This may be any number. One of the most frequent uses for this command is calculating a percentage, where the constant '100' must be entered.

This command only appears after **[Change field]** is used and before **[Edit done]** is selected.

PF3=Change field

Edits the *Calculation* field.

PF3=Edit Done

Indicates that no more entries are required in the *Calculation* field. This command appears after **[Change field]** is selected.

Insert Here=Insert

Inserts a variable, constant, or operator between the entry above the selection bar and the entry in the selection bar. When this command is selected, the selection bar in the *Calculation* field slowly blinks between dim and bright. The **[Insert=Overwrite]** command appears when this command is activated.

Insert=Overwrite

Replaces the variable, constant, or operator in the selection bar with a different entry. When this command is selected, the selection bar in the *Calculation* field remains dimmed.

When this command is activated, **[Insert here]** appears. The **[Overwrite]** command automatically becomes active after **[Change field]** is executed.

{ ↑ } and { ↓ }

Controls the movement of the selection bar in the **Use which field?** pop-up. Use these keys to select the variables for the formula. Press **{RETURN}** to choose the variable that is selected. These keys appear after **[Change field]** is executed.

{→} and {←}

Controls the movement of the selection bar in the *Calculation* field. The left arrow key moves the selection bar towards the top of the field, while the right arrow key moves the selection bar towards the bottom of the field. These keys appear after **[Change field]** is executed.

Fields

Statistics Group

Specifies the statistics group to be used in the formula calculation.

Divide by Zero Treatment

Provides instructions to the NAC on the course of action to take whenever a ‘divide-by-zero’ calculation is made.

An error occurs if any number is divided by zero. However, two options are available:

- Force to zero
  Select this option to force the result of such a division to become zero. For example, division by zero can occur when there are no incoming calls. The average answering delay for any given period is equal to total answer delay/calls answered. If no calls were answered, this division results in a variable impossible to express. (Of course, total answer delay is also zero, but zero divided by zero still results in an error.) In cases like this, “*Force to zero*” can be selected since the average answering delay was effectively zero.

- Divide by one
  Select this option to replace the division by zero with division by one. This can be chosen for calculations like the ratio of calls abandoned to calls answered = calls abandoned/calls answered. If, in this example, no calls were answered during the report period, it would be desirable to show the ratio's value as all calls were abandoned. This is the same as dividing calls abandoned by one.

Default Display Format

Selects the default display format for the formula (for example, numeric, percentage, etc.). This can be changed in the Tabular Report Definition feature.

Minimum Display Width

Determines the minimum field width for the calculated result of the formula when it is used in a tabular format definition. Valid values are from three to nine, depending on the *Default Display Format* field. For instance, if the default display format is "hh:mm," the minimum display width must be at least five.

The display width of a field on a particular report can be increased and decreased in Tabular Report Definition, but it cannot be decreased beyond the minimum defined here.

Labels

Determines the text to be associated with the formula in menus, tabular reports, and graphic reports. The field in the top right corner of this section contains the language in which the labels are entered. This field does not appear on unilingual systems. An alternate language, which can appear on the labels, can be selected in this field.

In Menus

Defines the string that describes the formula in menus. These menus are used in the Tabular Format Definition and Graphic Format Definition modes. The maximum number of characters is 50.

In Columns

Provides the column heading that identifies the formula when selected in a tabular format definition. The width of this field is dependent on the *Minimum Display Width* field. However, up to four lines can be used. This heading can be changed when defining a custom tabular report.

In Graphs

Provides a short name for the formula to appear in the labels of graphic reports. The maximum number of characters is 12.

Calculation

Defines the arithmetic formula.

This field uses an engineering concept called ‘Reverse Polish Notation’ or ‘stack oriented math’. To add two numbers, for instance, enter both numbers followed by a plus (+) sign. Refer to the “Reverse Polish Notation (RPN)” section in this chapter for more information.

To edit this field, press **[Change field]**. The right {→} and left {←} arrow keys move the cursor from item to item within the formula.

To enter numbers or constants into the formula, press **[Constant]**. To enter an operator, like a plus (+) sign, press **[Operator]**. In both of these cases, the number or operator may be entered before or after pressing the function key. The fields may be chosen at any time from the pop-up menu, which appears when editing the *Calculation* field.

The fields used in Formula Definition are the same as those used to calculate the standard NAC statistics. Refer to the “Statistics groups” chapter for a complete description of the data fields.

Press the **[Edit done]** function key when the calculation is finished.

Reverse Polish Notation (RPN)

The *Calculation* field uses an engineering concept called "Reverse Polish Notation," or "Stack Oriented Math."

Rules for RPN

Two simple rules exist for RPN equations.

1 An RPN equation is created by listing the values and math symbols (operators) in a vertical line or stack. Enter the values and operators in the equation in the order you want the values to be calculated. In an equation you can add (+), subtract (–), multiply (*), and divide (/). The operators are placed below the values you want to calculate. For example, the equation 3+5 would appear in RPN as

3
5
+

2 The mathematical operators, +, –, *, and /, only work on the two values that come before it in the stack.

If you want to add 3 and 5 and then divide by 4, you would write out the equation on paper as (3+5)/4. The first calculation you want to perform is the addition of 3 and 5, and then divide that total by 4. The RPN equation would be entered as

3
5
+
4
/

The + operator adds the two values that come before it in the stack. In this example, 5 and 3 are added for a total of 8. The stack then reads:

8
4
/

The / operator divides 8 by 4, for a final answer of 2.

The order of the values is very important when you are subtracting or dividing values. If you enter values for these types of calculations in the wrong order, an incorrect value results.

In subtraction, always enter the original value first and then the value you want to subtract. For example, for 6 – 2, you would enter

6
2
–

In division, enter the number you want to divide first, then the number you want to divide by. For example, for 6/2, you enter

6
2
/

Note: You may want to write the equation in longhand, complete with brackets to identify calculations that need to be completed first. Brackets are not required for any RPN equation. This method helps to define the order in which the values and operators need to be entered before you enter them in the *Calculation* field.

A simple example

The following example shows how to compute (2+3)*4 in Reverse Polish Notation.

Note: In the examples, a ✓ has been placed beside the operators that have already been used in each step of the equation. This signifies which operators have been used.

Example 1 (2+3)*4

2
3
+
4
*

Step 1
Enter the values and operators in a vertical line or stack.
Ensure that the numbers and operators are in the proper order.

2
3 — 5
+√
4
*

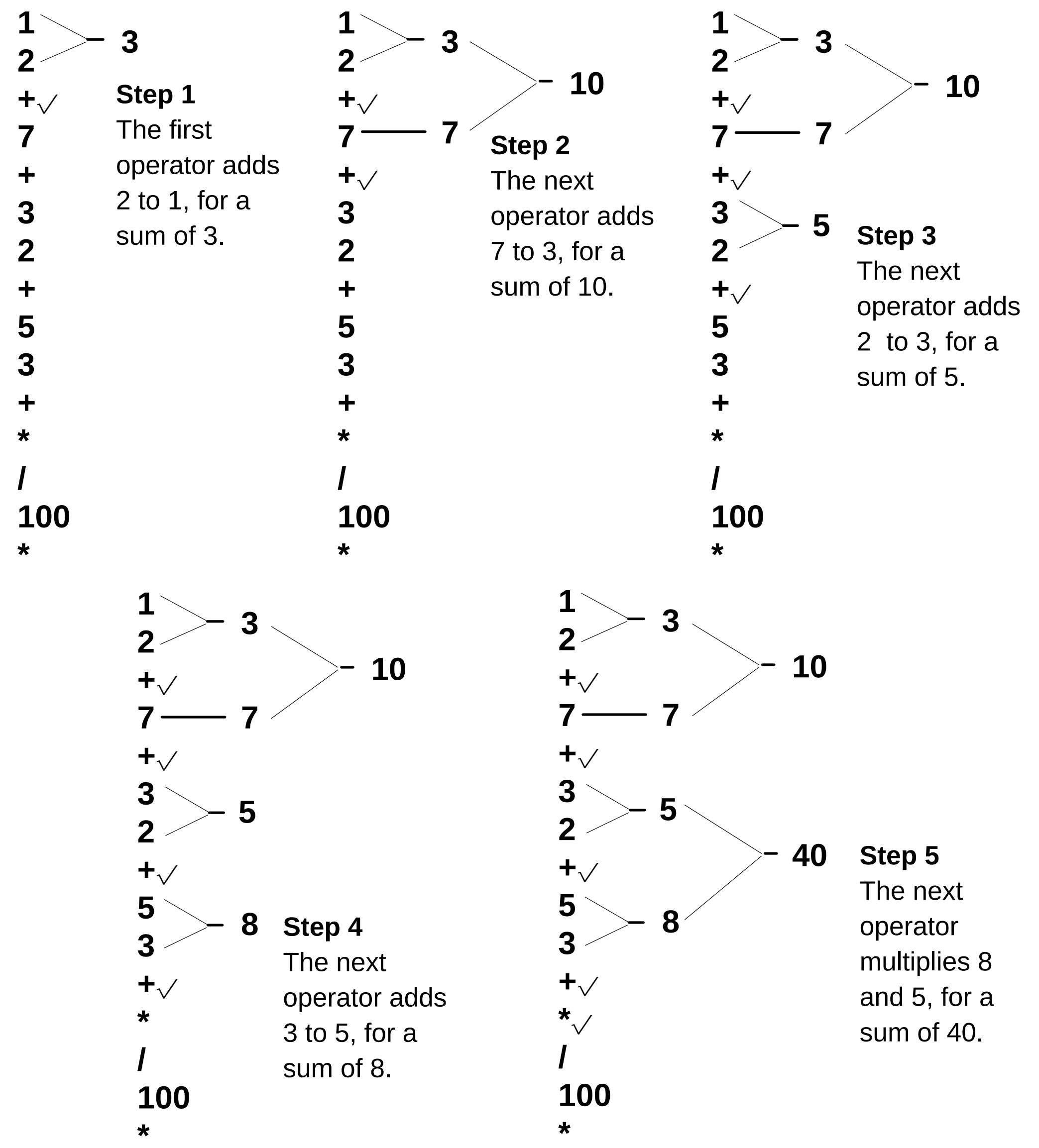
Step 2
The first operator, +, adds the two previous values, 3 and 2, for a sum of 5.

2
3 — 5
+√ — 20
4 — 4
*√

Step 3
The next operator, *****, multiplies the previous two values, 4 and 5, for a final answer of 20.

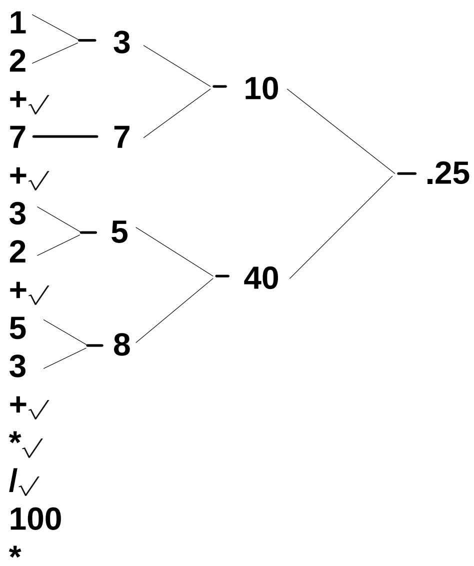
Note: In this example, a √ has been placed beside the operators that have already been used in each step of the equation. This signifies which operators have been used.

Example 2 ((1+2+7) /((3+2)*(5+3)))*100

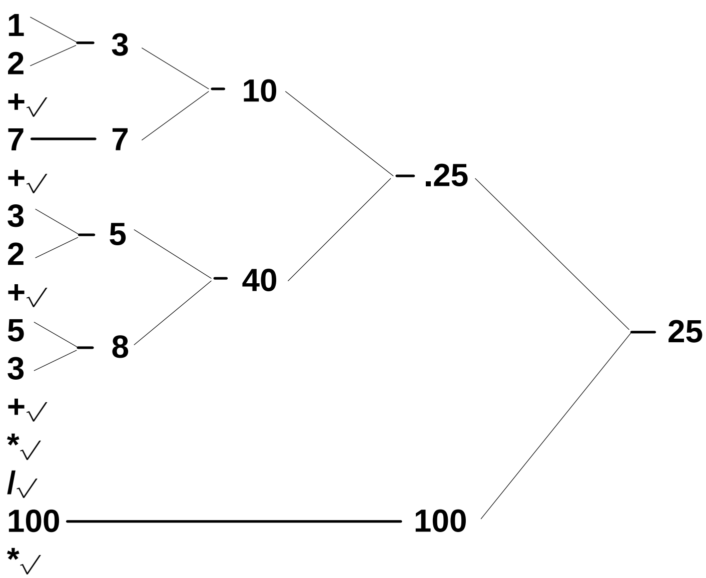


Note: In this example, a √ has been placed beside the operators that have already been used in each step of the equation. This signifies which operators have been used.

Example 2 (continued) ((1+2+7) /((3+2)*(5+3)))*100



Step 6
The next operator divides 10 by 40, for a result of .25.



Step 7
The next operator multiplies .25 by 100, for the final answer of 25.

Creating a formula—an example

The following procedure shows how to create a formula that can be used in custom reports or displays. The purpose of this example is to familiarize you with Reverse Polish Notation (RPN), and the different steps involved in generating a formula.

In this example, the percentage of all calls that queue overflowed into an ACD-DN is calculated. The following formula, QOverflow% is created:

$$\text{QOverflow\%} = \frac{\text{Num QOF Calls}}{\text{Calls Answered + Calls Abandoned}} \times 100$$

> ***Note:*** To achieve a percentage value, you must multiply an equation by 100.

Follow the procedure carefully the first time through, entering each field in the indicated order. Once you are familiar with the various fields and with RPN calculations, experiment by selecting a different statistics group or by editing an existing formula.

1 For the Statistics Group field, choose "*Destination ACD-DN Statistics*" (which is the default in this case) from the [Options] menu.

2 For the *Default Display Format* field, choose "Percentage" (which is the default in this case) from the [Options] menu.

3 For the *Minimum Display Width* field, enter 5.

This entry determines the width of the field to be used in report or display.

4 In the *In Menus* field, enter the Formula title: **QOverflow**

5 Move the cursor bar to the *In Columns* field, press [Edit Field], enter:

QOVFL
%

and press [End editing] to exit edit mode.

6 In the *In Graphs* field, enter:

QOVFL%

Refer to Figure 7-11 to review the Formula Definition screen.

Editing the formula

1 Select the *Calculation* field, and press **[Change Field**] to enter the formula.

2 Select “*Num QOF Calls*” from the menu of available data fields.

3 Select “*Calls Answered*”.

4 Select “*Calls Abandoned*”.

5 Press **[Operator]** and enter **+**.

6 Press **[Operator]** and enter ***/***.

7 Press **[Constant]** and enter **100**.

8 Press **[Operator]** and enter *****.

9 Press **[Edit Done]** to exit the calculation field.

The equation in the *Calculation* field would appear as

Num QOF Calls
Calls Answered
Calls Abandoned
+
100
/
*

Example 3

$$\frac{\text{Num QOF Calls}}{\text{Calls Answered + Calls Abandoned}} * 100$$

Number QOF Calls
Calls Answered
Calls Abandoned
+✓
/
100
*****

X

Step 1
The first operator, +, looks for the two values that come before it, Calls Answered and Calls Abandoned, and adds them together. The result of this calculation is X.

Number QOF Calls
Calls Answered
Calls Abandoned
+✓
/✓
100
*****

X **Y**

Step 2
The next operator, /, looks for the two values that come before it, Number QOF Calls and X. The operator divides Number QOF Calls by X. The result of this calculation is Y.

Number QOF Calls
Calls Answered
Calls Abandoned
+✓
/✓
100
*****✓

X **Y** **Z**

Step 3
The next operator, *****, looks for the two values that come before it, Y and the constant of 100, and multiplies them. The final answer is Z.

Note: In this example, a ✓ has been placed beside the operators that have already been used in each step of the equation. This signifies which operators have been used.

Spectrum Definition

The Spectrum Definition feature defines categories into which incoming calls are placed, based on the delay experienced by the call. This feature is only available in the network administrator mode.

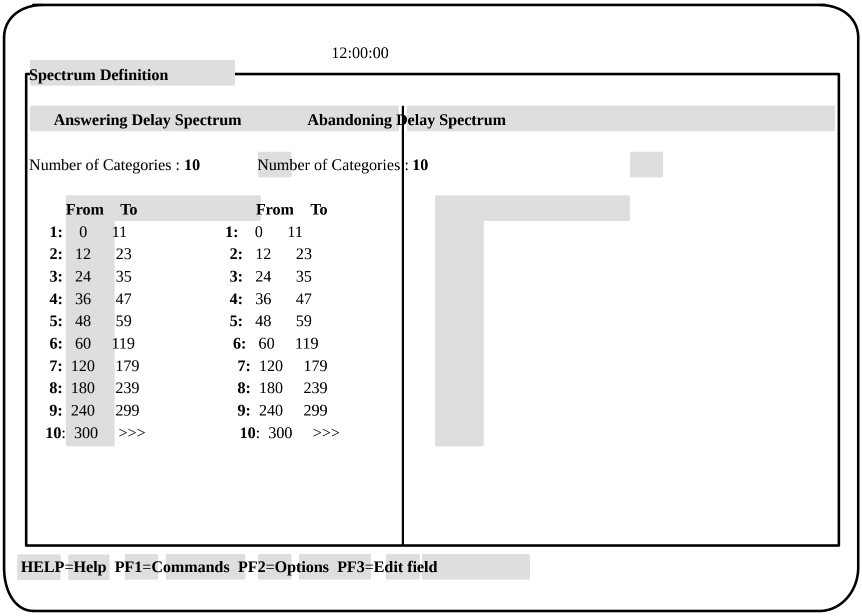
Up to 10 categories can be defined for each of the answering and abandoning spectrums. Each category represents a range of time. All categories are measured in seconds.

Whenever a call is answered/abandoned, the appropriate spectrum is compared to the time it took for the call to be answered/abandoned. Each category in the spectrum keeps track of the number of calls that were answered/abandoned during the range of time covered by the category.

These spectrums are used in the ACD-DN and CDN Delay Before Answering and Delay Before Abandoning reports. The individual categories are also available for custom reporting in the Destination ACD-DN statistics group.

> ***Note:*** This spectrum definition should match the spectrum definition used at the nodal sites. Each nodal site must also have matching spectrum definitions. If all the definitions do not match, inaccurate data may be gathered in the reports.

Figure 7-12
Spectrum Definition screen


12:00:00

Spectrum Definition

Answering Delay Spectrum **Abandoning Delay Spectrum**

Number of Categories : **10** Number of Categories : **10**

	From	To		From	To
1:	0	11	**1:**	0	11
2:	12	23	**2:**	12	23
3:	24	35	**3:**	24	35
4:	36	47	**4:**	36	47
5:	48	59	**5:**	48	59
6:	60	119	**6:**	60	119
7:	120	179	**7:**	120	179
8:	180	239	**8:**	180	239
9:	240	299	**9:**	240	299
10:	300	>>>	**10:**	300	>>>

HELP=Help PF1=Commands PF2=Options PF3=Edit field

Function keys

Help=Help

Provides information regarding a feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the Network Report Definition submenu. Any changes, which have not been saved, are ignored.

- **Clear the form**

  Clears the information from the screen.

- **Read the saved spectrums**

  Displays the spectrums as they were when last saved.

- **Save changes**

  Saves the changed spectrums currently on display. The previous information is replaced by the changed information.

PF1=Select no command
Removes the Commands pop-up from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Ends the editing process for a field.

Insert Here=Insert
Allows a character to be entered into a field. This function key appears after **[Edit field]** is pressed.

Insert Here=Overwrite
Overwrites a character in a field. This function key appears after **[Edit field]** is pressed.

Remove=Erase field
Removes the entry in a field. This function key appears after **[Edit field]** is pressed.

Fields

Answering delay spectrum
Assists in determining when incoming calls are answered.

Each call is timed from the second it arrives to the second it disconnects from the system. Furthermore, the system monitors the amount of time different call activities take.

The answering delay is the amount of time that passes between the time the call arrives at the ACD-DN or CDN queue and the time the same call is answered by an agent. The Answering Delay Spectrum is a group of categories. Each category represents a different period of time measured in seconds. The system keeps track of the number of calls answered during the period of time of each category.

When a call is answered, the answering delay (measured in seconds) is compared to each category's period of time. When the system finds the category whose span of time includes the answering delay for the call, the system increments that category's count by one.

Abandoning delay spectrum

Assists in determining when incoming calls are abandoned.

Each call is timed from the second it arrives to the second it disconnects from the system. Furthermore, the system monitors the amount of time different call activities take.

The abandoning delay is the amount of time that passes between the time the call arrives at the ACD-DN or CDN queue and the time the same call is abandoned by the caller. The Abandoning Delay Spectrum is a group of categories. Each category represents a different period of time measured in seconds. The system keeps track of the number of calls that were abandoned during the period of time of each category.

When a call is abandoned, the abandoning delay (measured in seconds) is compared to each category's period of time. When the system finds the category whose span of time includes the abandoning delay for the call, the system increments that category's count by one.

Number of Categories

Controls the number of categories within the Answering Delay Spectrum and Abandoning Delay Spectrum. The more categories which are defined, the more detailed the reports can be. Up to 10 categories can be defined.

From

Controls the start time for each defined category. The start time for the first category is predefined as 0, and cannot be changed. The start time of each category cannot be less than the start time of the preceding category.

The first category always starts with the time the call arrived (for example, 0 seconds). The second category can start with a time between two seconds and 600 seconds, after the call arrived.

To enter a start time within the range of two to 60 seconds (inclusive), the start time must be evenly divisible by two (for example, two, four, six, etc.). To enter a start time within the range of 60 to 300 seconds (inclusive), the start time must be evenly divisible by 10 (for example, 60, 70, 80, etc). To enter a start time that is greater than 300 seconds, the start time must be evenly divisible by 60 (for example, 300, 360, 420, etc). A start time greater than 600 seconds cannot be entered.

To

Sets the end time of a category. This field cannot be directly controlled by the user. The system automatically sets the value for this field to one second less that the start time of the following category. This prevents gaps of time from appearing in the spectrum. There is no end time for the last category in the spectrum.

Report Preview

The Report Preview feature allows the report most recently generated from the workstation to be displayed on the screen. The parameters, used to create the report, can also be viewed.

Accessing this feature

This feature can be accessed from the main menu or the Report Parameter Definition feature (described in the “Network Report Definition” chapter). To preview a report from the Report Parameter Definition feature, “*VDT*” must be selected in the *Output Device* field.

Screen messages

Several messages appear on the screen if a report is previewed from the Report Parameter Definition feature. These messages include:

- Report Pending
  Indicates that the requested report is being generated.
- Report Ready
  Indicates that the report is ready to be displayed. Press **[Report Preview]** to display the report on the screen.
- Report Failed
  Indicates that a problem occurred while the report was being prepared.

The following line appears near the bottom left of the screen to indicate which portion of the report is on display:

Line nn of mm

The value, **nn**, represents the line at the top of the screen and **mm** is the total number of lines in the report.

Figure 8-1
Previewing tabular report

12:00:00

Tabular Report Preview

Summarized ACD–DN Performance Report
Interval Report

Northern Telecom Date: 11/15/96 Time: 11:20:45
Intervals: All Days: All Relative time zone: Node

ACD–DN	INTVL	—QUEUE PROFILE–				–NUMBER OF CALLS–			——AVG AGENT TIME—			
		SRV LVL%	AVG DEL SEC	DEL–ANN 1ST	2ND	ANSW	OVFL	ABND	ACD IN SEC	NOT TALK SEC	TDY SEC	–NON ACD– IN OUT SEC
	15:30	0	0	0	0	0	0	1	0	22	44	52
	16:00	0	0	0	0	0	0	0	0	0	0	82
	16:30	0	0	0	0	0	0	0	0	0	0	941
	17:00	0	0	0	0	0	0	0	0	0	0	1800
	17:30	0	0	0	0	0	0	0	0	0	0	1800
	18:00	0	0	0	0	0	0	0	0	0	0	1800
	18:30	0	0	0	0	0	0	0	0	0	0	1800
	19:00	0	0	0	0	0	0	0	0	0	0	1800
	19:30	0	0	0	0	0	0	0	0	0	0	0
	20:00	0	0	0	0	0	0	0	0	0	0	0
	20:30	0	0	0	0	0	0	0	0	0	0	0

[Line 1 of 1]

HELP = Help PF1 = Exit REMOVE= Delete F6 = Print F7 = View parameters F20 = >>

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Exit

Returns the system to the previous screen or the main menu.

Remove=Delete

Deletes this report from the system and redisplays the previous screen or main menu.

F6=Print

Prints the report.

F7=View parameters

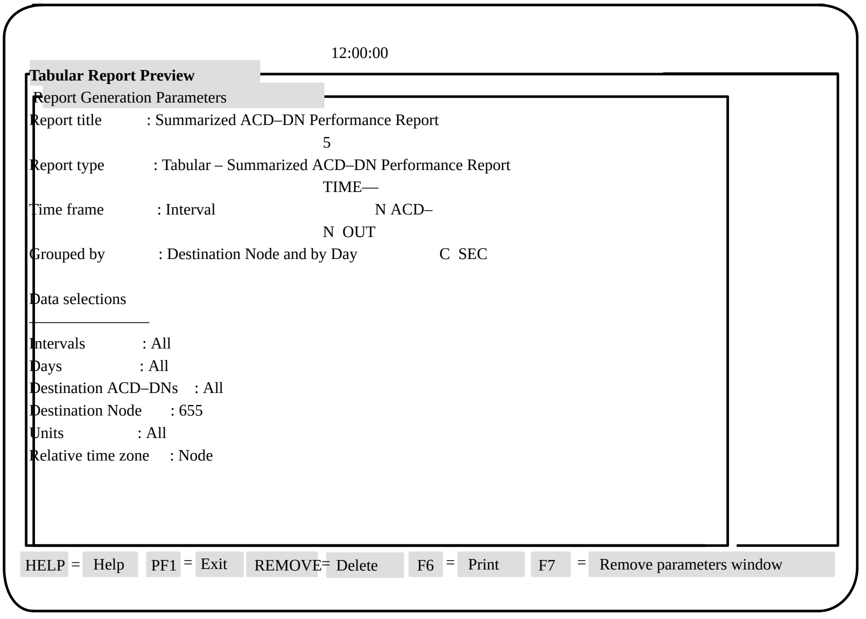
Displays the parameters used to generate the report. Figure 8-2 shows the Report Preview screen while this function is in operation.

F7=Remove parameters window
Closes the parameters window.

F8=80 column display
Decreases the maximum number of characters displayed on the screen from 132 to 80. This function key only appears if the report is being viewed in a 132-column format.

F8=132 column display
Increases the maximum number of characters displayed on the screen from 80 to 132. This function key only appears if the report is being viewed in an 80-column format, and the report is greater than 80 columns in width.

Figure 8-2
Viewing parameters



Network System Reports

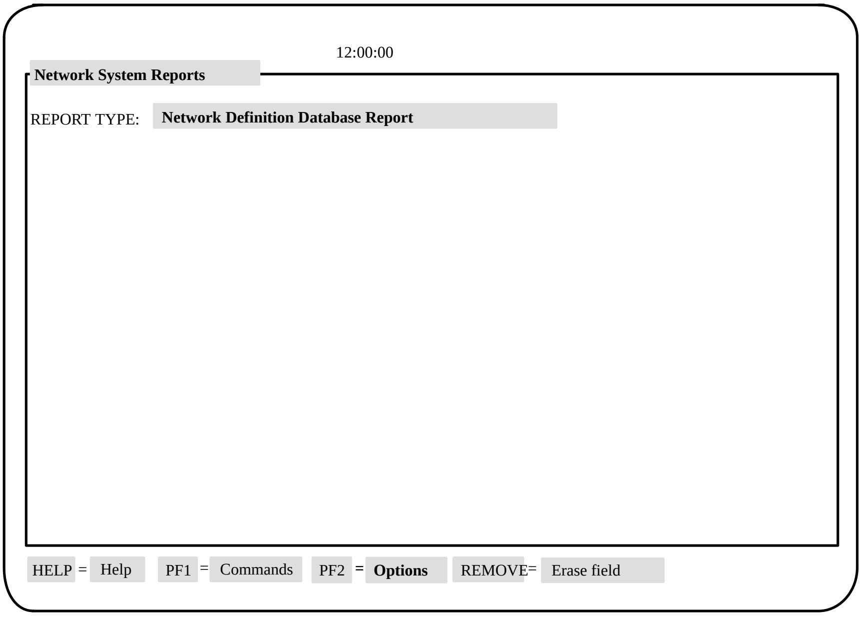
The Network System Reports feature provides reports to describe the current state of the NAC. It also provides reports on data defined through the Parameter Administration feature.

These reports are available at any time, and can be printed but not displayed. They cannot be modified through the Network Report Definition feature. These reports are sent to the default tabular printer.

Accessing this feature

To access this feature, select the *"Network System Reports"* option on the main menu.

Figure 9-1
Network System Reports screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit**
  Returns the system to the main menu.
- **Clear the form**
  Removes data from the screen.
- **Print this report**
  Prepares and sends the report to the printer.

PF1=No selection

Removes the Command pop-up window from the screen.

PF2=Options
Provides a list of reports which can be printed.

PF2=Select no option
Removes the Options pop-up window from the screen.

Remove=Erase field
Removes the contents of a field.

Fields

Report Type
Provides the name of the type of report to be printed. The report types include:

- Network Definition Database Report
- Personnel Database Report
- Supervisor Database Report
- NACD-DN/CDN Database Report
- Threshold Definition Database Report
- Period Definition Database Report

A report type can be selected directly from the list which appears after **[Options]** is pressed. Another method is to find the number corresponding to the report type in the Options pop-up window and enter it in this field. For example, enter **1** to print the Network Definition Database Report, **2** for the Personnel Database Report, etc. Both methods cause the name of the selected report type to appear in the field.

Other fields may appear on the screen depending on which report type is selected. These fields are described in this chapter.

After the fields are completed, the report type can be printed using the "*Print this report*" option in the [Commands] pop-up window.

Network Definition Database Report

The Network Definition Database Report option prints the information contained in the network definition database. This information is entered through the Network Definition feature, described in the “Parameter Administration” chapter.

Figure 9-2
Network Database Report

```
                 NETWORK DATABASE REPORT                    PAGE  1
Northern Telecom                           Date: 03/11/96  Time: 10:40

 NODE                 SHORT  TIME    NODE  RELEASE  NETWORK
 ADDR  NODE NAME              NAME   ZONE   TYPE   NUMBER    COMMUNICATION
--------------------------------------------------------------------------

  213  New York City    NYC     0.0    MAX     6.08    ENABLED
  416  Salt Lake City   SLC    –2.0    MAX     6.08    ENABLED
  129  Los Angeles       LA    –3.0    MAX     6.08    ENABLED
  766  Toronto          TOR     0.0    MAX     6.08    DISABLED
```

Personnel Database Report

The Personnel Database Report option prints the information stored in the personnel database. This information is entered through the Personnel File Definition feature, defined in the “Parameter Administration” chapter.

Fields

Selected Personnel Number(s)

Enter the personnel number(s) to appear on the report. This field appears if **Personnel Database Report** is entered in the *Report Type* field.

The information in the *Selected Personnel Number(s*) field can be entered in one of the three formats:

- NNNN

  Enter a single personnel number (up to four digits) to produce a report for one person.

- FFFF . . NNNN

  Enter a range of personnel numbers, with the lowest and highest values separated by two periods (. .). This produces a report that lists all personnel starting with the lowest number (FFFF) and ending with the highest number (NNNN).

- {ENTER}

  Leave the field blank to produce a report covering all personnel numbers defined in the database.

Figure 9-3
Personnel Serial Number Database Report

PERSONNEL SERIAL NUMBER DATABASE REPORT Page 1

Northern Telecom Date: 03/11/96 Time: 10:40

PERSONNEL SERIAL NUMBER	EMPLOYEE NAME		COMMENT
1	A.	Roy Schulze	Shift 1 Admin.
2	B.	Mary Tremain	Shift 2 Admin.
3	C.	Zvi Gilbert	Shift 1 Node 1
4	D.	Allan Herman	Shift 1 Node 2
5	E.	P.J. Wetmann	Shift 1 Node 3
6	F.	Graeme Murray	Shift 1 Node 4
7	G.	Jen Hamilton	Shift 2 Node 1
8	Z.	Ben Anna	Shift 2 Node 2
9	Y.	Carmen San Diego	Shift 2 Node 3
10	X.	Klaas Noordhuis	Shift 2 Node 4
11	W.	Anne Silva	Shift 1 Node 5
12	V.	Sureyya Seker	Shift 2 Node 5

Supervisor Database Report

The Supervisor Database Report prints the information stored in the supervisor database. This information is entered through the Supervisor Definition feature, defined in the "Parameter Administration" chapter.

Fields

Selected Supervisor(s)

Enter the network supervisor ID(s) to appear on the report. This field appears if **Supervisor Database Report** is entered in the *Report Type* field.

The information in the *Selected Supervisor(s*) field can be entered in one of the three formats:

- NNNN

  Enter a single network supervisor ID (up to four digits) to produce a report for one supervisor.

- FFFF . . NNNN

  Enter a range of network supervisor IDs, with the lowest and highest values separated by two periods (. .). This produces a report that lists all supervisors starting with the lowest number (FFFF) and ending with the highest number (NNNN).

- {ENTER}

  Leave the field blank to produce a report covering all network supervisors defined in the database.

Figure 9-4
Network Supervisor Database Report

```
                NETWORK SUPERVISOR DATABASE REPORT          Page  1


Northern Telecom                      Date: 03/11/96  Time: 10:41

==============================================================================
NETWORK SUPERVISOR ID :    1
______________________________________________________________________
  PERSONNEL NUMBER    :    1
  LANGUAGE            : ENGLISH

  STATS UPDATE RATE    : 10          DN DISPLAY       : NUMBERS
  DISPLAY STYLE        : NUMERIC     DISPLAY NAME     : DISABLED
  ACD-DN DISPLAY PAGE  : 1
  CDN DISPLAY PAGE     : 1

  PROFILE MAINT        : ENABLED
  REMOTE SPV LOGIN     : ENABLED     NETWORK ADMIN    : DISABLED
  NTWK REPORT DEFN     : ENABLED     PARAMETER ADMIN  : DISABLED
  SYSTEM REPORTS       : ENABLED     SCHEDULE DEFN    : DISABLED
  NTWK CONFIG CNTRL    : ENABLED
  LIST MANAGEMENT      : ENABLED
  SPV. MESSAGING       : ENABLED


==============================================================================
NETWORK SUPERVISOR ID :    2
______________________________________________________________________
  PERSONNEL NUMBER    :    2
  LANGUAGE            : ENGLISH

  STATS UPDATE RATE    : 10          DN DISPLAY       : NUMBERS
  DISPLAY STYLE        : NUMERIC     DISPLAY NAME     : ENABLED
  ACD-DN DISPLAY PAGE  : 1
  CDN DISPLAY PAGE     : 1

  PROFILE MAINT        : ENABLED
  REMOTE SPV LOGIN     : ENABLED     NETWORK ADMIN    : ENABLED
  NTWK REPORT DEFN     : ENABLED     PARAMETER ADMIN  : ENABLED
  SYSTEM REPORTS       : ENABLED     SCHEDULE DEFN    : ENABLED
  NTWK CONFIG CNTRL    : ENABLED
  LIST MANAGEMENT      : ENABLED
  SPV. MESSAGING       : ENABLED
```

NACD-DN/CDN Database Report

The NACD-DN/CDN Database Report prints the current information stored in the NACD-DN/CDN database. This information is entered through the NACD-DN/CDN Definition feature, defined in the “Parameter Administration” chapter.

Fields

Selected NACD-DN(s)/CDN(s)

Enter the NACD-DN(s)/CDN(s) to appear on the report. This field appears if **NACD-DN/CDN Database Report** is entered in the *Report Type* field.

The information in the *Selected NACD-DN(S)/CDN(S)* field can be entered in one of the three formats:

- NNNN

  Enter a single NACD-DN/CDN (up to 10 digits) to produce a report for one NACD-DN/CDN.

- FFFF . . NNNN

  Enter a range of NACD-DNs/CDNs, with the lowest and highest values separated by two periods (. .). This produces a report that lists all NACD-DNs/CDNs starting with the lowest number (FFFF) and ending with the highest number (NNNN).

- {ENTER}

  Leave the field blank to produce a report covering all NACD-DNs/CDNs defined in the database.

Figure 9-5
Network ACD-DN/CDN Database Report

NETWORK ACD-DN/CDN DATABASE REPORT Page 1

Northern Telecom Date: 03/11/96 Time: 10:41

NODE-ACD-DN/CDN	ACD–DN/CDN NAME	THRESHOLD NUMBER
111– 8850	Customer Service	1
222– 8900	Sales	3
222– 8910	Sales 2 (CDN)	2
333–444-6910	Frequent Flyer	2

Threshold Definition Database Report

The Threshold Definition Database Report prints the information contained in the threshold definition database. This information is entered through the Threshold Definition feature, described in the “Parameter Administration” chapter.

Figure 9-6
Threshold Database Report

THRESHOLD DATABASE REPORT Page 1

Northern Telecom Date: 03/11/96 Time: 10:41

THRESHOLD NUMBER	AVERAGE DELAY	MIN. SVC. LEVEL %	CALLS WAITING DIRECT	CALLS WAITING VIRTUAL	TIME–OVERFLOW CALLS WAITING
1	1	2	3	4	5
2	10	10	10	10	10
3	15	15	15	15	15
4	30	50	2	2	2
5	30	80	2	2	2

Period Definition Database Report

The Period Definition Database Report prints the information contained in the period definition database. This information is entered through the Time Frames Definition feature, described in the “Parameter administration” chapter.

Figure 9-7
Period Database Report

PERIOD DATABASE REPORT Page 1

Northern Telecom Date: 03/11/96 Time: 10:41

PERIOD	PERIOD NAME	PERIOD START DATE (MM/DD)
1	January	1/01
2	February	2/01
3	March	3/01
4	April	4/01
5	May	5/01
6	June	6/01
7	July	7/01
8	August	8/01
9	September	9/01
10	October	10/01
11	November	11/01
12	December	12/01

Remote Supervisor Login

The Remote Supervisor Login feature allows the network supervisor to log into any Meridian MAX node as a nodal supervisor. Only nodes, which are connected to the network, can be accessed in this manner.

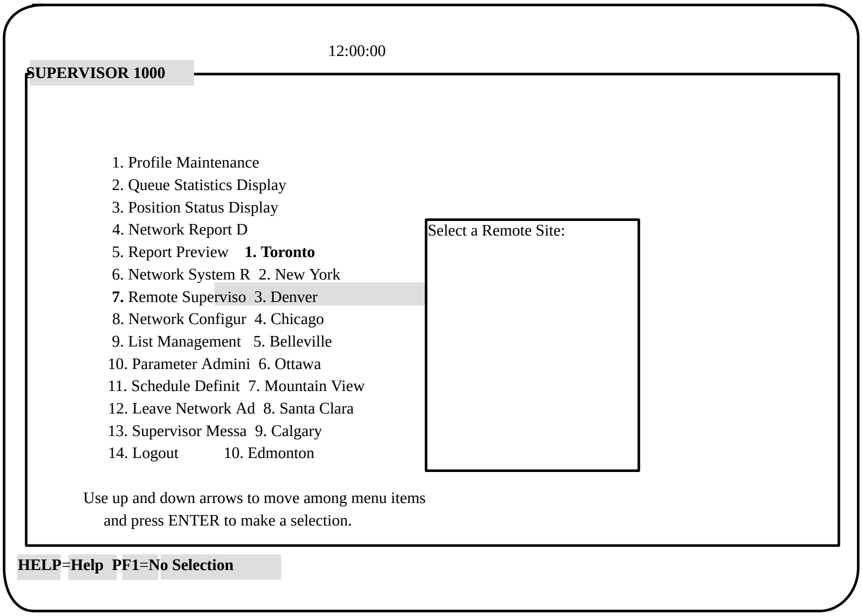
All of the nodal supervisor capabilities are available to the remote network supervisor. This allows the network supervisor to replace an absent nodal supervisor.

> ***Note:*** The network supervisor must have a nodal supervisor ID and definition before using the nodal system. Although it is not mandatory, it is recommended that unique supervisor definitions be created at the Meridian MAX nodal site to facilitate the use of this feature and avoid the disclosure of a nodal supervisor's password.

Accessing this feature

To access this feature, select the *"Remote Supervisor Login"* option on the main menu.

Figure 10-1
Remote supervisor login-remote site pop-up window



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=No selection

Removes the pop-up window from the screen.

Logging into a remote site

Follow this procedure to log into a remote site:

1 Select the "*Remote Supervisor Login*" feature from the main menu.

A pop-up window appears displaying each accessible site configured in the network. See Figure 10-1.

2 Use the arrow keys to move the cursor to a desired entry and press **{RETURN}.**

A message, similar to the one shown in Figure 10-2, is displayed if the selected Meridian MAX node is directly connected to the NAC. If the Meridian MAX node is connected to the NAC via the dial-up modem, the message does not offer the option of pressing "~." to log out.

The Meridian MAX login screen appears if the links between the node and the NAC are intact and the user selects the correct terminal type. (It may take a few minutes for the screen to appear.)

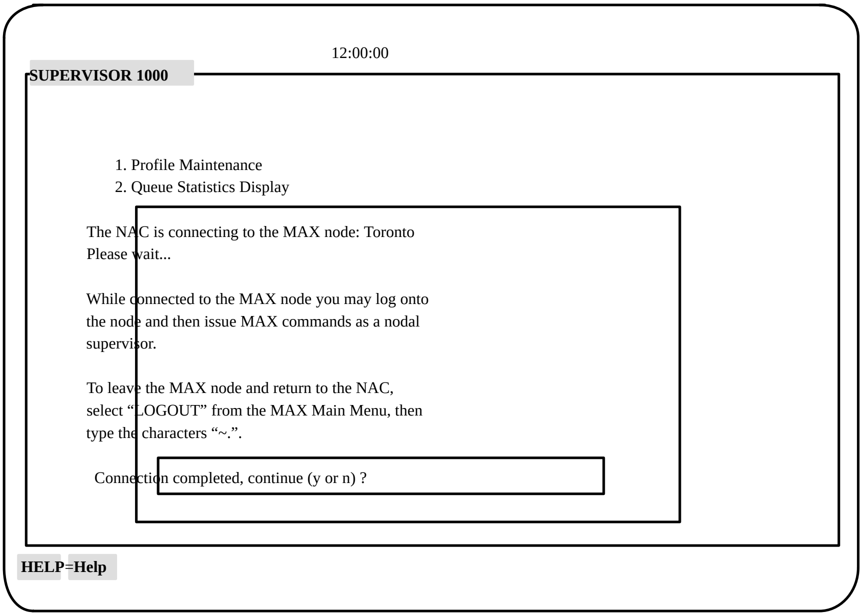
3 Enter the nodal supervisor ID when the Meridian MAX login screen appears.

This must be the nodal supervisor ID associated with the Meridian MAX. Do not enter the NAC ID.

Refer to one of the following guides for more information about the nodal supervisor's capabilities and details on logging into the Meridian MAX:

- *Meridian MAX 4 Supervisor's User Guide* (P0737511)
- *Meridian MAX 6 Supervisor's User Guide* (P0802089)
- *Meridian MAX 6 Supervisor's Reference Guide* (P0802091)

Figure 10-2
Remote supervisor login message (direct connection)



Logging out of a remote site

If connected directly to the network, enter “**~.**” to log out. This terminates the connection to the Meridian MAX and returns the display to the NAC main menu.

If the connection was made by dialing into the network, select the *“Logout”* option from the Meridian MAX main menu. This also terminates the connection to the Meridian MAX and returns the display to the NAC main menu.

Standard management reports

The NAC is equipped with a variety of standard management reports, which are described in this chapter. To print these reports, the user must define the report type and parameters in the Report Parameter Definition feature, described in the “Network Report Definition” chapter.

The reports may initially seem challenging to analyze, but with practice and experience they can become invaluable tools. They provide information on current activities and indicate trends. They also show the efficiency, cost-effectiveness, and productivity of the NAC.

The standard reports, which can be accessed with the NAC, are:

- Summarized ACD-DN Performance Report
- ACD-DN Delay Before Answering Report
- ACD-DN Delay Before Abandoning Report
- All Trunks Busy Report
- ACD-DN by Route Performance Report
- Route by ACD-DN Performance Report
- DNIS Performance Report
- ACD-DN by Activity Code Report
- Activity Code by ACD-DN Report
- Network Trunk Utilization Report
- Diverted Call Profile Report
- Target ACD-DN Calls Profile Report
- Network ACD-DN Performance Report
- RAN Route Report

- Control DN Performance Report
- CDN Delay Before Answering Report
- CDN Delay Before Abandoning Report
- CDN Call Answer Breakdown Report

The fields used in these reports are obtained from the statistics groups, described in the “Statistic groups” chapter. Be aware, however, that some fields in custom format reports may be given headings that do not correspond to those in the standard reports, or to the field names in the statistic group tables. If the field in a particular report cannot be found, read the report format into the Tabular Format Definition screen. This displays both the custom heading and standard column heading.

Disclaimer

An attempt has been made to present a typical example for most of the standard reports. However, every system is different, and it is unlikely that the values in these reports are like those produced by each system. The examples are meant to show the information that is available and how it is presented. Similarly, the section of analysis that follows most of the examples is meant only as a guide to the interpretation of the report.

Three vertical dots are used in some of the examples in this chapter. These dots indicate that not all of the nodes in the actual reports are displayed. The values from these additional nodes, however, are used to calculate the grand totals.

Report key fields

The description of each of the standard reports includes the available key fields for that report. All reports use *base time unit* as one of the key fields. Keys on standard management reports are arranged from left to right in order of importance; that is, the data is sorted on the left-most key first, then on the next key, and so on.

A series of asterisks (*) in a field on the report indicates that the number was too large to display.

Title page

Information regarding report organization, including key values, are not included in the report. Instead, they are printed on the title page that precedes all reports. As seen in Figure 11-1, this title page also includes the report title, report type, and the time the report was generated. The “3000” in block numbers is the ID of the supervisor who requested the report. Scheduled reports have **Scheduled** in this field.

Figure 11-1
Report title page

```
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXX
 #####    ###     ###     ###
#     #  #   #   #   #   #   #
      # #     # #     # #     #
 #####  #     # #     # #     #
      # #     # #     # #     #
#     #  #   #   #   #   #   #
 #####    ###     ###     ###
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXX

Report title            : Summarized ACD-DN Performance Report

Report type             : Tabular - Summarized ACD-DN Performance Report

Time frame              : Day

Grouped by              : Destination Node

Data Selections
_______________
Intervals            : All
Day                     : 05/18/96
Destination ACD-DN      : 1000
Destination Node     : 655
Units                   : All
Relative time zone   : Node


Generated at            : Date 05/19/96 Time 17:42:16
```

Summarized ACD-DN Performance Report

The Summarized ACD-DN Performance Report is of interest to managers and supervisors. This high level report shows the queues in the ACD system. It also summarizes queue load and performance, shows the actual number of calls each queue answered and the average time it took to handle each call.

The report is used to determine current work schedules and forecast the staff required for anticipated workloads.

The report is separated by node with a line appearing per node. There is a total for each node and a grand total at the end of the report (if there is more than one node queried).

The key fields for the Summarized ACD-DN Performance Report are *ACD-DN* and *Base Time Unit*. An interval report for two queues is shown in the example.

Figure 11-2
Summarized ACD-DN Performance Report

Page 1

Summarized ACD-DN Performance
Interval Report

ABC Corporation **Date: 04/20/96 Time:11:33:14**

Intervals: 10:30 .. 11:00 Day: 04/18/96 Relative time zone: Node

ACD–DN	INTVL	--QUEUE PROFILE- SRV LVL%	AVG DEL SEC	DEL-ANN 1ST	2ND	-NUMBER OF CALLS– ANSW	OVFL IN	ABND	---AVG AGENT TIME-- ACD TALK SEC	NOT RDY SEC	-NON ACD- IN SEC	OUT SEC
Destination Node: 785												
852	10:30	100	0	0	0	30	0	0	41	3	0	130
	11:00	100	0	0	0	49	0	0	50	1	0	170
852		100	0	0	0	79	0	0	47	2	0	150
		100	0	0	0	79	0	0	47	2	0	150
Destination Node: 820												
860	10:30	100	0	0	0	10	0	0	53	0	0	40
	11:00	100	0	0	0	11	0	0	61	0	0	50
860		100	0	0	0	21	0	0	57	0	0	45
		100	0	0	0	21	0	0	57	0	0	45
		500	0	0	0	500	0	0	79	0	0	390

Statistics on the Summarized ACD-DN Performance Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

QUEUE PROFILE STATISTICS:

Srv Lvl %

The percentage of calls answered or abandoned within the maximum delay threshold.

Avg Del Sec

The average delay before an ACD call was answered by an agent.

Del Ann 1st

The number of calls which received the first delay announcement.

Del Ann 2nd

The number of calls which received the second delay announcement.

NUMBER OF CALLS STATISTICS:

Answ

The number of calls answered.

Ovfl In

The number of calls that time-overflowed into this queue from another queue.

Abnd

The number of calls abandoned.

AVERAGE AGENT TIME STATISTICS:

Acd Talk Sec

The average time an agent spent on each ACD call.

Not Rdy Sec

The average time an agent spent doing post-call work.

Non ACD In Sec

The average time an agent spent on incoming DN calls.

Non ACD Out Sec

The average time that an agent spent on outgoing DN calls.

Interpreting the report

The Summarized ACD-DN Performance Report shows the level of service being offered to callers. This report displays a number of different fields including the Average Delay (*Avg Del)* and the Service Level (*Srv Lvl %*), which are important statistics to consider.

The aim is to have a high service level and a low average delay. There are a number of factors that influence average delay, such as the type of calls coming into the queue, type of service offered, and volume of traffic. The average delay also varies with the expertise of the agents, working procedures, busy seasons, and special events.

In Figure 11-2, queue 852 shows a total service level for the report period of 100%. This queue appears to be performing very well, but look at the statistics a little more closely to find out where improvements can be made. Calls answered *(Answd)* for the report period totalled 100. Check the Delay Before Answering Report to see detailed information about how long callers waited before they were answered. The average time a caller waited is displayed as the average delay in this report. The average time spent on each ACD call *(ACD Talk Secs)* was 49 seconds, though the value varied throughout the report period.

In some queues, agents have to place calls in order to check the warehouse for stock, or call customers for confirmation of orders. Whenever agents make such calls, they use a DN key. The average time spent on DN calls or received by agents in the queue is shown in the *Non Acd In Sec* and *Non ACD Out Sec* columns. In the example, agents spent an average of 390 seconds on each outgoing DN call in this report period.

This Summarized ACD-DN Performance Report provides a summary of queue activities that occur throughout a single period. The weekly and monthly reports should also be analyzed. For instance, a trend, such as high call traffic on Mondays, may be spotted. This makes the user more knowledgeable about the workings of the call center operation, and helps in making decisions about the queues and staff.

ACD-DN Delay Before Answering Report

The ACD-DN Delay Before Answering Report provides information about the service received by callers by showing how rapidly calls are being answered.

The *Percent of Calls Answered* fields (representing the time categories) can be modified in the Spectrum Definition feature, described in the "Network Report Definition" chapter.

This report can be used to decide when recorded announcements and music should be played to encourage callers to wait. The report is also used as a supplement to other management reports to help decide if staff adjustments are needed. It can also be used to forecast traffic patterns.

The key fields for the ACD-DN Delay Before Answering Report are *ACD-DN* and *Base Time Unit*. A daily report for three queues over six days is shown in the example.

Figure 11-3
ACD-DN Delay Before Answering Report

```
                         ACD-DN Delay Before Answering Report                    Page 1
                                   Interval Report

ABC Corporation                           Date: 04/20/96    Time:15:39:33

Intervals: 14:00 .. 15:00 Day: 04/19/96    Relative time zone: Node

ACD–DN  INTVL   CALLS   %   ——PERCENT OF CALLS ANSWERED WITHIN (SEC)——        AVG   LONG
                ANSWD  TOF  0-    12- 24- 36- 48- 60- 120-   180-  240–  DEL  DEL
                            <12   <24  <36  <48  <60  <120  <180  <240  +     SEC   SEC

Destination Node: 338

3000    14:00     0     0    0     0    0    0    0     0     0     0    0    0     0
        14:30     0     0    0     0    0    0    0     0     0     0    0    0     0
        15:00     1     0    0     0    0    0  100     0     0     0    0   48    60
______________________________________________________________________________
3000              1     0    0     0    0    0  100     0     0     0    0   48    60
______________________________________________________________________________

==============================================================================
                  1     0    0     0    0    0  100     0     0     0    0   48    60
==============================================================================


Destination Node: 820

850     14:00    84     0  100     0    0    0    0     0     0     0    0    2    11
        14:30    76     0  100     0    0    0    0     0     0     0    0    1    10
        15:00    78     0   99     1    0    0    0     0     0     0    0    1    35
______________________________________________________________________________
850             238     0  100     0    0    0    0     0     0     0    0    2    35
______________________________________________________________________________

==============================================================================
                238     0  100     0    0    0    0     0     0     0    0    2    35
==============================================================================

                ******************************************************************
                239     0   99     0    0    0    0     0     0     0    0    2    60
                ******************************************************************
```

Statistics on the ACD-DN Delay Before Answering Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Calls Answd

The number of calls answered by agents.

% TOF

The percentage of calls that were time-overflowed into the queue.

Percent Of Calls Answered Within (Sec)

The percentage of calls that were answered within the specified delay periods.

Avg Del Sec

The average time a call waited before being answered.

Long Del Sec

The longest time a call waited before being answered.

Interpreting the report

Figure 11-3 shows the daily ACD-DN Delay Before Answering Calls Report for queues 3000 and 850. During the seven days reported, the queues answered 239 calls.

The example shows that, on average, 99% of all calls are answered during the first 12 seconds.

The average delay (*Avg Del*) was two seconds but varied greatly throughout the report period and between the queues. The longest delay experienced by a caller (*Long Del*) also varied. Watch for patterns in these variations from day-to-day and week-to-week. They may indicate where to better assign staff and resources.

> ***Note:*** The sum of percentages in the categories, along with the TOF%, adds up to 100%. Due to rounding, the sum may total a slightly lower number such as 99%.

ACD-DN Delay Before Abandoning Report

The ACD-DN Delay Before Abandoning Report shows the tolerance level of the customers. It shows how many calls are abandoned and how long the callers waited before they hung up.

The time categories field can be modified in the Spectrum Definition feature, described in the “Network Report Definition” chapter.

The report shows if callers abandoned before or after hearing the recorded announcement. This information can be used to decide when the recorded announcements and music is to play, and encourage the callers to wait.

The key fields for the ACD-DN Delay Before Abandoning Report are *ACD-DN* and *Base Time Unit*. A daily report for three queues over six days is shown in the example.

Figure 11-4
ACD-DN Delay Before Abandoning Report

ACD-DN Delay Before Abandoning Report
Daily Report

Page 1

ABC Corporation **Date: 04/20/96 Time:20:40:12**

Days: 04/13/96 .. 04/19/96 Relative time zone: NAC

ACD-DN	DAY	CALLS ABDND	0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240– <300	300- +	AVG DEL SEC	LONG DEL SEC
Destination Node: 655														
6100	04/14/96	9	67	22	11	0	0	0	0	0	0	0	12	32
	04/17/96	203	22	13	14	7	4	17	8	3	4	1	60	314
	04/18/96	119	29	14	10	10	13	20	4	0	0	0	40	166
	04/19/96	64	36	20	14	8	5	14	3	0	0	0	29	126
6100		395	27	15	13	8	7	17	6	2	2	1	48	314
		395	27	15	13	8	7	17	6	2	2	1	48	314
Destination Node: 850														
6200	04/14/96	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/17/96	2	50	0	0	50	0	0	0	0	0	0	19	38
	04/18/96	2	100	0	0	0	0	0	0	0	0	0	0	0
	04/19/96	2	50	50	0	0	0	0	0	0	0	0	9	16
6200		6	67	17	0	17	0	0	0	0	0	0	9	48
		6	67	17	0	17	0	0	0	0	0	0	9	48
		401	28	15	13	8	6	17	6	1	2	1	47	314

Statistics on the ACD-DN Delay Before Abandoning Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Calls Aband

The number of calls abandoned by the caller.

Percent Of Calls Abandoned Within (Sec)

The percentage of calls abandoned within the specified delay period.

Avg Del Sec

The average time a caller waited before abandoning call.

Long Del Sec

The longest time a caller waited before abandoning call.

Interpreting the report

Figure 11-4 shows the ACD-DN Delay Before Abandoning Report for queues 6100 and 6200. During the six days reported, a total of 401 callers abandoned their calls.

Of all these abandoned calls, 28% were abandoned during the first 12 seconds.

The average delay (*Avg Del*), was 47 seconds but varied greatly throughout the report period and between the queues. The longest delay experienced by a caller (*Long Del*) also varied. Watch for patterns in these variations from day-to-day and week-to-week. They may indicate better areas where staff and resources can be assigned. They may also indicate when and how often to play the recorded announcements.

Keep in mind that the tolerance of callers fluctuates. They are usually more willing to wait longer if the recorded announcements tells them why they are experiencing a delay.

> ***Note:*** The sum of the percentage categories is 100%. Due to rounding, the sum may total to a slightly lower number such as 99%.

All Trunks Busy Report

The All Trunks Busy Report shows the number of times all the trunks in a route were busy. It also shows the total time spent in an all-trunks-busy condition and its percentage of the total time interval. When all trunks are busy for a specific route, callers to the ACD system receive a busy signal. A manager can use this report to determine if the system has reached its capacity and a company should rent more trunks to meet the demand.

The key fields for the All Trunks Busy Report are *Route Name* and *Base Time Unit*. A daily report for four routes is shown in the example.

Figure 11-5
All Trunks Busy Report

All Trunks Busy Report
Daily Report

Page 1

ABC Corporation **Date: 04/15/96 Time: 08:07:33**

Days: 04/08/96 .. 04/13/96 Relative time zone: Node

ROUTE NAME	DAY	NUMBER OF ATB PERIODS	TOTAL ATB TIME HH:MM	ATB PERCENTAGE %
Source Node: 655				
2	04/08/96	0	0:00	0
	04/10/96	13	0:05	1
	04/11/96	0	0:00	0
	04/12/96	0	0:00	0
	04/13/96	0	0:00	0
2		13	0:05	0
		13	0:05	0
Source Node: 700				
8	04/10/96	2	0:02	1
	04/11/96	1	0:05	2
	04/12/96	1	0:00	0
	04/13/96	3	0:01	0
8		7	0:07	1
		7	0:07	1
		•	•	•
		•	•	•
		•	•	•
		40	4:03	5

Statistics on the All Trunks Busy Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Number of ATB Periods

The number of times that all trunks were busy.

Total ATB Time

The time spent with all trunks busy.

ATB Percentage %

The percentage of the reporting material that was spent with all all trunks busy.

Interpreting the report

When analyzing the report, note that the *Number Of ATB Periods* value is increased by one at the beginning of each All Trunks Busy Period within the reporting interval. If an ATB period spans more than one interval, it is counted against the interval in which it began. The time spent in an ATB condition is divided among the appropriate intervals. It is possible for the number of ATB periods to be zero for an interval but the associated total ATB time to contain a non-zero value.

The All Trunks Busy Report should be used with other reports to determine the cause for the ATB periods. It may be found that a change in the operating procedures may move calls through faster and free up the trunks. It may also be found that it is more efficient to lease extra trunks during the busiest periods.

ACD-DN by Route Performance Report

The ACD-DN by Route Performance Report provides information for the routes that carry outside calls to the queues in the ACD system.

If the system is appropriately configured, this report can also show information for the routes that carry the calls leaving the system. For example, the interflow calls.

The ACD operation has to pay for the time that calls wait on some trunks. This report can be used to determine the costs for each queue.

The key fields for the ACD-DN by Route Performance Report are *ACD-DN*, *Route Name*, and *Base Time Unit*. An interval report for three queues is shown in the example.

Figure 11-6
ACD-DN by Route Performance Report

ACD-DN by Route Performance Report
Interval Report
Page 1

ABC Corporation
Date: 04/20/96 Time: 20:14:32

Interval: 08:00 - 09:30 Day: 04/20/96

ACD DN	INTVL	ROUTE	CALLS OFFRD	CCS	SRV LVL%	CALLS_ANSWD BEF_T	CALLS_ANSWD AFT_T	CALLS_ABDND BEF_T	CALLS_ABDND AFT_T	OVFL	DIVERTED INTFL	DEL 1ST	ANN 2ND
Source Node: 655													
6130	08:00	33	1	0	0	0	0	0	1	0	0	0	0
	08:30	33	63	101	67	42	19	0	2	62	0	20	16
	09:00	33	65	99	45	28	35	1	1	65	0	41	14
	09:30	33	43	111	33	13	23	1	6	43	0	30	26
6130		33	172	311	36	83	77	2	10	170	0	91	56
			172	311	36	83	77	2	10	170	0	91	56
Source Node: 992													
6400	08:00	35	1	0	0	0	0	0	1	0	0	0	0
	08:30	35	3	2	33	1	1	0	1	2	0	2	0
	09:00	35	1	6	0	0	1	0	0	1	0	1	1
	09:30	35	3	11	33	1	2	0	0	3	0	2	1
6400		35	8	19	16	2	4	0	2	6	0	5	2
			8	19	16	2	4	0	2	6	0	5	2
			•					•					•
			•					•					•
			•					•					•
			150	132	62	275	95	81	61	120	0	40	60

Statistics on the ACD-DN by Route Performance Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Calls Offrd

The number of calls offered, including calls answered, abandoned, and forwarded. This does not include calls overflowed into a queue on this route. These calls are counted on the route to which they were originally directed.

CCS

The time, in hundred call seconds, that a route was being used. It includes answering delay, abandoning delay, and holding time.

Srv Lvl%

The percentage of calls answered or abandoned within the maximum delay threshold as defined in parameter administration on the Meridian MAX.

Calls Answd Bef_T

The number of calls answered before the maximum delay threshold as defined in parameter administration on the Meridian MAX.

Calls Answd Aft_T

The number of calls answered at or after the maximum delay threshold as defined in parameter administration on the Meridian MAX.

Calls Abdnd Bef_T

The number of calls abandoned before the maximum delay threshold as defined in parameter administration on the Meridian MAX.

Calls Abdnd Aft_T

The number of calls abandoned at or after the maximum delay threshold as defined in parameter administration on the Meridian MAX.

Diverted Ovfl

The number of calls diverted to another queue in the ACD system.

Diverted Intfl

The number of calls diverted to a destination outside the ACD system by way of interflow or night service.

Del Ann 1st

The number of calls that received the first delay announcement.

Del Ann 2nd

The number of calls that received the second delay announcement.

Interpreting the report

The ACD-DN by Route Performance Report shows statistics based on the queue to which a call was originally directed (the source ACD-DN) and not where the call was eventually answered (the destination ACD-DN). Therefore, the number of overflow, interflow, and transferred calls all affect these statistics.

The time the route was in use is shown under *CCS*. The value is expressed in hundreds of call seconds. It includes answering delay, abandoning delay, talk time, and time that calls spend on hold.

Route by ACD-DN Performance Report

The Route by ACD-DN Performance Report shows the queues to which the traffic on each trunk route is directed.

The ACD operation must pay for the time that calls wait on some trunks. This report can be used to determine the costs for each route.

The key fields for the Route by ACD-DN Performance Report are *ACD-DN*, *Route Name*, and *Base Time Unit*. An interval report for three routes is shown in the example.

Figure 11-7
Route by ACD-DN Performance Report

Route by ACD-DN Performance Report **Page 1**
Interval Report
ABC Corporation **Date: 04/20/96 Time: 20:15:37**

Interval: 08:00 - 09:30 Day: 04/20/96

ROUTE	INTVL	ACD DN	CALLS OFFRD	CCS	SRV LVL%	CALLS_ANSWD BEF_T	CALLS_ANSWD AFT_T	CALLS_ABDND BEF_T	CALLS_ABDND AFT_T	DIVERTED OVFL	DIVERTED INTFL	DEL 1ST	ANN 2ND
Source Node: 655													
8	08:00	6130	1	0	0	0	0	0	1	0	0	0	0
		6300	80	17	8	4	0	2	74	4	0	0	0
	08:30	6130	63	101	67	42	19	0	2	62	0	20	16
		6300	182	303	51	92	78	0	12	182	0	92	70
	09:00	6130	65	99	45	28	35	1	1	65	0	41	14
		6300	154	262	36	52	95	4	3	154	0	110	42
	09:30	6130	43	111	33	13	23	1	6	43	0	30	26
		6300	154	463	9	12	108	2	32	154	0	142	127
8			742	1356	31	243	358	10	131	664	0	435	295
			742	1356	31	243	358	10	131	664	0	435	295
Source Node: 992													
33	08:00	6400	1	0	0	0	0	0	1	0	0	0	0
	08:30		3	2	33	1	1	0	1	2	0	2	0
	09:00		1	6	0	0	1	0	0	1	0	1	1
	09:30		3	11	33	1	2	0	0	3	0	2	1
33			8	19	16	2	4	0	2	6	0	5	2
			8	19	16	2	4	0	2	6	0	5	2
			•					•					•
			2109	3671	95	1975	1150	75	257	1252	0	656	521

Statistics on the Route by ACD-DN Performance Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Calls Offrd

The number of calls offered, including calls answered, calls abandoned, and calls forwarded. It does not include calls which overflowed into a queue on this route. These are counted on the queue to which they were originally directed.

CCS

The time, in hundred call seconds, that a route was being used. It includes answering delay, abandoning delay, and holding time.

Srv Lvl %

The percentage of calls answered or abandoned within the maximum delay threshold, as defined in parameter administration on the Meridian MAX.

Calls Answd Bef_T

The number of calls answered before the maximum delay threshold, as defined in parameter administration on the Meridian MAX.

Calls Answd Aft_T

The number of calls answered at or after the maximum delay threshold, as defined in parameter administration on the Meridian MAX.

Calls Abdnd Bef_T

The number of calls abandoned before the maximum delay threshold, as defined in parameter administration on the Meridian MAX.

Calls Abdnd Aft_T

The number of calls abandoned at or after the maximum delay threshold, as defined in parameter administration on the Meridian MAX.

Diverted Ovfl

The number of calls diverted to another queue in the ACD system.

Diverted Intfl

The number of calls diverted to a destination outside the ACD system by way of interflow or night service.

Del Ann 1st
The number of calls which received the first delay announcement.

Del Ann 2nd
The number of calls which received the second delay announcement.

Interpreting the report

The Route by ACD-DN Performance Report shows statistics based on the queue to which a call was originally directed (the source ACD-DN) and not where the call was eventually answered (the destination ACD-DN). Therefore, the number of overflow, interflow, and transferred calls all affect these statistics.

The time the route was in use is shown under *CCS*. The value is expressed in hundreds of call seconds. It includes answering delay, abandoning delay, talk time, and time that calls spend on hold.

DNIS Performance Report

The DNIS (Dialed Number Identification Service) Performance Report contains many of the same statistics as the Summarized ACD-DN Performance Report. However, it groups the statistics by the DNIS numbers for the incoming calls instead of by ACD-DNs.

The key fields for the DNIS Performance Report are *DNIS Number, DNIS Identifier* and *Base Time Unit*. An interval report for four DNIS numbers is shown in the example.

Figure 11-8
DNIS Performance Report

Page 1

DNIS Performance Report
Interval Report

ABC Corporation

Date: 03/21/96 Time: 16:04:03

Intervals: 14:00 Day: 03/21/96

DNIS NMBR	DNIS IDENTIFIER	INTVL	CALLS ANSWD	AVG ANSW DLY SEC	MAX ANSW DLY SEC	CALLS ABAND	AVG ABND DLY SEC	MAX ABND DLY SEC	AVG TALK TIME SEC	TSF %
Destination Node: 655										
0123	Local 1	14:00	84	26	40	7	30	60	64	62
0123			84	26	40	7	30	60	64	62
			84	26	40	7	30	60	64	62
Destination Node: 900										
0125	Long Dist 1	14:00	176	7	12	3	10	15	70	88
0125			176	7	12	3	10	15	70	88
			176	7	12	3	10	15	70	88
			•				•			•
			•				•			•
			•				•			•
			873	150	****	198	****	****	240	75

Statistics on the DNIS Performance Report

Base Time Unit
The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Calls Answd
The number of calls answered.

Avg Answ Dly
The average delay before answering.

Max Answ Dly
The longest delay experienced before answering.

Calls Aband
The number of calls abandoned.

Avg Abnd Dly
The average delay before a call was abandoned.

Max Abnd Dly
The longest delay before a call was abandoned.

Avg Talk Time Sec
The average ACD talk time.

TSF %
The telephone service factor.

Interpreting the report

The information on this report is similar to that on the Summarized ACD-DN Performance Report. However, on this report the information is grouped according to the telephone numbers the customers dialed.

The Summarized ACD-DN Performance Report indicates if there are problems with a specific queue; the DNIS Performance Report indicates if the problem is a specific telephone number. An operation may have different phone numbers for different services or products. Use the report to see the amount of traffic each number is servicing.

ACD-DN by Activity Code Report

The ACD-DN by Activity Code Report shows the number of times activity codes have been charged to a call and the average time spent on direct call processing for each ACD-DN. The ACD-DN data is broken down further by the different activity codes entered within each queue. It shows the type of work being done on each queue, and the time that work is taking.

The key fields for the ACD-DN by Activity Code Report are *ACD-DN, Activity Code* and *Base Time Unit*. An interval report for one ACD-DN appears in the example.

Figure 11-9
ACD-DN by Activity Code Report

ACD–DN by Activity Code Report
Interval Report

Page 1

ABC Corporation **Date: 04/15/96 Time: 08:09:22**

Interval: 08:00 .. 14:00 Day: 04/13/96 Relative time zone: NAC

----------ACD---------- NAME	NUMBER	INTVL	ACTIVITY CODE	NUM-BER OF CALLS	AVERAGE TALK TIME SEC
Destination Node: 655					
Marketing Inf	3000	08:00	101	1	21
			112	1	114
			250	1	18
			901	3	25
			902	1	26
Marketing Inf				7	29
===					
				7	29
===					
Destination Node: 900					
Production Inf	9000	08:00	101	4	15
			112	1	111
			250	2	10
			901	3	30
			902	2	15
Production Inf				12	15
===					
				12	15
===					
				•	•
				•	•
				•	•
**					
				185	49
**					

Statistics on the ACD-DN by Activity Code Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Number Of Calls

The number of occasions on which the activity code was entered.

Average Talk Time Sec

The average talk (direct call processing) time charged to the activity code.

Interpreting the report

When a single call has several activity codes entered against it, each code is counted separately in the *Number of Calls* column. This is the case even if two portions of the call have the same activity code; the talk time is split according to when each activity code was entered.

When the same type of work is being done in several queues, this report allows a comparison to be made on how fast the work is being done on each queue.

Activity Code by ACD-DN Report

The Activity Code by ACD-DN Report displays the number of times each activity code was entered and the average time spent on direct call processing. The activity data is broken down further by the ACD-DNs in which the activity codes were entered. It shows the type of work performed by the agents, and the time that work is taking.

The key fields for the Activity Code by ACD-DN Report are *ACD-DN, Activity Code* and *Base Time Unit*.

Figure 11-10
Activity Code by ACD-DN Report

Activity Code by ACD–DN Report
Interval Report

Page 1

ABC Corporation **Date: 04/15/96 Time: 08:14:03**

Intervals: 08:00 .. 11:00 Day: 04/14/96 Relative to time zone: NAC

ACTIVITY CODE	INTVL	ACD NAME	ACD NUMBER	NUMBER OF CALLS	AVERAGE TALK TIME SEC
Destination Node: 655					
63	09:00	Marketing Inf	3000	1	134
63				1	134
				1	134
Destination Node: 900					
101	09:00	Production Inf	6000	1	550
	09:30			1	22
	10:00			1	422
101				3	331
				3	331
				•	•
				•	•
				•	•
				50	1200

Statistics on the Activity Code by ACD-DN Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Number Of Calls

The number of occasions on which the activity code was entered.

Average Talk Time Sec

The average direct call processing time charged against the activity code.

Interpreting the report

The information on this report is similar to that in the ACD-DN by Activity Code Report. However, this report presents detailed information about each activity code and the queues for which it was entered.

This report allows a comparison to be made of the time spent doing the different types of work on the system.

Network Trunk Utilization Report

The Network Trunk Utilization Report describes general trunk usage for incoming and outgoing network calls.

The key fields are *Route*, *Trunk*, *ACD-DN Number,* and *Base Time Unit*.

Figure 11-11
Network Trunk Utilization Report

Page 1

Network Trunk Utilization Report
Interval Report

ABC Corporation
Intervals: All Days: All

Date: 04/20/96 Time: 20:14:32
Relative time zone: Node

ROUTE	TRUNK	ACD–DN	INTVL	NETWORK OVERFLOW –INCOMING— CCS	NETWORK OVERFLOW –INCOMING— ANSWD	NETWORK OVERFLOW –OUTGOING— CCS	NETWORK OVERFLOW –OUTGOING— ANSWD	OTHER –INCOMING— CCS	OTHER –INCOMING— ANSWD
Source Node: 255									
33	2	1550	09:00	0	0	0	0	1	1
			09:30	0	0	0	0	0	1
			11:30	0	0	0	0	0	1
				0	0	0	0	1	3
				0	0	0	0	1	3
Source Node: 325									
44	0	5095	06:00	0	0	3	1	0	0
			07:00	2	1	0	0	0	0
			07:30	3	2	0	0	0	0
			08:00	17	10	3	3	0	0
			08:30	17	12	0	0	0	0
			09:00	14	7	0	0	0	0
			09:30	30	11	1	1	0	0
			10:00	34	23	0	0	0	0
			10:30	45	23	0	0	0	0
			11:00	23	13	2	1	0	0
			11:30	27	12	5	1	0	0
				212	114	14	7	0	0
				212	114	14	7	0	0
				• • •		• • •			• • •
				780	545	625	421	898	1654

Statistics on the Network Trunk Utilization Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Network Incoming CCS

The number of hundred call seconds for network overflow incalls. See *NTOF IN CCS* in the “Trunk statistics” section of the “Statistics groups” chapter.

Network Incoming Answd

The number of network overflow incalls answered by agents of this ACD-DN. See *NTOF IN CALLS* in the “Trunk statistics” section of the “Statistics groups” chapter.

Network Outgoing CCS

The number of hundred call seconds for network overflow outcalls. See *NTOF OUT CCS* in the “Trunk statistics” section of the “Statistics groups” chapter.

Network Outgoing Answd

The number of network overflow outcalls answered by agents of one of the target ACD-DNs. See *NTOF OUT CALLS* in the “Trunk statistics” section of the “Statistics groups” chapter.

Other Incoming CCS

The *total* number of hundred call seconds. This is an overall measure of trunk usage. It includes the answering delay for the number of calls answered, the calls abandoned delay, plus the total call time.

Other Incoming Answd

The total number of queue-count overflowed, local time overflowed and network time overflowed calls answered by agents of the source ACD-DN or by agents of other ACD-DNs.

Interpreting the report

This report is similar to the Route by ACD-DN Performance report, except that it provides an overview of the calls overflowed between the nodes of the network and provides an alert to bottlenecks in the system.

Diverted Call Profile Report

The Diverted Call Profile Report shows where the calls originating at a specific ACD-DN were ultimately answered. The calls are further broken down into local, networked, and queue-count overflow calls.

The key fields are *Source ACD-DN*, *Destination Node*, *Destination ACD-DN*, and *base time unit*.

Figure 11-12
Diverted Call Profile Report

Diverted Call Profile Report
Weekly Report

Page 1

ABC Corporation

Date: 09/19/96 Time: 16:29:24

Weeks: 03/16/96

Relative to time zone: Node

SOURCE ACD–DN	DESTINATION NODE/ACD–DN		WEEK	–CALLS ANSWERED– TOT	——TOF—— LOCAL	NTWK	TOT NUM QOVF	AVG ANS DELAY SEC	DIVERTED INTRFLOW
Source Node: 655									
520	255	851	03/16/96	2	0	0	0	58	0
		852	03/16/96	1	0	0	0	24	0
		853	03/16/96	1	0	0	0	39	0
		854	03/16/96	1	0	0	0	22	0
520				5	0	0	0	40	0
				5	0	0	0	40	0
Source Node: 992									
522	255	951	03/16/96	1	0	0	0	97	0
		952	03/16/96	1	0	0	0	95	0
		953	03/16/96	1	0	0	0	56	0
		954	03/16/96	1	0	0	0	29	0
		955	03/16/96	1	0	0	0	24	0
		956	03/16/96	1	0	0	0	31	0
		957	03/16/96	1	0	0	0	11	0
		958	03/16/96	1	0	0	0	17	0
		957	03/16/96	1	0	0	0	35	0
		958	03/16/96	1	0	0	0	18	0
522				10	0	0	0	41	0
				10	0	0	0	41	0
				•			•		•
				•			•		•
				•			•		•
				810	0	0	0	441	0

Statistics on the Diverted Call Profile Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Calls Answered TOT

The number of calls that originated at the source ACD-DN on the customer's node that were answered by agents of the destination node/ACD-DN. This includes calls which were basic, enhanced and network timed overflowed or queue-count overflowed into the destination ACD-DN.

Calls Answered TOF Local

The number of calls that originated at the source ACD-DN on the customer's node that were answered by agents of the destination ACD-DN. This includes calls which were basic and enhanced time overflowed into the destination ACD-DN. This field appears as zero when the source and destination ACD-DNs are on different nodes. See *LTOF Calls* in the "Overflow statistics" section of "Statistics groups" chapter.

Calls Answered TOF NTWK

The number of calls that originated at the source ACD-DN on the customer's node that were answered by agents of the destination node/ACD-DN and were network time overflowed into the destination ACD-DN. This field appears as zero when the source and destination ACD-DNs are on the same node. See *NTOF Out Calls* in the "Overflow statistics" section of "Statistics groups" chapter.

Tot Num QOVF

The number of calls that originated at the source ACD-DN on the customer's node that were answered by agents of the destination ACD-DN and were queue-count overflowed into the destination ACD-DN. This field appears as zero when the destination ACD-DN is on a remote node.

Avg Ans Delay

The average speed a call is answered from a source ACD-DN perspective. This statistic includes the time delay for basic, enhanced and network time overflowed calls.

Diverted Interflow

The number of calls which interflowed out of the source ACD-DN on the customer's node due to interflow or night service. This field appears as zero when the source and destination ACD-DNs are not equal. This can happen because calls interflowed do not first overflow.

Interpreting the report

The intent of this report is to provide the breakdown of answered calls, which originated at the customer's node.

In instances where the source node is the same as the destination node, there are no network in calls. Conversely, where the source node is different from the destination node, there are no local time overflow calls.

Target ACD-DN Calls Profile Report

The Target ACD-DN Calls Profile Report shows the origin of calls, which were ultimately answered at the target ACD-DN. The calls are further broken down into local, networked, and queue-count overflow calls.

The key fields are *Destination ACD-DN*, *Source Node*, *Source ACD-DN*, and *Base Time Unit*.

Figure 11-13
Target ACD-DN Calls Profile Report

Target ACD–DN Calls Profile Report **Page 9**
Interval Report

ABC Corporation **Date: 09/19/96 Time: 16:30:15**

Intervals: All Days: All Relative to time zone: NAC

DESTINATION ACD–DN	SOURCE NODE	SOURCE ACD–DN	INTVL	CALLS ANSWERED TOT	CALLS ANSWERED TOF LOCAL	CALLS ANSWERED TOF NTWK	TOT NUM QOVF	AVG ANS DELAY TOT SEC	AVG ANS DELAY DST SEC
Destination Node: 350									
8158	334	8558	08:00	2	0	0	0	6	6
			08:30	7	0	0	0	6	6
			09:00	5	0	0	0	13	13
			09:30	3	0	0	0	9	9
			10:00	4	0	0	0	24	24
			10:30	8	0	0	0	16	16
			11:00	8	0	0	0	61	61
			11:30	8	0	0	0	171	171
			12:00	2	0	0	0	9	9
				47	0	0	0	48	48
				47	0	0	0	48	48
Destination Node: 992									
8320	992	8320	11:00	1	1	0	0	12	2
			11:30	7	0	0	0	2	2
			12:00	2	0	0	0	1	1
				10	1	0	0	3	2
				10	1	0	0	3	2
				• • •			• • •		• • •
				525	210	0	0	787	250

Statistics on the Target ACD-DN Calls Profile Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Calls Answered TOT

The number of calls that were answered by agents of the destination ACD-DN on the customer's node that originated at the source node/ACD-DN. This includes calls which were basic, enhanced and network time overflowed or queue-count overflowed into the destination ACD-DN.

Calls Answered TOF Local

The number of calls that were answered by agents of the destination ACD-DN on the customer's node that originated at the source ACD-DN. This includes calls which were basic and enhanced time overflowed into the destination ACD-DN. This field appears as zero in data records where the source and destination ACD-DNs are either on different nodes or equal. See *LTOF Calls* in the "Overflow statistics" section of "Statistics groups" chapter in this document.

Calls Answered TOF Ntwk

The number of calls that were answered by agents of the destination ACD-DN on the customer's node that originated at the source node/ACD-DN and were network time overflowed into the destination ACD-DN. This field appears as zero where the source and destination ACD-DNs are on the same node. See *NTOF Calls* in the "Overflow statistics" section of "Statistics groups" chapter in this document.

Tot Num QOVF

The number of calls that were answered by agents of the destination ACD-DN on the customer's node that originated at the source ACD-DN and were queue-count overflowed into the destination ACD-DN. This field appears as zero when the source and destination ACD-DN are equal or the destination ACD-DN is on a remote node.

Avg Ans Delay TOT

Average speed of answer from a source ACD-DN perspective. This statistic includes the time delay for basic, enhanced and network time overflowed calls.

Avg Ans Delay DST

Average speed a call is answered from a destination ACD-DN perspective. This statistic includes the time delay for enhanced and network time overflowed calls.

Interpreting the report

This report provides a breakdown of the origin of answered calls on the customer's node.

In instances where the source node is the same as the destination node, there are no network outflow in calls. Conversely, where the source node is different from the destination node, there are no local time overflow calls.

Network ACD-DN Performance Report

The Network ACD-DN Performance Report provides an overview of a queue's performance similar to that of the Summarized ACD-DN Performance Report. The primary difference is that the overflow statistics are further divided into calls that overflowed from another queue on the network and calls that overflowed from another queue on the node.

The key fields are *ACD-DN* and *Base Time Unit*.

Figure 11-14
Network ACD-DN Performance Report

Network ACD–DN Performance Report **Page 1**
Interval Report

ABC Corporation **Date: 09/19/96** **Time: 16:30:15**

Interval: 15:00 Day: 03/16/96 **Relative time zone: Node**

ACD–DN	INTVL	QUEUE PROFILE: SRV LVL%	AVG DEL: ANS SEC	AVG DEL: NTW SEC	AVG DEL: LCL SEC	AVG DEL: ENH SEC	NUMBER OF CALLS: ANSW	TOVF: NTW	TOVF: LCL	OVFL IN	ABND	AVG AGENT TIME: ACD TALK SEC	NOT RDY SEC	NON ACD: IN SEC	NON ACD: OUT SEC
Destination Node: 785															
852	15:00	100	0	0	0	0	44	0	0	0	0	44	2	0	265
852		100	0	0	0	0	44	0	0	0	0	44	2	0	265
========															
		100	0	0	0	0	44	0	0	0	0	44	2	0	265
========															
Destination Node: 820															
860	15:00	100	0	0	0	0	11	0	0	0	0	57	0	0	50
860		100	0	0	0	0	11	0	0	0	0	57	0	0	50
========															
		100	0	0	0	0	11	0	0	0	0	57	0	0	50
========															
• • •		• • •						• • •							• • •
********															
		450	0	0	0	0	250	0	0	0	0	150	64	0	765
********															

Statistics on the Network ACD-DN Performance Report

Base Time Unit
The time frame (for example, interval, day, week, month, or period) for which the report was generated.

QUEUE PROFILE STATISTICS:

Srv Lvl%
The percentage of calls answered or abandoned within the maximum delay threshold.

Avg Del Ans
The average delay before an ACD call was answered by an agent.

Avg Del Ntw
The average delay before a network overflow call was answered by an agent.

Avg Del Lcl
The average delay before a local overflow call was answered by an agent.

Avg Del Enh
The average delay before an enhanced overflow call was answered by an agent.

NUMBER OF CALLS STATISTICS:

Answ
The number of calls answered.

Ntw Tovf
The number of calls that time overflowed into this queue from another queue on the network.

Lcl Tovf
The total number of calls that time overflowed into this queue from another queue on the node.

Ovfl In
The total number of calls that time overflowed into this queue from either a local or network queue.

Abnd
The number of calls abandoned.

AVERAGE AGENT TIME STATISTICS:

ACD Talk
The average time an agent spent on each ACD call.

Not Rdy
The average time an agent spent doing post-call work.

Non ACD In
The average time that an agent spent on incoming DN calls.

Non ACD Out
The average time that an agent spent on outgoing DN calls.

Interpreting the report

Use this report to determine how the performance of the agents and individual queues are being affected by call traffic arriving from other nodes on the network.

RAN Route Report

The RAN Route Report provides comprehensive information on the recorded announcement (RAN) route utilization, regardless of the source ACD queues.

This report is dependent on the customer running X11 Release 17, or higher, software in the Meridian 1. This report supplements other information about RANs. It is available regardless of the setting of the CCR/EAR MIS option on the source Meridian MAX node.

The customer must also have RACD=YES in Meridian 1 overlay 16 for each of the RAN routes in the source Meridian MAX node. RAN routes that are configured with RACD=NO are not reported in Meridian MAX.

The RAN route name(s) is defined in the target Meridian MAX nodes (using route definition) for use in RAN route reports. This report is available for each of the standard report time frames (for example, interval, shift, day, week, month, or period).

If a Meridian MAX node requested does not have RAN enabled (the switch is running Release 16 or earlier), a line appears on the report's banner page indicating the node's name, address and a message that the requested data type is not supported. If RAN is enabled but the requested data is not in the Meridian MAX database, a line appears in the report's banner page indicating the node's name, address and a message that data was not available from the node.

The key fields for the RAN Route Report are *RAN Route* and *Base Time Unit*.

Figure 11-15
RAN Route Report

RAN Route Report **Page 1**
Daily Report

ABC Corporation **Date: 04/20/96 Time: 20:15:37**

Days: 03/17/96 .. 03/23/96 **Relative Time Zone: NAC**

RAN ROUTE	DAY	RAN ACCESSES	RAN CCS
Destination Node: 123			
12	03/17/96	1	4
15	03/18/96	3	6
18	03/23/96	2	1
		6	11
Destination Node: 456			
Route033	03/17/96	2	2
Route035	03/18/96	2	5
Route037	03/23/96	12	8
		16	15
		22	26

Statistics on the RAN route report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

RAN Route

This field shows the specific route ID the RAN uses.

RAN Accesses

The number of times that this recorded announcement route was accessed.

RAN CCS

The number of hundred call seconds the RAN route was being used. For example, 4 indicates the RAN route was used for 400 seconds.

Control DN Performance Report

The Control DN Performance Report is similar to the Summarized ACD-DN Performance Report. However, the primary difference is that it shows the traffic through the Control DNs.

This report only contains meaningful data if the CCR/EAR MIS option is enabled in one or more Meridian MAX nodes. If a Meridian MAX node requested does not have CCR/EAR enabled, a line appears on the report's banner page indicating the node's name, address and a message that the requested data type is not supported. If CCR/EAR is enabled but the requested data is not in the Meridian MAX database, a line appears in the report's banner page indicating the node's name, address and a message that data was not available from the node.

This report is available for each of the standard NAC report times (for example, interval, shift, day, week, month, and period). It shows the actual number of calls each destination node answered and the average time it took to handle each call.

The report is used to determine current work schedules and forecast the staff required for anticipated workloads.

A line separates each new node in the report. There is a total for each node and a grand total at the end of the report (if more than one node is queried).

The key fields for the Summarized Control DN Performance Report are *Control DN* and *Base Time Unit*. An interval report for two queues is shown in the example.

Figure 11-16
Control DN Performance Report

Control DN Performance Report
Interval Report

Page 1

ABC Corporation **Date: 04/20/96 Time:22:29:08**

Intervals: 08:00 .. 12:00 Day: 04/18/96 Relative time zone: NAC

CONTROL DN	INTVL	CALLS ACCPT	CALLS ANSWD	AVG ANS DEL SEC	LONG ANS DEL SEC	CALLS ABD	LONG ABD DN	SRV LVL%	– CALL TERMINATION – ROUTE	DISC	BUSY	DFLT
Destination Node: 123												
222-4454	08:0008	24	20	12	20	4	18	90	0	0	0	0
	:30	28	28	14	20	0	15	92	0	0	0	0
	09:00	32	30	14	20	2	18	88	0	0	0	0
222-4454		84	78	14	20	6	18	90	0	0	0	0
222-4458	08:0008	12	0	0	0	0	0	0	0	0	0	12
	:30	14	0	0	0	0	0	0	0	0	0	14
	09:00	12	0	0	0	0	0	0	0	0	0	12
222-4458		38	0	0	0	0	0	0	0	0	0	38
		122	78	10	20	6	18	62	0	0	0	38
Destination Node: 456												
444-5554	08:0008	121	0	0	0	0	0	0	0	0	0	121
	:30	99	0	0	0	0	0	0	0	0	0	99
	09:00	100	0	0	0	0	0	0	0	0	0	100
444-5554		320	0	0	0	0	0	0	0	0	0	320
444-5558	08:0008	80	75	12	16	5	23	84	0	0	0	0
	:30	84	80	12	16	4	21	80	0	0	0	0
	09:00	90	85	12	16	5	25	76	0	0	0	0
444-5558		254	240	12	16	14	25	80	0	0	0	0
		574	240	5	16	14	25	35	0	0	0	320
		696	318	6	16	20	25	40	0	0	0	358

Statistics on the Control DN Performance Report

Control DN

This field is the unique CDN identifier.

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Calls Accpt

Total number of calls that entered the CDN.

Calls Answd

Number of calls answered for this CDN.

Avg Ans Del Sec

The average delay a caller experienced before the call was answered.

Long Ans Del Sec

The longest time a call waited before being answered.

Calls Abnd

The total number of calls accepted at the CDN, which were abandoned while waiting to be answered through the controlled operation.

Long Abd Del Sec

The longest time a call waited before being abandoned.

Srv Lvl%

The percentage of calls answered or abandoned within the maximum delay threshold.

CALL TERMINATION STATISTICS:

Route

The number of controlled mode calls that were given the “Route TO” treatment by the CCR application.

Disc

The number of controlled calls that were given a “Force Disconnect” treatment by the CCR application.

Busy
The number of controlled calls that were given a “Force Busy” treatment by the CCR application plus the number of calls busied by the call ceiling.

Dflt DN
The number of calls that were directed to the default ACD-DN in default mode operation.

CDN Delay Before Answering Report

The purpose of the CDN Delay Before Answering Report is to show a trend. It gives information about the service CDN callers receive, how rapidly calls are answered, and the lengths of delays callers experience.

The *Percent of Calls Answered* fields (representing the time categories) can be modified in the Spectrum Definition feature, described in the “Network Report Definition” chapter.

This report can be used to decide when recorded announcements and music should play to encourage callers to wait. The report is also used as a supplement to other management reports to help decide if staff adjustments are needed. It can also be used to forecast traffic patterns.

The key fields for the CDN Delay Before Answering Report are *Control DN* and *Base Time Unit*. A daily report for three queues over six days is shown in the example.

If a Meridian MAX node requested does not have CCR/EAR, a line appears on the report’s banner page indicating the node’s name, address and a message that the requested data type is not supported. If CCR/EAR is enabled but the requested data is not in the Meridian MAX database, a line appears in the report’s banner page indicating the node’s name, address and a message that data was not available from the node.

Figure 11-17
CDN Delay Before Answering Report

CDN Delay Before Answering Report **Page 1**
Interval Report

ABC Corporation **Date: 04/20/96 Time:22:29:08**

Intervals: 08:00 .. 09:00 Day: 04/07/96 **Relative Time Zone: NAC**

Destination Node: 123

CDN	INTVL	CALLS ANSWD	0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240– <300	300 +	AVG DEL SEC	LONG DEL SEC
222-4454	08:00	400	50	30	10	5	5	0	0	0	0	0	15	180
	08:30	1000	80	20	0	0	0	0	0	0	0	0	10	150
	09:00	2000	90	10	0	0	0	0	0	0	0	0	5	170
222-4454		3400	82	15	0	0	0	0	0	0	0	0	8	180
222-4458	08:00	700	60	20	20	0	0	0	0	0	0	0	10	200
	08:30	1200	70	20	10	0	0	0	0	0	0	0	10	100
	09:00	2100	80	20	0	0	0	0	0	0	0	0	5	100
222-4458		4000	74	20	6	0	0	0	0	0	0	0	8	200
		7400	78	18	4	0	0	0	0	0	0	0	8	200

Destination Node: 456

CDN	INTVL	CALLS ANSWD	0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240– <300	300 +	AVG DEL SEC	LONG DEL SEC
444-5554	08:00	8000	10	10	40	40	0	0	0	0	0	0	40	175
	08:30	12000	20	20	30	30	0	0	0	0	0	0	30	195
	09:00	14000	20	70	0	10	0	0	0	0	0	0	20	205
444-5554		34000	18	38	20	24	0	0	0	0	0	0	28	205
444-5558	08:00	8200	40	60	0	0	0	0	0	0	0	0	18	340
	08:30	12300	80	20	0	0	0	0	0	0	0	0	10	220
	09:00	7500	100	0	0	0	0	0	0	0	0	0	4	100
444-5558		28000	74	26	0	0	0	0	0	0	0	0	11	340
		62000	43	33	11	13	0	0	0	0	0	0	20	340

****

69400	47	31	10	12	0	0	0	0	0	0	19	340

****

Statistics on the CDN Delay Before Answering Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Calls Answd

The number of calls answered by agents.

Percent Of Calls Answered Within (Sec)

The percentage of calls that were answered within the specified delay periods.

Avg Del Sec

The average time a call waited before being answered.

Long Del Sec

The longest time a call waited before being answered.

CDN Delay Before Abandoning Report

The CDN Delay Before Abandoning Report shows the tolerance level of the customers, how many CDN calls are abandoned, and how long callers wait before hanging up.

The time categories field can be modified in the Spectrum Definition feature, described in the “Network Report Definition” chapter.

The report shows if callers abandoned before or after hearing the recorded announcement. This information can be used to decide when the recorded announcements and music are to play, and encourage callers to wait.

The key fields for the CDN Delay Before Abandoning Report are *Control DN* and *Base Time Unit*. A daily report for three queues over six days is shown in the example.

If a Meridian MAX node requested does not have CCR/EAR, a line appears on the report’s banner page indicating the node’s name, address and a message that the requested data type is not supported. If CCR/EAR is enabled but the requested data is not in the Meridian MAX database, a line appears in the report’s banner page indicating the node’s name, address and a message that data was not available from the node.

Figure 11-18
CDN Delay Before Abandoning Report

CDN Delay Before Abandoning Report
Interval Report

Page 1

ABC Corporation **Date: 04/20/96 Time:22:29:08**

Intervals: 08:00 .. 09:00 Day: 04/07/96 **Relative Time Zone: NAC**

CDN	INTVL	CALLS ANSWD	0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240– <300	300 +	AVG DEL SEC	LONG DEL SEC
Destination Node: 123														
222-4454	08:00	40	50	30	10	5	5	0	0	0	0	0	15	18
	08:30	100	80	20	0	0	0	0	0	0	0	0	10	15
	09:00	200	90	10	0	0	0	0	0	0	0	0	5	27
222-4454		340	82	15	1	0	0	0	0	0	0	0	8	27
222-4458	08:00	70	60	20	20	0	0	0	0	0	0	0	10	80
	08:30	120	70	20	10	0	0	0	0	0	0	0	10	10
	09:00	210	80	20	0	0	0	0	0	0	0	0	5	10
222-4458		400	74	20	6	0	0	0	0	0	0	0	8	80
		740	78	18	4	0	0	0	0	0	0	0	8	80
Destination Node: 456														
444-5554	08:00	800	10	10	40	40	0	0	0	0	0	0	40	50
	08:30	1200	20	20	30	30	0	0	0	0	0	0	30	19
	09:00	1400	20	70	0	10	0	0	0	0	0	0	20	25
444-5554		3400	18	38	20	24	0	0	0	0	0	0	28	50
444-5558	08:00	820	40	60	0	0	0	0	0	0	0	0	18	34
	08:30	1230	80	20	0	0	0	0	0	0	0	0	10	22
	09:00	750	100	0	0	0	0	0	0	0	0	0	4	10
444-5558		2800	74	26	0	0	0	0	0	0	0	0	11	34
		6200	43	33	11	13	0	0	0	0	0	0	20	50
		6940	47	31	10	12	0	0	0	0	0	0	19	80

Statistics on the CDN Delay Before Abandoning Report

Base Time Unit

The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Calls Abdnd

The number of calls abandoned by the caller.

Percent Of Calls Abandoned Within (Sec)

The percentage of calls abandoned within the specified delay period.

Avg Del Sec

The average time a caller waited before abandoning call.

Long Del Sec

The longest time a caller waited before abandoning call.

CDN Call Answer Breakdown Report

The CDN Call Answer Breakdown Report shows the traffic through the CDNs and the answering ACD-DNs. This feature assumes that the answering ACD-DN is always on the same node as the CDN. It will not be compatible with future releases of CCR that allow an ACD-DN from a different node to answer the CDN call.

This report is available for each of the standard NAC report time frames (for example, interval, shift, day, week, month, and period).

This report only contains meaningful data if the CCR/EAR MIS option is enabled in one or more Meridian MAX nodes. If a Meridian MAX node requested does not have CCR/EAR enabled, a line appears on the report's banner page indicating the node's name, address and a message that the requested data type is not supported. If CCR/EAR is enabled but the requested data is not in the Meridian MAX database, a line appears in the report's banner page indicating the node's name, address and a message that data was not available from the node.

The key fields for the CDN Call Answer Breakdown Report are *ACD-DN, Control DN*, and *Base Time Unit*.

Figure 11-19
Control DN Call Answer Breakdown Report

```
                         CDN Call Answer Breakdown Report              Page 1
                                Interval Report

  ABC Corporation                              Date: 09/19/96    Time: 16:30:15

  Intervals: 08:00 .. 9:00  Day: 03/16/96   Relative time zone: NAC

  CONTROL   ACD-DN   INTVL   CALLS  AVG  LONG
   DN     NUMBER          ANSWD  ANS  ANS
                      DEL  DEL
   Destination Node: 123  SEC  SEC

   222–4458  245–8862 08:00     6    20   50
                  08:30     7   30  40
                  09:00     6   30  40
            245–8863 08:00     6   20   40
                  08:30     7   20  45
                  09:00     6   30  40
 ____________________________________________________

   222–4458                 38   25   50
 ____________________________________________________
==========================================================
                        38   25  50
==========================================================

   Destination Node: 456

   444–5554  245–8862 08:00    121    20   80
                  08:30    99   30  70
                  09:00   100   30  80
 ____________________________________________________
   444–5554                320   26   80
 ____________________________________________________
   444–5558  245–8864 08:00    120    20   75
                  08:30    98   32  70
                  09:00   100   30  90
 ____________________________________________________

   444–5558                318   26   90
 ____________________________________________________
==========================================================
                        638   26  90
==========================================================

****************************************************
                        676   26  80
****************************************************
```

Statistics on the CDN Call Answer Breakdown Report

Base Time Unit
The time frame (for example, interval, day, week, month, or period) for which the report was generated.

Control DN
This field shows the unique CDN identifier.

ACD-DN Number
This field shows the CDN's target ACD-DNs.

Calls Answd
The number of calls answered for this CDN.

Avg Ans Del Sec
The average delay a caller experienced before the call was answered.

Long Ans Del Sec
The longest time a call waited before being answered.

Network Configuration Control

The Network Configuration Control feature is used to change the way calls are routed between the NACD-DNs on the network. Changes can be implemented immediately, or handled automatically through a schedule.

Accessing this feature

This feature can be accessed by selecting the *“Network Configuration Control”* option from the main menu.

Processing commands

The Meridian 1 switch accepts changes from the NAC (through a Meridian MAX node) and the Meridian MAX attached to the switch. This makes it possible for two or more configuration control commands to be sent to the same Meridian 1 at virtually the same time.

The Meridian 1 switch executes the first command that it receives, regardless of the source. The second command is executed immediately after the first. Co-ordination between the NAC site and the various nodes is important prior to executing these commands. The Supervisor Messaging feature can also assist in co-ordinating changes.

Submenu

A submenu is displayed after the Network Configuration Control feature is selected from the main menu. This submenu is shown in Figure 12-1.

Figure 12-1
Network Configuration Control submenu

```
                              12:00:00
Network Configuration Control

      1. Exit
      2. Change Network Day Routing Tables
      3. Change Network Night Routing Tables
      4. View Miscellaneous Parameters
      5. Run Network Configuration Update
      6. Create or Modify Network Change Orders
      7. Create or Modify Lists
      8. View Transaction Log

HELP=Help  F10=Display Execution Queue
```

Function keys

Help=Help

Provides information regarding this feature and its fields.

F10=Display Execution Queue

Displays the current contents of the Network Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Execution Queue” section in this chapter for more information.

Menu options

Exit

Returns the system to the main menu.

Change Network Day Routing Tables

Adds, changes, or deletes entries to the day target table for each NACD queue. This table routes incoming calls during normal working hours.

Change Network Night Routing Tables

Adds, changes, or deletes entries to the night target table for each NACD queue. This table routes calls when the queue is in night service.

View Miscellaneous Parameters

Displays the network link status and Meridian 1 configuration control link status for each of the defined nodes.

Run Network Configuration Update

Polls all the nodes on the network and updates the information on the NAC. This feature can be used to confirm that a change has been made. It is also useful if the configuration of a Meridian MAX node becomes out of sync with its entry in the NAC displays. This temporarily slows the NAC and Meridian MAX nodes. It is recommended that this command be used sparingly.

For example, imagine that the day tables have been changed on a Meridian MAX node in Chicago. This change is reflected immediately on the routing table display for Chicago. The change request is also sent to the Meridian MAX in Chicago. However, before the change is executed, Chicago experiences a power failure, and the change order is never applied. When the Meridian MAX is reactivated, its configuration is as it was before; however, as far as the NAC is concerned the change to the day tables has already been made. The NAC displays can be put back in sync with the Chicago Meridian MAX configuration by running a network configuration update.

The following system message is displayed in the bottom left-hand corner of the Network Configuration Control submenu after this command is selected:

Configuration update has been initiated

Create or Modify Network Change Orders

Adds, changes, or deletes a network change order.

Create or Modify Lists

Accesses the List Management feature. This is the same List Management feature accessed from the main menu. Refer to the "List Management" chapter for information.

View Transaction Log

Displays the log of the network configuration control transactions kept by the system.

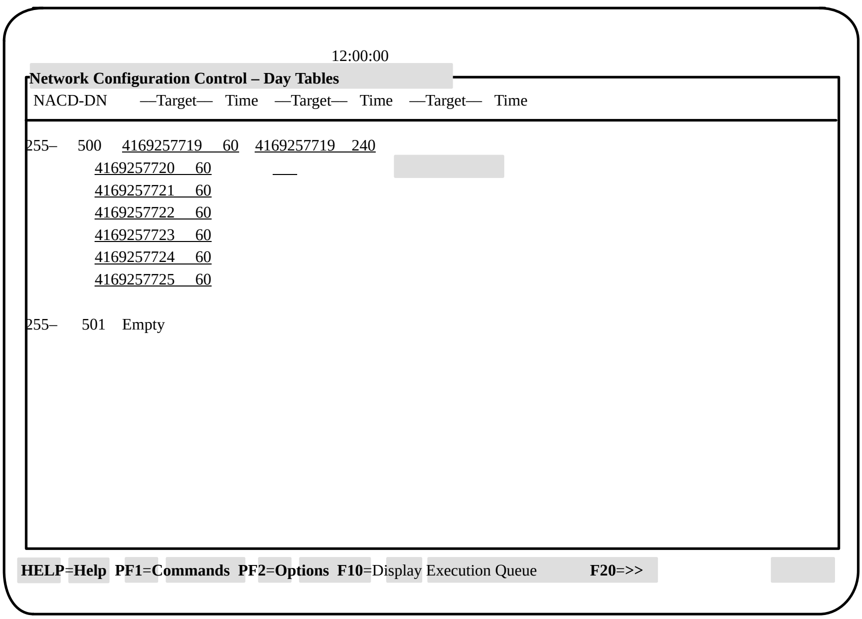
Change Network Day Routing Tables

The Change Network Day Routing Tables feature allows changes to be made to the day target table for each NACD queue. This table is used to route incoming calls during normal working hours.

This feature specifies the source NACD-DN, up to 20 target NACD-DNs, and the number of seconds the call should wait in the queue before it sends a call request to the next target NACD-DN. All the *Target* and *Time* fields must be completed in a column before entries can be made in the next column.

> ***Note:*** When defining day routes, do not select CDNs as either source or destination DNs for the purpose of rerouting calls. The Meridian MAX does not include any CDNs in the lists sent to the NAC for use in configuration control operations.

Figure 12-2
Network Configuration Control—Day Tables



Function keys

Help=Help
Provides information regarding this feature and its fields.

PF1=Commands
The following commands are available after pressing **[Commands]**:

- **Exit**
  Returns the system to the Network Configuration Control menu.
- **Clear the form**
  Removes any data from the screen.
- **Remove changes**
  Ignores any changes made to the day table during the current session.
- **Execute**
  Executes the Network Configuration Control Day Tables. The information is sent to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=No selection
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2–Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=NACD-DN Lists
Displays a pop-up window of the NACD-DN lists defined in the List Management feature. This function key does not appear if there are no defined NACD-DN lists. Refer to the “List Management” chapter for more information regarding lists.

The list name, each NACD-DN in the list, and the list terminator (shown as ‘======’) also appear when a list is added to the screen. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

To remove the entire list from the screen, move the cursor to the list name and press **[Delete list]**.

To make changes to individual entries in the list, move to the list terminator and press **[Expand list]**. Once the list has been expanded, changes to individual entries may be made. Pressing **[Delete entry]** while positioned on an element in a list causes the entry to be removed and the list to be expanded.

PF3=No selection
Removes the NACD-DN Lists pop-up window from the screen.

F6=Sort by timer value
Re-orders the target table according to the time values. This function key appears only if a change is made to the target table.

F10=Display Execution Queue
Displays the current contents of the network configuration control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Execution Queue” section in this chapter for more information.

Remove=Delete entry
Removes an entry from a list.

Remove=Delete list
Removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list
Breaks the list into individual entries. This option appears while the cursor is on the list terminator, shown as ‘======’.

Remove=Remove target
Removes a target from the table.

Fields

NACD-DN
Specifies the NACD-DN number or name to be changed. A NACD-DN, NACD-DN list name, or an asterisk “*” can be entered. An asterisk displays the information for all NACD-DNs.

Target

Specifies the target queue(s) which can receive a call after it is overflowed from the source queue. The targets may be local or remote (if the networking option is enabled) and may consist of up to 10 digits. A maximum of 20 different target queues can be assigned to each source queue.

If the word **EMPTY** appears in this field, it indicates that no target queues have been assigned and the NACD-DN is invalid. Otherwise, this field lists all valid queues assigned as a target(s).

Unregistered targets are shown on the display with an "*" between the target ID and the timer value. This flag is shown when no changes have been made to the table. Unregistered targets are automatically retried by the system approximately every five minutes.

To add a target to the table, move the cursor to the blank entry at the end of the table and enter the new target number. The timer value for the new target initially appears as 0.

To remove a target from the table, position the cursor on the target to be removed and press **[Remove target]**. To remove the entire target table, all targets must be individually removed.

Time

Specifies the number of seconds the call is to go unanswered before it is time overflowed to the corresponding target queue. Each target queue, assigned to a source queue, can have its own time.

Press **[Sort by timer value]** to reorder the target table according to the time values. This function key appears only if a change is made to the target table.

Change Network Night Routing Tables

The Change Network Night Routing Tables feature allows changes to be made to the night target table for each NACD queue. This table is used to route incoming calls when the queue is in night service. A night target table cannot be defined for a queue which has a night number defined (although this is not checked until the network configuration control change is executed at the remote Meridian MAX system).

This feature specifies the source NACD-DN, up to 20 target NACD-DNs, and the number of seconds the call should wait in the queue before it sends a call request to the next target NACD-DN. All the *Target* and *Time* fields must be completed in a column before entries can be made in the next column.

> ***Note:*** When defining night routes, do not select CDNs as either source or destination DNs for the purpose of rerouting calls. The Meridian MAX does not include any CDNs in the lists sent to the NAC for use in configuration control operations.

Figure 12-3
Network Configuration Control—Night Tables

```
                                        12:00:00
Network Configuration Control – Night Tables
 NACD-DN      —Target—   Time   —Target—   Time   —Target—   Time

255–   500   4082221000   60   4082221007   240
           4082221001   60             ___
           4082221002   60
           4082221003   60
           4082221004   60
           4082221005   60
           4082221006   60

255–    501   Empty

HELP=Help  PF1=Commands  PF2=Options  F10=Display Execution Queue        F20=>>
```

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit**
  Returns the system to the Network Configuration Control submenu.
- **Clear the form**
  Removes any data from the screen.
- **Remove changes**
  Ignores any changes made to the night table during the current session.
- **Execute**
  Executes the Network Configuration Control Night Tables. The information is sent to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=No selection

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2–Remove options pop-up

Removes the Options pop-up window from the screen.

PF3=NACD-DN Lists

Displays a pop-up window of the NACD-DN lists defined in the List Management feature. This function key does not appear if there are no defined NACD-DN lists. Refer to the “List Management” chapter for more information regarding lists.

The list name, each NACD-DN in the list, and the list terminator (shown as ‘======’) also appear when a list is added to the screen. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

To remove the entire list from the screen, move the cursor to the list name and press **[Delete list]**.

To make changes to individual entries in the list, move to the list terminator and press **[Expand list]**. Once the list has been expanded, changes to individual entries may be made. Pressing **[Delete entry]** while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection

Removes the NACD-DN Lists pop-up window from the screen.

F6=Sort by timer value

Re-orders the target table according to the time values. This function key appears only if a change is made to the target table.

F10=Display Execution Queue

Displays the current contents of the network configuration control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Execution Queue” section in this chapter for more information.

Remove=Delete entry

Removes an entry from a list.

Remove=Delete list

Removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

Breaks the list into individual entries. This option appears while the cursor is on the list terminator, shown as ‘======’.

Remove=Remove target

Removes a target from the table.

Fields

NACD-DN

Specifies the NACD-DN number or name to be changed. A NACD-DN, NACD-DN list name, or an asterisk “*” can be entered. An asterisk displays the information for all NACD-DNs.

Target

Specifies the target queue(s) which can receive a call after it is overflowed from the source queue. The targets may be local or remote (if the networking option is enabled) and may consist of up to 10 digits. A maximum of 20 different target queues can be assigned to each source queue.

If the word **EMPTY** appears in this field, it indicates that no target queues have been assigned and the NACD-DN is invalid. Otherwise, this field lists all valid queues assigned as a target(s).

Unregistered targets are shown on the display with an “*” between the target ID and the timer value. This flag is shown when no changes have been made to the table. Unregistered targets are automatically retried by the system approximately every five minutes.

To add a target to the table, move the cursor to the blank entry at the end of the table and enter the new target number. The timer value for the new target initially appears as 0.

To remove a target from the table, position the cursor on the target to be removed and press **[Remove target]**. To remove the entire target table, all targets must be individually removed.

Time

Specifies the number of seconds the call is to go unanswered before it is time overflowed to the corresponding target queue. Each target queue, assigned to a source queue, can have its own time.

Press **[Sort by timer value]** to reorder the target table according to the time values. This function key appears only if a change is made to the target table.

View Miscellaneous Parameters

The View Miscellaneous Parameters feature displays the network link status and Meridian 1 configuration control link status for each defined node. Changes cannot be made from this screen.

> ***Note:*** Changes to the status of a Meridian MAX configuration control link or a NAC link may take up to seven minutes before being reflected on the display.

Figure 12-4
Network Configuration Control—View Miscellaneous Parameters

12:00:00

Network Configuration Control – View Miscellaneous Parameters

Node Address	MAX CC Link Status	NAC Link Status
255	UP	UP
334	UP	UP
338	UP	UP
342	UP	UP
343	DOWN	UP
646	UP	UP
655	UP	UP
760	UP	UP
761	UP	UP

HELP = Help   PF1 = Exit   F10 = Display Execution Queue

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Exit

Returns the system to the Network Configuration Control submenu.

F10=Display Execution Queue

Displays the current contents of the Network Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Execution Queue” feature in this chapter for more information.

Fields

Node Address

Displays the three-digit address for each node defined as part of the network.

MAX CC Link Status

Displays the status of the configuration control link between the Meridian 1 and the Meridian MAX node. If the switch and the Meridian MAX are working properly, and all cables are properly connected, then this field shows **UP** for the appropriate node. This indicates that the node is up and running. If there is no connection between the switch and the Meridian MAX (such as might occur if a cable were disconnected), then this field shows **DOWN** for the node. This indicates that there is a problem with the connection.

NAC Link Status

Displays the status of the NAC link between the NAC and the Meridian MAX node. If the NAC and the Meridian MAX are working properly, and all cables are properly connected, then this field shows **UP** for the appropriate node. This indicates that the network connection is up and running. If there is no connection between the NAC and the Meridian MAX (such as might occur if a cable were disconnected), then this field shows **DOWN** for the node. This indicates that there is a problem with the connection.

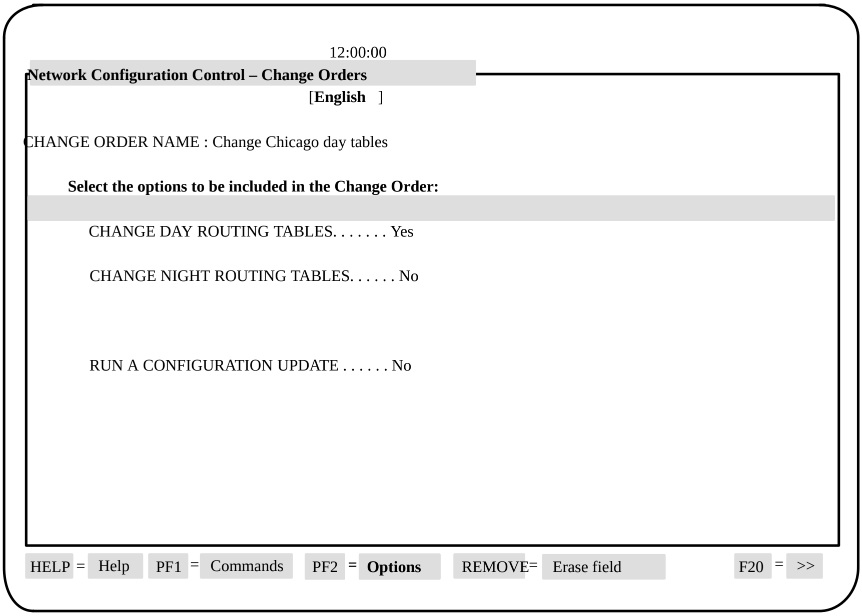
Create or Modify Network Change Orders

The Create or Modify Network Change Orders feature creates new change orders or batch network configuration control jobs. All commands within a change order are executed in the order they are recorded, one after another. Change orders are most frequently attached to schedule definitions so they can be executed repeatedly over a period of time (for example, once a day). They can also occur on a specific date and hour. Change orders can also be executed upon request without scheduling.

To define a new change order, fill in the fields. The three fields in the lower portion of the screen specify the changes to be made by this change order. If one of these is changed to *"Yes"*, the Network Configuration Control screen corresponding to that field appears. This is the same screen which can be selected from the Network Configuration Control submenu.

Specify the changes to be made and select **[Exit]** from the Commands menu to return to the change order screen. To display or modify the changes already specified under one of the fields, move to that field and press **[Enter changes screen]**.

Figure 12-5
Network Configuration Control—Change Orders



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the Network Configuration Control submenu. Changes to the screen, which have not been saved, are deleted.

- **Clear the form**

  Clears all of the information from the screen.

- **Read an existing change order**

  Displays a pop-up list of existing change orders. Select one and it appears on the screen.

- **Undo changes to change order**

  Voids any changes made to the change order during the current session.

- **Save as a new change order**

  Saves the change order currently on display.

- **Overwrite an existing change order**

  Replaces an existing change order with the one currently on display. This command is used when the original change order is no longer needed.

- **Delete change order(s)**

  Permanently removes a change order from the system.

- **Execute this change order**

  Executes the currently displayed change order. The change order is sent to the execution queue.

- **Read adhoc change order**

  Displays the existing ad hoc change order.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Enter changes screen
Displays the corresponding Network Configuration Control screen for the field on the change order screen. This function key is only available if *"Yes"* appears in one of the fields of an existing change order. For example, if *"Yes"* appears in the *Change Day Routing Tables* field, this function key can be used to display the corresponding Change Network Day Routing Tables feature.

Remove=Erase field
Removes the contents of a field.

F10=Display Execution Queue

Displays the current contents of the Network Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Execution Queue” feature in this chapter for more information.

Fields

Change Order Name

Specifies the name or title of the change order. This is an optional field, but required if the change order is to be saved.

Language

Defines the language in which the change order is to be entered. This field appears in brackets in the upper right corner of the screen.

Change Day Routing Tables

Determines whether the day routing table is to be changed. If the field is “*Yes*”, the system displays the Network Configuration Control – Day Tables screen (described in this chapter). When the entries are finished, the Network Configuration Control – Change Orders screen appears.

Change Night Routing Tables

Determines whether the night routing table is to be changed. If the field is “*Yes*”, the system displays the Network Configuration Control – Night Tables screen (described in this chapter). When the entries are finished, the Network Configuration Control – Change Orders screen appears.

Run a Configuration Update

Determines whether the NAC is to automatically run a configuration update after sending the change order request. Enter “*Yes*” to activate this process. Choosing this option ensures that the NAC displays are in sync with the Meridian MAX node configurations after the change order is executed.

View Transaction Log

The View Transaction Log feature displays the log of the Network Configuration Control transactions kept by the system.

Recorded in this log are up to 2,000 lines of information from past requests. This includes all change orders that have been requested, who requested them, and any errors that occurred. If any errors are encountered, additional error information is displayed. All change orders, whether they succeed or fail, are also recorded here. When the transaction log reaches a size of approximately 2,000 lines, the system automatically truncates the file to the most recent 200 lines.

When this option is initially selected, the bottom of the transaction log is displayed. To move about in the file, use the **{Page Up}** and **{Page Down}** keys to move by pages or the **{↑}** and **{↓}** arrow keys to move by lines. These movement commands can be prefixed by a number to move a specific number of pages or lines.

The following line appears near the bottom left-hand portion of the screen:

line nn of mm

The variable, **nn**, represents the line at the top of the display. The variable, **mm**, represents the total number of lines in the log.

Figure 12-6
Configuration Control–Transaction Log

```
                                        12:00:00
 Configuration Control – Transaction Log
    —TARGET—  TIME  —TARGET—  TIME  —TARGET—  TIME  —TARGET—  TIME
Change:     9002   20


Actual:     9002   20



*** Day Table Change Error ********************************** 8:37  2/25/92 ***


Requested by    : DENISE J. COOPER
Change Order    : Morning DAY TABLES
Node            : 334
ACD-DN          : 000–9056

— Error sending message to Meridian MAX node 334



    (Line 1 of 1)
HELP = Help   PF1 = Exit   F6 = Print   F10 = Display Execution Queue
```

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Exit

Returns the system to the Network Configuration Control submenu.

F6=Print

Prints the transaction log.

F10=Display Execution Queue

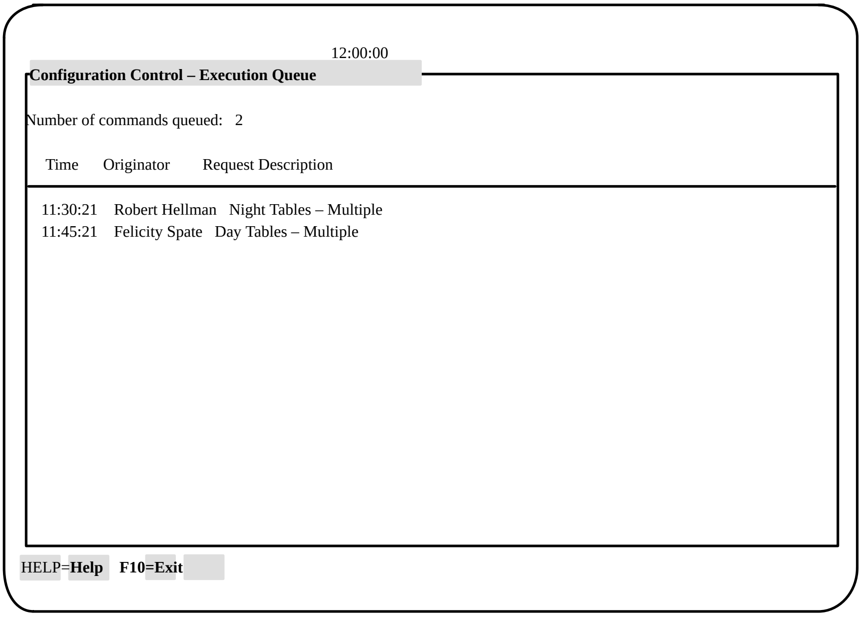
Displays the current contents of the Network Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Execution Queue” section in this chapter for more information.

Execution Queue

The Execution Queue feature displays the current contents of the network configuration control execution request queue. The queue contains all requests for changes that have been made, but not yet executed. All of the commands are listed in the queue in the order they are received.

Commands, that are not scheduled, are listed according to the time they were added to the queue. Scheduled commands are listed according to the time they are scheduled to be executed.

Figure 12-7
Configuration Control–Execution Queue



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Exit

Returns the system to the screen which called this feature.

Fields

Number of commands queued

Displays the number of network configuration control commands waiting for execution.

Time

Displays the time the scheduled commands are set to function. Commands that are not scheduled show the time they were added to the queue.

Originator

Displays the name of the supervisor, who generated the commands.

Request Description

Describes the nature of the commands waiting for execution.

Network Configuration Control ad hoc mode

The Network Configuration Control ad hoc mode allows changes to be made to queue parameters while in a real-time display. This ad hoc mode can be accessed from four features: the Network ACD-DN Queue Statistics, Network Details Display, Network Position Status Counts Display, and the Nodal Control DN Queue Statistics.

Accessing this feature

Follow this procedure to use the ad hoc mode:

1 Access the Network ACD-DN Queue Statistics, Network Details Display, Network Position Status Counts Display, or Nodal Control DN Queue Statistics features.

2 Press **[Configuration Control]**.
A pop-up window appears with three options. (The first two options are not accessible from the Nodal Control DN Queue Statistics feature.)

3 a) Choose *"Change Network Day Routing Tables"* to set or change the time overflow day routing table for each queue.
The Network Configuration Control–Day Tables display appears in the bottom portion of the screen. See Figure 13-1.

b) Choose *"Change Network Night Routing Tables"* to set or change the time overflow night routing table for each queue.
The Network Configuration Control–Night Tables display appears in the bottom portion of the screen. See Figure 13-2.

c) Choose *"View Miscellaneous Parameters"* to view load management link status and network link status in the network nodes.
The Network Configuration Control–View Miscellaneous Parameters display appears in the bottom portion of the screen. See Figure 13-3. Note that the "View Miscellaneous Parameters" option is the only ad hoc mode accessible from the Nodal Control DN Queue Statistics feature.

Ad hoc mode—day tables

This features allows changes to be made to the day target table for selected NACD queues. The changes can be made in a pop-up window which appears at the bottom of the real-time display. This is the same feature described in the “Change Network Day Routing Tables” section in the “Network Configuration Control” chapter.

Figure 13-1
Ad hoc mode–day tables

12:00:00

Network ACD-DN Queue Statistics Display

NODE – ACDDN	AVG DELAY	SVC LVL %	CALLS ABAND	CALLS ANSWD	CALLS WAITING	——TIME–OVERFLOW—— IN	OUT	WAIT
123–555–7890	5	95	2	100	0	10	5	0
123–555–7891	7	90	10	50	2	7	0	0
123–555–7892	15	75	20	100	11	0	15	0
123–555–7893	1	100	0	23	0	0	0	

Network Configuration Control – Day Tables

NACD-DN	—Target—	Time	—Target—	Time	—Target—	Time
123–555–7890	1254651212	20	1254651213	26	1254651214	30
	1254651215	36	1254651216	40		

HELP=Help PF1=Commands PF2=Enter CC window PF3=Remove CC window F20 = >>

Function keys

> ***Note:*** The display and purpose of several of the function keys vary depending on the feature from which the [Configuration Control] command was invoked. For example, pressing **[Commands]** may display a Commands pop-up on one screen or be used to return to the main menu on the other. The purpose of all the function keys are provided in this section.

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following options are available under the [Commands] function key if [Configuration Control] is invoked from the Network ACD-DN Queue Statistics feature:

- **Exit**
  Returns the system to the main menu.
- **NACD-DN Queue Statistics Display**
  Provides access to the Network ACD-DN Queue Statistics display, if this option is highlighted.
- **CDN Queue Statistics Display**
  Provides access to the Nodal Control DN Queue Statistics. This command is only offered if the CCR/EAR option is enabled. The CDN Statistics must also be enabled in the supervisor's profile.

PF1=Commands

The following options are available under the [Commands] function key if [Configuration Control] is invoked from the Network Details Display feature:

- **Exit**
  Returns the system to the Network Details Display screen.
- **Remove changes**
  Ignores any changes made to the day table during the current session.
- **Execute**
  Executes the Network Configuration Control–Day Tables. The information is sent to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=Exit

Returns the system to the main menu. This function key is available if [Configuration Control] is invoked from the Network Position Status Counts Display feature.

PF2=Enter CC window

Moves the highlight bar into the Network Configuration Control–Day Tables pop-up, which permits the fields to be edited. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display or Network ACD-DN Queue Statistics features.

PF2=Options

Displays a description or list of valid entries for the field. This function key is available if [Configuration Control] is selected from the Network Details Display feature.

PF2=Remove options pop-up

Removes the options pop-up. This function key is available if [Configuration Control] is selected from the Network Details Display feature.

PF3=Remove CC window

Removes the Network Configuration Control–Day Tables pop-up from the screen. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display or Network ACD-DN Queue Statistics features.

F6=Print

Provides a snapshot report of the current network activity. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display or Network ACD-DN Queue Statistics features.

F7=Network Details

Displays the status of the time-overflowed calls answered for a particular NACD-DN in the last 10 minutes of system activity. This data is displayed on the Network Details Display screen. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display or Network ACD-DN Queue Statistics features. For more information on the Network Details Display feature, refer to the "Queue Statistics Display" chapter.

F8=Position Status Display

Toggles between the Network ACD-DN Queue Statistics Display feature and the Network Position Status Counts Display feature, without going through the main menu. This function key is available only if [Configuration Control] is selected from the Network ACD-DN Queue Statistics feature.

F8=Queue stats

Toggles between the Network ACD-DN Queue Statistics Display feature and the Network Position Status Counts Display feature, without going through the main menu. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display feature.

F9=Graphic display

Provides the data in a graphic format. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display feature. The data must already be in numeric format for this function key to appear.

F9=Numeric display

Provides the data in a numeric format. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display feature. The data must already be in graphic format for this function key to appear.

F10=Display Execution Queue

Displays the current contents of the Network Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Execution queue” section in the “Network Configuration Control” chapter for more information.

Remove=Remove target

Removes a target from the table. This function key is available if [Configuration Control] is selected from the Network Details Display feature.

Ad hoc mode—night tables

This features allows changes to be made to the night target table for selected NACD queues. The changes can be made in a pop-up window which appears at the bottom of the real-time display. This is the same feature described in the “Change Network Night Routing Tables” section in the “Network Configuration Control” chapter.

Figure 13-2
Ad hoc mode–night tables

12:00:00

Network ACD-DN Queue Statistics Display

NODE – ACDDN	AVG DELAY	SVC LVL %	CALLS ABAND	CALLS ANSWD	CALLS WAITING	——TIME–OVERFLOW—— IN	OUT	WAIT
123–555–7890	5	95	2	100	0	10	5	0
123–555–7891	7	90	10	50	2	7	0	0
123–555–7892	15	75	20	100	11	0	15	0
123–555–7893	1	100	0	23	0	0	0	

Network Configuration Control – Night Tables

NACD-DN	—Target—	Time	—Target—	Time	—Target—	Time
334- 7890	EMPTY					

HELP = Help PF1 = Commands PF2 = **Enter CC window** PF3 = **Remove CC window** F20 = >>

Function keys

Note: The display and purpose of several of the function keys vary depending on the feature from which the [Configuration Control] command was invoked. For example, pressing **[Commands]** may display a Commands pop-up on one screen or be used to return to the main menu on the other. The purpose of all the function keys are provided in this section.

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following options are available under the [Commands] function key if [Configuration Control] is invoked from the Network ACD-DN Queue Statistics feature:

- **Exit**
  Returns the system to the main menu.
- **NACD-DN Queue Statistics Display**
  Provides access to the Network ACD-DN Queue Statistics display, if this option is highlighted.
- **CDN Queue Statistics Display**
  Provides access to the Nodal Control DN Queue Statistics. This command is only offered if the CCR/EAR option is enabled. The CDN Statistics must also be enabled in the supervisor's profile.

PF1=Commands

The following options are available under the [Commands] function key if [Configuration Control] is invoked from the Network Details Display feature:

- **Exit**
  Returns the system to the Network Details Display screen.
- **Remove changes**
  Ignores any changes made to the night table during the current session.
- **Execute**
  Executes the Network Configuration Control–Night Tables. The information is sent to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=Exit

Returns the system to the main menu. This function key is available if the [Configuration Control] option is invoked from the Network Position Status Counts Display feature.

PF2=Enter CC window

Moves the highlight bar into the Network Configuration Control–Night Tables pop-up, which permits the fields to be edited. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display or Network ACD-DN Queue Statistics features.

PF2=Options

Displays a description or list of valid entries for the field. This function key is available if [Configuration Control] is selected from the Network Details Display feature.

PF2=Remove options pop-up

Removes the options pop-up. This function key is available if [Configuration Control] is selected from the Network Details Display feature.

PF3=Remove CC window

Removes the Network Configuration Control–Night Tables pop-up from the screen. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display or Network ACD-DN Queue Statistics features.

F6=Print

Provides a snapshot report of the current network activity. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display or Network ACD-DN Queue Statistics features.

F7=Network Details

Displays the status of the time-overflowed calls answered for a particular NACD-DN in the last 10 minutes of system activity. This data is displayed on the Network Details Display screen. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display or Network ACD-DN Queue Statistics features. For more information on the Network Details Display feature, refer to the "Queue Statistics Display" chapter.

F8=Position Status Display

Toggles between the Network ACD-DN Queue Statistics Display feature and the Network Position Status Counts Display feature, without going through the main menu. This function key is available only if [Configuration Control] is selected from the Network ACD-DN Queue Statistics feature.

F8=Queue stats

Toggles between the Network ACD-DN Queue Statistics Display feature and the Network Position Status Counts Display feature, without going through the main menu. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display feature.

F9=Graphic display

Provides the data in a graphic format. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display feature. The data must already be in numeric format for this function key to appear.

F9=Numeric display

Provides the data in a numeric format. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display feature. The data must already be in graphic format for this function key to appear.

F10=Display Execution Queue

Displays the current contents of the network configuration control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Execution Queue” section in the “Network Configuration Control” chapter for more information.

Ad hoc mode—View Miscellaneous Parameters

This features displays the network link status and Meridian 1 configuration control link status for the configured node on the display. Changes cannot be made to this node. This is the same feature described in the the “View Miscellaneous Parameters” section in the “Network Configuration Control” chapter.

> ***Note:*** This option is the only ad hoc mode accessible from the Nodal Control DN Queue Statistics feature.

Figure 13-3
Ad hoc mode—View Miscellaneous Parameters

12:00:00

Network ACD-DN Queue Statistics Display

NODE – ACDDN	AVG DELAY	SVC LVL %	CALLS ABAND	CALLS ANSWD	CALLS WAITING	—TIME–OVERFLOW— IN	OUT	WAIT
123–555–7890	5	95	2	100	0	10	5	0
123–555–7891	7	90	10	50	2	7	0	0
123–555–7892	15	75	20	100	11	0	15	0
123–555–7893	1	100	0	23	0	0	0	0
Sales	7	90	32	273	13	17	20	0
123–555–7894	**8**	**90**	3	50	4	3	7	0
123–555–7895	7	90	10	50	2	7	0	0
123–555–7896	5	95	2	100	0	10	5	0

Network Configuration Control – View Miscellaneous Parameters

Node Address	MAX CC Link Status	NAC Link Status
123	DOWN	UP

HELP = Help PF1 = Commands PF3 = **Remove CC window** F6 = Print F20 = >>

Function keys

Note: The display and purpose of several of the function keys vary depending on the feature from which the [Configuration Control] command was invoked. For example, pressing **[Commands]** may display a Commands pop-up on one screen or be used to return to the main menu on the other. The purpose of all the function keys are provided in this section.

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following options are available under the [Commands] function key if [Configuration Control] is invoked from the Network ACD-DN Queue Statistics, or Nodal Control DN Queue Statistics features:

- **Exit**
  Returns the system to the main menu.
- **NACD-DN Queue Statistics Display**
  Provides access to the Network ACD-DN Queue Statistics display, if this option is highlighted.
- **CDN Queue Statistics Display**
  Provides access to the Nodal Control DN Queue Statistics. This command is only offered if the CCR/EAR option is enabled. The CDN Statistics must also be enabled in the supervisor’s profile.

PF1=Exit

Removes the ad hoc pop-up window from the screen. This function key is available if the [Configuration Control] option is invoked from the Network Details Display feature.

PF1=Exit

Returns the system to the main menu. This function key is available if the [Configuration Control] option is invoked from the Network Position Status Counts Display feature.

PF3=Remove CC window

Removes the Network Configuration Control–View Miscellaneous Parameters pop-up from the screen. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display, Network ACD-DN Queue Statistics, or Nodal Control DN Queue Statistics features.

F6=Print

Provides a snapshot report of the current network activity. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display, Network ACD-DN Queue Statistics, or Nodal Control DN Queue Statistics features.

F7=Network Details

Displays the status of the time-overflowed calls answered for a particular NACD-DN in the last 10 minutes of system activity. This data is displayed on the Network Details Display screen. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display, Network ACD-DN Queue Statistics, or the Nodal Control DN Queue Statistics features. For more information on the Network Details Display feature, refer to the "Queue Statistics Display" chapter.

F8=Position Status Display

Toggles between the Network Position Status Counts Display feature and either the Network ACD-DN Queue Statistics Display feature or the Nodal Control DN Queue Statistics feature. This function key is available only if [Configuration Control] is selected from the Network ACD-DN Queue Statistics, or Nodal Control DN Queue Statistics features.

F8=Queue stats

Toggles between the Network Position Status Counts Display feature and either the Network ACD-DN Queue Statistics Display feature or the Nodal Control DN Queue Statistics feature. This function key is available only if [Configuration Control] is selected from the Network Position Status Counts Display feature.

F9=Graphic display

Provides the data in a graphic format. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display feature. The data must already be in numeric format for this function key to appear.

F9=Numeric display

Provides the data in a numeric format. This function key is available if [Configuration Control] is selected from the Network Position Status Counts Display feature. The data must already be in graphic format for this function key to appear.

F10=Display Execution Queue

Displays the current contents of the Network Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Execution Queue” section in the “Network Configuration Control” chapter for more information.

List Management

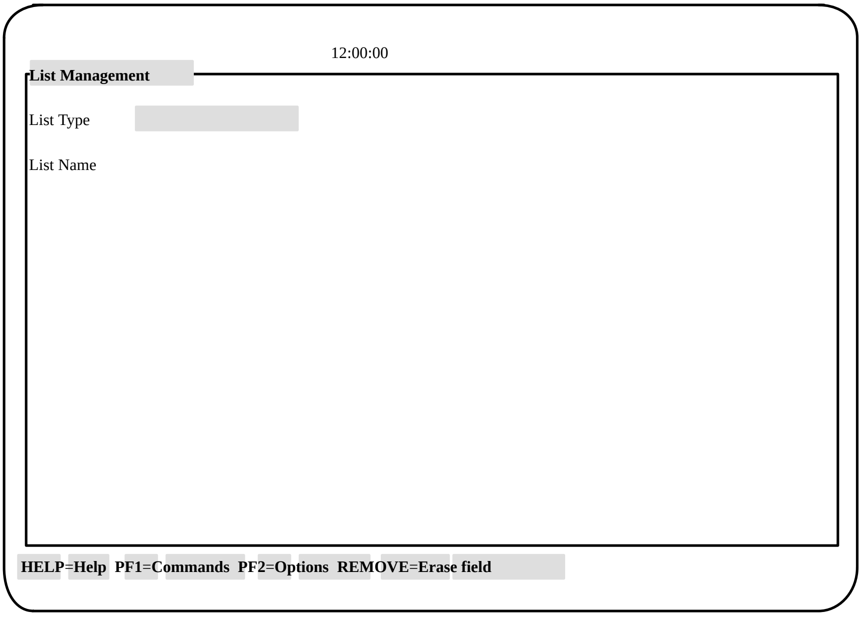
The List Management feature creates and modifies lists of NACD-DNs, ACD-DN units and CDN units. Each list can contain a maximum of 100 elements and be used as often as required. Only one supervisor can access this feature at one time.

Each list can be used in a variety of time-saving ways. For example, a supervisor may wish to produce a report on 85 specific CDNs. Rather, than producing a separate report on each CDN, the supervisor can create a list of these 85 CDNs. Only the name assigned to this list needs to be provided when defining the report rather than each individual CDN number.

Accessing this feature

This feature can be accessed by selecting the *"List Management"* option from the main menu or the "*Create or Modify Lists*" option offered in the Network Configuration Control submenu (described in the "Network Configuration Control" chapter).

Figure 14-1
List Management—initial screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the main menu. Any changes made, but not saved, are ignored.
- **Clear the form**
  Clears all information from the screen.
- **Read an existing list definition**
  Allows an existing list to be selected for modification or review.
- **Undo changes to list definition**
  Returns a changed list definition to its original definition, providing the changes were not saved. The original list is displayed on the screen.

- **Save as a new list definition**
  Saves the information currently on display as a new list definition. The new list must have an unique list name. If an existing list definition (and list name) is modified, the original list is not changed. However, the changed list currently on display is saved under its new name.
- **Overwrite an existing list definition**
  Replaces the original information with any revisions. This command is used when the original list is no longer required.
- **Delete an existing list definition**
  Removes a list from the system.
- **Print this list definition**
  Prints the list definition currently on display.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Provides a description or list of valid entries for the field.

PF2=Select no options
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Indicates that no further editing is required in the field.

F6=Insert Element
Inserts a list element between two existing list elements. The function key is used primarily to insert an element in a logical place. For example, the supervisor may wish to have the list of NACD-DNs in ascending numerical sequence. The new element is inserted into the space occupied by the selection bar. All subsequent elements are shifted down one spot on the list. This function key cannot be used if the list is full. The list can contain a maximum of 100 elements.

F7=Delete Element
Removes a single element from the list.

Insert Here=Insert
Inserts characters in the middle or beginning of the field.

Insert Here=Overwrite
Overwrites characters in the middle or beginning of the field.

Remove=Erase field
Removes the contents of a field.

Fields

List Type
Specifies the type of list to be created or modified. The options are ACD-DN Unit, NACD-DN and CDN Unit.

The ACD-DN unit lists and CDN unit lists consist of groups of DNs, which appear in real-time displays and report definitions. Each CDN can appear in only one CDN unit list, and each ACD-DN can appear in only one ACD-DN unit list. These unit lists are used by the Report Parameter Definition feature (described in the “Network System Reports” chapter). They are also used by the Display NACD-DN Selection and Display CDN Selection features (described in the “Parameter Administration” chapter).

The NACD-DN lists are used in the Network Configuration Control feature. This list can contain any of the NACD-DNs. Unlike unit lists, each NACD-DN can appear on more than one list. However, the CDNs should not be added to this list type.

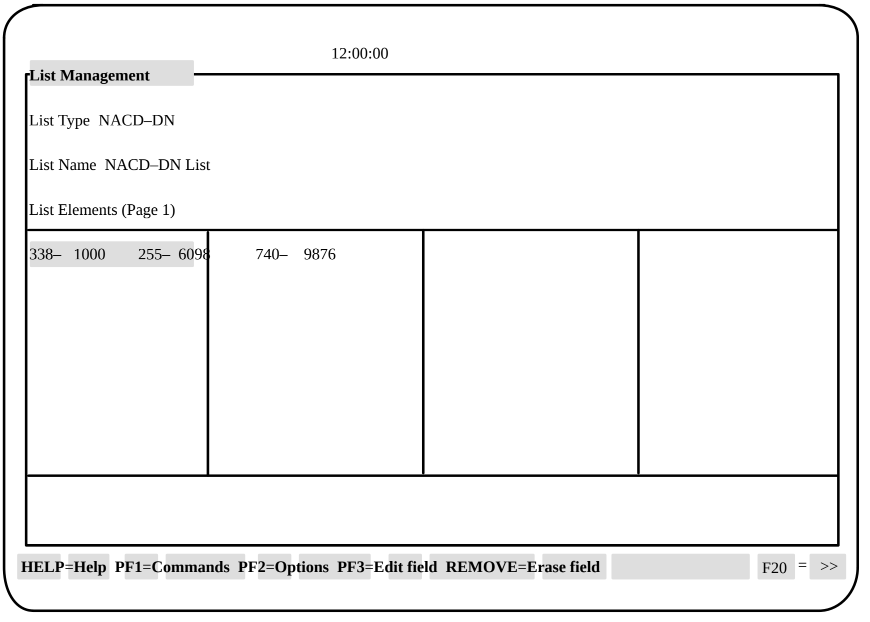
List Name
Assigns a name to the list. This name appears in the pop-up menus for fields where lists can be used such as the day and night tables in the Network Configuration Control feature.

List Elements
Specifies the elements to be included in the list. Elements are the individual list items which make up the list. Each list element has a valid node consisting of a three-digit node address or a three-character short node name, followed by a ‘-’, and a three to seven digit CDN or ACD-DN.

Press **[Options]** to view a list of valid nodes for the system. The Options pop-up window provides the node address and the short node name for each node. Either one can be entered on the list but not both. For example, the node address may be 338 and the short node name may be TOR. In the same DN, the system does not allow 338 to appear in one element and TOR to appear in another element. The system checks the validity of the node number or character identifier. However, it does not verify the ACD-DN/CDN number, which is entered.

The *List Elements* field appears after an entry is made in the *List Type* field. A completed screen is shown in Figure 14-2.

Figure 14-2
List Management—list elements



Parameter Administration

The Parameter Administration feature restricts the access users have to various NAC databases and features. This feature is usually reserved for network administrators.

> ***Note:*** This feature provides almost total control over the NAC databases and some control over network performance. Consequently, it is vital to the security of the site (and possibly the integrity of the system) that the number of users permitted access to this feature be kept to a minimum.

Accessing this feature

This feature can be accessed in two ways depending on whether a password is assigned in the *Network Administrator Password* field in the Miscellaneous Options feature, described in this chapter.

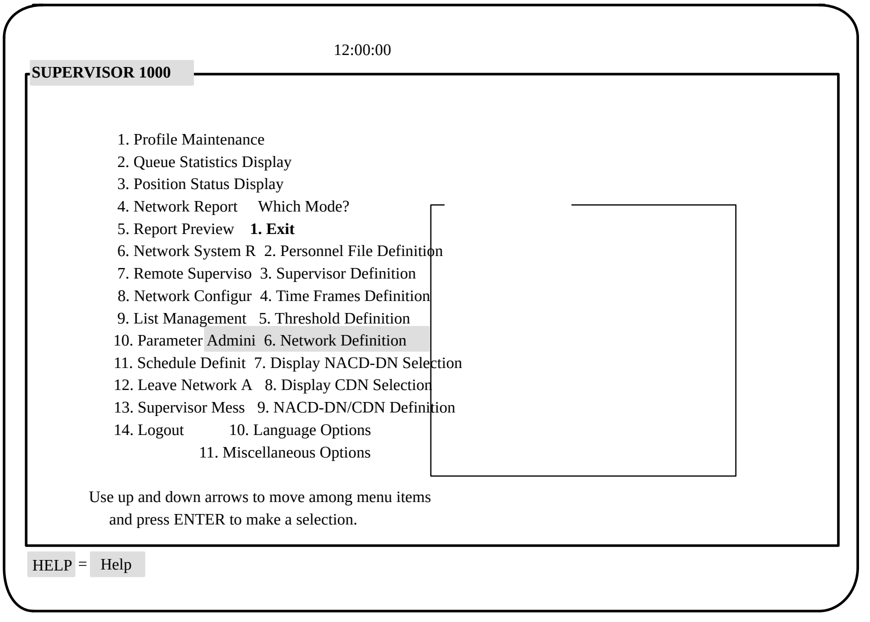
If a password has been assigned, the Parameter Administration feature appears dim on the main menu indicating that its access is restricted. Refer to the “Entering network administration mode” section in the “Getting started” chapter for instructions on entering the password and accessing the Parameter Administration feature.

If a password is not assigned, this feature is accessible to anyone who has the *Parameter Admin* field set to enabled in the Supervisor Definition feature (described in this chapter). This means the Parameter Administration feature does not appear dim on the main menu and can be selected at any time.

Submenu

A submenu is displayed after the Parameter Administration feature is selected from the main menu. This submenu is shown in Figure 15-1.

Figure 15-1
Parameter Administration submenu



Menu options

Exit

Returns the system to the main menu.

Personnel File Definition

Provide personal information on each network supervisor (for example, personnel number and name). This file must be defined before the network supervisor can be assigned a network supervisor definition.

Supervisor Definition

Provides the network supervisors with access to a variety of system functions. It also permits changes to be made to the network supervisor's profile, which are not accessible through the regular supervisor's Profile Maintenance feature (described in the "Profile Maintenance" chapter).

Time Frames Definition
Define the time frames used on reports.

Threshold Definition
Establishes the minimum standards of performance for the system's operation. If these minimum standards are not met, specific fields on the system's activity displays are highlighted to warn the supervisors.

Network Definition
Displays the current network configuration and allows individual network nodes to be enabled or disabled.

Display NACD-DN Selection
Customizes the format of the NACD-DNs displayed in the Network ACD-DN Queue Statistics and the Position Status Display features. This permits selected queues to appear together, unwanted statistics to remain hidden, and groups of one or more NACD-DNs to be totalled. The customized display is used by all network supervisors.

Display CDN Selection
Defines the format of the CDNs displayed in the Nodal CDN Queue Statistics feature (described in the "Queue Statistics Display" chapter). CDNs can be added or removed from the Display CDN Selection feature, or moved to a different location in the display.

NACD-DN/CDN Definition
Assigns a name and set of thresholds to each NACD-DN or CDN, defined in the Display NACD-DN Selection or Display CDN Selection features.

Language Options
Defines the default system language and an alternate language.

Miscellaneous Options
Provides several system options not included in other Parameter Administration features. This includes defining the NAC customer name, changing the network administrator password, and setting default report printers.

Personnel File Definition

The Personnel File Definition feature maintains a file of information about each network supervisor. Up to 220 personnel files can be defined.

Figure 15-2
Personnel File Definition screen

12:00:00

Personnel File Definition

Personnel Number	Surname	First name	Initials	Comment
1000	Jones	Sharon	M	Network Admin
1010	MacLaren	Edward	W	Nodes 1 and 2
1020	Meredith	Karen		Nodes 3 and 4

HELP=Help PF1=Commands PF2=Options REMOVE=Delete record

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Save and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Indicates that the editing process is finished.

Remove=Delete record
Removes a personnel file from the system.

Remove=Erase field
Removes the contents of a field.

Fields

Personnel Number
Assigns a unique identifier to each employee in the personnel file. The new record is placed in sequential order on the screen.

Surname
Provides the employee’s surname.

First name
Provides the employee’s first name.

Initials
Provides the employee’s middle initial(s).

Comment
Provides additional information, such as the employee’s home number, work number, or competence level.

Supervisor Definition

The Supervisor Definition feature creates and modifies supervisor profiles. This feature must be used to change fields in the profiles not accessible from the regular supervisor's Profile Maintenance record (described in the "Profile Maintenance" chapter). Up to 80 supervisors can be defined.

Figure 15-3
Network Supervisor Definition screen

```
                                        12:00:00
Network Supervisor Definition

NAC ID                    1       Personnel Number    1
                             Password
                             Language          English

Stats Update Rate         10     DN Display          Numbers
Display Style           Numeric   Display Name        Disabled
ACD-DN Display Screen Page  1
CDN Display Screen Page     1

Profile Maint           Enabled
Remote Spv Login            Enabled   Network Admin       Enabled
Ntwk Report Defn            Enabled   Parameter Admin     Enabled
System Reports            Enabled   Schedule Defn       Enabled
Ntwk Config Control         Enabled
List Management            Enabled
Supervisor Messaging        Enabled
Tabular Printer          RuggedWriter
Graphic Printer           DeskJet

HELP=Help  PF1=Commands  PF2=Options
```

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.

- **Read an existing supervisor definition**
  Retrieves an existing supervisor definition record and displays it on the screen.
- **Reset fields to default values**
  Resets any modified fields to their default values.
- **Save changes to the current supervisor definition**
  Saves any changes made to the supervisor definition record on display
- **Delete an existing supervisor definition**
  Deletes an existing supervisor definition record from the system.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Indicates that the editing process is finished for this field.

F6=View personnel info
Accesses the Personnel File Definition feature (described in this chapter), and displays the network supervisor’s personnel information.

Remove=Erase field
Removes the contents of a field.

Fields

NAC ID

Contains this network supervisor's ID number. This one to four digit number is used by the supervisor to log into the system.

Personnel Number

Contains the personnel number assigned to this network supervisor in the Personnel File Definition feature (described in this chapter).

Password

Assigns the password, which can be entered during the login procedure. This field is optional. A login password does not have to be entered during the login procedure if this field is left blank. Any character, including blanks, may be used for this field.

Language

Contains the language this network supervisor can use to communicate with the system. This language is used on all of the network supervisor's displays and reports. The default is the system default language.

Stats Update Rate

Determines the number of seconds between each screen update in the real-time display modes. The default is 30 seconds.

DN Display

Determines whether DNs are printed by name or number in the real-time displays and configuration control screens. The default is by number.

Display Style

Determines whether the real-time displays are shown in numeric or graphic format. These displays are defined in the "Position Status Displays" chapter. It is also possible to toggle between the numeric and graphic format in the real-time displays. The default is by numeric display.

Display Name

Determines whether the network supervisor's name (as defined in the personnel file) appears in the title bar of the main menu.

ACD-DN Display Screen Page

Determines which display ‘page’ is initially shown to the supervisor when viewing the Network ACD-DN Queue Statistics Display or the Network Position Status Counts Display features.

The information from these two features is displayed over a series of successive screen pages. Each page has an assigned number, ranging from 1 to 22, and contains about 15 lines of information. If 1 is entered in this field, the supervisor sees the first page of information. If 2 is entered, the initial display begins at the second page of information.

Although this single page is displayed first, the supervisor is not restricted to it. The scroll keys can be used to display the remaining pages. The contents of each display screen page are established in the Display NACD-DN Selection feature, described in this chapter. Each supervisor is usually assigned to monitor a group of queues, which are assigned to a specific display screen page.

CDN Display Screen Page

Determines which display ‘page’ is initially shown to the supervisor when viewing the Nodal Control DN Queue Statistics Display.

This information is displayed over a series of successive screen pages. Each page has an assigned number, ranging from one to 22, and contains about 15 lines of information. If 1 is entered in this field, the supervisor sees the first page of information. If 2 is entered, the initial display begins at the second page of information.

Although this single page is displayed first, the supervisor is not restricted to it. The scroll keys can be used to display the remaining pages. The contents of each display screen page are established in the Display CDN Selection feature, described in this chapter. Each supervisor is usually assigned to monitor a group of queues, which are assigned to a specific display screen page.

Profile Maint

Indicates whether this network supervisor can access his or her own profile. Typically, all network supervisors can access this feature.

Remote Spv Login
Indicates whether this network supervisor can access the Remote Supervisor Login feature. Typically, all network supervisors have access to this feature.

Network Admin
Indicates whether this network supervisor can also be a network administrator. Typically, only the network administrator has access to this feature.

Ntwk Report Defn
Indicates whether this network supervisor can access the Report Parameter Definition feature. Typically, only the network administrator has access to this feature.

Parameter Admin
Indicates whether this network supervisor can access the Parameter Administration feature. Typically, only the network administrator has access to this feature.

System Reports
Indicates whether this network supervisor can access the System Reports menu. Typically, all network supervisors have access to this menu.

Schedule Defn
Indicates whether this network supervisor can access the Schedule Definition feature. Typically, only the network administrator has access to this feature.

Ntwk Configuration Control
Indicates whether this network supervisor can access the Network Configuration Control feature. Typically, only the network administrator has access to this feature.

List Management
Indicates whether this network supervisor can access the List Management feature. Typically, only the network administrator has access to this feature.

Supervisor Messaging
Indicates whether this network supervisor can access the Supervisor Messaging feature. Typically, all network supervisors have access to this feature.

Tabular Printer
Identifies the print device to be used when this network supervisor prints tabular reports. The default is the system's default printer.

Graphic Printer
Identifies the print device to be used when this network supervisor prints graphic reports. The default is the system's default printer.

Time Frames Definition

The Time Frames Definition feature defines the shift, week, and period time frames used in the reports and schedules. A time frame represents the amount of time a report covers.

> ***Note:*** The time frames must be identical across the network. An error message occurs and the report may not be generated if the values on this screen are not the same as the time frames assigned at the nodal sites.

In NAC, a week represents seven calendar days. The first day of the week can be selected to suit the network supervisor’s needs. Periods usually represent calendar months. Up to 13 periods can be defined. The combined periods span a full calendar year. The shift is used to divide the day into a maximum of five shifts by combining interval data stored in the database. The first shift always starts at midnight and the last always ends at midnight.

Figure 15-4
Time Frames Definition screen

```
                                   12:00:00
Time Frames Definition

Number of Shifts:    3              Number of periods : 4
Shift Name    Start Time              Period Name    Start Date
1   Morning       0:00              1  Spring          2/1
2   Day          8:00             2  Summer          5/1
3   Evening       16:00             3  Fall           8/1
                              4  Winter          11/1

First day of week : Monday



                              End date of last period : 01/31

HELP=Help  PF1=Commands  PF2=Options
```

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the Parameter Administration submenu without saving any changes.

- **Save and exit**

  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up window from the screen.

PF3=Edit field

Allows a field to be edited.

PF3=End editing

Indicates that no further editing is required to the field.

Remove=Erase field

Removes the contents of a field.

Fields

Number of Shifts

This field is not used by NAC.

Shift name

This field is not used by NAC.

Start Time

This field is not used by NAC.

Number of Periods

Defines the number of periods to be defined. Up to 13 periods can be defined between January 1 and December 31. A period can be any length but at least one must be defined.

Period Name

Assigns a name to the period (for example, January, February, etc.) A period name can be up to 16 characters, including blanks and special characters.

Start Date

Defines the date the period starts, given in the format of mm/dd. The period ends on the day prior to the start of the next period. Therefore, all period start dates must be defined in chronological order.

First Day of Week

Specifies the day the week is to begin. It is recommended that the same day be used for the NAC and Meridian MAX nodes to improve the usability of reports based on weekly statistics.

End Date of Last Period

Specifies the end date of the last defined period. This date must be greater than the start date specified in the last entry in the period table.

Threshold Definition

The Threshold Definition feature defines the minimum performance objectives for each NACD-DN and CDN. If a threshold is reached or exceeded, the statistics are highlighted on the Network ACD-DN Queue Statistics Display or the Nodal Control DN Queue Statistics Display.

A maximum of 100 sets of threshold values can be created. Each threshold set should take into account a realistic assessment of the NACD-DN's and CDN's ability to meet, on average, the thresholds in the set. Ideally, threshold warnings should appear only if the number of incoming calls exceeds the capacity of the node or if the node's performance level is unacceptable.

The NACD-DN/CDN Definition feature (described in this chapter) allows a threshold definition to be assigned to each NACD-DN and CDN. However, thresholds do not have to be assigned to each DN.

For consistency, it is recommended that the threshold definitions match the definitions at the nodal site. If the definitions do not match, the NAC values are used. The thresholds are effective at midnight or immediately upon rebooting the system, whichever occurs first.

Figure 15-5
Threshold Definition screen

12:00:00

Threshold Definition

Threshold Number	Average Delay	Min. Svc. Level %	Calls Direct	Waiting Virtual	Time–Overflow Calls Waiting
1	1	2	3	4	5
2	10	10	10	10	10
3	15	15	15	15	15
4	30	50	2	2	2
5	30	80	2	2	2
6	1	100	1	1	1

HELP=Help PF1=Commands PF2=Options REMOVE=Delete record

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the Parameter Administration submenu without saving any changes.

- **Save and exit**

  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up window from the screen.

PF3=Edit field

Allows the field to be edited.

PF3=End editing

Indicates that no further editing is required to the field.

Remove=Erase field

Removes the contents of a field.

Remove=Delete record

Deletes a record.

Fields

Threshold Number

Assigns a number (ranging from one to 100) to the threshold set. This number is also used when assigning a threshold definition in the NACD-DN/CDN Definition feature (described in this chapter).

To add a new threshold, move the selection bar to this field and enter the new threshold number. The system inserts the new definition in the appropriate location in the list. To modify an existing set, enter the threshold number. The corresponding record is displayed and the cursor moves to the first field in that record.

Average Delay

Provides the maximum average delay a caller should experience before the call is answered. This threshold indicates an alarm condition in the Network ACD-DN Queue Statistics Display or Nodal Control DN Queue Statistics Display.

Min. Svc. Level %

Provides the smallest percentage of calls which must be answered or abandoned before the average delay time is passed. When this minimum service level percentage is reached, the *Service Level %* field is highlighted on the activity screens to indicate that its performance is below expectations. This threshold indicates an alarm condition in the Network ACD-DN Queue Statistics Display or Nodal Control DN Queue Statistics Display.

> ***Note:*** This value is provided by the Meridian MAX using its average delay threshold. In NAC, this field is only used for highlighting.

Calls Waiting Direct

Represents the maximum acceptable number of waiting calls from local queues when used to indicate the alarm condition in the Network ACD-DN Queue Statistics Display. It represents the maximum acceptable number of waiting calls at the CDN when used in the Nodal Control DN Queue Statistics Display.

When this number is exceeded, the *Calls Waiting Dir* field is highlighted on the Network ACD-DN Queue Statistics screen to indicate that its performance is below expectations. The *Calls Wait* field is highlighted on the Nodal Control DN Queue Statistics screen.

Calls Waiting Virtual

Represents the maximum acceptable number of enhanced overflow or CCR waiting calls. When this number is exceeded, the *Calls Waiting Virtual* field is highlighted on the activity screens to indicate that its performance is below expectations. This threshold only indicates an alarm condition in the Network ACD-DN Queue Statistics Display.

Time-Overflow Calls Waiting

Represents the maximum number of waiting calls from time-overflow via the day or night routing tables. This value is usually less than the value assigned to the *Calls Waiting* field, since these calls have waited longer than the calls waiting calls. When this number is exceeded, the *Time Overflow* field is highlighted on the activity screens to indicate that its performance is below expectations. This threshold only indicates an alarm condition in the Network ACD-DN Queue Statistics Display.

Network Definition

The Network Definition feature displays the current network configurations. It is also used to enable or disable communication to individual network nodes.

The *Network Communication* field is the only one which can be modified on this screen.

Figure 15-6
Network Definition screen

12:00:00

Network Definition

Node Addr.	Node Name	Short Name	Time Zone	Node Type	Release Number	Network Communication
338	TORONTO	TOR	0.0	MAX	4.30	Enabled
366	OTTAWA	OTT	0.0	MAX	6.08	Enabled
446	RICHARDSON	RCH	–2.0			Disabled
646	MOUNTAIN VIEW	MTV	–3.0	MAX	4.30	Enabled
655	SANTA CLARA	SCL	–3.0	MAX	4.30	Disabled
726	CHICAGO	CHG	–1.0	MAX	4.30	Enabled
761	EDMONTON	EDM	–2.0			Disabled
862	MONTREAL	MTL	0.0	MAX	4.30	Enabled
888	BOSTON	BST	1.0	MAX	4.30	Enabled

HELP = Help PF1 = Commands PF2 = **Options**

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the Parameter Administration submenu without saving any changes.

- **Save changes and exit**

  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

Fields

Node Addr
Represents the network address assigned to the switch at installation.

Node Name
Provides the descriptive name assigned to the node. It can be changed only during installation or when the system is shut down.

Short Name
Provides the abbreviated name for the node. It can only be changed during installation or when the system is shut down.

Time Zone
Shows the difference between the time at the nodal site and the NAC site. The value must be between –12.0 and +12.0 in .5 hour units. The contents can only be changed during installation or when the system is shut down.

For example, if the NAC site is in New York, and the nodal site is in Los Angeles, -3.0 appears as the time zone because there are three hours difference between Eastern Time and Pacific Time. If the NAC site is in Los Angeles and the nodal site is in New York, the entry would be 3.0**.**

Node Type
Provides the type of network node. Currently, the only type supported is Meridian MAX. The contents of the field are obtained during initialization and cannot be changed. If the system fails to connect the NAC to the node, this field remains blank. If a connected node is disconnected, this field displays the last known type for the node.

Release Number

Identifies the software release level of the network node. The contents of the field are obtained during network initialization and cannot be changed. If the system fails to connect the NAC to the node, this field remains blank. If a connected node is disconnected, the node's last known release number appears instead.

Network Communication

Indicates the state of the communication link between the node and the NAC. The contents of the field may be changed to enabled or disabled.

When a link is enabled, the NAC is ready to communicate with the node. It cannot communicate with the node if the link is disabled. If the link is disabled and the *Node Type* and *Release Number* fields are blank, the node is new and not yet linked to the NAC. If it is disabled and the *Node Type* and *Release Number* fields have data, this indicates the node was once enabled but it was later disabled by the network administrator. If the link is enabled and the *Node Type* and *Release Number* fields have no data, the link has only been recently enabled or the NAC to Meridian MAX connection has never been fully up.

Display NACD-DN Selection

The Display NACD-DN Selection feature is used to customize the specific data on the Network ACD-DN Queue Statistics and the Network Position Status Counts Display features.

The data includes:

- queues, which appear on the screen
- columns, which appear on the screen
- totals. It determines which, if any, queues are totalled.

The Display NACD-DN Selection feature consists of the column display controls, the list of NACD-DNs, and totals to be displayed. The column display controls consist of nine on/off fields. These fields allow unwanted display columns to be blanked out in the Network ACD-DN Queue Statistics mode. The remainder of the screen provides the template of the 22 pages of the display. The 15 lines on each page may be left blank, have a NACD-DN defined, or be part of a total display.

> ***Note:*** If an on/off field is left blank, the system uses the “off” default. For example, if the *Avg Delay* field is left blank, the average delay data does not appear on the network displays.

> ***Note:*** If an on/off field is set to “off”, only the data is suppressed; the corresponding column heading still appears on the network displays. For example, if the *Avg Delay* field is set to “off”, the column heading “Avg Delay” appears on the Network ACD-DN Queue Statistics screen but the average delay data does not.

Figure 15-7
Display NACD-DN Selection screen

```
                                  12:00:00
Display NACD-DN Selection
NODE-ACD-DN    AVG   SVC    CALLS   CALLS     CALLS      ——TIME–OVERFLOW——
          DELAY   LVL    ABAND   ANSWD    WAITING     IN      OUT   WAIT
               %                  DIR   VIRT
(Page 1 )          OFF     ON            ON     ON     ON     ON     OFF

829–   1000
829–   3000
829–   4000
——————————
Total

HELP = Help   PF1 = Commands   PF2 = Options   REMOVE= Erase field
```

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Read an existing unit definition**
  Retrieves an existing unit definition and displays the record on the screen. Unit lists are appended to the current display selection.
- **Save as the new Display NACD-DN Selection**
  Saves the information.

- **Print the Display NACD-DN Selection**
  Prints the Display NACD-DN Selection information.
- **Clear Display NACD-DN Selection**
  Clears the entire selection from the screen.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows the field to be edited.

PF3=End editing
Indicates that no further editing is required to the field.

F6=Insert Element
Inserts a list element between two existing list elements. It is used primarily to insert an element in a logical place.

F7=Delete Element
Removes a single element from the list.

Remove=Erase field
Removes the contents of a field.

Fields

Node-ACD-DN
One of the following can be entered:

- NACD-DN
  To enter a NACD-DN, use the format NNN-###-####, where NNN can be either the three-digit node address or the three-character node short name. The ACD-DN can be entered as three to seven digits. The validity of the node ACD-DN combination is not verified when entered. Any NACD-DN can only be in the Display NACD-DN Selection feature once.

- unit name
  This is the name of an ACD-DN unit created in the List Management feature (described in the “List Management” chapter). Predefined units may be used by selecting the *“Read an existing Unit definition*” in the Commands pop-up window. If a unit name is used, all of the NACD-DNs assigned to the unit name also appear. The NACD-DNs are followed by a horizontal bar, which is followed by a line containing the unit name and the consolidated statistics for the constituent NACD-DNs. This choice occupies more than one line. The unit lists are also appended to the current display selection.
- manually insert a total line
  To manually insert a total line, place the cursor immediately below the last item to be totalled and type the character, ‘=’. Two lines are added, a horizontal line and the totals. The total consists of all NACD-DNs up to the first blank line, which can be part of the current display page or a previous display page.
- blank line
  A blank line is used to divide groups of NACD-DNs/unit names.

Note: Up to 22 screen pages can be used to add these elements. A maximum of 160 NACD-DNs and CDNs can be defined in any combination. This is a combined maximum from both the Display NACD-DN Selection feature and Display CDN Selection feature. Each network supervisor is assigned a default page in the Supervisor Definition feature, described in this chapter. The assigned page corresponds to one of the pages created here.

To remove a line from the display, select the line and choose the **[Erase field]** command. Remember to remove the ‘=’ line and the total line together.

Avg Delay

Displays the average delay, in seconds, before incoming calls were answered. Enter *“ON”* if this field is to appear on the network displays.

Svc Lvl %

Displays the percentage of calls answered or abandoned before the delay threshold is reached. Enter *“ON”* if this field is to appear on the network displays.

Calls Aband

Displays the number of calls which were abandoned. Enter *“ON”* if this field is to appear on the network displays.

Calls Answd

Displays the number of calls which were answered. Enter *“ON”* if this field is to appear on the network displays.

Calls Waiting Dir

Shows the number of calls waiting service in this queue, but not yet presented to an agent position. It does not include Enhanced Overflow or CCR calls in queue. Enter *“ON”* if this field is to appear on the network displays.

Calls Waiting Virt

Shows the number of Enhanced Overflow or CCR calls in queue, but not yet presented to an agent. Enter *“ON”* if this field is to appear on the network displays.

Time Overflow In

Displays the number of calls in this queue, which were answered as a result of time overflow. Enter *“ON”* if this field is to appear on the network displays.

Time Overflow Out

Displays the number of calls which have left the queue due to time overflow. Enter *“ON”* if this field is to appear on the network displays.

Time Overflow Wait

Shows the number of calls which have time-overflowed into the virtual queue for this ACD-DN as a result of the day or night routing table (not including CCR calls). Enter *“ON”* if this field is to appear on the network displays.

Display CDN Selection

The Display CDN Selection feature defines the format of the Nodal CDN Queue Statistics Display feature (described in the “Queue Statistics Display” chapter). The Display CDN Selection feature consists of the column display controls, the list of CDNs, and totals to be displayed. The column display controls consist of nine on/off fields. These fields allow unwanted display columns to be blanked out in the Nodal CDN Queue Statistics mode. The remainder of the screen is the template of the 22 pages of the display. Each of the 15 lines on each page may be left blank, have a CDN defined, or be part of a total display.

Figure 15-8
Display CDN Selection screen

```
                                  12:00:00
Display CDN Selection
NODE-CONTROL  AVG   SVC  CALLS  ------------CALL TERMINATION-----------
  DN      DELAY  LVL  WAIT  ABAND  ANSWD  BUSY ROUTE DISCON DEFAULT
             %
(Page 1 )  ON  OFF  ON  ON  ON  ON  ON  OFF  ON
  343–  1100
  442–  1100
  444–  1100
  740–  1100
  819–  1100
  820–  1100

HELP = Help   PF1 = Commands   PF2 = Options   REMOVE= Erase field
```

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Read an existing unit definition**
  Retrieves an existing unit definition and displays the record on the screen. Units are appended to the current display selection.
- **Save as the new Display CDN Selection**
  Saves the information.
- **Print the Display CDN Selection**
  Prints the Display CDN Selection information.
- **Clear Display CDN Selection**
  Clears the entire selection from the screen.

PF1=Select no command

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up window from the screen.

PF3=Edit field

Allows the field to be edited.

PF3=End editing

Indicates that no further editing is required to the field.

F6=Insert Element

Inserts a list element between two existing list elements. It is used primarily to insert an element in a logical place.

F7=Delete Element

Removes a single element from the list.

Remove=Erase field

Removes the contents of a field.

Fields

Node—Control DN

One of the following can be added for each line of this feature:

- CDN
  To enter a CDN, use the format NNN-###-####, where NNN can be either the three-digit node address or the three-character node short name. The CDN can be entered as three to seven digits. The validity of the Node CDN combination is not verified when entered. Any CDN can only be in the Display CDN Selection feature once.
- unit name
  This is the name of a CDN unit created in the List Management feature (described in the "List Management" chapter). Predefined units may be used by selecting the *"Read an existing Unit definition*" in the Commands pop-up window. If a unit name is used, all of the CDNs assigned to the unit name also appear. The CDNs are followed by a horizontal bar, which is followed by a line containing the unit name and the consolidated statistics for the constituent CDNs. This choice occupies more than one line. The unit lists are also appended to the current display selection.
- manually insert a total line
  To manually insert a total line, place the cursor immediately below the last item to be totalled and type the character, '='. Two lines are added, a horizontal line and the totals. The total consists of all CDNs up to the first blank line, which can be part of the current display page or a previous display page.
- blank line
  A blank line is used to divide groups of CDNs/unit names.

Note: Up to 22 screen pages can be used to add these elements. A maximum of 160 NACD-DNs and CDNs can be defined. This is a combined maximum from both the Display NACD-DN Selection feature and Display CDN Selection feature. Each network supervisor is assigned a default page in the Supervisor Definition feature, described in this chapter. The assigned page corresponds to one of the pages created here.

To remove a line from the display, select the line and choose the **[Erase field]** command. Remember to remove the "=" line and the total line together.

Avg Delay

Displays the average delay, in seconds, before incoming calls were answered. Enter *"ON"* if this field is to appear on the network display.

Svc Lvl %

Displays the percentage of calls answered or abandoned before the delay threshold is reached. Enter *"ON"* if this field is to appear on the network display.

Calls Wait

Displays the number of calls in queue at the CDN. Incoming calls, which are sent to the CDN in default mode, do not queue at the CDN. These calls are not reflected in this field. However, they are queued at the CDN's default ACD-DN. Enter *"ON"* if this field is to appear on the network display.

Call Termination Aband

Displays the number of calls which were accepted at the CDN but abandoned while waiting to be answered through the controlled mode of operation. Enter *"ON"* if this field is to appear on the network display.

Calls Termination Answd

Displays the number of calls which were accepted at the CDN and answered through the controlled mode of operation. Enter *"ON"* if this field is to appear on the network display.

Call Termination Busy

Displays the number of controlled calls given the "force busy" treatment by the CCR. It also includes the number of calls busied by the call ceiling. Enter *"ON"* if this field is to appear on the network display.

Call Termination Route

Displays the number of controlled calls that were given the ‘route to’ command. It also includes the number of calls which were answered and then transferred by an IVR application. Enter *“ON”* if this field is to appear on the network display.

Call Termination Disconnect

Shows the number of controlled calls given the ‘force disconnect’ treatment by the CCR. Enter *“ON”* if this field is to appear on the network display.

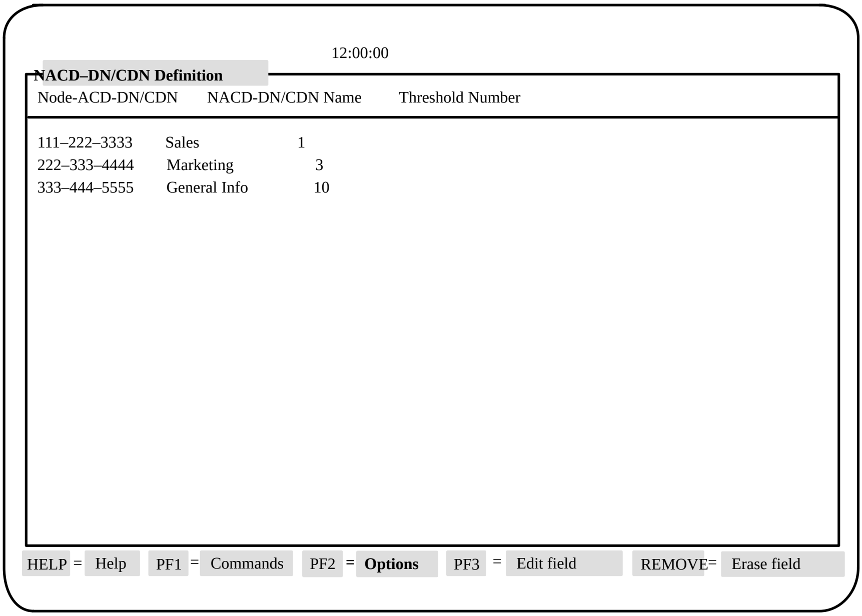
Call Termination Default

Shows the number of calls directed to the default ACD-DN. Enter *“ON”* if this field is to appear on the network display.

NACD-DN/CDN Definition

The Network ACD-DN/CDN Definition feature assigns a name and set of thresholds to each NACD-DN and CDN, which is defined in the Display NACD-DN Selection and Display CDN Selection features. The threshold sets are defined and given identifying numbers in the Threshold Definition feature (described in this chapter).

Figure 15-9
NACD-DN/CDN Definition screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.

- **Save changes and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows the field to be edited.

PF3=End editing
Indicates that no further editing is required to the field.

Remove=Erase field
Removes the contents of a field.

Fields

Node-ACD-DN/CDN
Provides the location and number of the ACD-DN or CDN being defined.

NACD-DN/CDN Name
Provides a name associated with the NACD-DN or CDN number. This 16-character name helps to identify the NACD-DN or CDN in network displays or reports. One method of identification is to enter the three characters from the node's short name, followed by a '–', and the name for the NACD-DN or CDN (up to eight characters). The DN names, however, do not have to be unique.

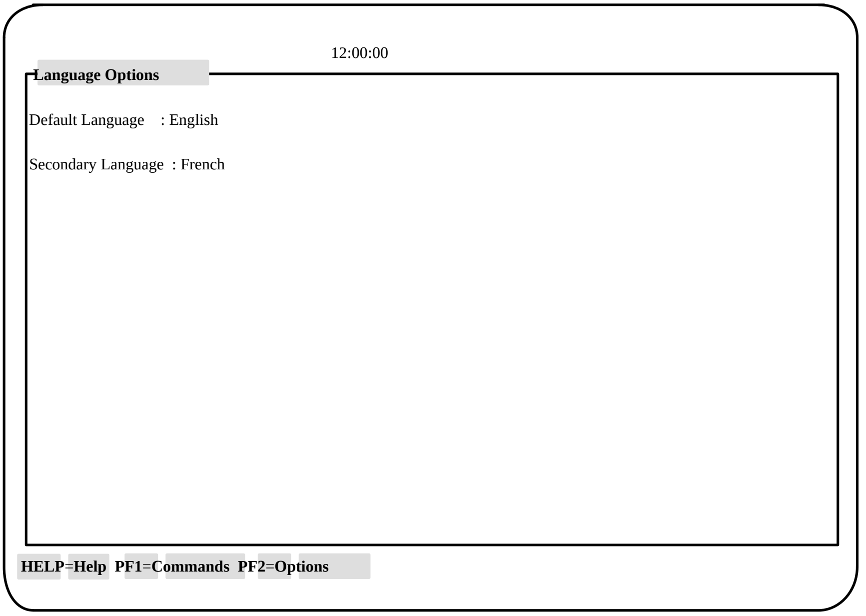
Threshold Number
Provides the identifying number of the threshold set to be associated with this NACD-DN or CDN. This threshold number was created in the Threshold Definition feature (described in this chapter).

Language Options

The Language Options feature defines the default language and an alternate language to be used by the system.

> ***Note:*** The English language must always be one of the two languages defined. A language cannot be removed if it is used by a supervisor.

Figure 15-10
Language Options screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.

- **Save changes and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Select no option
Removes the Options pop-up window from the screen.

Remove=Erase field
Removes the contents of a field.

Fields

Default Language
Defines the default language to be used by the system. An entry must be made in this field.

Secondary Language
Defines an alternate language, which can be used by the system. The secondary language is disabled if this field is left blank.

Miscellaneous Options

The Miscellaneous Options feature provides several system options not included in other parameter administration features.

Figure 15-11
Miscellaneous Options screen

```
                                   12:00:00
Miscellaneous Options

Customer Name                  : ABC Company
Network Administrator Password : XYZ

Tabular Printer                : RuggedWriter
Graphic Printer                : LaserJet
NAC to Node Login Password     : ACDNetwork
Statistics Transmission Rate   : 30

HELP=Help  PF1=Commands  PF2=Options  PF3=Edit field  REMOVE=Erase field
```

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Save changes and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows the field to be edited.

PF3=End editing
Indicates that no further editing is required to the field.

Remove=Erase field
Removes the contents of a field.

Fields

Customer Name

Provides the name of the customer using the NAC. This name appears on the network's reports and display screens.

Network Administrator Password

Provides the password to access the Parameter Administration and Schedule Definition features in the network administration mode. This is an optional field. If a password is defined, it must be entered when the *"Enter Network Administration Mode"* option is selected from the main menu. The procedure on entering the network administration mode is described in the "Getting started" chapter. If this field is left blank, supervisors with network administrator privileges enabled in their Supervisor Definition record (described in this chapter) can always be in network administrator mode when logged in.

Tabular Printer

Provides the destination for all scheduled tabular reports with an *Output Device* field set to *"Default Printer"*. This is only applied if the printer is not already defined in the supervisor profile.

Graphic Printer

Provides the destination for all scheduled graphic reports with an *Output Device* field set to *“Default Printer”*. This is only applied if the printer is not already defined in the supervisor profile.

NAC to Node Login Password

Defines the password used to bring up the network link between the NAC and its Meridian MAX nodes. This field is a security measure to ensure that only legitimate users access the NAC and the Meridian MAX nodes. Each site in the network should be configured with the same password. If this field is changed, the *Network Administrator Password* field at each Meridian MAX node (not to be confused with the Network Administration Password in this feature) must be changed to match it.

Statistics Transmission Rate

This field determines the frequency of statistics transmission from each Meridian MAX site to the NAC. It must be set according to the amount of data being transmitted and the speed of the transmission.

This field should not be confused with each network supervisor’s *Stats Update Rate* field (found in the Supervisor Definition feature). The Statistics Transmission Rate determines how often a node’s information is collected. The *Stats Update Rate* field determines how often the information displays are updated for the network supervisor.

Schedule Definition

The Schedule Definition feature allows the supervisor to print scheduled reports or execute configuration control change orders at specific times. This feature, which is only available in network administration mode, consists of three steps:

- define the times and date the schedule is to run.
- attach one or more reports to the schedule. This causes the reports to be printed at the times and dates specified on the schedule.
- attach one or more change orders to the schedule. This causes the change orders to be executed at the at the times and dates specified on the schedule.

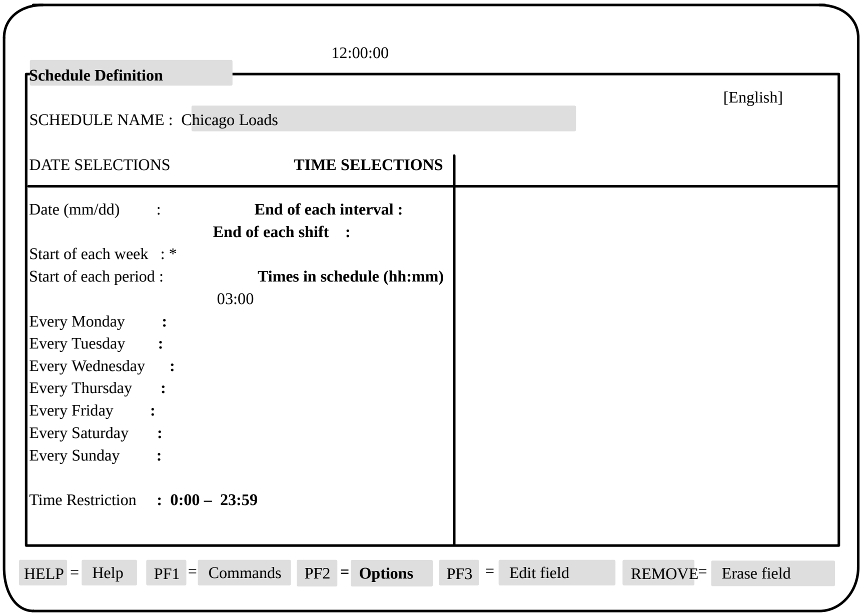
Accessing this feature

This feature can be accessed in two ways depending on whether a password is assigned in the *Network Administrator Password* field in the Miscellaneous Options feature (described in the “Parameter Administration” chapter).

If a password is assigned, the Schedule Definition feature appears dim on the main menu indicating that its access is restricted. Refer to the “Entering network administration mode” section in the “Getting started” chapter for instructions on entering the password and accessing the network administration mode.

If a password is not assigned, this feature is accessible to anyone who has the *Schedule Defn* field set to enabled in the Supervisor Definition feature (described in the “Parameter Administration” chapter). The Schedule Definition feature does not appear dim on the main menu and can be selected at any time.

Figure 16-1
Schedule Definition screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the main menu.

- **Clear the form**

  Clears information from the screen, leaving a blank schedule definition. This command should be used when a new schedule definition is to be created.

- **Read an existing schedule definition**

  Displays an existing schedule definition.

- **Undo changes to schedule definition**

  Removes all changes made to the schedule definition currently on display, providing they were not saved.

- **Save as a new schedule definition**

  Saves the information as a new schedule definition.

- **Overwrite an existing schedule definition**

  Replaces an existing schedule definition with the schedule definition currently on display.

- **Delete an existing schedule definition**

  Removes the schedule definition from the system.

- **Attach reports to this schedule**

  Allows a report(s) to be attached to the schedule.

- **Attach change orders to this schedule**

  Allow a change order(s) to be attached to the schedule.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows the field to be edited.

PF3=End editing
Indicates that no further editing is required to the field.

Remove=Erase field
Removes the contents of a field.

Fields

Schedule Name

Assigns a name to the schedule so it can be identified in the Schedule Definition menus.

Language

Indicates the language to be used to display the schedule name. This field appears as square brackets in the upper right corner of the screen. It does not appear on unilingual systems.

Date (mm/dd)

Indicates the month and date to print or execute the reports and change orders attached to this schedule. An asterisk (*) can be entered in the place of the day and/or month to indicate that the schedule is to apply to more than one date.

For example:

- 06/05 means "the fifth day of June"
- */05 means "the fifth day of every month"
- 06/* means "every day in June"
- */* means "every day of every month"

Start of each Week

Enter an asterisk (*) to run the schedule on the first day of each week. Otherwise, leave the field blank to indicate that it is not to be used in the schedule. The week is defined in the Time Frames Definition feature (described in the "Parameter Administration" chapter).

Start of each Period:

Enter an asterisk (*) to run the schedule on the first day of each period. Otherwise, leave the field blank to indicate that it is not to be used in the schedule. The period is defined in the Time Frames Definition feature (described in the "Parameter Administration" chapter).

Every Monday
Every Tuesday
Every ...

Enter an asterisk (*) in the field(s) to run the schedule on the specific day(s) of the week. Otherwise, leave the field blank to indicate that it is not to be used in the schedule.

Time Restriction

Specifies the starting and ending time of the schedule. For example, the times can be set to 9:00 to 17:00 to run the reports/change orders during working hours.

> ***Note:*** It is recommended that reports not be scheduled to print between 00:00 and 01:00 (Meridian MAX time), since they may interfere with the running of the Meridian MAX's end-of-day routines.

End of each Interval

Enter an asterisk (*) to run the schedule at the end of each interval. There are 48 30-minute intervals in each day. Otherwise, leave the field blank to indicate that it is not to be used in the schedule.

End of each Shift

Enter an asterisk (*) to run the schedule at the end of each shift. Otherwise, leave the field blank to indicate that it is not to be used in the schedule.

Times in Schedule (hh:mm)

Enter a specific time the schedule is to be run. Any number between 00 and 23 can be entered for the hour. An asterisk(*) can be entered in place of the hour to select every hour. For example, enter ***:10** to indicate 10 minutes past each hour. Any number, between 00 and 59, can be entered for minutes.

> ***Note 1:*** Data must be entered in at least one of the *Date*, *Start of each Week*, *Start of each Period*, or *Every ...* fields. The schedule cannot be executed if all of these fields are left blank.

> ***Note 2:*** To remove a defined schedule, leave all the date selection fields blank and resave the schedule.

Schedule Definition—Attached Reports

The Schedule Definition—Attached Reports feature attaches public reports to the schedule. This indicates that the reports are to run at the times specified on the schedule. A maximum of 100 reports can be attached to a single schedule. It is recommended, however, that no more than 20 be attached.

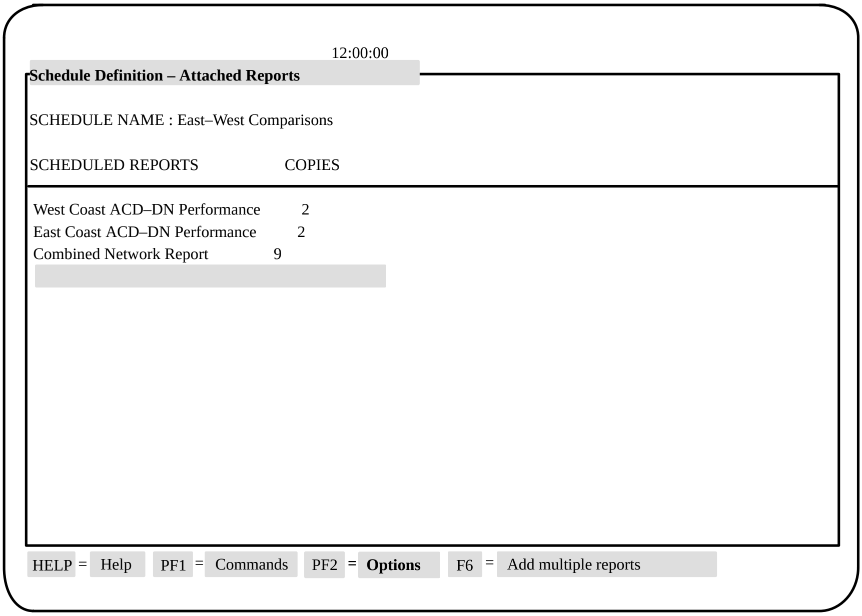
It is also important to bear in mind the potential size of each report before attaching it to a schedule. The number of different reports, plus the number of copies of each report, can require a great deal of printer time. No other report requests (scheduled and ad hoc) can be printed while a set of scheduled reports is being printed. Consequently, other reports are backlogged waiting for the printer to finish.

Note: Only public reports can be attached to schedules.

Accessing this feature

This feature can be accessed by pressing **[Commands]** on the main Schedule Definition screen or the Schedule Definition–Attached Change Orders screen. After the Commands pop-up window appears, select "*Attach reports to this schedule*".

Figure 16-2
Schedule Definition—Attached Reports screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the main menu.

- **Clear the form**

  Clears information from the screen, leaving a blank schedule definition. This command should be used when a new schedule definition is to be created.

- **Read an existing schedule definition**

  Displays an existing schedule definition.

- **Undo changes to schedule definition**

  Removes all changes made to the schedule definition currently on display, providing they were not saved.

- **Save as a new schedule definition**

  Saves the information as a new schedule definition.

- **Overwrite an existing schedule definition**

  Replaces an existing schedule definition with the schedule definition currently on display.

- **Delete an existing schedule definition**

  Removes the schedule definition from the system.

- **Attach change orders to this schedule**

  Attaches change orders to this schedule.

- **Return to main schedule screen**

  Returns the system to the main Schedule Definition screen.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

F6=Add multiple reports
Allows more than one report to be added to the schedule at one time.

F6=Stop adding
Indicates that no more reports are to be added to the schedule, at this time. This function key appears after [Add multiple reports] is selected.

Remove=Remove report
Removes a report from the schedule.

Fields

Schedule Name

Displays the name assigned to the schedule on the Schedule Definition screen.

Scheduled Reports

Provides a list of the reports assigned to this schedule.

Copies

Indicates the number of copies to be made of this report when it is printed. The range is from one to nine.

Attaching reports to the schedule

Follow this procedure to attach one report at a time to the schedule:

1. Press **[Commands]** on the main Schedule Definition screen or the Schedule Definition–Attached Change Order screen.
   The Commands pop-up window appears.
2. Select the "*Attach reports to this schedule*" option.
   The Schedule Definition-Attached Reports screen appears as shown in Figure 16-2. All of the reports currently attached to this schedule, if any, appear on the screen.
3. Position the cursor in the Scheduled Reports column and press **[Options]**.
   A list of defined reports is displayed in a pop-up window.
4. Select a report from the pop-up window.
   The pop-up window disappears and the selected report appears on the screen.
5. If necessary, move the cursor to the *Copies* field to indicate the number of copies to be made of the report when it is printed.
   The system automatically indicates that one copy is to be made. Up to nine copies, however, can be made.
6. Repeat Steps 3 to 5 to add additional reports.
7. To remove an existing report, position the cursor on the report and press **[Remove report]**.
8. Press **[Commands]** to display the Commands pop-up window and select "*Return to main schedule screen*".
   The system returns to the main Schedule Definition screen.
9. Press **[Commands]** on the main Schedule Definition screen to display the Commands pop-up window and select "*Save as a new schedule definition*".

Follow this procedure to attach multiple reports to the schedule:

1 Press **[Commands]** on the main Schedule Definition screen or the Schedule Definition–Attached Change Order screen.
The Commands pop-up window appears.

2 Select the "*Attach reports to this schedule"* option.
The Schedule Definition-Attached Reports screen appears as shown in Figure 16-2. All of the reports currently attached to this schedule, if any, appear on the screen.

3 Position the cursor in the Scheduled Reports column and press **[Add multiple reports]**.
A list of defined reports is displayed in a pop-up window.

4 One at a time, select each report to appear in the schedule.
Each report appears in the schedule after it is selected. Continue this step until all the required reports are selected.

5 Press **[Stop adding]** to indicate that no more reports are to be added, at this time.
The pop-up window disappears.

6 Move the cursor to the *Copies* field, if required, and adjust the number of copies to be printed of each report.
The system automatically indicates one copy but up to nine can be made of each report.

7 To remove an existing report, position the cursor on the report and press **[Remove report]**.

8 Press **[Commands]** to display the Commands pop-up window.

9 Follow one of two options:

a) Select *"Attach change orders to this schedule"* from the Commands pop-up window if change orders are to be added at this time.
This procedure is described in the "Attaching change orders to the schedule" section described in this chapter.

or

b) Select "*Return to main schedule screen*" from the Commands pop-up window if no further reports or change orders are to be attached to the schedule
The system returns to the main Schedule Definition screen.

10 Press **[Commands]** on the main Schedule Definition screen.

11 Select the "*Save as a new schedule definition*" option.

Schedule Definition—Attached Change Orders

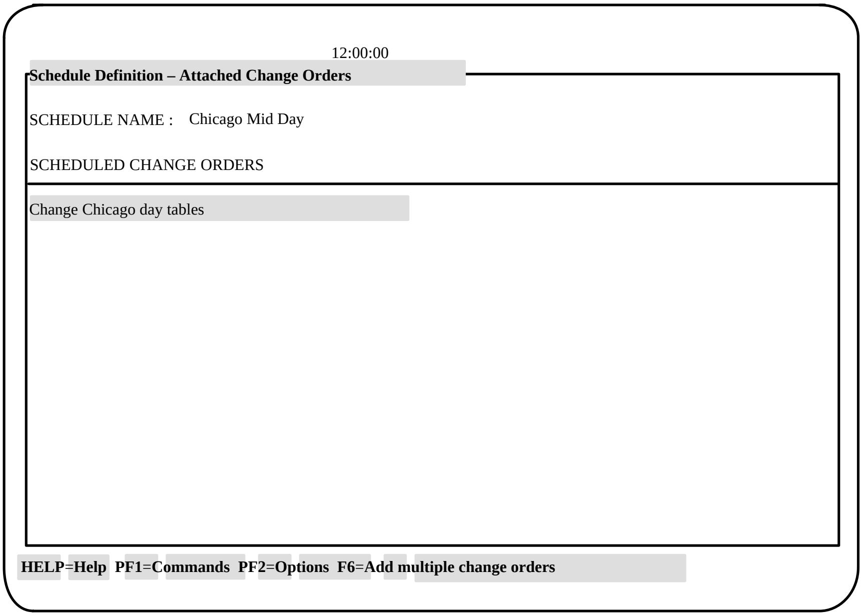
The Schedule Definition—Attached Change Orders feature attaches change orders to the schedule. This indicates that the change orders are to run at the times specified on the schedule. A maximum of 100 change orders can be attached to a single schedule. It is recommended, however, that no more than 20 be attached.

It is also important to bear in mind the time required to process each change order before attaching it to an order. No other network configuration control commands (scheduled and ad hoc) can be executed while a series of scheduled change orders are processed. Consequently, these other commands become backlogged waiting for the scheduled change order to finish.

Accessing this feature

This feature can be accessed by pressing **[Commands]** on the main Schedule Definition screen or the Schedule Definition–Attached Reports screen. After the Commands pop-up window appears, select "*Attach change orders to this schedule*".

Figure 16-3
Schedule Definition-Attached Change Orders



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the main menu.

- **Clear the form**

  Clears information from the screen, leaving a blank schedule definition. This command should be used when a new schedule definition is to be created.

- **Read an existing schedule definition**

  Displays an existing schedule definition.

- **Undo changes to schedule definition**

  Removes all changes made to the schedule definition currently on display, providing they were not saved.

- **Save as a new schedule definition**

  Saves the information as a new schedule definition.

- **Overwrite an existing schedule definition**

  Replaces an existing schedule definition with the schedule definition currently on display.

- **Delete an existing schedule definition**

  Removes the schedule definition from the system.

- **Attach reports to this schedule**

  Attaches reports to this schedule.

- **Return to main schedule screen**

  Returns the system to the main Schedule Definition screen.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

F6=Add multiple change orders
Allows more than one change order to be added to the schedule at one time.

F6=Stop adding
Indicates that no more change orders are to be added to the schedule, at this time. This function key appears after [Add multiple change orders] is selected.

Remove=Remove change order
Removes a change order from the schedule.

Fields

Schedule Name

Displays the name assigned to the schedule in the Schedule Definition feature.

Scheduled Change Orders

Provides a list of the change orders assigned to this schedule.

Attaching change orders to the schedule

Follow this procedure to attach one change order at a time to the schedule:

1. Press **[Commands]** from the main Schedule Definition screen or the Schedule Definition–Attached Reports screen.
The Commands pop-up window appears.
2. Select the “*Attach change orders to this schedule”* option.
The Schedule Definition-Attached Change Orders screen appears as shown in Figure 16-3. All of the change orders currently attached to this schedule, if any, appear on the screen.
3. Position the cursor in the Scheduled Change Orders column and press **[Options]**.
A list of defined change orders is displayed in a pop-up window.
4. Select a change order from the pop-up window.
The pop-up window disappears and the selected change order appears on the screen.
5. Repeat Steps 3 to 4 to add additional change orders.
6. To remove an existing change order, position the cursor on the change order and press **[Remove change orders]**.
7. Press **[Commands]** to display the Commands pop-up window and select “*Return to main schedule screen*”.
The system returns to the main Schedule Definition screen.
8. Press **[Commands]** on the main Schedule Definition screen to display the Commands pop-up window and select “*Save as a new schedule definition*”.

Follow this procedure to attach multiple change orders to the schedule:

1. Press **[Commands]** on main Schedule Definition screen or the Schedule Definition–Attached Reports screen.
The Commands pop-up window appears.

2 Select the "*Attach change orders to this schedule"* option.
The Schedule Definition-Attached Change Orders screen appears as shown in Figure 16-3. All of the change orders currently attached to this schedule, if any, appear on the screen.

3 Position the cursor in the Scheduled Changed Orders column and press **[Add multiple change orders]**.
A list of defined change orders is displayed in a pop-up window.

4 One at a time, select each change order to appear in the schedule.
Each change order appears in the schedule after it is selected. Continue this step until all the required change orders are selected.

5 Press **[Stop adding]** to indicate that no more change orders are to be added, at this time.
The pop-up window disappears.

6 To remove an existing change order, position the cursor on the report and press **[Remove change order]**.

7 Press **[Commands]** to display the Commands pop-up window and select "*Return to main schedule screen*".
The system returns to the main Schedule Definition screen.

8 Attach any reports to the schedule, if necessary.
This procedure is described in the "Attaching reports to the schedule" section described in this chapter.

9 After the schedule definition is completed, press **[Commands]** on the Schedule Definition screen.

10 Select the "*Save as a new schedule definition*" option.

11 Press **[Commands]** to display the Commands pop-up window.

12 Follow one of two options:

a) Select *"Attach reports to this schedule"* from the Commands pop-up window if reports are to be added at this time.
This procedure is described in the "Attaching reports to the schedule" section described in this chapter.

or

b) Select "*Return to main schedule screen*" from the Commands pop-up window if no further reports or change orders are to be attached to the schedule
The system returns to the main Schedule Definition screen.

13 Press **[Commands]** on the main Schedule Definition screen.

14 Select the "*Save as a new schedule definition*" option.

Supervisor Messaging

The Supervisor Messaging feature allows network supervisors to receive, read, prepare and send messages between the nodes connected in the network.

Accessing this feature

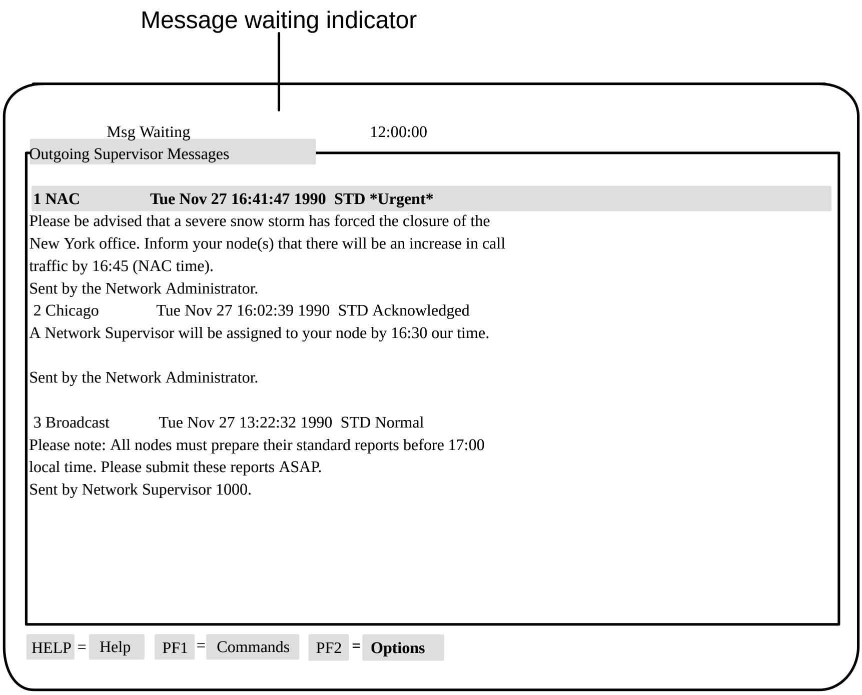
To access this feature, select the *Supervisor Messaging* option from the main menu. This option is only available to users who have the *Supervisor Messaging* field set to enabled in the Supervisor Definition screen (described in the “Parameter Administration” chapter).

Message indicator

Figure 17-1 shows the message indicator, which informs the network supervisor that a message has been received.

This indicator remains on the screen as long as there is an unread message. It is removed as soon as the first person reads the new message (assuming there are no other new messages to be read). This makes it important for a procedure to be developed to inform the network supervisors/network administrators that there is/are message(s) to be read. It is recommended that the network administrator read the messages first. This ensures that the appropriate personnel are notified.

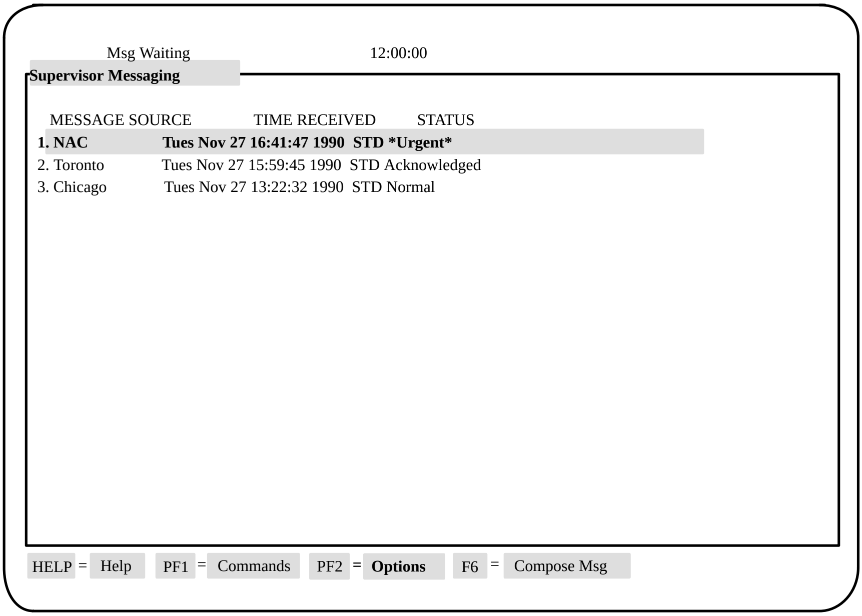
Figure 17-1
Message indicator



Supervisor Messaging—initial screen

The initial Supervisor Messaging feature lists all unread new messages. The feature also provides access to options to read, compose and send messages. The most recently received messages are on top of the list.

Figure 17-2
Supervisor Messaging—initial screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit**

  Returns the system to the main main.

- **Read Messages**

  Displays the messages highlighted for display from the initial screen. Refer to the “Read Message” section in this chapter.

- **Read Previous Message**

  Displays the message which was last saved or deleted by any user on the system. Refer to the “Read Previous Message” section in this chapter.

- **Compose Message**

  Composes a message to send to other users. Refer to the “Compose Message” section in this chapter.

- **Show Incoming**

  Allows incoming supervisor messages to be viewed, stored, deleted, released, or placed on hold. Refer to the “Incoming Supervisor Messages” section in this chapter.

- **Show Outgoing**

  Allows outgoing supervisor messages to be to be viewed, stored, deleted, released, or placed on hold. Refer to the “Outgoing Supervisor Messages” section in this chapter.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Select no option
Removes the Options pop-up window from the screen.

F6=Compose Msg
Composes a message to send to other users. This is the same function performed by the *“Compose Message”* option in the Commands pop-up window. Refer to the “Compose Message” section in this chapter.

Fields

Message Source
Shows the name of the site that sent the message.

Time Received
Shows the date and the local time when the message was received.

Status

Shows the status the sender attached to the message. The three status labels are normal, urgent, and acknowledge.

Normal messages are given no special treatment. Urgent messages are delivered before normal messages and labelled as ‘urgent’. Acknowledge messages automatically alert the sender when the recipient has read the message.

Read Message

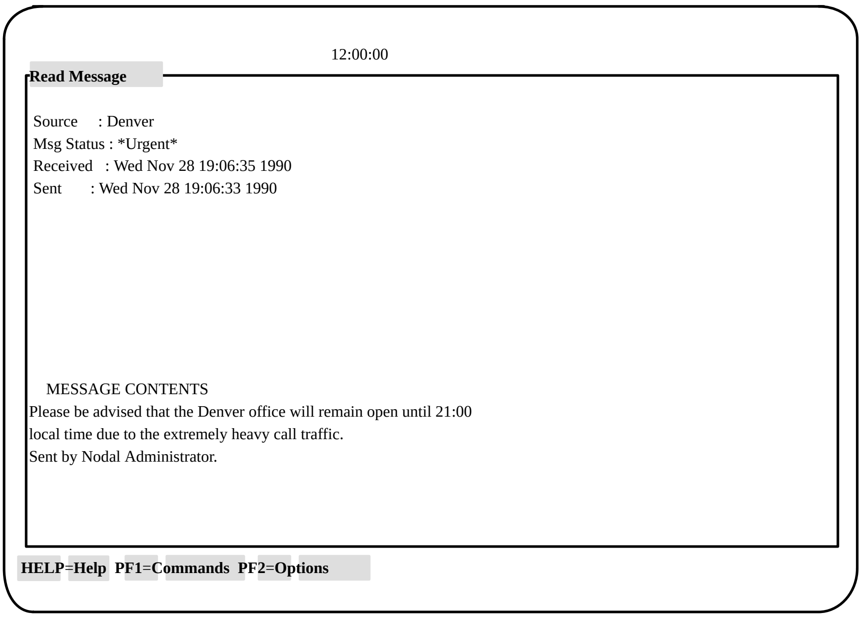
The Read Message feature displays the message selected from the initial Supervisor Messaging screen. Each message can be saved or deleted after being read.

Accessing this feature

There are three ways to read a message from the initial Supervisor Messaging screen:

- enter the number corresponding to the message
- move the selection bar to the specific message and press **{ENTER}**
- move the selection bar to the specific message, press **[Commands],** and select the *“Read messages”* option from the Commands pop-up window.

Figure 17-3
Read Message screen



Function keys

Help=Help
Provides information regarding this feature and its fields.

PF1=Commands
The following commands are available by pressing **[Commands]**:

- **Exit**

  Returns the system to the initial Supervisor Messaging screen.

- **Next Unread**

  Displays the next recent unread message.

- **Delete This Message**

  Deletes the message currently on display. Once a message is deleted, it cannot be restored.

- **Save This Message**

  Saves the message currently on display. Up to 19 messages can be stored at one time. These messages can be read any time.

- **Show Outgoing**

  Displays the outgoing supervisor message list on the Outgoing Supervisor Messages screen. These messages can be deleted, restored, placed on hold or released. Refer to the “Outgoing Supervisor Messages” section.

- **Show Incoming**

  Displays the incoming supervisor message list on the Incoming Supervisor Messages screen. These messages can be deleted, restored, placed on hold or released. Refer to the “Incoming Supervisor Messages” section.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Select no option

Removes the Options pop-up window from the screen.

Fields

Source

Shows the name of the site that sent the message. This field is provided only for information and cannot be changed.

Msg Status

Shows the status the sender attached to the message. The three status labels are normal, urgent, and acknowledge. Normal messages are given no special treatment. Urgent messages are delivered before normal messages and labelled as ‘urgent’. Acknowledge messages automatically alert the sender when the recipient has read the message. This field is provided only for information and cannot be changed.

Received

Shows the date and the time when the message was received. This field is provided only for information and cannot be changed.

Sent

Shows the date and the time when the message was sent. This field is provided only for information and cannot be changed.

Message Contents

Provides the contents of the message. This field is provided only for information and cannot be changed.

Read Previous Message

The Read Previous Message feature shows the message last saved or deleted by a user on the system. This feature can also be used to show incoming and outgoing messages.

Accessing this feature

To access this feature, press **[Commands]** on the initial Supervisor Messaging screen and select the *"Read Previous Message"* option.

Figure 17-4
Reading a previous message

```
                                12:00:00
Read Message

Source     : Toronto
Msg Status : *Urgent*
Received   : Wed Nov 28 19:06:35 1990
Sent       : Wed Nov 28 19:06:33 1990



   MESSAGE CONTENTS
Please be advised that the Toronto office will remain open until 21:00
local time due to the extremely heavy call traffic.
Sent by Nodal Administrator.

HELP=Help  PF1=Commands  PF2=Options
```

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing **[Commands]**:

- **Exit**

  Returns the system to the initial Supervisor Messaging screen.

- **Show Outgoing**

  Displays the outgoing supervisor message list on the Outgoing Supervisor Messages screen. These messages can be deleted, restored, placed on hold or released. Refer to the “Outgoing Supervisor Messages” section in this chapter.

- **Show Incoming**

  Displays the incoming supervisor message list on the Incoming Supervisor Messages screen. These messages can be deleted, restored, placed on hold or released. Refer to the “Incoming Supervisor Messages” section in this chapter.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Select no option
Removes the Options pop-up window from the screen.

Fields

Source
Shows the name of the site that sent the message.

Msg Status
Shows the status the sender attached to the message. The three status labels are normal, urgent, and acknowledge. Normal messages are given no special treatment. Urgent messages are delivered before normal messages and labelled as ‘urgent’. Acknowledge messages automatically alert the sender when the recipient has read the message.

Received
Shows the date and the time when the message was received.

Sent
Shows the date and the time when the message was sent.

Message Contents
Displays the contents of the message.

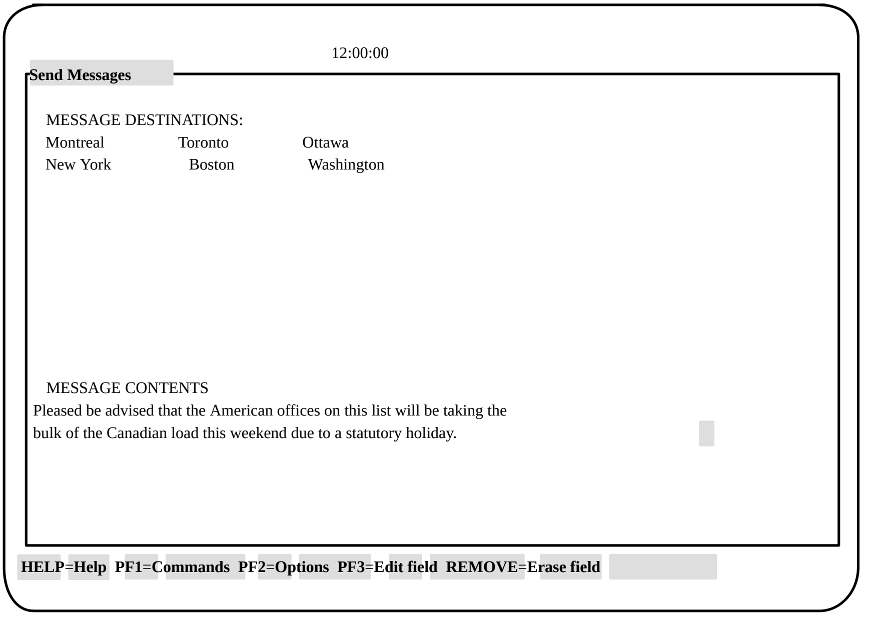
Compose Message

The Compose Message feature allows messages to be composed. These messages can be sent, stored, or erased.

Accessing this feature

To access this feature, press **[Commands]** on the initial Supervisor Messaging screen and select the *“Compose Message”* option. It can also be accessed by pressing the **[Compose msg.]** function key on the initial Supervisor Messaging screen.

Figure 17-5
Compose message



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing **[Commands]**:

- **Exit**

  Returns the system to the initial Supervisor Messaging screen.

- **Show Destinations**

  Displays a list of destination nodes. One or more nodes can be selected to receive the message.

- **Select Existing Msg.**

  Selects a saved message as input. The message can be edited without changing the original.

- **Send Message**

  Sends the message.

- **Store Outgoing**

  Stores the message in the saved outgoing message list. No more than 19 messages can be saved at one time.

- **Show Outgoing**

  Displays outgoing messages on the Outgoing Supervisor Messages screen. Messages can be deleted, restored, released and placed on hold from this screen. For more information, refer to the “Outgoing Supervisor Messages” section in this chapter.

- **Broadcast**

  Sends the message to all nodes. The word, **Broadcast**, appears in the *Message Destinations* field.

- **Clear Destinations**

  Removes all destination nodes selected for the message currently on display.

PF1=Select no command
Removes the Command pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Select no option
Removes the Destination Nodes pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Indicates that no further editing is required to the field.

Remove=Erase field
Removes the contents of a field.

Fields

Message Destinations

Shows the destination(s) to receive the message. A maximum of 10 nodal destinations and the NAC can be selected. To send the message to all nodes and the NAC, use the *"Broadcast"* option from the **[Commands]** pop-up window list.

Message Contents

Provides a location to enter the message. The message can contain a maximum of four lines of 76 characters per line. Only alphabetic, numeric, and punctuation characters may be used in a message.

Sending a message to one or more locations

Follow this procedure to send a message to one or more locations:

1. Move the cursor to the *Message Destinations* field.
2. Press **[Options]** to display a pop-up listing the destination nodes.
3. Select a node from the pop-up listing.
   The pop-up listing disappears and the selection appear on the screen.
4. Repeat Steps 2 to 3 until all the nodes are selected.
5. Move the cursor to the *Message Contents* field.
6. Press **[Edit field]** to start the editing session.
7. Enter the message.

8. Press **[End Editing]** to end the editing session.
9. Press **[Commands]** to display the Commands pop-up window.
10. Select the *"Send Message"* command.
    The Message Status pop-up window is displayed.
11. Select the status of the message from the pop-up window
    The options are normal, urgent and acknowledge. After this is completed, the system sends the message to the specified destinations.

The node's name or ID can also be entered directly without displaying the destination node pop-up window.

If an incorrect destination is selected, it can be re-selected by highlighting the field containing the incorrect choice. If it cannot be re-selected because all of the nodes have been selected, use the *"Clear Destinations"* command from the Commands pop-up window. This erases all the entries and allows the correct destinations to be selected.

Sending a broadcast message

Follow this procedure to send a message to all nodes:

1. Move the cursor to the *Message Destinations* field.
2. Press **[Commands]** to display the Commands pop-up window.
3. Select the "*Broadcast*" option.
   The word, Broadcast, appears in the Message Destinations field.
4. Move the cursor to the *Message Contents* field.
5. Press **[Edit field]** to start the editing session.
6. Enter the message.
7. Press **[End editing]** to end the editing session.
8. Press **[Commands]** to display the Commands pop-up window.
9. Select the *"Send Message"* command.
   The Message Status pop-up window is displayed.
10. Select the status of the message from the pop-up window
    The options are normal, urgent and acknowledge. After this is completed, the system sends the message.

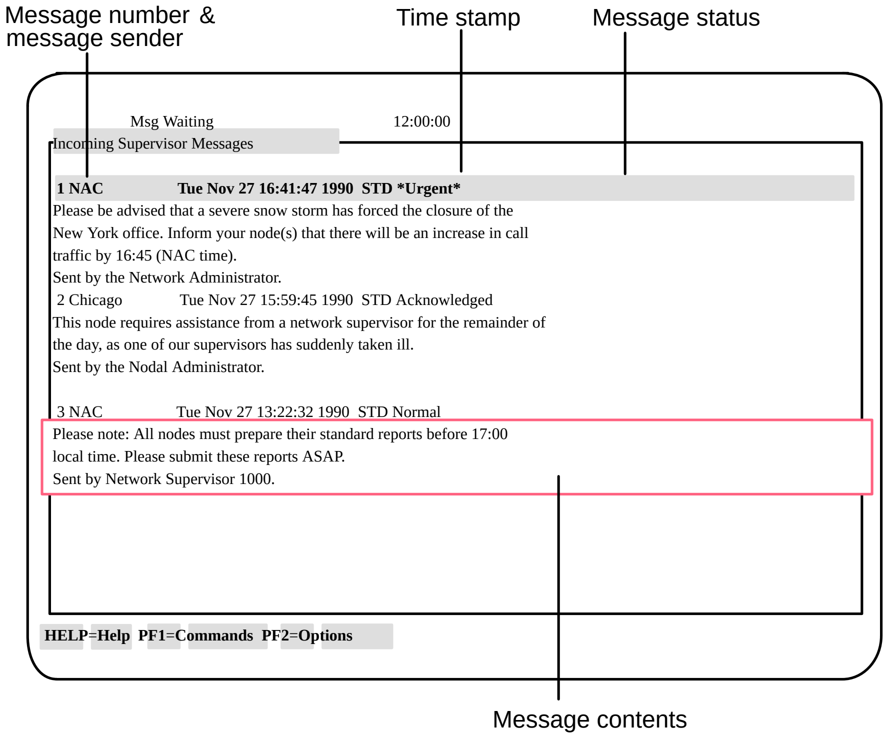
Incoming Supervisor Messages

The Incoming Supervisor Messages feature views, stores, deletes, releases and holds incoming supervisor messages. Up to 19 incoming messages can be stored. Once this limit is exceeded, the system automatically deletes the oldest message. However, up to five messages can be placed on hold. This prevents them from being deleted.

Accessing this feature

To access this feature, press **[Commands]** on one of the following screens: the initial Supervisor Messaging, Read Message, and Read Previous Message. Press the *"Show incoming"* option from the Commands pop-up window. Figure 17-6 shows three messages and the location of significant pieces of information.

Figure 17-6
Incoming Supervisor Messages screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing **[Commands]**:

- **Exit**

  Returns the system to the initial Supervisor Messaging screen.

- **Delete Message**

  Deletes the message highlighted by the selection bar. The status for the message changes to **Deleted**. However, the message is not removed until the Incoming Supervisor Messages screen is exited.

- **Undelete Message**

  Restores the message highlighted by the selection bar. The status for the message changes from **Deleted** to the status label assigned to it when it was created (for example, normal, urgent, or acknowledge).

- **Hold/Release Message**

  Sets a toggle switch which either holds or releases a message. The message status changes to **HELD** if this command is selected for a message. After a message is released, the status message changes from **HELD** to the status label assigned to it when it was created (for example, normal, urgent or acknowledge). Up to five messages can be placed on hold.

PF1=Select no command

Removes the Command pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Closes the Options window.

Fields

There are no fields on this screen.

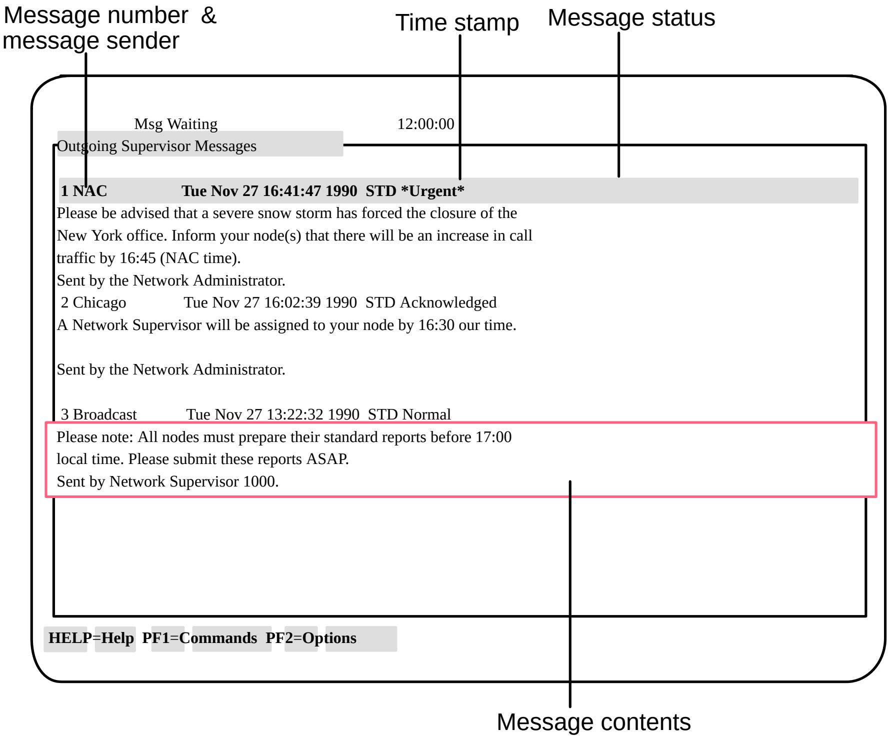
Outgoing Supervisor Messages

The Outgoing Supervisor Messages feature views, stores, deletes, releases and holds outgoing supervisor messages. Up to 19 outgoing messages can be stored. Once this limit is exceeded, the system automatically deletes the oldest message. However, up to five messages can be placed on hold. This prevents them from being deleted.

Accessing this feature

To access this feature, press **[Commands]** on one of the following screens: the initial Supervisor Messaging, Read Message, Read Previous Message, and Compose Message. Press the *“Show outgoing”* option from the Commands pop-up. Figure 17-7 shows three messages and the location of significant pieces of information.

Figure 17-7
Outgoing Supervisor Messages screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing **[Commands]**:

- **Exit**

  Returns the system to the initial Supervisor Messaging screen.

- **Delete Message**

  Deletes the message highlighted by the selection bar. The status for the message changes to **Deleted**. The message is not removed until the Outgoing Supervisor Messages screen is exited.

- **Undelete Message**

  Restores the message highlighted by the selection bar, providing the message was deleted (a message cannot be restored if it was not deleted). The status for the message changes from **Deleted** to the status label assigned to it when it was created (for example, normal, urgent, or acknowledge).

- **Hold/Release Message**

  Sets a toggle switch which either holds or releases a message. The message status changes to **HELD** if this command is selected for a message, which is not on hold. After a message is released, the status message changes from **HELD** to the status label assigned to it when it was created (for example, normal, urgent or acknowledge). Up to five messages can be placed on hold.

  If certain messages are sent repeatedly, type them once and place them on hold. In this way, the messages need only be typed once, and they are always available.

PF1=Select no command

Removes the Command pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Closes the Options window.

Fields

There are no fields on this screen.

International language support

Overview

International language support ranges from the ability to enter language specific strings to the ability to print a report with international characters. The characters entered must be in the ISO 8859-1 Latin 1 character set. A maximum of two languages is allowed per system.

The ISO 8859-1 Latin 1 standard character set is used to store and present information in any of the installed and enabled languages. One of the languages must be English for maintenance and remote diagnostics purposes. Supervisors can select either of the installed languages for their interaction with the system. For a complete list of available languages for the system, please contact the Northern Telecom representative.

Supervisor workstations

All of the supervisor workstations, except the DEC VT220, provide full international support. The DEC VT220 provides partial international support by utilizing the terminal's DEC multinational character set. Refer to the "Entering characters" section of this chapter for instructions on how to enter international characters.

Dial-up supervisor

The dial-up supervisor feature is supported providing the person dialing into the NAC Release 2 is using a NAC Release 2 supported supervisor workstation. All language strings are displayed correctly on the remotely logged in terminal or PC.

Printers

The following Hewlett Packard printers provide support for the international characters in both tabular and graphical reports:

- HP RuggedWriter (only in HP PCL mode)
- HP PaintJet 3630
- HP LaserJet series II
- HP LaserJet series III
- HP LaserJet series IV
- HP LaserJet 4 Plus
- HP DeskJet
- HP DeskJet 500
- HP DeskJet 560C

Configuring workstations

A workstation must be configured properly in order to have international characters. If using a language specific keyboard, the workstation's keyboard language must be configured.

Configuring languages

A system can have a maximum of two languages. One of these must be English. The second language is chosen during the installation of the NAC.

The system administrator defines the system default language and the secondary language via the Language Options feature described in the "Parameter Administration" chapter. The system default language is used for the network configuration control transaction log. It is also used with any system-wide customized parameters.

The regular supervisor can use the Profile Maintenance feature to select a language to use to interact with the system. To activate the new language, the supervisor must log out of the system and log back in. Refer to the "Profile Maintenance" chapter for details.

Multiple language strings

Both public and private definitions can be defined in two languages. All public definitions must be defined in the system default language so they can be read by all supervisors. Private definitions only need to be entered in the language defined in the supervisor's own profile because they are solely used by the supervisor. Table 18-1 lists the fields that can be defined in both the system default language and the secondary language, and the screens in which they are located.

Table 18-1
Multiple language string

Screen	Field
Network Report Definition	
Report Parameter Definition	Report Name
Tabular Format Definition	Format Title Column Headings
Graphic Format Definition	Graph TItle Key Axis Title Data Axis Title
Formula Definition	In Menus In Columns In Graphs
Schedule Definition	Schedule Name
Network Configuration Control	
Change Orders	Change Order Name

Single language strings

Several strings can only be defined in the system default language. These strings include information which does not warrant definitions in multiple languages. For example, passwords do not require representation in multiple languages. Table 18-2 lists the fields that are defined in a single language, and the screens in which they are located.

Table 18-2
Single language string

Screen	Field
Profile Maintenance	Password Tabular Printer Graphic Printer
Parameter Administration	
Supervisor Definition	Password Tabular Printer Graphic Printer
Miscellaneous Options	Customer Name Network Administrator Password Tabular Printer Graphic Printer
Time Frames Definition	Shift Name Period Name
NACD-DN/CDN Definition	NACD-DN/CDN Name
Personnel File Definition	Surname First Name Initials Comment
List Management	List Name
Supervisor Messaging	Message Contents

Reports

All printed and displayed reports support each of the languages installed on the system. This includes the tabular and graphical reports.

Multilingual support

For tabular reports, the report title and column headers are printed in the language in which the report was defined.

For graphical reports, the report title, key axis title, and data axis title are printed in the language in which the report was defined.

All queue and period names in reports are printed in the system default language.

> ***Note:*** Due to these features, some reports may contain titles and headers in one language (report language), and names in a different language (system default language).

Report sorting

Two different methods are used to sort system reports and network reports.

System reports

All system reports, which provide information on the NAC configuration, are sorted by number. These reports summarize the information defined in the Parameter Administration feature.

Network reports

Any tabular report, which contains supervisor-defined strings such as queue names, is sorted according to the rules used by the system default language.

This sorting is not trivial since each language has different sorting rules based on the characters in their languages.

Entering characters

Any international characters available on language specific keyboards may be entered as part of textual input in the various screens. Some international characters may not be available directly on the keyboard and special keyboard sequences may be required to enter these characters.

The tables in this section describe the key sequences required for each keyboard type.

Refer to Table 18-3 if the workstation is a DEC VT220, DEC VT420, or a PC running Reflection 4+. (DEC VT320 is compatible with DEC VT420.)

Compose sequences

The different types of keyboards use different compose sequences that must be entered before entering international characters.

DEC VT220 and VT420

To create an international character on a DEC VT220 or VT420, the compose sequence is the **{COMPOSE}** key followed by the appropriate key sequence.

> ***Note:*** Since the DEC VT220 does not provide full international support, a question mark (?) may be displayed in cases where the appropriate character is not available on the VT220.

Reflection 4+ for DOS

To create an international character on a PC running Reflection 4+, the compose sequence is **{ALT}{F8}** followed by the appropriate key sequence.

> ***Note:*** Reflection 4+ Release 4.1 or higher is recommended because it has full international support. Releases 3.4 to 4.0 have partial international support. International support is not available below Release 3.4.

Table 18-3
International characters for DEC VT220, DEC VT420, and a PC running Reflection 4+

<table>
<tr><th>Character</th><th>Name</th><th>Compose sequence, followed by</th></tr>
<tr><td>¡</td><td>Inverted exclamation</td><td>!!</td></tr>
<tr><td>¢</td><td>Cent sign</td><td>C/</td></tr>
<tr><td>£</td><td>Pound sign</td><td>L=</td></tr>
<tr><td>¤</td><td>Currency sign</td><td>XO</td></tr>
<tr><td>¥</td><td>Yen sign</td><td>Y=</td></tr>
<tr><td>¦</td><td>Broken vertical bar *</td><td>| |</td></tr>
<tr><td>§</td><td>Paragraph/Section sign</td><td>SO</td></tr>
<tr><td>©</td><td>Copyright sign</td><td>CO</td></tr>
<tr><td>a</td><td>Feminine ordinal indicator</td><td>A_</td></tr>
<tr><td>«</td><td>Left angle quotation mark</td><td><<</td></tr>
<tr><td>»</td><td>Right angle quotation mark</td><td>>></td></tr>
<tr><td>¬</td><td>Not sign *</td><td>-,</td></tr>
<tr><td>–</td><td>Macron *</td><td>-^</td></tr>
<tr><td>®</td><td>Registered trademark sign *</td><td>R O</td></tr>
<tr><td>-</td><td>Soft hyphen *</td><td>- -</td></tr>
<tr><td>•</td><td>Middle dot</td><td>.^</td></tr>
<tr><td>±</td><td>Plus-Minus sign</td><td>+ -</td></tr>
<tr><td>1</td><td>Superscript 1</td><td>1^</td></tr>
<tr><td>2</td><td>Superscript 2</td><td>2^</td></tr>
<tr><td>3</td><td>Superscript 3</td><td>3^</td></tr>
</table>

— continued —

Table 18-3 (continued)
International characters for DEC VT220, DEC VT420, and a PC running Reflection 4+

Character	Name	Compose sequence, followed by
’	Apostrophe	’space
µ	Micro sign	/U
¶	Pilcrow sign	P!
÷	Division sign *	-:
×	Multiplication sign *	x x
¸	Cedilla *	’ ’
’	Acute accent *	‘ ‘
^	Circumflex accent	^ space
~	Tilde	~space
¨	Diaeresis *	¨space
°	Degree sign	0^
º	Masculine ordinal indicator	O_
¼	Vulgar fraction one-quarter	1 4 (order sensitive)
½	Vulgar fraction one-half	1 2 (order sensitive)
¾	Vulgar fraction three-quarters *	3 4 (order sensitive)
¿	Inverted question mark	??
À	Capital A with grave accent	‘A
Á	Capital A with acute accent	’A
Â	Capital A with circumflex accent	^A
Ã	Capital A with tilde	~A

— continued —

Table 18-3 (continued)
International characters for DEC VT220, DEC VT420, and a PC running Reflection 4+

Character	Name	Compose sequence, followed by
Ä	Capital A with diaeresis	¨A
Å	Capital A with ring above	A° (degree sign) or A* (asterisk)
Æ	Capital diphthong A with E	A E (order sensitive)
Ç	Capital C with cedilla	C,
È	Capital E with grave accent	‘E
É	Capital E with acute accent	’E
Ê	Capital E with circumflex	^E
Ë	Capital E with diaeresis	¨E
Ì	Capital I with grave accent	‘I
Í	Capital I with acute accent	’I
Î	Capital I with circumflex	^I
Ï	Capital I with diaeresis	”I
Ò	Capital O with grave accent	‘O
Ó	Capital O with acute accent	’O
Ô	Capital O with circumflex	^O
Õ	Capital O with tilde	~O
Ö	Capital O with diaeresis	¨O
Ø	Capital O with oblique strike	o/
Ñ	Capital N with tilde	~N
Ù	Capital U with grave accent	‘U

— continued —

Table 18-3 (continued)
International characters for DEC VT220, DEC VT420, and a PC running Reflection 4+

Character	Name	Compose sequence, followed by
Ú	Capital U with acute accent	’U
Û	Capital U with circumflex	^U
Ü	Capital U with diaereses	¨U
Ý	Capital Y with acute accent	’Y
Đ	Capital Icelandic letter Eth *	- D
Þ	Capital Icelandic letter Thorn *	T H
ß	Lowercase German letter sharp s	ss
à	Lowercase a with grave accent	‘a
á	Lowercase a with acute accent	’a
â	Lowercase a with circumflex	^a
ã	Lowercase a with tilde	~a
ä	Lowercase a with diaeresis	¨a
å	Lowercase a with ring above	a° (degree sign) or a* (asterisk)
æ	Lowercase diphthong a with e	a e (order sensitive)
ç	Lowercase c with cedilla	c,
è	Lowercase e with grave accent	‘e
é	Lowercase e with acute accent	’e
ê	Lowercase e with circumflex	^e
ë	Lowercase e with diaeresis	¨e
ì	Lowercase i with grave accent	‘i

— continued —

Table 18-3 (continued)
International characters for DEC VT220, DEC VT420, and a PC running Reflection 4+

Character	Name	Compose sequence, followed by
í	Lowercase i with acute accent	’i
î	Lowercase i with circumflex	^i
ï	Lowercase i with diaeresis	”i
ñ	Lowercase n with tilde	~n
ò	Lowercase o with grave accent	‘o
ó	Lowercase o with acute accent	’o
ô	Lowercase o with circumflex	^o
õ	Lowercase o with tilde	~o
ö	Lowercase o with diaeresis	¨o
ø	Lowercase o with oblique stroke	o/
ù	Lowercase u with grave accent	‘u
ú	Lowercase u with acute accent	’u
û	Lowercase u with circumflex	^u
ü	Lowercase u with diaeresis	¨u
ý	Lowercase y with acute accent	’y
ÿ	Lowercase y with diaeresis	¨y
ð	Lowercase Icelandic letter Eth *	- d
Þ	Lowercase Icelandic letter Thorn *	t h

Note: A character name with an asterisk (*) after it indicates that it is only available on the DEC VT420 workstation or a PC running Reflection 4+.

— end—

Statistics groups

The statistics gathered by each node are grouped into nine distinct groups. This information is sent to the NAC. Each group contains a series of key fields, which permit control over the order and level of the data in the reports. The tables in this section show the fields available in each statistics group. The key fields in each set are indicated by an asterisk (*) to the left of the field.

To design a custom report, choose fields from a selection menu. The fields in these menus are generally self-explanatory; however, the report headings for these fields are often not. For instance, if *Number of calls that time overflowed in* is chosen, the standard column heading on the report reads "TOF IN CALLS".

All of the fields, both for tabular reports and graphic reports, are stored in the Formula Definition feature (described in the "Network Report Definition" chapter). Consequently, the tables in this chapter are arranged in the same order as they appear in the Formula Definition feature.

> ***Note:*** Each statistic field in this chapter is calculated using the related data fields. For example, the Destination ACD-DN statistics field called "Average number of agents manning queue" is calculated using the Destination ACD-DN data fields called "Manned Time" and "Active Time". (All of these fields are described in this chapter.)

> ***Note:*** Some of the statistics fields in these tables may not be available. This depends on the specific release of the Meridian 1 software being used, as well as the features configured on the Meridian 1. Unavailable fields may still appear on the selection menu, but their values appear as zero on the report.

The statistics groups are presented in tables in this chapter in the following order:

• Destination ACD-DN statistics	Table 19-1
• Overflow statistics	Table 19-2
• Route statistics	Table 19-3
• Trunk statistics	Table 19-4
• DNIS statistics	Table 19-5
• Activity Code statistics	Table 19-6
• CDN statistics	Table 19-7
• CDN Call Answer Breakdown statistics	Table 19-8
• RAN Route statistics	Table 19-9

Destination ACD-DN statistics

Statistics are collected for each ACD-DN. These are viewed from the perspective of the answering ACD-DN.

Destination ACD-DN data fields

The following is a list of the data fields available in the Destination ACD-DN statistics group when using the Formula Definition feature. A description is also shown of how each statistic field is calculated.

Abd Category n

This is the number of calls abandoned, excluding calls that were time overflowed in but including those that network and enhanced time overflowed in, which experienced a delay within the “nth” abandoning delay category, as defined in the Spectrum Definition feature (described in the “Network Report Definition” chapter). The value, n, is a number ranging from one to 10.

ACD Calls Transferred

The number of ACD calls transferred by agents of this ACD-DN.

ACD Talk Time

The total time spent by all agents of this ACD-DN on an ACD call, including time that an ACD call is on hold.

Active Time

This is the length of time that at least one agent was logged into the ACD-DN.

Ans Category n

Same as Abd Category n but for answered calls.

Busy Time

The total time spent by all agents in handling ACD or DN calls and performing related post-call processing. This time does not include waiting time.

Calls Abandoned

The number of calls which were abandoned by the caller while waiting to be answered by an agent in this ACD-DN.

Calls Answered
The number of calls answered by agents of this ACD-DN, including calls which local or network time overflowed or queue-count overflowed into this ACD-DN.

Calls Intrflwd Busy
The number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 R16) feature.

DN Calls In
The number of DN calls answered by agents of this ACD-DN.

DN Calls Out
The number of DN calls originated by agents of this ACD-DN.

DN Calls Transferred
The number of DN calls transferred by agents of this ACD-DN.

ETOF Ans After Thrsh
The number of enhanced time overflow answered calls which experienced an answering delay greater than or equal to the maximum delay threshold value for the destination ACD-DN. For enhanced time overflow in calls, the delay is the time spent in the logical time overflow queue.

Hold Time
The total time that all agents of this ACD-DN had ACD calls on hold.

Incoming DN Time
The total time spent by all agents of this ACD-DN handling incoming DN calls.

IVR Accepted
The number of calls that were virtually queued to the ACD-DN as the result of a “Give IVR” request by the CCR application. This peg count differs from the normal Calls Accepted in that it includes all calls virtually queued, not just those calls that were answered or abandoned.

IVR Answered
The number of “Give IVR” calls that were answered at the ACD-DN.

IVR Ans Delay
The total delay experienced by IVR calls that were answered at the ACD-DN.

IVR Max Ans Delay
The maximum delay experienced by IVR calls that were answered at the ACD-DN.

IVR Ans AfterT
The number of IVR calls that experienced an answering delay greater than or equal to the service level threshold value for the destination ACD-DN.

IVR Abandoned
The number of “Give IVR” calls that were abandoned by the caller before IVR treatment was given.

IVR Abd Delay
The total delay experience by IVR calls that were abandoned at the ACD-DN.

IVR Max Abd Delay
The maximum delay experienced by IVR calls that were abandoned at the ACD-DN.

IVR Abd AfterT
The number of abandoned IVR calls that experienced a delay greater than or equal to the service level threshold value for the destination ACD-DN.

Manned Time
The total time spent by all agents in manning the ACD-DN. Manned time for an individual agent is accumulated from the time that an agent logs in to the time that the agent logs out.

Max Abandon Delay
The longest delay of all abandoned calls.

Max Answer Delay
The longest delay experienced by all answered calls, excluding calls which network or local time overflowed into this ACD-DN.

Max LTOF Delay

The maximum answering delay of all calls which local time overflowed into this ACD-DN.

Max NTOF Delay

The maximum answering delay of network time overflowed calls for this ACD-DN. It includes both the time spent in the originating queue and the logical time overflow queue.

Non Activity Calls

The number of calls handled by agents of this ACD-DN for which no activity code was entered.

Not Ready Time

The total time spent by all agents of this ACD-DN in post-call processing. This includes all time that an agent had the Not Ready key active and no ACD or DN call was active.

NTOF Ans After Thrsh

The number of network time overflow answered calls which experienced an answering delay greater than or equal to the maximum delay threshold value for the destination ACD-DN. For network time overflow in calls, the delay is the time spent in the logical time overflow queue.

Num Abd After Thrsh

The number of abandoned calls which had a delay greater than or equal to the maximum delay threshold value for the destination ACD-DN.

Num Ans After Thrsh

For non-network systems, this is the number of answered calls (excluding those which time overflowed into this ACD-DN) which experienced an answering delay greater than or equal to the maximum delay threshold value for the destination ACD-DN defined in Parameter Administration.

For systems with enhanced and network time overflow, this is the number of answered calls (including enhanced and network time overflowed calls answered by this ACD-DN) which experienced an answering delay greater than or equal to the maximum delay threshold value for the destination ACD-DN. For enhanced and network time overflow in calls, the delay is the time spent in the logical time overflow queue.

Num Interflow Calls

The number of calls that entered the system which were interflowed out of the switch. This excludes calls interflowed to another ACD-DN within the same switch.

Num LTOF Calls

The number of local time overflowed calls answered by agents of this ACD-DN.

Num NTOF Calls

The number of network time overflowed calls answered by agents of this ACD-DN.

Num QOF Calls

The number of calls which reached this ACD-DN via queue-count overflow and were answered or abandoned in this queue (for example, the calls were not recalled to source due to time overflow).

Num Receive 1st RAN

The number of calls which received the first recorded announcement.

Num Receive 2nd RAN

The number of calls which received the second recorded announcement.

Num Short Calls

The number of calls handled by agents of this ACD-DN, which had a Direct Call Processing duration that was less than the “short call” threshold. This threshold was defined in the Meridian MAX using the Parameter Administration feature for this ACD-DN.

Num Walkaway Periods

The total number of times that agents of this ACD-DN entered a walk away state.

Outgoing DN Time

The total time spent by all agents of this ACD-DN handling outgoing DN calls.

Tot ETOF Dst Delay

The total delay experienced at the destination ACD-DN for all enhanced time overflow answered calls. It is the time spent waiting in the logical time overflow queue before being answered by the destination ACD-DN.

Tot ETOF Src Delay
The total delay experienced at the originating node for all enhanced time overflow calls answered at this destination ACD-DN. It is the time spent waiting at the originating queue before being logically queued at the destination ACD-DN.

Tot NTOF Dst Delay
The total delay experienced at the destination ACD-DN for all network time overflow answered calls. It is the time spent waiting in the logical network queue before being answered by the destination ACD-DN.

Tot NTOF Src Delay
The total delay experienced at the originating node for all network time overflow answered calls answered at this destination ACD-DN. It is the time spent waiting at the originating queue before being logically queued at the destination ACD-DN.

Total Abandon Delay
The total delay of all abandoned calls.

Total Answer Delay
The total delay experienced by all answered calls, excluding calls which network or local time overflowed into this ACD-DN.

Total LTOF Delay
The total answering delay of all calls answered by the ACD-DN which reached this queue by local time overflowing. This includes basic time overflow delay for all Meridian MAX systems, and the entire enhanced time overflow delay to local queues for Meridian MAX systems with NACD.

Wait Time
The total time spent by all agents of this ACD-DN waiting for an ACD call, not including time spent on DN calls while waiting; that is the ACD telephone was idle.

Walkaway Time
The total time spent by all agents of this ACD-DN in walkaway state.

Destination ACD-DN statistics fields

The following table lists the statistics fields available in the Destination ACD-DN statistics group when using the Tabular and Graphic Format Definition feature. It also provides a description of the calculation for each statistic field.

Note: A "*" in this table indicates a key field.

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Destination ACD-DN number **ACD-DN NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN number.
* Destination ACD-DN name **ACD-DN NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.
10. Average number of agents manning queue **AVG AGT** ***Avg Agents*** This value represents the average number of agents working on this ACD-DN queue during the time the ACD-DN had at least one agent assigned to it. If the ACD-DN has no agents assigned to it, this value becomes zero. Due to the nature of "Active-timer" timing, the average agent statistic is not very meaningful when a total statistic for several ACD-DNs is computed. Manned Time ÷ Active Time
11. Telephone service level **SRV LVL %** ***Service Lvl*** The Telephone Service Level represents the percentage of calls, answered and/or abandoned, within the defined maximum delay threshold time. This formula produces meaningful results when comparing ACD-DNs which use the same maximum delay threshold. [(Calls Answered + Calls Abandoned) – (Num Ans After Thrsh + Num Abd After Thrsh)] × 100 ÷ (Calls Answered + Calls Abandoned)

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
12. Number of calls accepted **CALLS** **ACCPT** ***Num Accepted*** The total number of calls that entered the queue. This number does not include calls that were local or network time overflowed into this ACD-DN. For non-network calls, omit the part of the formula which reads: Num NTOF Calls. Calls Answered + Calls Abandoned – Num LTOF Calls – Num NTOF Calls
13. Total number of calls answered **TOT** **CALLS** **ANSWD** ***Tot Answered*** The total number of calls answered by agents assigned to this ACD-DN, including calls which were local or network time overflowed or queue-count overflowed into the ACD-DN. Calls Answered
14. Number of calls abandoned **CALLS** **ABAND** ***Num Abandnd*** This is the number of calls to this ACD-DN that were abandoned by the callers before the calls could be answered. Calls Abandoned

Table 19-1 **Destination ACD-DN statistics fields**
Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
15. Number of non-activity code calls **NON** **ACCNT** **CALLS** ***Non Activity*** The number of calls handled by this ACD-DN for which no activity code was entered. Non Activity Calls
16. Number of “Give IVR” calls accepted **IVR** **CALLS** **ACCPT** ***IVR Accepted*** The number of calls that enter the queue as a result of the CCR application “Give IVR” request. IVR Accepted
17. Number of ACD calls transferred **ACD** **CALLS** **XFERD** ***ACD Xfered*** The number of ACD calls transferred from this ACD-DN by the agents. ACD Calls Transferred
18. Total number of calls that time overflowed in **TOTAL** **TOF** **CALLS** ***Tot TOF Clls*** The number of calls that were time overflowed (local and network) into this destination ACD-DN and answered by an agent. Num LTOF Calls + Num NTOF Calls

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
19. Number of calls that queue count overflowed in **QOF** **CALLS** ***Num QOF Clls*** The number of calls that queue-count overflowed into this destination ACD-DN and answered or abandoned in this queue. Num QOF Calls
20. Number of incoming DN calls **IN** **DN** **CALLS** ***In DN Calls*** The number of incoming DN calls answered by this ACD-DN’s agents. DN Calls In
21. Number of outgoing DN calls **OUT** **DN** **CALLS** ***Out DN Calls*** The number of outgoing DN calls made by this ACD-DN’s agents. DN Calls Out
22. Number of DN calls **TOTAL** **DN** **CALLS** ***DN Calls*** The total number of incoming and outgoing DN calls. DN Calls In + DN Calls Out

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
23. Number of DN calls transferred **DN CALLS XFERD** ***DN Xfered*** The number of DN calls transferred by agents of this ACD-DN. DN Calls Transferred
24. Number of calls that received 1st RAN **1ST DEL RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN
25. Number of calls that received 2nd RAN **2ND DEL RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
26. Number of calls that received both RANs **DEL** **RAN** **1&2** ***Both RANs*** Despite the name of this formula, it does not report the number of calls that received both RANs. This formula adds the number of calls that received the 1st RAN to the number of calls that received the 2nd RAN. Num Received 1st RAN + Num Received 2nd RAN
27. Number of short calls **SHORT** **CALLS** ***Short Calls*** The number of calls answered by agents of this ACD-DN, which had an ACD Talk Time less than the “Short Call” threshold defined for this ACD-DN. Num Short Calls
28. Average answering delay **AVG** **ANS** **DEL** ***Avg Ans Del*** The average answering delay (also known as the Average Speed of Answer [ASA]) is the average duration a caller waited before their call was answered by an agent at this ACD-DN. In the case of network and enhanced time overflowed calls, the delay time begins when the call is logically queued into the destination ACD-DN’s queue. (Total Answer Delay + Tot NTOF Dst Delay + Tot ETOF Dst Delay) ÷ Calls Answered

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
29. Average abandoning delay **AVG** **ABD** **DEL** ***Avg Abd Del*** This represents the average duration a caller to this ACD-DN spent waiting before abandoning the call. Total Abandon Delay ÷ Calls Abandoned
30. Average local time overflow delay **AVG** **LTOF** **DEL** ***Avg LTOF Del*** This represents the average amount of time a caller, whose call was local time overflowed to this ACD-DN, had to wait for an answer. This average delay includes the time spent waiting in the original ACD-DN queue, as well as the time spent in this destination ACD-DN's queue. Total LTOF Delay ÷ Num LTOF Calls
31. Maximum answering delay **MAX** **ANS** **DEL** ***Max Ans Del*** This represents the maximum delay a caller experienced before their call was answered by this ACD-DN. ***Note:*** The MAX formula selects the largest of the three fields represented in the formula below. MAX (Max Answer Delay, Max LTOF Delay, Max NTOF Delay)

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
32. Maximum abandoning delay **MAX ABD DEL** ***Max Abd Del*** This represents the maximum delay a caller experienced before they abandoned their call to this ACD-DN. Max Abandon Delay
33. Maximum local time overflow delay **MAX LTOF DEL** ***Max LTOF Del*** This represents the maximum amount of time a caller, whose call was local time overflowed to this ACD-DN, waited before the call was answered. This includes the time spent waiting in the original ACD-DN's queue. Max LTOF Delay
34. Average ACD talk time **AVG ACD TALK TIME** ***Avg ACD Talk*** This is the average duration per call that the agents of this ACD-DN spent with their callers, from the time the call was answered until the call was released. This also includes the time the caller spent on hold. ACD Talk Time ÷ Calls Answered

Table 19-1 **Destination ACD-DN statistics fields**
Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
35. Average post call processing time **AVG** **NOT** **RDY** **TIME** ***Avg Not Rdy*** This is the average duration per call that the agents of this ACD-DN spent in the Not Ready state. Not Ready Time ÷ Calls Answered
36. Average incoming DN call time **AVG** **IN** **DN** **TIME** ***Avg In DN*** This is the average duration per call that the agents of this ACD-DN spent on an incoming DN call from the time it was answered until it was released. Incoming DN Time ÷ DN Calls In
37. Average outgoing DN call time **AVG** **OUT** **DN** **TIME** ***Avg Out DN*** This is the average duration per call that the agents of this ACD-DN spent on an outgoing DN call from the time it was answered until it was released. Outgoing DN Time ÷ DN Calls Out

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
38. Average DN call time **AVG** **DN** **TIME** ***Avg DN Time*** This is the average duration per call that the agents of this ACD-DN spent on incoming DN calls and outgoing DN calls. (Incoming DN Time + Outgoing DN Time) ÷ (DN Calls In + DN Calls Out)
39. Average time spent waiting for calls **AVG** **WAIT** **TIME** ***Avg Wait*** This is the average duration per call that the agents for this ACD-DN waited for their next call. This doesn’t include Not Ready time, nor does it include the time a call spent on hold. Wait Time ÷ Calls Answered
40. Average time spent working **AVG** **WORK** **TIME** ***Avg Work*** This is the average duration per call that the agents for this ACD-DN spent with their callers plus the time spent in the Not Ready state. (ACD Talk Time + Not Ready Time) ÷ Calls Answered

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
41. Average time spent on hold **AVG** **HOLD** **TIME** ***Avg Hold*** This is the average duration that a caller to this ACD-DN spent on hold after their call was answered and before the call was released. Hold Time ÷ Calls Answered
42. Average walkaway time **AVG** **WALK** **TIME** ***Avg Walk*** This is the average duration of the walkaway periods experienced by the agents of this ACD-DN. Walkaway Time ÷ Num Walkaway Periods
43. Total ACD talk time **TOTAL** **ACD** **TALK** **TIME** ***ACD Talk Tme*** This represents the total duration for all calls to this ACD-DN. This elapsed time starts when each call is answered and ends when each call is released, including the time each call spent on hold. ACD Talk Time

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
44. Total not ready time **TOTAL NOT READY TIME** ***Not Rdy Time*** This represents the total duration of time that all agents of this ACD-DN spent in the Not Ready state. Not Ready Time
45. Total incoming DN call time **TOTAL DN IN TIME** ***In DN Time*** This represents the total duration for all incoming DN calls to this ACD-DN. This elapsed time starts when each call is answered and ends when each call is released, including the time each call spent on hold. Incoming DN Time
46. Total outgoing DN call time **TOTAL DN OUT TIME** ***Out DN Time*** This represents the total duration for all outgoing DN calls from this ACD-DN. This elapsed time starts when each call is answered and ends when each call is released, including the time each call spent on hold. Outgoing DN Time

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
47. Total DN call time **TOTAL DN TIME** ***DN Time*** This is the total duration of all calls that the agents of this ACD-DN spent on incoming DN calls and outgoing DN calls. Incoming DN Time + Outgoing DN Time
48. Total time spent waiting **TOTAL WAIT TIME** ***Wait Time*** This is the total duration experienced by all agents of this ACD-DN, while waiting for their next call. Wait Time
49. Total time spent working **TOTAL WORK TIME** ***Work Time*** This represents the total duration for all ACD calls to this ACD-DN. This elapsed time starts when each ACD call was answered and ends when each ACD call was released, including the time each ACD call spent on hold and the time spent in the Not Ready state. ACD Talk Time + Not Ready Time

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
50. Total time spent holding **TOTAL HOLD TIME** ***Hold Time*** This is the total duration experienced by all callers to this ACD-DN, while on hold during their call. Hold Time
51. Total walkaway time **TOTAL WALK TIME** ***Walk Time*** This is the total duration experienced by all agents of this ACD-DN during their walkaway periods. Walkaway Time
52. Total time agents were busy **TOTAL BUSY TIME** ***Busy Time*** This represents the total duration for all calls (ACD and DN) to this ACD-DN. This elapsed time starts when each call is answered and ends when each call is released, including the time each call spends on hold and the time spent in the Not Ready state. Busy Time

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
53. Total manned time of agent **TOTAL MAND TIME** ***Manned Time*** This is the total duration that all agents of this ACD-DN were logged into the ACD-DN. Manned Time
54. Percentage of manned time in DN calls **DN MAND %** ***DN/ Mand %*** This is the percentage of manned time spent on incoming and outgoing DN calls. This percentage is calculated for all agents assigned to this ACD-DN. [(Incoming DN Time + Outgoing DN Time) × 100] ÷ Manned Time
55. Percentage of manned time worked **WORK MAND %** ***Work/Mand %*** This is the percentage of manned time spent on ACD calls. This percentage is calculated for all agents assigned to this ACD-DN, and includes the time spent on the phone and time spent in the Not Ready state. [(ACD Talk Time + Not Ready Time) × 100] ÷ Manned Time

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
56. Percentage of manned time busy **BUSY** **MAND** **%** ***Busy/Mand %*** This is the percentage of manned time spent on all calls (ACD and DN). This percentage is calculated for all agents assigned to this ACD-DN and includes the time spent on the phone and time spent in the Not Ready state. (Busy Time × 100) ÷ Manned Time
57. Percentage of calls that time overflowed in **TOT** **TOF** **%** ***Tot TOF %*** This represents the percentage of all calls answered that were time overflowed into this ACD-DN. [(Num LTOF Calls + Num NTOF Calls) × 100] ÷ Calls Answered
58. Percentage of calls that queue-count overflowed in **QOF** **%** ***QOF %*** This represents the percentage of all calls received that were queue-count overflowed to this ACD-DN, regardless of whether the calls were answered or abandoned. (Num QOF Calls × 100) ÷ (Calls Answered + Calls Abandoned)
59. Number of calls interflowed to busy **BUSY** ***Interflow Busy*** The number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 Release 16) feature. Calls Interflwd Busy

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
60. Percentage answered in category 1 **ANSW % CAT1** ***Pcnt Answ 1*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #1. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based. (Ans Category 1 × 100) ÷ Calls Answered
61. Percentage answered in category 2 **ANSW % CAT2** ***Pcnt Answ 2*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #2. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based. (Ans Category 2 × 100) ÷ Calls Answered
62. Percentage answered in category 3 **ANSW % CAT3** ***Pcnt Answ 3*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #3. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based. (Ans Category 3 × 100) ÷ Calls Answered

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
63. Percentage answered in category 4 **ANSW % CAT4** ***Pcnt Answ 4*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #4. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based. (Ans Category 4 × 100) ÷ Calls Answered
64. Percentage answered in category 5 **ANSW % CAT5** ***Pcnt Answ 5*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #5. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based. (Ans Category 5 × 100) ÷ Calls Answered
65. Percentage answered in category 6 **ANSW % CAT6** ***Pcnt Answ 6*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #6. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based. (Ans Category 6 × 100) ÷ Calls Answered

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
66. Percentage answered in category 7 **ANSW** **%** **CAT7** ***Pcnt Answ 7*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #7. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based. (Ans Category 7 × 100) ÷ Calls Answered
67. Percentage answered in category 8 **ANSW** **%** **CAT8** ***Pcnt Answ 8*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #8. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based. (Ans Category 8 × 100) ÷ Calls Answered
68. Percentage answered in category 9 **ANSW** **%** **CAT9** ***Pcnt Answ 9*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #9. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based. (Ans Category 9 × 100) ÷ Calls Answered

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
69. Percentage answered in category 10 **ANSW** **%** **CT10** ***Pcnt Answ 10*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #10. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based. (Ans Category 10 × 100) ÷ Calls Answered
70. Percentage abandoned in category 1 **ABND** **%** **CAT1** ***Pcnt Abnd 1*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #1. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 1 × 100) ÷ Calls Abandoned
71. Percentage abandoned in category 2 **ABND** **%** **CAT2** ***Pcnt Abnd 2*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #2. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 2 × 100) ÷ Calls Abandoned

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
72. Percentage abandoned in category 3 **ABND % CAT3** ***Pcnt Abnd 3*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #3. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 3 $\times$ 100) $\div$ Calls Abandoned
73. Percentage abandoned in category 4 **ABND % CAT4** ***Pcnt Abnd 4*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #4. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 4 $\times$ 100) $\div$ Calls Abandoned
74. Percentage abandoned in category 5 **ABND % CAT5** ***Pcnt Abnd 5*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #5. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 5 $\times$ 100) $\div$ Calls Abandoned

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
75. Percentage abandoned in category 6 **ABND** **%** **CAT6** ***Pcnt Abnd 6*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #6. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 6 × 100) ÷ Calls Abandoned
76. Percentage abandoned in category 7 **ABND** **%** **CAT7** ***Pcnt Abnd 7*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #7. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 7 × 100) ÷ Calls Abandoned
77. Percentage abandoned in category 8 **ABND** **%** **CAT8** ***Pcnt Abnd 8*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #8. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 8 × 100) ÷ Calls Abandoned

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry

Column Heading

Graph Heading

Description

Formula

78. Percentage abandoned in category 9

ABND
%
CAT9

Pcnt Abnd 9

This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #9. Calls that are time overflowed into this ACD-DN do not count towards the percentage.

(Abd Category 9 $\times$ 100) $\div$ Calls Abandoned

79. Percentage abandoned in category 10

ABND
%
CT10

Pcnt Abnd 10

This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #10. Calls that are time overflowed into this ACD-DN do not count towards the percentage.

(Abd Category 10 $\times$ 100) $\div$ Calls Abandoned

80. Number answered in category 1

NUM
ANSW
CAT1

Num Answ 1

This represents the actual number of calls that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #1. Calls that are time overflowed into this ACD-DN do not count towards this value.

Ans Category 1

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry

Column Heading

Graph Heading

Description

Formula

---

81. Number answered in category 2

NUM
ANSW
CAT2

Num Answ 2

This represents the actual number of calls that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #2. Calls that are time overflowed into this ACD-DN do not count towards this value.

Ans Category 2

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82. Number answered in category 3

NUM
ANSW
CAT3

Num Answ 3

This represents the actual number of calls that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #3. Calls that are time overflowed into this ACD-DN do not count towards this value.

Ans Category 3

---

83. Number answered in category 4

NUM
ANSW
CAT4

Num Answ 4

This represents the actual number of calls that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #4. Calls that are time overflowed into this ACD-DN do not count towards this value.

Ans Category 4

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
84. Number answered in category 5 **NUM** **ANSW** **CAT5** ***Num Answ 5*** This represents the actual number of calls that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #5. Calls that are time overflowed into this ACD-DN do not count towards this value. Ans Category 5
85. Number answered in category 6 **NUM** **ANSW** **CAT6** ***Num Answ 6*** This represents the actual number of calls that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #6. Calls that are time overflowed into this ACD-DN do not count towards this value. Ans Category 6
86. Number answered in category 7 **NUM** **ANSW** **CAT7** ***Num Answ 7*** This represents the actual number of calls that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #7. Calls that are time overflowed into this ACD-DN do not count towards this value. Ans Category 7

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
87. Number answered in category 8 **NUM ANSW CAT8** ***Num Answ 8*** This represents the actual number of calls that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #8. Calls that are time overflowed into this ACD-DN do not count towards this value. Ans Category 8
88. Number answered in category 9 **NUM ANSW CAT9** ***Num Answ 9*** This represents the actual number of calls that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #9. Calls that are time overflowed into this ACD-DN do not count towards this value. Ans Category 9
89. Number answered in category 10 **NUM ANSW CT10** ***Num Answ 10*** This represents the actual number of calls that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #10. Calls that are time overflowed into this ACD-DN do not count towards this value. Ans Category 10

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
90. Number abandoned in category 1 **NUM** **ABND** **CAT1** ***Num Abnd 1*** This represents the actual number of calls that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #1. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 1
91. Number abandoned in category 2 **NUM** **ABND** **CAT2** ***Num Abnd 2*** This represents the actual number of calls that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #2. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 2
92. Number abandoned in category 3 **NUM** **ABND** **CAT3** ***Num Abnd 3*** This represents the actual number of calls that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #3. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 3

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
93. Number abandoned in category 4 **NUM** **ABND** **CAT4** ***Num Abnd 4*** This represents the actual number of calls that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #4. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 4
94. Number abandoned in category 5 **NUM** **ABND** **CAT5** ***Num Abnd 5*** This represents the actual number of calls that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #5. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 5
95. Number abandoned in category 6 **NUM** **ABND** **CAT6** ***Num Abnd 6*** This represents the actual number of calls that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #6. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 6

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
96. Number abandoned in category 7 **NUM** **ABND** **CAT7** ***Num Abnd 7*** This represents the actual number of calls that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #7. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 7
97. Number abandoned in category 8 **NUM** **ABND** **CAT8** ***Num Abnd 8*** This represents the actual number of calls that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #8. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 8
98. Number abandoned in category 9 **NUM** **ABND** **CAT9** ***Num Abnd 9*** This represents the actual number of calls that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #9. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 9

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry

Column Heading

Graph Heading

Description

Formula

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99. Number abandoned in category 10

NUM
ABND
CT10

Num Abnd 10

This represents the actual number of calls that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #10. Calls that are time overflowed into this ACD-DN do not count towards this value.

Abd Category 10

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100. Avg delay for network time overflowed calls at the destination DN

AVG
NTOF
DDEL

Av NTOF DDel

This represents the average duration experienced by a caller, who was network time overflowed to this ACD-DN before the call was answered. This does not include the time spent waiting in any queue prior to being logically queued to this one (available with Network ACD Option).

Tot NTOF Dst Delay ÷ Num NTOF Calls

---

101. Avg delay for network time overflowed calls

AVG
NTOF
DEL

Avg NTOF Del

This represents the average duration experienced by a caller, who was network time overflowed to this ACD-DN before the call was answered. This includes the time spent waiting in any queue prior to being logically queued to this one (available with Network ACD Option).

(Tot NTOF Src Delay + Tot NTOF Dst Delay) ÷ Num NTOF Calls

Table 19-1
Destination ACD-DN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
102. Avg delay for enhanced time overflowed calls **AVG** **ETOF** **DEL** ***Avg ETOF Del*** This represents the average duration experienced by a caller, who was enhanced time overflowed to this ACD-DN before the call was answered. This includes the time spent waiting in any queue prior to being logically queued to this one (available with Network ACD Option). (Tot ETOF Src Delay + Tot ETOF Dst Delay) ÷ Num LTOF Calls
103. Maximum delay for network time overflowed calls **MAX** **NTOF** **DEL** ***Max NTOF Del*** This represents the maximum duration experienced by a caller, who was network time overflowed to this ACD-DN before the call was answered. This includes the time spent waiting in any queue prior to being transferred to this one (available with Network ACD Option). Max NTOF Delay
104. Number of incoming local time overflowed calls **LTOF** **CALLS** ***LTOF Calls*** This represents the total number of local time overflowed calls that were answered by agents of this ACD-DN (available with Network ACD Option). Num LTOF Calls

Table 19-1 **Destination ACD-DN statistics fields**
Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
105. Number of incoming network time overflowed calls **NTOF** **CALLS** ***NTOF Calls*** This represents the total number of network time overflowed calls that were answered by agents of this ACD-DN (available with Network ACD Option). Num NTOF Calls
106. Percentage of calls answrd that were local time overflowed-in **LTOF** **%** ***% LTOF Calls*** This represents the percentage of all calls that were local time overflowed into this ACD-DN and subsequently answered by the agents of this ACD-DN (available with Network ACD Option). (Num LTOF Calls × 100) ÷ Calls Answered
107. Percentage of calls answrd that were network time overflowed-in **NTOF** **%** ***% NTOF Calls*** This represents the percentage of all calls that were network time overflowed into this ACD-DN and subsequently answered by the agents of this ACD-DN (available with Network ACD Option). (Num NTOF Calls × 100) ÷ Calls Answered

Overflow statistics

The overflow statistics are accumulated for each source and destination ACD-DN combination. This allows the statistics in this group to be used to view source queue performance, destination queue performance, or the overflow pattern.

Overflow data fields

The following is a list of the data fields available in the Overflow statistics group when using the Formula Defintion feature. It also provides a description of the calculation for each statistic field.

> ***Note 1:*** In the field descriptions below, My_Node refers to the value of the node for which the overflow table is kept**.** For example, if a call is network time overflowed in, the destination node for that call is My_Node.

> ***Note 2:*** With certain fields, the point of view, (from the source or the destination node/DN) is very important. If a field has a point of view, this means that it is only meaningful for records where that node is My_Node. This applies to NTOF fields only, and is indicated in the descriptions below.

Calls Abandoned

The number of calls abandoned by the caller for each source/destination ACD-DN combination.

Calls Answered

The number of calls which were answered by each source/destination ACD-DN combination. Note that calls, which do not overflow, are accumulated in a data record where the source ACD-DN and the destination ACD-DN is the same ACD-DN. Calls, which do overflow, are accumulated in the data record for the particular source/destination ACD-DN combination. This field includes local and network time overflowed calls.

Calls Intrflwd Busy

The number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 R16) feature.

Dst Abd After Thrsh
The number of abandoned calls which had a delay greater than or equal to the service level threshold value for the destination ACD-DN.

Dst Ans After Thrsh
The number of answered calls including those that enhanced and network time overflowed and excluding those which “basic” time overflowed. These calls experienced an answering delay greater than or equal to the service level threshold value for the destination ACD-DN. For enhanced and network time overflow in calls, the delay is the time spent in the logical time overflow queue.

ETOF Ans After Thrsh
The number of enhanced time overflow answered calls, which experienced an answering delay greater than or equal to the service level threshold value for the destination ACD-DN. For local enhanced time overflow in calls, the delay is the time spent in the logical time overflow queue.

Max Abandon Delay
The longest delay of all abandoned calls for each source/destination ACD-DN combination.

Max Answer Delay
The longest delay experienced by all answered calls, excluding local and network time overflowed calls for each source/destination ACD-DN combination.

Max LTOF Delay
The maximum answering delay of all local time overflowed calls for each source/destination ACD-DN combination.

Max NTOF Delay
The maximum answering delay experienced for all network time overflowed calls answered at this destination ACD-DN. It includes both the time spent waiting at the source queue before being given network treatment and the time logically queued at the destination. This field always appears as zero in data records where the source and destination nodes are equal.

NTOF Ans After Thrsh

The number of network time overflow answered calls, which experienced an answering delay greater than or equal to the service level threshold value for the destination ACD-DN. For network time overflow in calls, the delay is the time spent in the logical time overflow queue. This field always appears as zero in data records where the source and destination nodes are equal.

Num Interflow Calls

The number of calls that entered the system via the source ACD-DN, which were interflowed out of the switch. This excludes calls interflowed to another ACD-DN within the same switch.

This data field also includes calls that left the source ACD-DN due to night service, if the night service number is an external number.

This data is accumulated only in data records where the source and destination ACD-DN are equal, since calls interflowed do not first overflow.

Num LTOF Calls

The number of answered calls which were local time overflowed in. This field always appears as zero in data records where the source and destination ACD-DN are equal.

Num NTOF Calls

The number of network time overflowed calls answered by the agents at the destination node (calls that came into that node). This field always appears as zero in data records where the source and destination nodes are equal.

Num QOF Calls

The number of calls (answered or abandoned) which were queue-count overflowed. This field always appears as zero in data records where the source and destination ACD-DN are equal.

Num Received 1st RAN

The number of calls which received the first recorded announcement.

Num Received 2nd RAN

The number of calls which received the second recorded announcement.

Src Abd After Thrsh

The number of abandoned calls that had a delay greater than or equal to the maximum delay threshold value for the source ACD-DN.

Src Ans After Thrsh

The number of answered calls (including those which time overflow or enhanced time overflow), which experienced an answering delay greater than or equal to the maximum delay threshold value for the source ACD-DN. The answering delay used is the total delay, not just the delay at the source before being logically queued to the destination.

This field excludes calls which network time overflow in, since you cannot look up the delay threshold of the source ACD-DN when the call is on another node. This field always appears as zero for records where the source node is not My_Node. This also excludes calls which network time overflow out, due to the field's current usage in the SRC SRV LVL % formula.

Tot ETOF Dst Delay

The total delay experienced at the destination ACD-DN for all enhanced time overflow answered calls. It is the time spent waiting in the logical time overflow queue before being answered by the destination ACD-DN.

Tot ETOF Src Delay

The total delay experienced at the originating node for all enhanced time overflow answered calls answered at this destination ACD-DN. It is the time spent waiting at the originating queue before being logically queued at the destination ACD-DN.

Tot NTOF Dst Delay

The total delay experienced at the destination ACD-DN for all network time overflow answered calls. It is the time spent waiting in the logical time overflow queue before being answered by the destination ACD-DN of this node. This field always appears as zero in data records where the source and destination nodes are equal.

Tot NTOF Src Delay

The total delay experienced at the originating node for all network time overflow calls answered at this destination ACD-DN. It is the time spent waiting at the originating queue before being logically queued at the destination ACD-DN. This field always appears as zero for records where the source node is My_Node. The Tot NTOF Out Delay field should be used to get the data from the source point of view.

Tot NTOF Out Delay

The total delay experienced by calls that network time overflowed out of this node and were answered by agents of the destination ACD-DN. This field always appears as zero for records where the destination node is My_Node.

Total Abandon Delay

The total delay of all abandoned calls.

Total Answer Delay

The total delay experienced by all answered calls excluding local and network time overflowed calls.

Total LTOF Delay

The total answering delay of all local time overflowed calls including the time the call spent waiting before becoming eligible for time overflowing. For enhanced time overflow, the delay includes the entire delay.

Overflow statistics fields

The following table lists the statistics fields available in the Overflow statistics group when using the Tabular and Graphic Format Definition feature. It also provides a description of the calculation for each statistic field.

> ***Note:*** A "*" in this table indicates a key field.

Table 19-2
Overflow statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Source Node Identifier **SRC NODE ID** ***Src Node ID*** The source node ID number (available with Network ACD Option).
* Source ACD-DN number **SOURCE ACD-DN NUMBER** ***Src ACD-DN ID*** The source ACD-DN number.
* Source ACD-DN name **SOURCE ACD-DN NAME** ***Src ACD-DN Name*** The name assigned to the source ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.

Table 19-2
Overflow statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Destination Node Identifier **DEST NODE ID** ***Dst Node ID*** The destination node ID number (available with Network ACD Option).
* Destination ACD-DN number **DEST ACD-DN NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN number.
* Destination ACD-DN name **DEST ACD-DN NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in a “hh:mm” format. Shifts are displayed by shift name. Days and weeks are displayed in a “mm/dd/yy” format. Months are displayed in a “aaaa yy” (“aaaa” is a month abbreviation) format. Periods are displayed by “aaaaa yy” (“aaaaa” is a period name) format.

Table 19-2
Overflow statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
10. Average delay from source **AVG** **SRC** **DEL** ***Avg Src Delay*** This represents the average duration experienced by callers to the source ACD-DN, including the time spent waiting in the queue before being time overflowed to a destination ACD-DN. All of these calls were answered. (Total LTOF Delay + Total Answer Delay + Tot NTOF Src Delay + Tot NTOF Dst Delay + Tot NTOF Out Delay) ÷ (Calls Answered + Num NTOF Out Calls)
11. Average delay from destination **AVG** **DST** **DEL** ***Avg Dst Del*** This represents the average duration experienced by callers to the destination ACD-DN, not including the time spent waiting in the queue before being local time overflowed to another ACD-DN. All of these calls were answered. Calls that are network time overflowed and enhanced time overflowed are included. (Total Answer Delay + Tot NTOF Dst Delay + Tot ETOF Dst Delay) ÷ Calls Answered
12. Telephone service level of source ACD-DN **SRC** **SRV** **LVL** **%** ***Src Srv Lvl*** This represents the percentage of calls, answered and/or abandoned at the source ACD-DN, within the defined service threshold time. This formula produces meaningful results when comparing ACD-DNs, which use the same service threshold. ([(Calls Answered + Calls Abandoned) – (Src Ans After Thrsh + Src Abd After Thrsh)] × 100) ÷ (Calls Answered + Calls Abandoned)

Table 19-2
Overflow statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
13. Telephone service level of destination ACD-DN **DST SRV LVL %** ***Dst Srv Lvl*** This represents the percentage of calls, answered and/or abandoned at the destination ACD-DN (after a call is logically queued from the source ACD-DN), within the defined service threshold time. This formula produces meaningful results when comparing ACD-DNs, which use the same service threshold. ([(Calls Answered + Calls Abandoned) – (Dst Ans After Thrsh + Dst Abd After Thrsh)] × 100) ÷ (Calls Answered + Calls Abandoned)
14. Number of calls accepted **CALLS ACCPT** ***Num Accepted*** The total number of calls that were received by this ACD-DN, regardless of whether they were answered or abandoned. This does not include TOF calls of any kind. Calls Answered + Calls Abandoned
15. Total number of calls answered **TOT CALLS ANSWD** ***Tot Answered*** This represents the total number of calls answered by agents of this ACD-DN. Calls Answered + Num NTOF Out Calls

Table 19-2
Overflow statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
16. Number of calls abandoned **CALLS ABAND** ***Num Abandnd*** This represents the total number of calls abandoned before they could be answered by agents of this ACD-DN. Calls Abandoned
17. Total number of calls that time overflowed **TOTAL TOF CALLS** ***Tot TOF Call*** This is the total number of local time overflowed calls and the total of network time overflowed calls answered by this ACD-DN. Num LTOF Calls + Num NTOF Calls
18. Number of calls that queue count overflowed **QOF CALLS** ***Num QOF*** This represents the number of calls received by this ACD-DN as a result of queue-count overflow. Num QOF Calls
19. Number of calls that interflowed out **INTER FLOW** ***Interflowed*** This represents the total number of calls that were received by this ACD-DN that were interflowed out of the PBX or sent to an external number via night service. Num Interflow Calls

Table 19-2
Overflow statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
20. Number of calls that received 1st RAN **1ST DEL RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN
21. Number of calls that received 2nd RAN **2ND DEL RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN
22. Number of calls that received both RANs **DEL RAN 1&2** ***Both RANs*** Despite the name of this formula, it does not report the number of calls that received both RANs. This formula adds the number of calls that received the 1st RAN to the number of calls that received the 2nd RAN. Num Received 1st RAN + Num Received 2nd RAN
23. Calls interflowed to busy **BUSY** ***Intflow Busy*** The number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 Release 16) feature. Calls Intrflwd Busy

Table 19-2
Overflow statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
24. Maximum Answering Delay **MAX** **ANS** **DEL** ***Max Ans Del*** This represents the maximum duration a caller had to wait before the call was answered by an agent at this ACD-DN. ***Note:*** The Meridian MAX formula selects the largest of the three fields represented in the formula below. MAX (Max Answer Delay, Max LTOF, Max NTOF Delay)
25. Maximum Abandoning Delay **MAX** **ABD** **DEL** ***Max Abd Del*** This represents the maximum duration a caller waited before abandoning the call to this ACD-DN. Max Abandon Delay
26. Total percentage of calls that time overflowed **TOT** **TOF** **%** ***Tot TOF %*** This represents the percentage of all calls received that were local time overflowed or network time overflowed into this ACD-DN. [(Num LTOF Calls + Num NTOF Calls) × 100] ÷ (Calls Answered + Calls Abandoned)

Table 19-2
Overflow statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
27. Percentage of calls that queue-count overflowed **QOF** **%** ***QOF %*** This represents the percentage of all calls received that were queue-count overflowed to this ACD-DN, regardless of whether the calls were answered or abandoned. (Num QOF Calls × 100) ÷ (Calls Answered + Calls Abandoned)
28. Number of network time overflowed out calls **NTOF** **OUT** **CALLS** ***NTOF Outclls*** This represents the total number of network time overflowed calls transferred out of this ACD-DN and answered by agents of another ACD-DN (available with Network ACD Option). Num NTOF Out Calls
29. Number of local time overflowed calls **LTOF** **CALLS** ***LTOF Calls*** This represents the total number of local time overflowed calls that were answered by agents of this ACD-DN (available with Network ACD Option). Num LTOF Calls
30. Number of network time overflowed calls **NTOF** **CALLS** ***NTOF Calls*** This represents the total number of network time overflowed calls that were answered by agents of this ACD-DN (available with Network ACD Option). Num NTOF Calls

Table 19-2
Overflow statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
31. Percentage of all local time overflowed calls **LTOF %** ***% LTOF Calls*** This represents the percentage of all calls that were answered due to local time overflow (available with Network ACD Option). (Num LTOF Calls $\times$ 100) $\div$ (Calls Answered + Calls Abandoned)
32. Percentage of all network time overflowed calls **NTOF %** ***% NTOF Calls*** This represents the percentage of all calls that were answered due to network time overflow (available with Network ACD Option). (Num NTOF Calls $\times$ 100) $\div$ (Calls Answered + Calls Abandoned)

Route statistics

Route data accumulates for each route/source ACD-DN combination.

Route data fields

The following is a list of the data fields available in the Route statistics group when using the Formula Definition feature. A description is also shown of how each statistic field is calculated. In the field descriptions that follow, the point of view is from the source ACD-DN end of a route.

Calls Abandoned

The number of calls which were abandoned by the caller while waiting to be answered by an agent in this ACD-DN.

Calls Answered

The number of calls answered by agents of this ACD-DN, including calls which local or network time overflowed or queue-count overflowed into this ACD-DN.

Calls Forced Busy

The total number of controlled calls given a “Force Busy” treatment by the CCR application plus the number of calls busied by the call ceiling.

Calls Forced to Disconnect

The total number of controlled calls given a “Force Disconnect” treatment by the CCR application.

Calls Routed

The number of controlled mode calls that were given the “Route T” treatment by the CCR application plus the number of “Give IVR” calls that were transferred by the IVR application.

Delay to Call Termination

The total delay experience for a call under CCR control, before it was given one of the following treatments: “Force Busy”, “Force Disconnect”, “Route TO”, or “Give IVR” and then was transferred by the IVR application.

NTOF In Call Time

This is the total time of all network time overflow in calls from the time that the call was answered until it was released.

NTOF Out Call Time

This is the total time of all network time overflow out calls from the time that the call was answered until it was released. This is for the outgoing route for the network call.

Num Abd After Thrsh

The number of abandoned calls which had a delay greater than or equal to the maximum delay threshold value for the destination ACD-DN.

Num Ans After Thrsh

For non-network systems, this is the number of answered calls (excluding those which time overflowed into this ACD-DN), which experienced an answering delay greater than or equal to the maximum delay threshold value for the destination ACD-DN.

For systems with enhanced and network time overflow, this is the number of answered calls (including enhanced and network time overflowed calls answered by this ACD-DN), which experienced an answering delay greater than or equal to the maximum delay threshold value for the destination ACD-DN. For enhanced and network time overflow in calls, the delay is the time spent in the logical time overflow queue.

Num ATB Periods

The number of times that all trunks in the route were busy. If an ATB period spans a reporting interval boundary, the duration of the ATB period is proportionally split between the reporting intervals. The number of ATB periods is only incremented for the reporting interval in which the ATB period started.

Num Interflow Calls

The number of calls that entered the system which were interflowed out of the switch. This excludes calls interflowed to another ACD-DN within the same switch.

Num LTOF Calls

The number of local time overflowed calls answered by agents of this ACD-DN.

Num NTOF In Calls

The number of network overflow calls answered by this ACD-DN.

Num NTOF Out Calls

The number of calls that network time overflowed out of the source node and were answered by agents of the destination ACD-DN. This field always appears as zero in data records where the destination ACD-DN resides on the source node.

Num QOF Calls

The number of calls which reached this ACD-DN via queue-count overflow and were answered or abandoned in this queue (for example, the calls were not recalled to source due to time overflow).

Num Received 1st RAN

The number of calls which received the first recorded announcement.

Num Received 2nd RAN

The number of calls which received the second recorded announcement.

Time Span

The time span is the time for which the route is being utilized within the reporting interval. This field is used to determine the percentage of time that all trunks in the route were busy.

Total Abandon Delay

The total delay of all abandoned calls.

Total Answer Delay

The total delay experienced by all answered calls excluding calls which network or local time overflowed into this ACD-DN.

Total ATB Time

This is the total time that the route had all of its trunks busy.

Total Call Time

This is the total time of all calls answered, from the time that the call was answered until it is released.

Total Passthru Time

Although calls are initially received locally, they are not always answered locally. If a call is time overflowed or queue-count overflowed, the call could be available to other agents in the network.

If the call is answered by an agent at another Meridian MAX site, the Total Passthru Time measures the amount of time that passes between the time the local Meridian MAX sends the call to the answering Meridian MAX and the time that the answering Meridian MAX finishes with the call (either by terminating the call or transferring the call to another Meridian MAX).

Route statistics fields

The following table lists the statistics fields available in the Route statistics group when using the Tabular and Graphic Format Definition feature. It also provides a description of the calculation for each statistic field.

Note: A "*" in this table indicates a key field.

Table 19-3
Route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Route Number **RT** **NUM** ***Route Number*** The route number.
* Route name **ROUTE** **NAME** ***Route Name*** The name assigned to the route number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the route number, the route number is printed instead.
* Base Time Unit **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.

Table 19-3
Route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
10. Number of hundred call seconds **CCS** ***CCS*** A single CCS unit represents 100 seconds of time that a caller spent in the queue, whether the call was answered or abandoned. (Total Call Time + Total Answer Delay + Total Abandon Delay + Delay to Call Termination) ÷ 100
11. Telephone service level **SRV LVL** ***Service Lvl*** The Telephone Service Level represents the percentage of calls, answered and/or abandoned, within the defined service threshold time. This formula produces meaningful results when comparing ACD-DNs, which use the same service threshold. ([(Calls Answered + Calls Abandoned) – (Num Ans After Thrsh + Num Abd After Thrsh)] × 100) ÷ (Calls Answered + Calls Abandoned)
12. Number of calls offered **CALLS OFFRD** ***Num Offered*** This represents the total number of calls offered to this trunk. Calls Answered + Calls Abandoned + Num Interflow Calls + Calls Forced to Disconnect + Calls Forced Busy + Calls Routed
13. Number of calls answered **CALLS ANSWD** ***Num Answered*** This represents the total number of calls on this route that were answered at any ACD-DN. Calls Answered

Table 19-3
Route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
14. Number of calls answered before threshold **CALLS ANSWD BEFOR THRSH** ***Ans Early*** This represents the total number of calls on this route that were answered before the service level threshold for the source ACD-DN was reached. Calls Answered – Num Ans After Thrsh
15. Number of calls answered after threshold **CALLS ANSWD AFTER THRSH** ***Ans Late*** This represents the total number of calls on this route that were answered at or after the service level threshold for the source ACD-DN was reached. Num Ans After Thrsh
16. Number of calls abandoned **CALLS ABAND** ***Num Abndnd*** The represents the total number of calls received on this route that were subsequently abandoned. Calls Abandoned

Table 19-3
Route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
17. Number of calls abandoned before threshold exceeded **CALLS ABAND BEFOR THRSH** ***Abd Early*** This represents the total number of calls on this route that were abandoned before the maximum delay was reached. Calls Abandoned – Num Abd After Thrsh
18. Number of calls abandoned after threshold **CALLS ABAND AFTER THRSH** ***Abd Late*** This represents the total number of calls on this route that were abandoned at or after the maximum delay was reached. Num Abd After Thrsh
19. Number of calls that queue-count overflowed out **QUEUE OVER FLOW** ***Num QOF*** This represents the total number calls on this route which queue-count overflowed out. Num QOF Calls

Table 19-3
Route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
20. Number of calls that time overflowed out **TIME** **OVER** **FLOW** ***Num TOF*** This represents the total number of calls on this route which local time overflowed out. Num LTOF Calls
21. Number of calls that overflowed out **OVER** **FLOW** ***Overflowed*** This represents the total number of calls on this route which overflowed (queue-count, local time, and network time). Num QOF Calls + Num LTOF Calls + Num NTOF Out Calls
22. Number of calls that interflowed out **INTER** **FLOW** ***Interflowed*** This represents the total number of calls on this route which was interflowed out of the PBX or sent to an external number via night service. Num Interflow Calls
23. Number of calls that received 1st RAN **1ST** **DEL** **RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN

Table 19-3
Route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
24. Number of calls that received 2nd RAN **2ND DEL RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN
25. Number of calls that received both RANs **DEL RAN 1&2** ***Both RANs*** Despite the name of this formula, it does not report the number of calls that received both RANs. This formula adds the number of calls that received the 1st RAN to the number of calls that received the 2nd RAN. Num Received 1st RAN + Num Received 2nd RAN
26. Average duration of call **AVG CALL TIME** ***Av Call Time*** This represents the average duration of a call from the time it was received on the route until the call was either released or abandoned. (Total Abandon Delay + Total Answer Delay + Total Call Time) ÷ (Calls Abandoned + Calls Answered)

Table 19-3
Route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
27. Number of all trunks busy (ATB) periods **NUM** **ATB** ***Num ATBs*** This represents the total number of “All Trunks Busy” periods. Num ATB Periods
28. Average duration of all trunks busy (ATB) periods **AVG** **ATB** **TIME** ***Avg ATB*** This represents the average duration of this route’s “All Trunks Busy” periods. Total ATB Time ÷ Num ATB Periods
29. Total duration of all trunks busy (ATB) periods **TOTAL** **ATB** **TIME** ***ATB Time*** This represents the total time this route experienced the “All Trunks Busy” state. Total ATB Time
30. Percentage time that all trunks were busy (ATB) **ATB** **%** ***ATB %*** This represents the percentage of the report that this route experienced the “All Trunks Busy” state. (Total ATB Time × 100) ÷ Time Span

Table 19-3
Route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
31. Number of hundred call seconds for network overflow in calls **NTOF** **IN** **CCS** ***NTOF In CCS*** This represents the number of 100 call seconds this route was used for incoming network time overflowed calls (available with Network ACD Option). NTOF In Call Time ÷ 100
32. Number of hundred call seconds for network overflow out calls **NTOF** **OUT** **CCS** ***NTOF Out CCS*** This represents the number of 100 call seconds this route was used for outgoing network time overflowed calls (available with Network ACD Option). NTOF Out Call Time ÷ 100
33. Number of incoming network overflow calls **NTOF** **IN** **CALLS** ***NTOF InCalls*** This represents the total number of incoming network time overflowed calls received on this route (available with Network ACD Option). Num NTOF In Calls

Table 19-3
Route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
34. Number of outgoing network overflow calls **NTOF** **OUT** **CALLS** ***NTOF OutCall*** This represents the total number of outgoing network time overflowed calls received on this route (available with Network ACD Option). Num NTOF Out Calls
35. Total Passthru Time **TOTAL** **PTHRU** **TIME** ***Pthru Time*** The Total Passthru Time measures the amount of time that passes between the time the local MSL-1 sends the call to another MSL-1 that is answering the call, and the time that the answering MSL-1 finishes with the call (either by terminating the call or transferring the call to another MSL-1). (This is available with Network ACD Option.) Total Passthru Time

Trunk statistics

Trunk data accumulates for each route/trunk/source ACD-DN combination.

Trunk data fields

The following is a list of the data fields available in the Trunk statistics group when using the Formula Definition feature. It also provides a description of the calculation for each statistic field.

In the field descriptions that follow, the point of view is from the source ACD-DN end of a trunk.

Calls Abandoned

The number of calls that came into the system via this trunk, which were subsequently abandoned by the caller.

Calls Answered

The number of calls answered by agents of the source ACD-DN or agents of other ACD-DNs if the call was local or network time overflowed, or queue-count overflowed.

Calls Forced Busy

The total number of controlled calls given a “Force Busy” treatment by the CCR application plus the number of calls busied by the call ceiling.

Calls Forced to Disconnect

The total number of controlled calls given a “Force Disconnect” treatment by the CCR application.

Calls Routed

The number of controlled mode calls that were given the “Route To” treatment by the CCR application plus the number of “Give IVR” calls that were transferred by the IVR application.

Delay to Call Termination

The total delay experience for a call under CCR control, before it was given one of the following treatments: “Force Busy”, “Force Disconnect”, “Route TO”, or “Give IVR” and then was transferred by the IVR application.

NTOF In Call Time

This is the total time of all network time overflow in calls from the time that the calls were answered until they were released.

NTOF Out Call Time

This is the total time of all network time overflow out calls from the time that the calls were answered until they were released. This is for the outgoing route/trunk for the network call.

Num Abd After Threshold

The number of abandoned calls which had a delay greater than or equal to the maximum delay threshold value for the source ACD-DN.

Num Ans After Threshold

The number of answered calls (see “Calls Answered”) which experienced an answering delay greater than or equal to the maximum delay threshold value for the source ACD-DN. For enhanced time overflow out calls, this includes the total time spent at this queue and the logical time spent at the destination queue.

Num Interflow Calls

The number of calls that entered the system via this trunk which were then interflowed. This excludes calls interflowed to another ACD-DN within the same switch, which are treated as queue-count overflow calls. This data field also includes calls that left the source ACD-DN due to night service if the night service number is an external number.

Num LTOF Calls

The number of calls which local time overflowed and were answered by agents of a target ACD-DN. This excludes calls which were time overflowed but subsequently answered by agents of the source ACD-DN.

Num NTOF In Calls

The number of network time overflow in calls answered by this ACD-DN.

Num NTOF Out Calls

The number of network time overflowed calls answered by agents of a target ACD-DN.

Num QOF Calls

The number of calls (answered or abandoned) which queue-count overflowed out of the source ACD-DN.

Num Received 1st RAN

The number of calls which received the first recorded announcement.

Num Received 2nd RAN
The number of calls which received the second recorded announcement.

Total Abandon Delay
The total delay of all abandoned calls.

Total Answer Delay
The total delay experienced by all answered calls. For enhanced time overflow out calls, this includes the time spent at the source queue.

Total Call Time
This is the total time of all calls answered from the time that the calls were answered until they were released.

Total Passthru Time
Although calls are initially received locally, they are not always answered locally. If a call is network time overflowed, the call could be available to other agents in the network. If the call is answered by an agent at another Meridian MAX site, then the Total Passthru Time measures the amount of time that passes between the time the local Meridian MAX sends the call to the answering Meridian MAX and the time the answering Meridian MAX finishes with the call (either by terminating the call or transferring the call to another Meridian MAX).

Trunk statistics fields

The following table lists the statistics fields available in the Trunk statistics group when using the Tabular and Graphic Format Definition feature. It also provides a description of the calculation for each statistic field.

> ***Note:*** A “*” in this table indicates a key field.

Table 19-4
Trunk statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Route Number **RT NUM** ***Route Number*** The route number.
* Route name **ROUTE NAME** ***Route Name*** The name assigned to the route number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the route number, the route number is printed instead.
* Trunk number within route **TRUNK** ***Trunk Number*** The trunk number within the route. The only meaningful way to use this field is to place it to the right of the route name or route number field even though the system does not stop you from using it elsewhere.
* Source queue number **ACD-DN NUMBER** ***Src ACD-DN ID*** The source queue number. This is the ACD-DN or CDN on which the trunk terminates.
* Source queue name **ACD-DN NAME** ***Src ACD-DN Name*** The name assigned to the source queue. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN or CDN, the ACD-DN or CDN number is printed instead.

Table 19-4
Trunk statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in a “hh:mm” format. Shifts are displayed by shift name. Days and weeks are displayed in a “mm/dd/yy” format. Months are displayed in a “aaaa yy” (“aaaa” is a month abbreviation) format. Periods are displayed by “aaaaa yy” (“aaaaa” is a period name) format.
10. Number of hundred call seconds (CCS) **CCS** ***CCS*** A single CCS unit represents 100 seconds of time that a caller spent in the queue, whether their call was answered or abandoned. (Total Call Time + Total Abandon Delay + Total Answer Delay + Total Abandon Delay + Delay To Call Termination) ÷ 100
11. Telephone service level **SRV LVL** ***Service Lvl*** The Telephone Service Level represents the percentage of calls, answered and/or abandoned, within the defined service threshold time. This formula produces meaningful results when comparing ACD-DNs, which use the same service threshold. ([(Calls Answered + Calls Abandoned) – (Num Ans After Thrsh + Num Abd After Thrsh)] × 100) ÷ (Calls Answered + Calls Abandoned)

Table 19-4
Trunk statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
12. Number of calls offered **CALLS OFFRD** ***Num Offered*** This represents the total number of calls offered to this trunk. Calls Answered + Calls Abandoned + Num Interflow Calls + Calls Forced to Disconnect + Calls Forced Busy + Calls Routed
13. Number of calls answered **CALLS ANSWD** ***Num Answered*** This represents the number of calls that were answered, at any ACD-DN, on this trunk. Calls Answered
14. Number of calls answered before threshold exceeded **CALLS ANSWD BEFOR THRSH** ***Ans Early*** This represents the total number of calls on this trunk that were answered before the service level threshold for the source ACD-DN was reached. Calls Answered – Num Ans After Thrsh

Table 19-4
Trunk statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
15. Number of calls answered after threshold exceeded **CALLS ANSWD AFTER THRSH** ***Ans Late*** This represents the total number of calls on this trunk that were answered at or after the service level threshold for the source ACD-DN was reached. Num Ans After Thrsh
16. Number of calls abandoned **CALLS ABAND** ***Num Abndnd*** This represents the total number of calls on this trunk that were subsequently abandoned. Calls Abandoned
17. Number of calls abandoned before threshold exceeded **CALLS ABAND BEFOR THRSH** ***Abd Early*** This represents the total number of calls on this trunk that were abandoned before the service level threshold for the source ACD-DN was reached. Calls Abandoned – Num Abd After Thrsh

Table 19-4
Trunk statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
18. Number of calls abandoned after threshold exceeded **CALLS** **ABAND** **AFTER** **THRSH** ***Abd Late*** This represents the total number of calls on this trunk that were abandoned at or after the service level threshold for the source ACD-DN was reached. Num Abd After Thrsh
19. Number of calls that queue-count overflowed out **QUEUE** **OVER** **FLOW** ***Num QOF*** This represents the total number of calls on this trunk that queue-count overflowed out. Num QOF Calls
20. Number of calls that time overflowed out **TIME** **OVER** **FLOW** ***Num TOF*** This represents the total number of calls on this trunk that local time overflowed out. Num LTOF Calls

Table 19-4
Trunk statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
21. Number of calls that overflowed out **OVER FLOW** ***Overflowed*** This represents the number of calls on this trunk that were overflowed out. This includes queue-count overflow, local time overflow, and network time overflow calls. Num QOF Calls + Num LTOF Calls + Num NTOF Out Calls
22. Number of calls that interflowed out **INTER FLOW** ***Interflowed*** This represents the number of interflowed calls handled by this trunk. Num Interflow Calls
23. Number of calls that received 1st RAN **1ST DEL RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN
24. Number of calls that received 2nd RAN **2ND DEL RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN

Table 19-4
Trunk statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
25. Number of calls that received both RANs **DEL** **RAN** **1&2** ***Both RANs*** Despite the name of this formula, it does not report the number of calls that received both RANs. This formula adds the number of calls that received the 1st RAN to the number of calls that received the 2nd RAN. Num Received 1st RAN + Num Received 2nd RAN
26. Average duration of a call **AVG** **CALL** **TIME** ***Av Call Time*** This represents the average duration of a call handled by this trunk from the time the call was received to the time the call was released or abandoned. (Total Abandon Delay + Total Answer Delay + Total Call Time) ÷ (Calls Abandoned + Calls Answered)
27. Number of hundred call seconds for network overflow in calls **NTOF** **IN** **CCS** ***NTOF In CCS*** This represents the number of 100 call seconds this trunk was used for incoming network time overflowed calls (available with Network ACD Option). NTOF In Call Time ÷ 100

Table 19-4
Trunk statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
28. Number of hundred call seconds for network overflow out calls **NTOF** **OUT** **CCS** ***NTOF Out CCS*** This represents the number of 100 call seconds this trunk was used for outgoing network time overflowed calls (available with Network ACD Option). NTOF Out Call Time ÷ 100
29. Number of incoming network overflow calls **NTOF** **IN** **CALLS** ***NTOF InCalls*** This represents the total number of incoming network time overflow calls on this trunk (available with Network ACD Option). Num NTOF In Calls
30. Number of outgoing network overflow calls **NTOF** **OUT** **CALLS** ***NTOF OutCall*** This represents the total number of outgoing network time overflow calls on this trunk (available with Network ACD Option). Num NTOF Out Calls

Table 19-4
Trunk statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
31. Total Passthru Time **TOTAL** **PTHRU** **TIME** ***Pthru Time*** When a call is received by the local Meridian 1, transferred to a second Meridian 1, which in turn transfers the call to a third Meridian 1, where it is answered, passthru time is collected by the second Meridian 1's Meridian MAX. The Total Passthru Time measures the amount of time the second Meridian 1 is used as a conduit for the call from the time it is sent by the local Meridian 1 until the call is either terminated or transferred by the third Meridian 1. Total Passthru Time

DNIS statistics

The DNIS data is accumulated for each DNIS number.

DNIS data fields

The following is a list of the data fields available in the DNIS statistics group when using the Formula Definition feature. A description is also shown of how each statistic field is calculated.

ACD Talk Time

The total time spent on ACD calls by all agents answering calls for this DNIS number, including time that the call is put on hold.

Calls Abandoned

The number of calls to a specific DNIS number which were abandoned by callers while waiting to be answered by an agent.

Calls Answered

The number of calls answered for the DNIS number including time overflowed and queue-count overflowed calls.

Max Abandon Delay

The longest delay of all abandoned calls.

Max Answer Delay

The longest delay experienced by all answered calls including time overflowed calls.

Num Abd After Threshold

The number of DNIS calls which were abandoned and had an abandoning delay greater than or equal to the service level defined for this DNIS number.

Num Ans After Threshold

The number of DNIS calls which were answered and had an answering delay greater than or equal to the service level value defined for this DNIS number. Local, enhanced, and network time overflowed calls are included in this count.

Total Answer Delay

The total delay experienced by all answered calls for the DNIS number, including the delay associated with time overflowed calls.

Total Abandon Delay

The total delay of all abandoned calls for the DNIS number.

DNIS statistics fields

The following table lists the statistics fields available in the DNIS statistics group when using the Tabular and Graphic Format Definition feature. A description is also shown of how each statistic field is calculated.

> ***Note:*** A "*" in this table indicates a key field.

Table 19-5
DNIS statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* DNIS number **DNIS NMBR** ***DNIS ID*** The DNIS number–the last four digits dialed by the caller.
* DNIS name **DNIS NAME** ***DNIS Name*** The name assigned to the DNIS number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the DNIS number, the DNIS number is printed instead.

Table 19-5
DNIS statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in a “hh:mm” format. Shifts are displayed by shift name. Days and weeks are displayed in a “mm/dd/yy” format. Months are displayed in a “aaaa yy” (“aaaa” is a month abbreviation) format. Periods are displayed by “aaaaa yy” (“aaaaa is a period name) format.
10. Total calls to DNIS **TOTAL DNIS CALLS** ***DNIS Calls*** This represents the total number of calls received by this DNIS number. This includes calls that were answered and abandoned. Calls Answered + Calls Abandoned
11. Number of DNIS calls answered **CALLS ANSWD** ***DNIS Answerd*** This represents the number of calls answered for the DNIS number including time overflowed and queue-count overflowed calls. Calls Answered

Table 19-5
DNIS statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
12. Number of DNIS calls abandoned **CALLS** **ABAND** ***DNIS Abandnd*** This represents the number of calls to a specific DNIS number which were abandoned by callers while waiting to be answered by an agent. Calls Abandoned
13. Average ACD Talk Time **AVG** **ACD** **TALK** **TIME** ***Avg ACD Talk*** This represents the average duration of an ACD call to this DNIS number from the time the call was answered until the call was released. ACD Talk Time ÷ Calls Answered
14. Average answering delay **AVG** **ANS** **DEL** ***Avg Ans Del*** This represents the average duration a caller to this DNIS number waited before the call was answered. Total Answer Delay ÷ Calls Answered

Table 19-5
DNIS statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
15. Average abandoning delay **AVG** **ABD** **DEL** ***Avg Abd Del*** This represents the average duration a caller to this DNIS number waited before abandoning the call. Total Abandon Delay ÷ Calls Abandoned
16. Maximum answering delay **MAX** **ANS** **DEL** ***Max Ans Del*** This represents the maximum duration that a caller to this DNIS number waited before the call was answered. Max Answer Delay
17. Maximum abandoning delay **MAX** **ABD** **DEL** ***Max Abd Del*** This represents the maximum duration that a caller to this DNIS number waited before abandoning the call. Max Abandon Delay

Table 19-5
DNIS statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
18. Telephone service level **SRV** **LVL** **%** ***Srv Level*** The Telephone Service Level represents the percentage of calls, answered and/or abandoned, within the defined service threshold time. This formula produces meaningful results when comparing DNIS numbers which use the same service threshold. ([(Calls Answered + Calls Abandoned) – (Num Ans After Thrsh + Num Abd After Thrsh)] × 100) ÷ (Calls Answered + Calls Abandoned)

Activity code statistics

Activity code data is accumulated for each activity code and ACD-DN combination.

Activity code data fields

The following is a list of the data fields available in the Activity Code statistics group when using the Formula Definition feature. A description is also shown of how each statistic field is calculated.

Num Occurrences

The number of times the activity code was entered by all agents of the ACD-DN. If the same code is entered more than once on the same call, this field is incremented by the number of times the code was entered.

Time Spent

The total time charged to the activity code.

Activity code statistics fields

The following table lists the statistics fields available in the Activity Code statistics group when using the Tabular and Graphic Format Definition feature. A description is also shown of how each statistic field is calculated.

Note: A “*” in this table indicates a key field.

Table 19-6 **Activity code statistics fields**
Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Activity code number **ACTV** **CODE** ***Activity Code*** The Activity Code number entered.
* Activity code name **ACTIVITY** **NAME** ***Activity Name*** The name assigned to the activity code. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the activity code, the activity code number is printed instead.
* ACD-DN number **ACD-DN** **NUMBER** ***Dst ACD-DN ID*** The ACD-DN on which the Activity Code was entered.

Table 19-6
Activity code statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* ACD-DN name **ACD-DN NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in a “hh:mm” format. Shifts are displayed by shift name. Days and weeks are displayed in a “mm/dd/yy” format. Months are displayed in a “aaaa yy” (“aaaa” is a month abbreviation) format. Periods are displayed by “aaaaa yy” (“aaaaa is a period name) format.
10. Total time charged to activity code **TOTAL TIME** ***Time Charged*** This represents the total call time charged to this activity code. Time Spent

Table 19-6
Activity code statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
11. Average duration activity code charged to **AVG** **TIME** ***Avg Charged*** This represents the average amount of call time per entry of this activity code which was spent on this activity code. Time Spent ÷ Num Occurrences
12. Number of times activity code charged to **NUM** **CHARGES** ***Num Charged*** This represents the total number of times this activity code was selected during all of the calls. Num Occurrences

CDN statistics

The statistics collected in this group provide historical information on source CDNs. This statistic group is only available if the CCR/EAR option is enabled.

CDN data fields

The following list is the data fields available in the CDN statistics group when using the Formula Definition feature. Also included is a description of how each statistic field is calculated.

Abd Category n

This is the number of calls abandoned within the “nth” abandon delay category, as defined by the customer in Parameter Administration node (n is the number in the range 1..10).

Ans Category n

This is the number of calls answered within the “nth” answering delay category, as defined by the customer in Parameter Administration node (n is the number in the range 1..10).

Calls Abandoned

The total number of calls accepted at the Control DN abandoned while waiting to be answered through the controlled operation.

Calls Answered

The total number of calls accepted at the Control DN which were answered through the controlled operation.

Calls Abd Aft Thres

The total number of abandoned calls which experienced a delay greater than or equal to the maximum delay threshold for the CDN.

Calls Ans Aft Thres

The total number of answered calls which experienced a delay greater than or equal to the maximum delay threshold for the CDN.

Calls to Default DN

The number of calls that were directed to the default ACD-DN in default mode operation.

Calls Forced to Disconnect

The total number of controlled calls that were given a “Force Disconnect” treatment by the CCR application.

Calls Forced Busy

The total number of controlled calls that were given a “Force Busy” treatment by the CCR application plus the number of calls busied by the call ceiling.

Give IVR

The total number of controlled calls that were given the “Give IVR” treatment by the CCR application and were answered at the IVR queue.

IVR Transfer

The total number of controlled calls that were given the “Give IVR” treatment by the CCR application and then the IVR application transferred the call.

Max Abandoned Delay

The maximum delay experienced by all abandoned calls.

Max Answering Delay

The maximum delay experienced by all answered calls.

Calls Routed

The total number of controlled calls that were given the “Route TO” treatment by the CCR application.

Total Del Before Abandoning

The total delay experienced by all abandoned calls.

Total Del Before Answering

The total delay experienced by all answered calls.

Total Del Before Busied

The total delay before force busy treatment was given.

Total Del Before Disconnect

The total delay before force disconnect treatment was given.

Total IVR Delay

The total delay experience from the time a “Give IVR” treatment is executed until the IVR equipment answers.

Total Del Before Routing

The total delay before “Route TO” treatment given.

CDN statistics fields

The following table lists the statistics fields available in the CDN statistics group including the key fields. For the data columns, the formula used to calculate the field is given. These formulae are based on the data field descriptions provided in the "CDN data fields" section in this chapter.

Note: A "*" in this table indicates a key field.

Table 19-7
CDN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Control DN Number **CDN NUMBER** ***CDN*** The CDN number.
* Control DN Name **CDN NAME** ***CDN Name*** The name assigned to the CDN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the CDN, the CDN number is printed instead.
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa" is a period name) format.

Table 19-7
CDN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
10. Number of calls accepted **CALLS ACCPT** ***Num Accepted*** The total number of calls that entered this CDN. Calls Answered + Calls Abandoned + Calls Routed + Calls Xfr'd from IVR + Calls Forced to Disc + Calls Forced Busy + Calls to Default DN
11. Calls Answered **CALLS ANSWD** ***Answered*** The number of calls answered for this CDN. Calls Answered
12. Calls Abandoned **CALLS ABND** ***Abandoned*** The number of calls abandoned for this CDN. Calls Abandoned
13. Calls Forced Busy **FORCED BUSY** ***Force Busy*** The number of controlled mode calls that were given "Busy" due to a Force Busy request by the CCR application, plus the number of calls given "Busy" because the call ceiling (X11 threshold) had been reached. Calls Forced Busy

Table 19-7
CDN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
14. Calls Forced To Disconnect **FORCE DISC** ***Disconnect*** The number of controlled mode calls given the “Force Disconnect” treatment by the CCR application. Calls Forced to Disc
15. Calls Routed **ROUTE CALLS** ***Calls Routed*** The number of controlled mode calls that were given the “Route TO” treatment by the CCR application plus the number of “Give IVR” calls that were transferred by the IVR application. Calls Routed + Calls Xfr’d from IVR
16. Calls given Default DN treatment **DFLT DN** ***Dflt DN*** The number of calls that were directed to the default ACD-DN in default mode operation. Calls to Default DN
17. Give IVR treatment **GIVE IVR** ***Give IVR*** The number of controlled mode calls that were given the “Give IVR” treatment by the CCR application. Calls Given IVR

Table 19-7
CDN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
18. Number of calls transferred by IVR **IVR XFER** ***IVR Xfered*** The total number of controlled calls that were given the “Give IVR” treatment by the CCR application and then the IVR application transferred the call. Calls Xfr’d from IVR
19. Average answering delay **AVG ANS DEL** ***Avg Ans Del*** The average delay (also known as ASA) that a caller experienced before his or her calls were answered. Tot Answer Delay ÷ Calls Answered
20. Average abandoning delay **AVG ABD DEL** ***Avg Abd Del*** The average delay that a caller experienced before abandoning his or her call. Tot Del Before Aband ÷ Calls Abandoned
21. Average busy delay **AVG BUSY DEL** ***Avg Busy Del*** The average delay that a caller experienced before his or her calls were forced busy. Total Del Before Busied ÷ Calls Forced Busy

Table 19-7
CDN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
22. Average disconnect delay **AVG** **DISC** **DEL** ***Avg Disc Del*** The average delay that a caller experienced before his or her calls were force disconnected. Total Del Before Disconnect ÷ Calls Forced to Disconnect
23. Average delay before route to **AVG** **RTE** **DEL** ***Avg Route Del*** The average delay that a caller experienced before his or her calls was given a “Route TO” treatment by the CCR application. Total Del Before Routing ÷ Calls Routed
24. Average Delay before IVR treatment **AVG** **IVR** **DEL** ***Avg IVR Del*** The average delay experienced from the time a “Give IVR” treatment is executed until the IVR equipment answers. Total IVR ANS Delay ÷ Calls Given IVR

Table 19-7
CDN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
25. Maximum answering delay **MAX** **ANS** **DEL** ***Max Ans Del*** The maximum delay that callers experienced before their calls were answered. Max Answering Delay
26. Maximum abandoning delay **MAX** **ABD** **DEL** ***Max Abd Del*** The maximum delay that callers experienced before they abandoned their call. Max Abandoned Delay
27. Total delay before force busy **TOTAL** **BUSY** **DEL** ***Tot Busy Del*** The total delay that callers experienced before their calls were given a "Busy" treatment by the CCR application. Total Delay Before Busied

Table 19-7
CDN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
28. Total delay before disconnect **TOTAL DISC DEL** ***Tot Disc Del*** The total delay that callers experienced before their calls were given the “Force Disconnect” treatment by the CCR application. Total Del Before Disconnect
29. Total delay before route to **TOTAL ROUTE DEL** ***Tot Rte Del*** The total delay that callers experienced before their calls were given the “Route TO” treatment by the CCR application. Total Del Before Routing
30. Telephone service level **SRV LVL %** ***Service Lvl*** The Telephone Service Level – percentage of calls answered or abandoned within the defined threshold time. Totals across CDNs for this field are not meaningful if the CDNs have different service thresholds. [((Calls Answered + Calls Abandoned) – (Calls Ans Aft Thres + Calls Abd Aft Thres)) ÷ (Calls Answered + Calls Abandoned)] × 100

Table 19-7
CDN statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
31. - 40. Percentage answered in category n **ANSW % CATn** ***Pcnt Answ n*** The number of calls that had an answering delay in the nth answer delay category as a percentage of the total number of calls answered. Ans Category n ÷ Calls Answered × 100
41. - 50. Percentage abandoned in category n **ABND % CATn** ***Pcnt Abnd n*** The number of calls that had an abandoning delay in the nth abandoning delay category as a percentage of the total number of calls abandoned. Abd Category n ÷ Calls Abandoned × 100
51. - 60. Number answered in category n **ANSW CATn** ***Num Answ n*** The number of calls that had an answering delay in the nth answering delay category. Ans Category n
61. - 70. Number abandoned in category n **ABND CATn** ***Num Abnd n*** The number of calls that had an abandoning delay in the nth abandoning delay category. Abd Category n

CDN call answer breakdown statistics

The statistics collected in this group provide historical information on source CDNs and/or the answering destination ACD-DNs. This statistic group is only available if the CCR/EAR option is enabled.

CDN call answer breakdown data fields

The following list is the data fields available in the Formula column of the CDN Call Answer Breakdown statistics table and a description of how each field is accumulated.

Calls Answered

The total number of calls accepted at the Control DN which were answered through the controlled operation.

Calls Ans Aft Thres

The total number of answered calls which experienced a delay greater than or equal to the maximum delay threshold for the CDN.

Max Answering Delay

The maximum delay experienced by all answered calls.

Tot Answering Delay

The total delay experienced by all answered calls.

CDN call answer breakdown statistics fields

The following table lists the statistics fields available in the CDN Call Answer Breakdown statistics group. For the data columns, the formula used to calculate the field is given. These formulae are based on the data field descriptions described in the “CDN call answer breakdown data fields” section.

> ***Note:*** A “*” in this table indicates a key field.

Table 19-8
CDN call answer breakdown statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Control DN Number **CDN NUMBER** ***CDN*** The CDN number.
* Control DN Name **CDN NAME** ***CDN Name*** The name assigned to the CDN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the CDN, the CDN number is printed instead.
* Destination ACD-DN Number **ACD-DN NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN number.

Table 19-8
CDN call answer breakdown statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* Destination ACD-DN Name **ACD-DN NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in a “hh:mm” format. Shifts are displayed by shift name. Days and weeks are displayed in a “mm/dd/yy” format. Months are displayed in a “aaaa yy” (“aaaa” is a month abbreviation) format. Periods are displayed by “aaaaa yy” (“aaaaa” is a period name) format.
10. Calls answered **CALLS ANSWD** ***Calls Ansd*** The number of calls answered for this CDN. Calls Answered

Table 19-8
CDN call answer breakdown statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
11. Average answering delay **AVG** **ANS** **DEL** ***Avg Ans Del*** The average delay (also known as ASA) that a caller experienced before his or her call was answered. Total Answer Delay ÷ Calls Answered
12. Maximum answering delay **MAX** **ANS** **DEL** ***Max Ans Del*** The maximum delay that callers experienced before their calls were answered. Max Answer Delay

RAN route statistics

The statistics collected in this group contain RAN-related data (along with associated report headings and formulae). These statistics provide extensive information on RAN route utilization.

RAN route data fields

The following list is a list of internal data fields that appear in the Formula column of the RAN route statistics table.

Num of RAN Accesses

The number of times that this recorded announcement route was accessed.

Tot RAN Access Time

The total amount of time that the recorded announcement route was in use (seconds).

RAN route statistics fields

The following data columns are part of the RAN Route statistics group. This table also provides a description of the calculation for each statistic field.

> ***Note:*** A "*" in this table indicates a key field.

Table 19-9
RAN route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
* RAN Route Number **RAN RTE NUM** ***Route*** The route number.
* RAN Route Name **RAN ROUTE NAME** ***Route Name*** The name assigned to the route. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the route, the route number is printed instead.
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa" is a period name) format.

Table 19-9
RAN route statistics fields

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
10. RAN accesses **NUM** **RAN** **CALLS** ***RAN accesses*** The number of times that this record announcement route was accessed. Num of RAN Accesses
11. RAN number of hundred call seconds **RAN** **CCS** ***RAN CCS*** The number of hundred call seconds the RAN route was being used. Tot RAN Access Time ÷ 100

List of terms

Automatic Call Distribution (ACD)

Automatic call distribution provides a means of automatically distributing incoming calls among a number of answering positions (ACD agents). Automatic call distribution is useful in operations where callers want a service rather than a specific person. Calls are serviced in the order they arrive and distributed so that the workload at each answering position is approximately equal.

ACD configuration

The ACD configuration includes the assignments in a Meridian MAX node of agents to queues, agents to a supervisor, trunks to routes, and routes to queues. It also includes the parameters that control recorded announcements, night service, call overflow and interflow.

ACD-DN

An ACD-DN is a Meridian MAX node's queue where incoming calls wait until they are answered. Calls are answered in the order they are entered in the queue.

Agent

An agent answers ACD calls. An agent should be able to provide all the information needed for an ACD call.

CCR

Customer Control Routing (CCR) is a flexible call-routing application that allows users to define how their ACD calls should be handled and routed through a Meridian 1.

CDN

A Control Directory Number (CDN) is a special Directory Number configured in a Meridian 1 system to which no agents are assigned.

Configuration control

The configuration control feature enables a system administrator to make changes to the configuration of the Meridian 1 at a Meridian MAX node.

Day routing table

The target/routing table for a queue not currently in night service.

DN calls

These are non-ACD calls made by ACD agents using the DN key on the telephone sets.

DNIS number

In situations where customers can dial one of several telephone numbers, DNIS (dialed number identification service) allows the Meridian MAX node to keep track of the last three or four digits of the telephone number dialed. In this way, one ACD queue can receive calls from several different phone numbers. An agent also knows which number was dialed and answers each appropriately.

High-Speed Link

A High-Speed link is a conduit, which allows the Meridian MAX and Meridian 1 to communicate.

Interflow

When a queue cannot answer all the incoming calls, a nodal supervisor can manually activate the interflow feature. This feature allows calls to be re-routed to a pre-defined destination within the ACD system or to an external number. Interflow can also be automatically activated.

IVR

Interactive Voice Response. This is a generic term given to applications which allow a caller to use a touch-tone telephone to interact with information stored in a computer’s database.

IPE

Intelligent Peripheral Equipment. This is a hardware platform type used to support the Meridian MAX Release 4.6 software.

Management reports

Management reports show detailed information on various aspects of the network operation. These reports offer valuable information on the efficiency of the system configuration.

Meridian 1

Meridian 1 is the private branch exchange (PBX) that handles the calls to and from the various Meridian MAX nodes (one Meridian 1 per node). It routes calls to the various queues and provides the framework for all the features available through Meridian MAX.

Meridian MAX

Meridian MAX is a Call Center application that provides a Management Information System (MIS) for Meridian 1 ACD. As an ACD-MIS product, Meridian MAX collects and records information on the calls that enter the Meridian 1. Meridian MAX provides both real-time statistics displays, historical reporting on the call center operation, and ACD configuration management. This information is available to Meridian MAX supervisors, who monitor and improve system operations when required. The Meridian MAX also provides a method for entering commands that control how calls are handled by the ACD system.

MIS

Management Information System.

NAC

Network Administration Center. This is a stand-alone MIS system used to administer a network containing two or more Meridian MAX nodes.

NACD

Networked Automatic Call Distribution. This may contain Meridian 1, Nodal MIS (MAX), and NAC MIS.

Network administrator

A network administrator is responsible for monitoring network-wide call activity. The network administrator receives information gathered by the NAC and has full network MIS capabilities.

Network configuration control

This feature permits queries and changes to nodal and network configurations only in the day and night tables.

Network links

This is a connection between the NAC and the Meridian MAX.

Network MIS

The Network MIS is a system consisting of a nodal MIS and a network administration center. This is grouped into a network.

Network overflow in call

The network overflow in call is a call which was answered by a particular queue but originated from the network due to network time overflow.

Network overflow out calls

The network overflow out calls are calls which originated at a particular queue but were answered by the network due to network time overflow.

Network report

This is a report generated at the NAC site. This report contains consolidated data from various nodes in the network.

Network supervisor

A network supervisor is responsible for monitoring network-wide call activity. The network supervisor never has complete access to all features. Only a network administrator has complete access.

Network time overflow

This is a call that time overflows to a remote node.

Network unit

This is a logical network grouping of queues.

Night routing table

The target/routing table for a queue in night service.

Nodal MIS

A Meridian MAX connected directly to a switch via a high-speed link and the NAC MIS via network links.

Nodal supervisor

The nodal supervisor is often a person working on a queue with the agents at a Meridian MAX node. In addition to the functions described in this user guide, the nodal supervisor can monitor agent calls, handle any difficult or complicated calls, and function as an agent.

It is possible for a nodal supervisor to work off-site through the use of the NAC's Remote Supervisor Login feature. Using that feature, a network supervisor can act as a nodal supervisor.

Nodal system administrator

The nodal system administrator is responsible for supervising the operation of the Meridian MAX system, including its staff and facilities. In addition to the functions available to nodal supervisors, the nodal system administrator is usually responsible for defining management reports and printing schedule for these reports. Based on the information these reports provide, the nodal system administrator can re-configure the system to best use the system's equipment and personnel.

It is possible for a nodal administrator to work off-site through the use of the Remote Supervisor Login feature. Using that feature, a network administrator can act as a nodal administrator.

Overflow

Meridian MAX allows several different overflow thresholds to be defined. When an overflow threshold on a particular ACD-DN is reached, calls are routed automatically to an overflow queue where they can be answered by the next ACD-DN.

RAN

A recorded announcement which is played to a caller.

Route

A route is a collection of trunks identical in type, function, or characteristics.

Routing table

A routing table provides a list of the overflow target ACD queues (up to a maximum of 20) on the Meridian 1, and their corresponding overflow times for a defined queue. The day routing and night routing tables are defined using the Network Configuration Control feature.

Target table

Refer to “Routing table”.

Thresholds

Meridian MAX allows several different thresholds to be defined pertaining to different objectives of an organization. For instance, thresholds can be defined for the maximum length of time a customer’s call should wait in queue, how long an agent should spend on each call, or how many calls should be waiting in a queue before other queues start accepting the overflow.

Time overflow queue

A virtual queue in which calls wait to be answered after having received time-overflow treatment.

Trunk

Trunks are the physical links, or wires, that enable telephone communication. A trunk can carry one call at a time from outside the ACD system to an agent or an ACD queue. (Also see “Route”.)

Electronic Private Automatic Branch Exchange and
Business Communication Systems

Network Administration Center (NAC)

Supervisor's User Guide

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