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Nortel Symposium Express Call Center

Reports and Displays Guide

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March 2005



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Reports and Displays Guide

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Contents

1	Getting started	13
	Introduction	14
	Overview of reports and displays	16
	Skills you need	17
	Logging on to the system	19
2	Working with reports	21
	Overview	22
	Where reports are stored	25
	Export formats	26
	 Section A: Creating user-defined reports	 29
	Overview of user-defined reports	30
	Creating user-defined reports	32
	 Section B: Creating user-created reports	 41
	Overview of user-created reports	42
	Running the Database View Definitions report	44
	Defining a connection to the server	45
	Creating a new report in Crystal Reports	54
	Using database aliases in Crystal Reports	62
	Creating a new report in another application	64
	Importing a report created in Crystal Reports	66
	Adding customized formulas in Crystal Reports	69
	 Section C: Managing reports	 71
	Changing properties of reports	72
	Changing the site name	82
	Starting the Report Listener	84
	Configuring a default printer	86
	Other procedures for reports	87

Section D: Using reports	89
Overview of using reports	90
Activating reports	91
Deactivating reports	93
Previewing and printing standard and ad hoc reports.	94
Printing the configuration report.	98
 3 Frequently asked questions	 101
Pegging questions	102
General questions	107
Questions about reporting.	108
Questions about custom reports	111
 4 Working with real-time displays	 113
Overview.	114
Customizing real-time displays	117
Viewing real-time displays.	121
 5 Standard reports	 125
Overview.	126
 Section A: Activity code reports	 133
Overview.	134
Activity Code By Agent	137
Activity Code By Application	140
Not Ready Reason Codes By Agent.	143
 Section B: Agent reports	 147
Agent Average Calls per Hour	148
Agent Average Calls per Hour, Bottom 5.	151
Agent Average Calls per Hour, Top 5	152
Agent By Activity Code	153
Agent By Application Performance	156
Agent By Skillset Performance.	159
Agent DN Performance	162
Agent DN Performance Calls Answered, Bottom 5.	166
Agent DN Performance Calls Answered, Top 5.	168
Agent Login/Logout	170
Agent Network/NACD Activity.	173
Agent Performance.	176
Agent Performance By Supervisor	180

Agent Performance Calls Answered, Bottom 5	185
Agent Performance Calls Answered, Top 5	190
Agent Short Calls	191
Agent Transferred/Conferenced Activity	195
Estimated Revenue Per Agent	199

Section C: Application reports 203

Application By Activity Code	204
Application By Skillset.	207
Application Call Treatment	210
Application Delay Before Abandon	217
Application Delay Before Answer	220
Application Performance	223
Crosstab - Application Performance.	226

Section D: Configuration reports 229

Configuration report	230
Activity Code Properties.	235
Agent By Supervisor Properties	237
Agent Properties	239
Agent Skillset Properties	243
Application Script Properties	246
Application Template Properties	248
CDN Properties.	250
Database View Definitions	253
DNIS Properties	256
Formula Properties	259
Historical and Real Time Statistics Properties	261
IVR Queue and Port Properties	266
Logged In Agent Position ID	269
Real Time Template Properties	271
Route Properties	274
Script Variable By Script	277
Script Variable Properties.	279
Skillset Properties	282
Supervisor Properties	285
Telephone Display Properties.	288
User Access Privilege	290

Section E: IVR reports 293

IVR Port First Login/Last Logout	294
IVR Port Statistics	296
IVR Queue Statistics.	299

Section F: Resource reports	303
CDN Statistics	304
Crosstab - CDN Statistics	307
Crosstab - DNIS Statistics	310
Crosstab - Route Performance	313
Crosstab - Trunk Performance	316
DNIS Statistics	319
Music/RAN Route Statistics	323
Route Performance	326
Trunk Performance	329
Section G: Skillset reports	333
Crosstab - Skillset Performance	334
Skillset By Application	337
Skillset Performance	340

A Real-time displays	343
Overview	344
Agent real-time display	345
Call center summary real-time display	347
Skillset real-time display	348

B Data dictionary	351
Overview	352
Section A: Summarized historical statistics	357
Overview of summarized historical statistics	358
Types of views	360
Linking views	363
Types of calls	368
ActivityCodeStat views	371
AgentByApplicationStat views	376
AgentBySkillsetStat views	381
AgentPerformanceStat views	387
ApplicationStat views	408
CDNStat views	423
DNISStat views	427
IVRPortStat views	434
IVRStat views	439
RANMusicRouteStat views	444
RouteStat views	447

SCCSDBSpace views	451
SkillsetStat views	453
TrunkStat views	460
Section B: Event statistics	465
Overview of event statistics	466
eAgentLoginStat view	467
eCallbyCallStat views.	470
eIVRPortLoginStat view.	479
Section C: Configuration views	481
Overview of configuration views	483
AccessRights view	484
ActivityCode view	488
Agent view	489
Application view.	494
ApplicationByScript view.	496
ApplicationThresholdTemplate view	499
CDN view	501
CodeToMessage view.	503
DNIS view	504
DNISThresholdTemplate view.	506
Formula view	507
HistoricalStatCollection view.	509
HistoricalStatDuration view	513
HistoricalStatStorage view	515
IVRPort view	517
IVRQueue view	519
IVRThresholdTemplate view	521
PhonesetDisplay view.	523
RealTimeColumn view.	524
RealTimeStatCollection view.	526
RealTimeTemplate view.	529
Route view	531
RouteThresholdTemplate view.	533
ScheduledSkillsetAssignment view	535
ScheduledSupervisorAssignment view.	538
Script view	541
ScriptVariableProperties view	543
ScriptVariables view.	545
Skillset view	547
SkillsetByAgent view	550
SkillsetByAssignment view	552

	SkillsetThresholdTemplate view	555
	SummaryThresholdTemplate view	557
	Supervisor view	559
	SupervisorAgentAssignment view	562
	SupervisorByAssignment view	564
	SwitchPort view	567
	UserTemplate view	569
	UserThresholdTemplate view	571
	Views view	573
C	Agent state tracking	575
	Overview	576
	Pegging of agent state	577
	Real-time status	581
D	Entity relationship diagrams	585
	Overview of entity relationships	586
	IDEFIX notation conventions	587
	Statistics entity relationships	593
	Symposium database entity relationships	601
	Glossary	605
	Index	617

Chapter 1

Getting started

In this chapter

Introduction	14
Overview of reports and displays	16
Skills you need	17
Logging on to the system	19

Introduction

Welcome

Nortel Symposium Express Call Center Release 4.2 is designed to provide a simplified call center solution for call centers with up to 150 agents and up to 5000 calls per hour.

The *Nortel Symposium Express Call Center Reports and Displays Guide* provides the information you need to create and manage system reports and to use reports and displays to monitor your system performance.

This guide also contains descriptions of the standard reports, and a data dictionary that you can use to create your own custom reports.

Who should read this guide

This guide is for Symposium Express Call Center administrators who are responsible for creating and managing reports and using reports and displays.

Assumptions

This guide assumes that Symposium Express Call Center has been correctly installed and is operational. If the application has not been installed, then you should speak to your distributor and have the application installed.

Access rights

This guide assumes that you have the required privileges and access rights to perform the procedures in this guide. For more information, refer to the *Nortel Symposium Express Call Center Call Center Management Guide*.

Optional features

Some of the features described in this guide are optional. To determine which features you have access to, Nortel supplies a special code called a keycode, which you use when you install the Symposium Express Call Center software. Fields and commands for features that you did not purchase are not available.

Overview of reports and displays

Reporting

Symposium Express Call Center offers a set of standard reports that enable you to analyze statistics such as skillset activity, agent performance, and the demographics of a specific customer. You can create *user-defined* reports using the standard reports as a template. (Unlike standard reports, user-defined reports can be scheduled and modified.) You can also design customized *user-created* reports using Crystal Reports or any other standard report writer that conforms to the industry standards of ODBC and SQL.

You can output reports to a printer or to a file for export to another application.

Displays

Symposium Express Call Center also offers a set of real-time displays that you can use to monitor the current status of the call center. You can configure different threshold levels and colors for these displays.

Accessing reports and displays

To access the reporting and display features of Symposium Express Call Center, you use the Symposium Express Call Center client application. This chapter explains how to use the client to log on to the server. For more information, see “To log on to the system” on page 19.

Skills you need

Introduction

This section describes the skills and knowledge you need to use this guide effectively.

Skills you need to use standard reports

Symposium Express Call Center comes with a number of standard reports designed to satisfy most requirements. You can generate these reports on an ad hoc basis, or use them as templates to create user-defined reports. To use standard or user-defined reports, you need the following skills and knowledge:

- understanding of Symposium Express Call Center
- understanding of call center concepts
- knowledge of your call center information requirements

Skills you need to create customized reports

If you are unsatisfied with the layout and content of the standard reports, you can change the arrangement of the fields, or remove fields and add new ones. To do so, you need the skills listed in the preceding section, plus familiarity with the following products, standards, and concepts:

- Crystal Reports
- Structured Query Language (SQL)—the ability to write reports with intervals, subtotals, totals, and calculations
- database management and administration—an understanding of database views, data dictionaries, and data schemas

Skills you need to create expert reports

Expert users can create new reports by manipulating the statistics in the tables, as well as change the formulas used to calculate statistics. To do so, you need the skills listed in the preceding section, plus familiarity with the following standards and concepts:

- Open Database Connectivity (ODBC)
- Structured Query Language (SQL)—the ability to write SQL queries and select statements; to repair, restore, and manipulate SQL databases; and to create and debug complex reports

To create applications that manipulate SQL databases or generate reports, you need to know Microsoft Visual Basic, C++, or a similar programming language.

Logging on to the system

Introduction

Before you can use reports or real-time displays from Symposium Express Call Center, you must log on to the system.

Assumptions

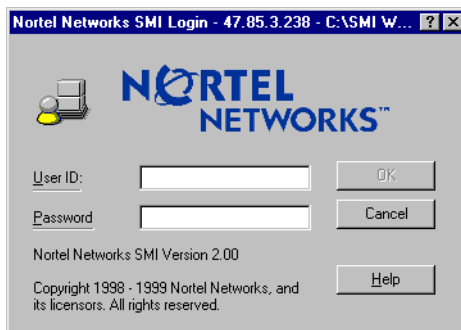
This procedure assumes the following:

- The site and systems you want to access have been set up and configured by your distributor.
- You know the user ID and password required to log on to the system. If you do not know this information, contact your distributor.
- A desktop shortcut has been set up to allow you to access your application quickly. For more information, see the *Nortel Symposium Express Call Center Call Center Management Guide*.

To log on to the system

- 1 Double-click the Symposium Express Call Center desktop icon desktop shortcut.

Result: The Nortel Networks SMI Login dialog box appears.



- 2 Enter your user ID and password.

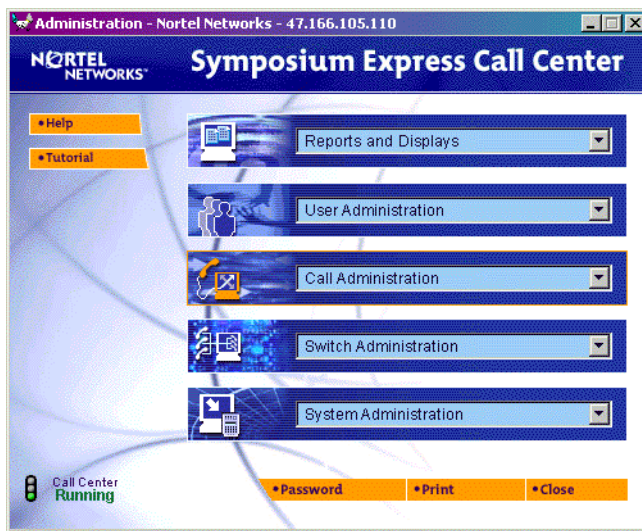
If you are a customer administrator, type **custadmin** in the User ID box. In the Password box, type the password provided by your Nortel representative.

If you are a supervisor, enter the user ID and password assigned by your customer administrator.

If you do not know this information, contact your Nortel representative or your distributor.

- 3 Click OK.

Result: The Administration window appears.



Note: If a connection cannot be made, then an error message appears, stating that a server connection cannot be established.

Chapter 2

Working with reports

In this chapter

Overview	22
Where reports are stored	25
Export formats	26
Section A: Creating user-defined reports	29
Section B: Creating user-created reports	41
Section C: Managing reports	71
Section D: Using reports	89

Overview

Introduction

Reports help you monitor your system performance by providing information on system activity. You can use reports to

- analyze productivity and efficiency
- assess staffing requirements
- identify trends
- identify seasonal behavior
- forecast future activity
- enhance service

Forecasting is especially helpful for predicting changes in call center traffic. For example, if a retailer's annual summer sale traditionally brings higher call volumes, detailed reports can help the center prepare for future sales. Similarly, tracking seasonal business trends makes it easier to manage staffing requirements from one year to the next.

You can use predefined standard reports or create your own customized reports.

Types of reports

Symposium Express Call Center supports three types of reports.

Standard

A standard report is predefined by the Symposium Express Call Center system. You cannot schedule standard reports, but you can run them on an ad hoc basis. You can modify the report data range and data type when you generate the report. All other report information is fixed.

User-defined

You create a user-defined report by duplicating a standard report template or another user-defined report. You can define schedules for user-defined reports; you can set filters; and you can modify any report information except predefined database information.

User-created

A user-created report is a customized report created using Crystal Reports or any other ODBC- or SQL-compliant report writer. Only reports created with Crystal Reports can be imported into Symposium Express Call Center. You can schedule imported reports and modify the data range and output option information.

Types of standard reports

Two types of standard reports are available: historical reports and the configuration report.

Historical reports

Historical reports provide information about the past performance of the call center. These reports are organized according to the type of statistics they contain.

Most historical reports are available in the following collection frequencies: interval (15-minute), daily, weekly, or monthly.

Configuration report

Symposium Express Call Center provides a report that describes how your system is configured. You can use this report as a reference when you are planning or making changes in your system.

Database views

A database view is a logical representation of part of the database and the relationships within that part. You use database views to access statistics and other data for use in reports.

Many historical statistics are available for different collection frequencies, including interval (15-minute), daily, weekly, and monthly. For each collection frequency, you use a different view to access the statistics. For example, to access daily skillset statistics, you use the dSkillsetStat view. To access monthly skillset statistics, you use the mSkillsetStat view.

The statistics groups have keys that you can use to link them in your user-created reports.

For more information about views, see Appendix B, “Data dictionary.”

Storage duration

The following table indicates how long each type of statistic is stored on the server:

Statistic	Storage duration
interval	15 days
daily	7 days
weekly	12 weeks
monthly	12 months
IVR voice port logon/logoff	3 days
agent logon/logoff	3 days

Naming CDNs

Symposium Express Call Center automatically creates and names an application for each CDN configured on your system. You can generate reports for each application. The name that Symposium Express Call Center assigns to the application appears in the application reports. Use the Naming Utility to assign meaningful names to applications to help you interpret your reports. For more information about the Naming Utility, refer to the *Call Center Management Guide*.

Where reports are stored

Introduction

All reports are located on the client PC. Therefore, if you create a user-defined report on one PC and then log on to the server on another PC, the report will not be in the Reports window on the second PC. Similarly, if you import a user-created report on one PC, and then log on to the server on another PC, the user-created report will not be in the Reports window.

User-defined reports and user ID

When you save a user-defined report, your user ID is stored with it. Only the creator has access to the report. If another user logs on to Symposium Express Call Center on the PC on which the report is stored, he or she cannot see the report in the Reports window.

Note: If multiple users log on to the same client PC, they must assign unique names to any reports they created. For example, if one user creates a report named “Daily Agent Report,” the other users cannot create a report with the same name.

User-defined reports and server

When you save a user-defined report, the name of the server is stored with it. The report is available only when you log on to the server on which you created it. If you have more than one server, and you create a report on one server, that report will not appear in the Reports window when you log on to another server, even if you log on using the same user ID.

Export formats

Nonscheduled report export formats

Nonscheduled reports can be exported in the following formats:

- Adobe Portable Document Format (PDF)
- Character-Separated Values (CSV)
- Crystal Reports (RPT)
- HTML 3.2, HTML 4.0
- Microsoft Excel versions 97 to 2000 (either unformatted, or formatted to look like the original report)
- Microsoft Word
- ODBC
- Record style (columns of values, with or without spaces)
- Report Definition
- Rich Text Format (RTF)
- Tab-separated text
- Text
- XML

Scheduled exporting formats

Scheduled reports can be exported in the following formats:

- Adobe Portable Document Format (PDF)
- Comma-Separated Values (CSV)
- Crystal Reports (RPT)
- Data Interchange Format (DIF)
- HTML 3.2, HTML 4.0
- Microsoft Excel versions 97 to 2000 (either unformatted, or formatted to look like the original report)
- Microsoft Word for Windows

- Record style
- Rich Text Format (RTF)
- Tab-separated text
- Text
- XML

Section A: Creating user-defined reports

In this section

Overview of user-defined reports	30
Creating user-defined reports	32

Overview of user-defined reports

Introduction

A user-defined report is a report you create using a standard report or another user-defined report as a template. You can define the following properties for a user-defined report:

- general report information—including report name and company name
- selection criteria—the entities to be included in the report
- report schedule—when the report is to be generated
- data range—the data collection period for the report
- output options—the printer or file to which the report is output

Notes:

1. You can define a data range only in historical reports.
2. You must define a schedule before you can define a data collection period or set the output options.
3. If you schedule a report, then ensure that the Report Listener is running on the client PC at the scheduled time, and that a default printer has been configured on the PC. If the Report Listener is not running on the client PC on which the schedule was defined, then the report will not be generated. If a default printer is not configured, then reports will be spooled, but not printed.

Where reports are stored

All of the reports are located on the client PC. Therefore, if you create a user-defined report on one PC and then log on to the server on another PC, the report will not be in the Reports window on the second PC. Similarly, if you import a user-created report on one PC, and then log on to the server on another PC, the user-created report will not be in the Reports window.

User-defined reports and user ID

When you save a user-defined report, the user ID of the creator is stored with it. Only the creator has access to the report. If another user logs on to Symposium Express Call Center on the PC on which the report is stored, he or she will not see the report in the Reports window.

User-defined reports and server

When you save a user-defined report, the name of the server is stored with it. The report is available only when you log on to the server on which you created it. If you have two servers, and you create a report on one server, that report will not appear in the Reports window when you log on to the other server, even if you log on using the same user ID on the same PC.

Creating user-defined reports

Introduction

Symposium Express Call Center provides a number of standard reports. You cannot schedule or modify these reports. However, you can use them as templates for customized (user-defined) reports.

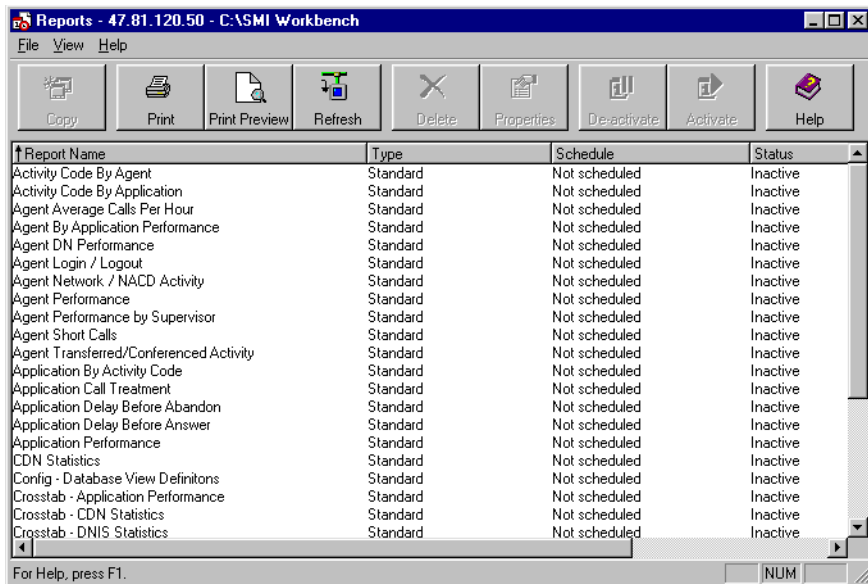
ATTENTION

If you output a report to a file, the resulting export file can be very large—depending on the export format selected and the size of the time range.

To create a user-defined report

- 1 In the Administration window, from the Reports and Displays drop-down menu, choose Reports.

Result: The Reports window appears.



- 2 Select the report you want to use as a template.

- 3 Choose File → Duplicate.

Result: The Report Properties property sheet appears. The General property page is on top.



The screenshot shows a dialog box titled "Untitled Report Properties". It has five tabs: "General", "Selection Criteria", "Data Range", "Schedule", and "Output Options". The "General" tab is active. Inside the dialog, there are four main sections: "Report Name:" with a text box containing "Untitled"; "Report Type:" with a dropdown menu showing "User-defined"; "Comments:" with a large multi-line text area; and "Company Name:" with an empty text box. At the bottom of the dialog are three buttons: "Save", "Cancel", and "Help".

- 4 On the General property page, complete the following fields:

Report Name: The name of the report, as it will appear in the Reports window, and in the report title.

Comments: Optional. Additional information about the report.

Company Name: The name of the company as it will appear in the top left corner of the report.

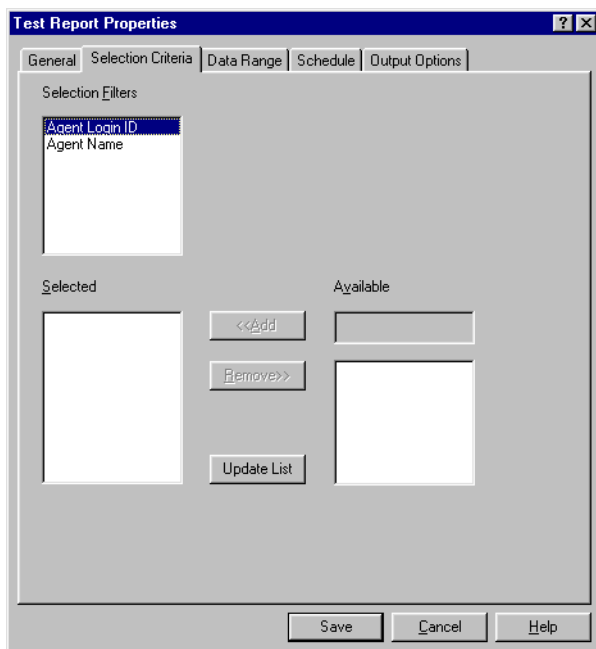
- 5 Go to the following procedure.

To define the selection criteria

You can limit the entities included in the report. For example, in an Agent Performance report, you can specify the agents to be included in the report.

- 1 Click the Selection Criteria tab.

Result: The Selection Criteria property page appears.



- 2 In the Selection Filters box, select the filter you want to use.

Note:

- a. The filters available depend on the type of statistics included in the report. If you are using a standard report as a template, see the report description in Chapter 5, "Standard reports," for a list of filters.
 - b. If you select multiple filters, only entities that satisfy all filter criteria appear in the report. For example, you may choose to filter on five agents and three skillsets. If one of the selected agents has not taken calls for any of the specified skillsets, that agent is not included in the report.
- 3 Click Update List to refresh the Available list.
 - 4 To add an element, select it in the Available list, and then click Add.
 - 5 To remove an element, select it in the Selected list, and then click Remove.
 - 6 Go to the following procedure.

To define the report schedule

- 1 Click the Schedule tab.

Result: The Schedule property page appears.

The screenshot shows a dialog box titled "Estimated Agent Revenue - Weekly - Report Properties". It has five tabs: "General", "Selection Criteria", "Schedule", "Data Range", and "Output Options". The "Schedule" tab is selected. Inside the tab, there is a dropdown menu set to "Weekly". Below it is a list of days with checkboxes: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. To the right of the list are four time input fields: "Start:" (12:00 AM), "End:" (12:00 AM), "Interval:" (00:00), and "Extension:" (00:05). Below the list of days are two buttons: "Clear" and "Invert". At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

- 2 Enter information into the following boxes:

From the drop-down box, choose the frequency for the report.

Schedule Date: The day, date, and month (as applicable) when you want to run the report.

Start: The time on the selected day when you want to generate your report. For example, you can start generating the report after 12:01 a.m.

End: For reports generated at intervals (specified in the Interval box). The time you want report generation to end. For example, you can generate a report at one-hour intervals, starting at 8:00 a.m. and ending at 5:00 p.m. Enter 5:00 p.m. in this box.

Interval: The frequency, in 15-minute increments, with which you want the report generated between the start and end times. For the previous example, you enter 60. To print daily, weekly, monthly, or annual reports, enter 0.

Extension: The amount of time the system should wait after a print job interruption before it abandons the print job.

Note: If recovery takes place before the Extension time expires, the print job finishes printing.

- 3 Go to the following procedure.

To define the data collection period

Note: You must define a schedule before you can define a data range.

- 1 Click the Data Range tab.

Result: The Data Range property page appears.

The screenshot shows the 'test Report Properties' dialog box with the 'Data Range' tab selected. The dialog has five tabs: General, Selection Criteria, Data Range, Schedule, and Output Options. The 'Data Range' tab contains the following elements:

- A text label: 'Data will be extracted for the following period.'
- A 'Collection Frequency:' label followed by a dropdown menu set to 'Interval'.
- A section titled 'Period is defined relative to the scheduled report generation:' containing two rows of time selection controls:
 - 'Start date and time:' with a text box containing '0', the text 'today, at', and a time spinner set to '12 : 00 AM'.
 - 'End date and time:' with a text box containing '0', the text 'today, at', and a time spinner set to '11 : 45 PM'.
- An 'Interval Filtering' section with a checkbox and two radio button options:
 - The checkbox is checked.
 - The first radio button is selected, labeled 'Include intervals between', followed by two time spinners set to '12 : 00 AM' and '11 : 45 PM', and the word 'and'.
 - The second radio button is labeled 'Previous interval (applies only to current day)'.
- A note: 'Note: Interval Filtering enables finer control of the range of records to extract for the report.'
- A text label: 'If the report is scheduled to run now, data will be extracted for the following period:'.
- Two date selection controls:
 - 'Start date:' with a text box containing 'Tuesday, 5/8/01'.
 - 'End date:' with a text box containing 'Tuesday, 5/8/01'.
- At the bottom are three buttons: 'Save', 'Cancel', and 'Help'.

- 2 Enter information into the following boxes:

Collection Frequency: How often the data is collected.

Start date and time: The date and time (relative to the date and time that the report is generated) when you want data collection to start.

End date and time: The date and time (relative to the date and time that the report is generated) when you want data collection to end.

Result: The Start date and End date boxes at the bottom of the property page show the data collection period if the report is scheduled to run immediately.

Interval Filtering: The start time and end time when you want the intervals of data collection to occur.

Note: This is only enabled if you choose Interval as the Collection Frequency.

- 3 Go to the following procedure.

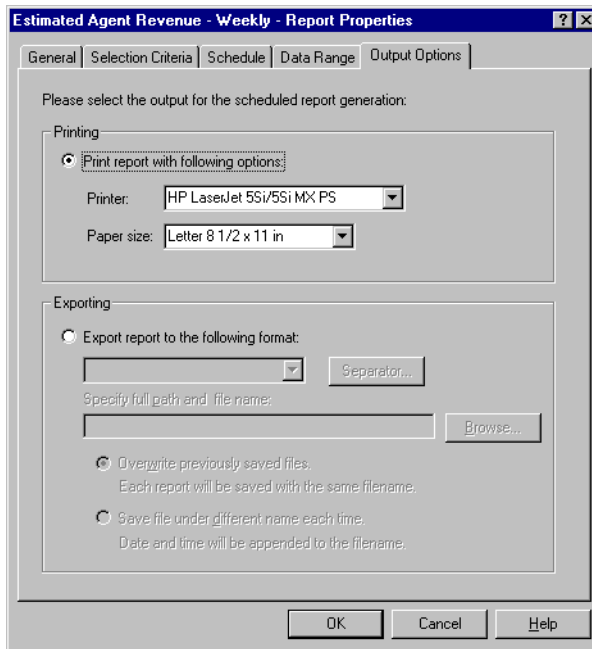
To define output options

You can specify whether the report is sent to a printer or to a file.

Note: You must define a schedule before you can set the output options.

- 1 Click the Output Options tab.

Result: The Output Options property page appears.



- 2 What do you want to do?

IF you want to	THEN
-----------------------	-------------

print the report on a printer	go to step 3.
-------------------------------	---------------

export the report to a file	go to step 6.
-----------------------------	---------------

- 3 Select Print report with following options.
- 4 In the Printer box, choose the printer to which you want to print the report.
- 5 In the Paper size box, choose the paper size you want to use for the report. Then, go to step 11.
- 6 Select Export report to the following format.
- 7 In the Export report to the following format list box, select the export file format you want to use.

- 8** If you selected Character Separated Values in the preceding step, click Separator and choose the character you want to use to separate boxes in the report file.
- 9** In the Specify full path and file name box, specify the location in which you want to save the export file, and the file name.
- 10** Select Overwrite previously saved files or Save file under different name each time.
- 11** Click OK.
- 12** To return to the Administration window, choose File → Close.

Section B: Creating user-created reports

In this section

Overview of user-created reports	42
Running the Database View Definitions report	44
Defining a connection to the server	45
Creating a new report in Crystal Reports	54
Using database aliases in Crystal Reports	62
Creating a new report in another application	64
Importing a report created in Crystal Reports	66
Adding customized formulas in Crystal Reports	69

Overview of user-created reports

Introduction

You can create reports in any ODBC- or SQL-compliant application. This section provides a procedure for creating reports in Crystal Reports. The section also provides generalized instructions for creating reports in other applications.

Note: Only reports created in Crystal Reports can be imported and scheduled.

Creating reports

Create a report by performing these steps:

1. Run the Database View Definitions report to identify the views to be used in the report.
2. Verify the server connection (if you are using Crystal Reports).
3. Create a new report.
4. (Optional) Create database aliases for database views (if you are using Crystal Reports).
5. Import a user-created report (if you are using Crystal Reports). When you import a report, it is added to the Reports window. You can schedule imported reports and modify their data range and output options.

Database views

A database view is a logical representation of part of the database and the relationships within that part. You use database views to access statistics and other data for use in reports.

Many historical statistics are available for different periods, including interval (15-minute), daily, weekly, and monthly. For each period, you use a different view to access the statistics. For example, to access daily skillset statistics, you use the dSkillsetStat view. To access monthly skillset statistics, you use the mSkillsetStat view.

Note: SQL does not support signed integers. Therefore, call IDs and node IDs can appear negative in the database views.

Running the Database View Definitions report

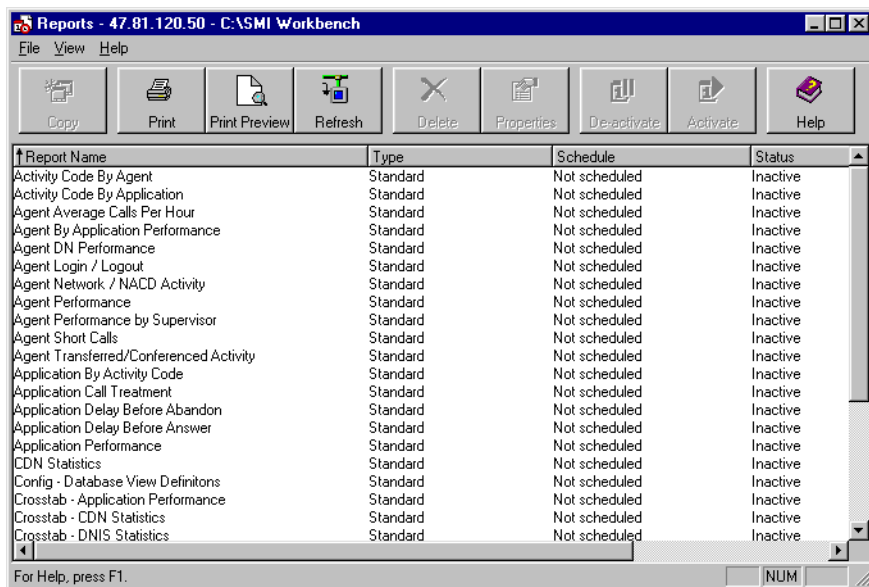
Introduction

Before you create a customized report, run the Database View Definitions report to display all the available database views. This report lists all field names available for use in your report. For more information about the report, see “Database View Definitions” on page 253.

To run the report

- 1 In the Administration window, from the Reports and Displays drop-down menu, choose Reports.

Result: The Reports window appears.



- 2 Scroll through the list of reports and double-click Database View Definitions.
- 3 Click the Printer icon if you require a printout of the database views.

Defining a connection to the server

Introduction

To access the Symposium Express Call Center database from a report writer application, you must

- install ODBC and Sybase Open Client
- configure a Sybase Server entry
- configure an ODBC DSN

ODBC and Sybase Open Client are automatically installed and configured when you install the Symposium Express Call Center client. If the client is not installed on the PC, you must install and configure these applications manually.

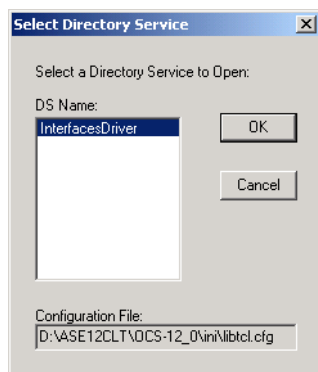
This section provides instructions for you to

- define a connection to the server
- define the DNS

To define a connection to the server

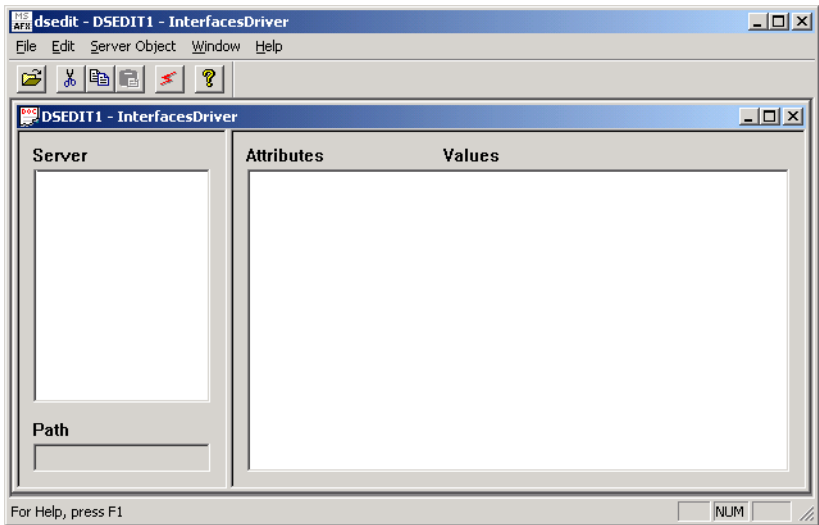
- 1 From the Windows Start menu, choose Run.
- 2 Type **dsedit**, and then click OK.

Result: The Select Directory Service window appears.



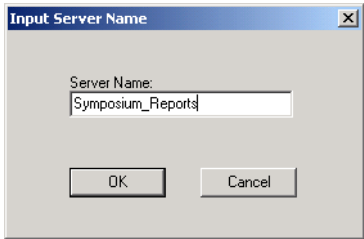
- 3 Click OK.

Result: The dsedit window appears.



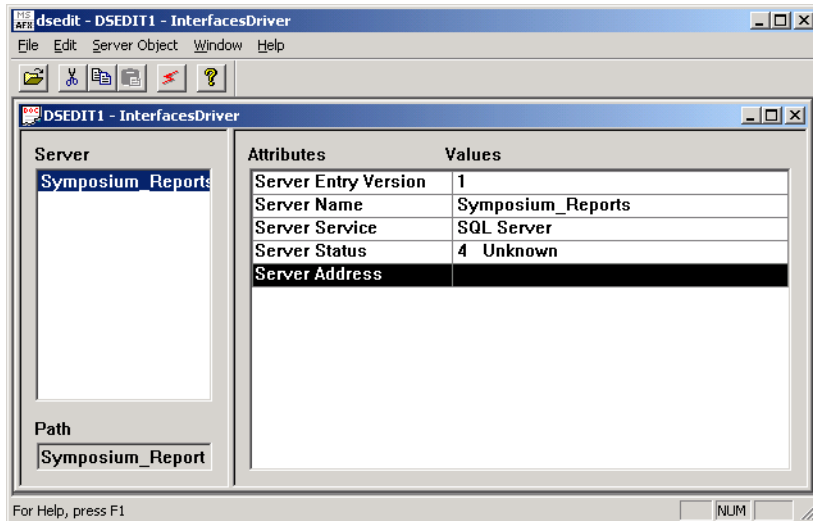
- 4 Choose Server Object → Add.

Result: The Input Server Name window appears.



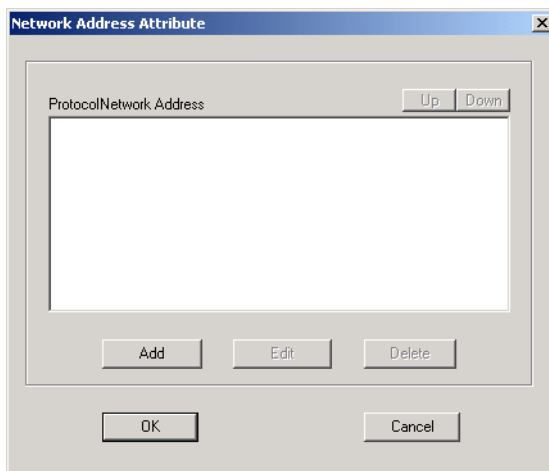
- 5 In the Server Name box, type a name (for example, Symposium_Reports), and then click OK.

Result: The dsedit window appears.



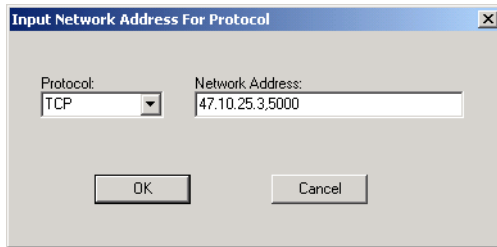
- 6 Double-click the Server Address.

Result: The Network Address Attribute window appears.



- 7 Click Add.

Result: The Input Network Address For Protocol window appears.

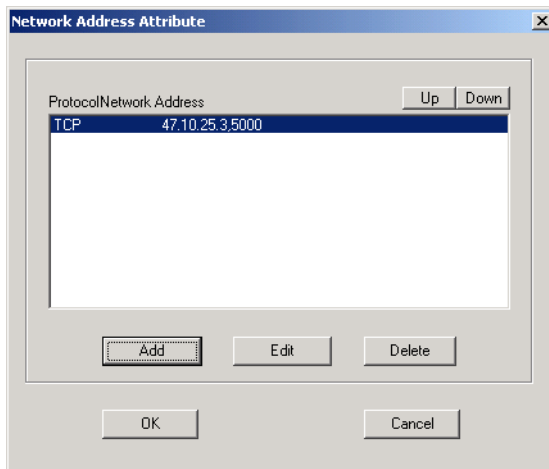


The dialog box titled "Input Network Address For Protocol" contains two input fields. The "Protocol:" field is a dropdown menu with "TCP" selected. The "Network Address:" field is a text box containing "47.10.25.3,5000". At the bottom are "OK" and "Cancel" buttons.

- 8 In the Network Address box, type **<CLAN IP address of Symposium Express Call Center>,5000**.

- 9 Click OK.

Result: The CLAN IP address appears on the Network Address Attribute window.

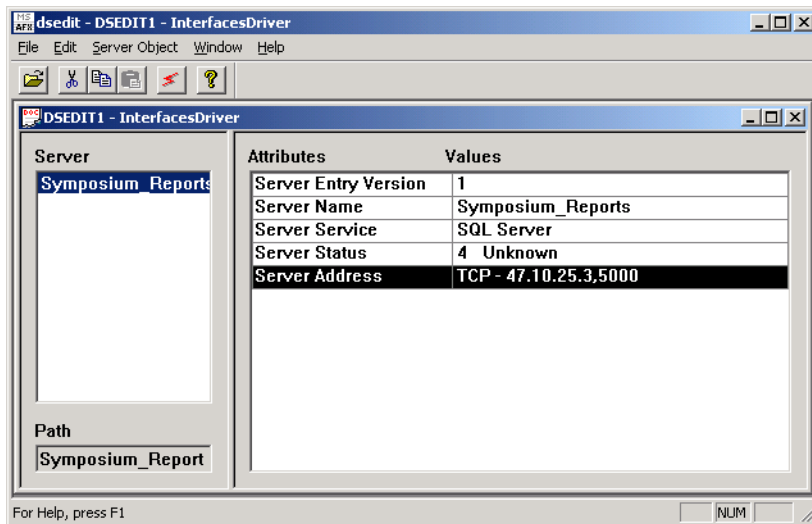


The dialog box titled "Network Address Attribute" displays a table with two columns: "Protocol" and "Network Address". The first row contains "TCP" and "47.10.25.3,5000". Above the table are "Up" and "Down" buttons. Below the table are "Add", "Edit", and "Delete" buttons. At the bottom are "OK" and "Cancel" buttons.

Protocol	Network Address
TCP	47.10.25.3,5000

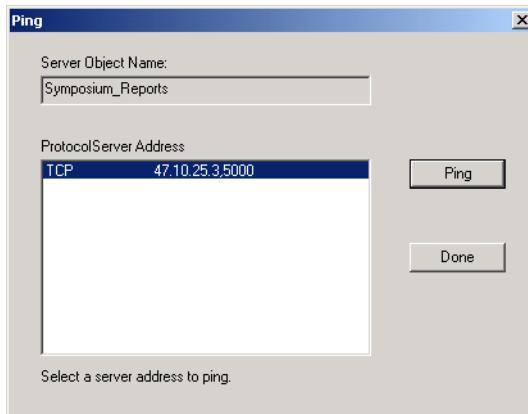
- 10 Click OK.

Result: The dsedit window appears.



- 11 Choose Server Object → Ping Server.

Result: The Ping window appears.



- 12 Click Ping.

Result: A message appears indicating that an open connection to the server succeeded. Click OK.

- 13 Click Done.

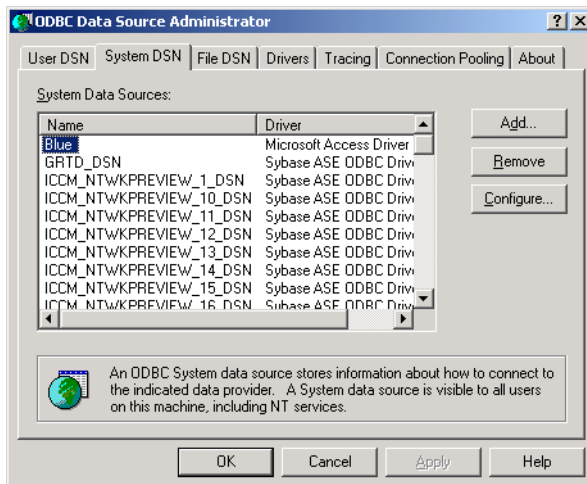
- 14 Choose File → Exit.

To define the DSN

- 1 From the Windows Start menu, choose Settings → Control Panel → Administrative Tools.
- 2 Double-click Data Sources (ODBC).

Note: This icon may be in Administrative Tools.

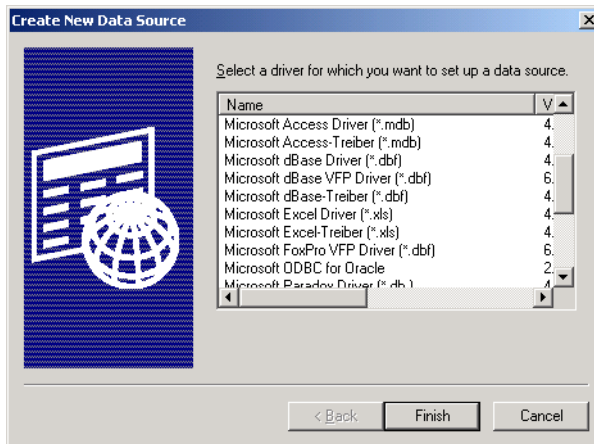
Result: The ODBC Data Source Administrator window appears.



- 3 Click the System DSN tab.

- 4 Click Add.

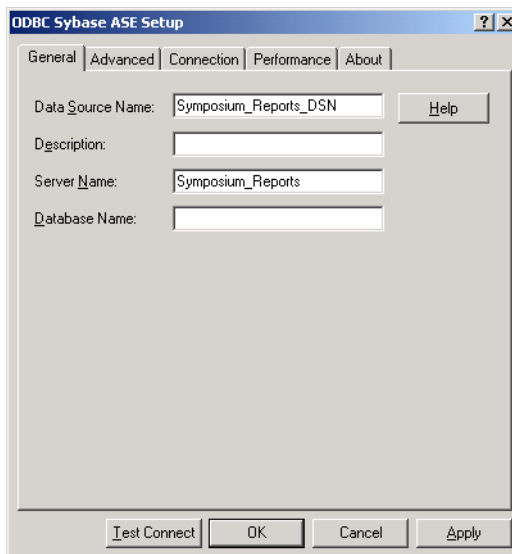
Result: The Create New Data Source window appears.



- 5 Select Sybase ASE ODBC Driver.

- 6 Click Finish.

Result: The ODBC Sybase ASE Setup window appears.



- 7 Enter information into the following boxes:

Data Source Name: The name for the data source (for example, REPORTS_DSN).

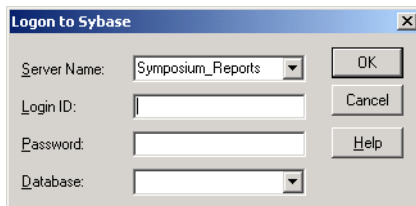
Description: (Optional) Additional information about the data source.

Server Name: The name of the server you defined in “To define a connection to the server” on page 45 (for example, Symposium_Reports).

Database Name: (Can leave blank.)

- 8 Click Test Connect.

Result: The Logon to Sybase window appears.



- 9 Enter information into the following boxes:

Login ID: The login ID of the Symposium Express Call Center user.

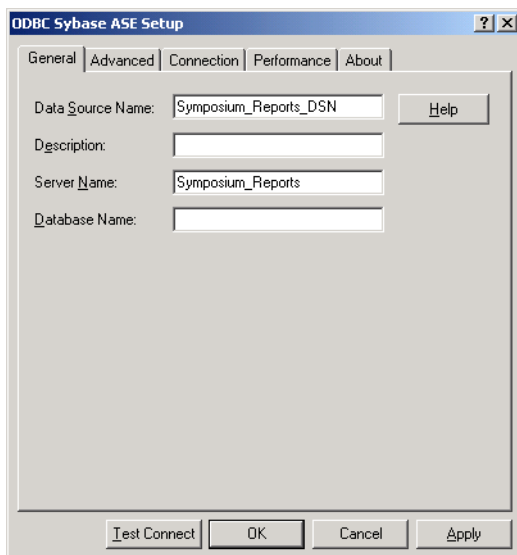
Password: The password of the Symposium Express Call Center user.

- 10 Click OK.

Result: The system displays the message, `Connection established.`

- 11 Click OK.

Result: The ODBC Sybase ASE Setup window appears.



- 12 Click OK.

- 13 Click OK to close the ODBC Data Source Administrator.

Creating a new report in Crystal Reports

Introduction

Follow these steps to create a new report using Crystal Reports:

- Create the report and connect to the database.
- Select views and fields.

The following procedures provide detailed instructions for performing these steps with the Crystal Reports 9 Report Wizard.

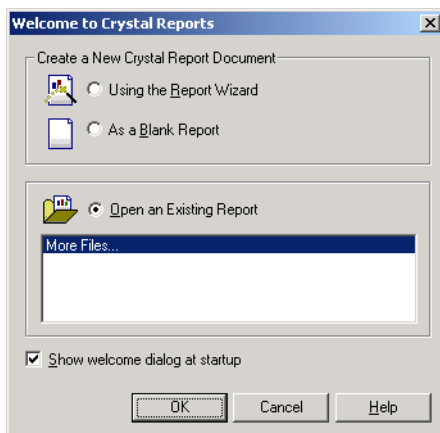
Before you begin

This procedure assumes that you have experience with and training in Crystal Reports.

To create a new report and connect to the database

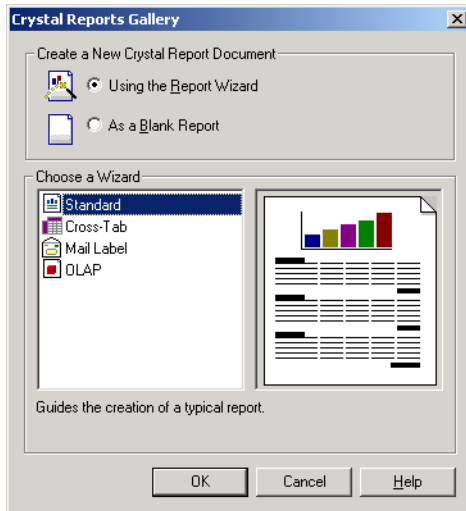
- 1 From the Start menu, choose Crystal Reports 9.

Result: The Crystal Reports Welcome dialog box appears.



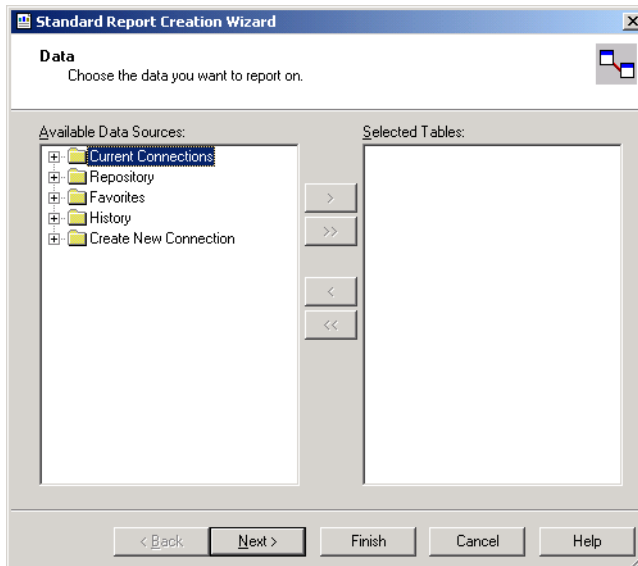
- 2 Select Using the Report Wizard, and then click OK.

Result: The Crystal Reports Gallery dialog box appears.



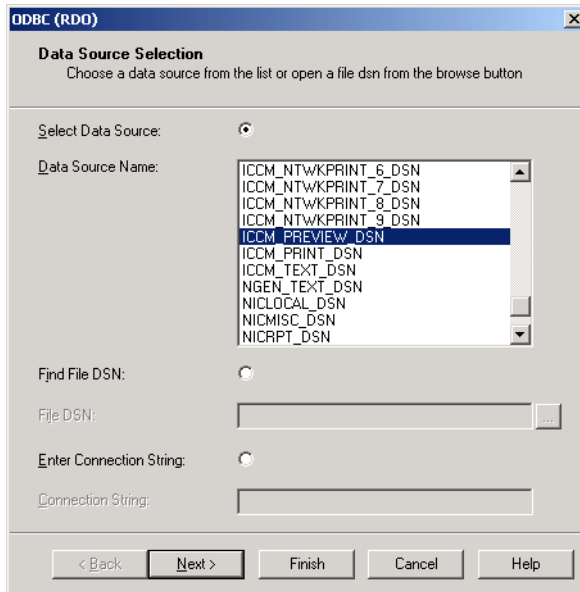
- 3 Select Standard, and then click OK.

Result: The Data window appears.



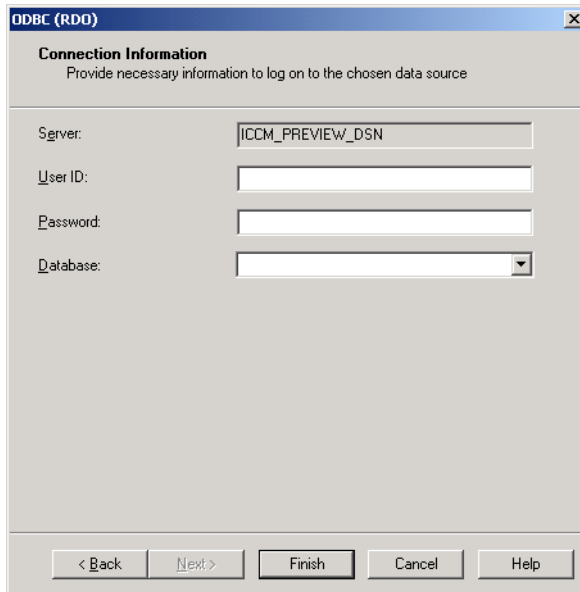
- 4 Choose Create New Connection → ODBC (RDO), and then click Next.

Result: The Data Source Selection window appears.



- 5 Select ICCM_PREVIEW_DSN, and then click Next.

Result: The Connection Information dialog box appears.



The image shows a Windows-style dialog box titled "ODBC (RDO)". Inside the dialog, the title "Connection Information" is displayed in bold, followed by the instruction "Provide necessary information to log on to the chosen data source". Below this, there are four labeled input fields: "Server:" with the text "ICCM_PREVIEW_DSN" entered, "User ID:" with an empty text box, "Password:" with an empty text box, and "Database:" with a dropdown menu. At the bottom of the dialog, there are five buttons: "< Back", "Next >", "Finish", "Cancel", and "Help".

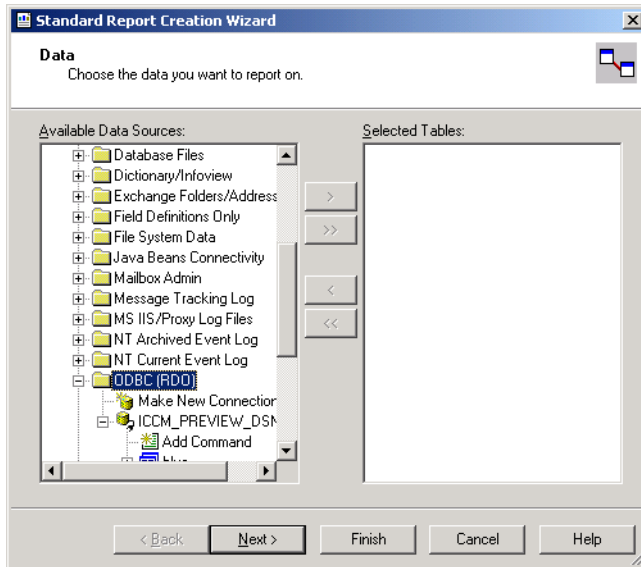
- 6 Enter a user ID and password with access to the server.

Note: If you do not know your user ID and password, contact your system administrator.

- 7 For Database, select blue.

- 8 Click Finish.

Result: The Data window appears.

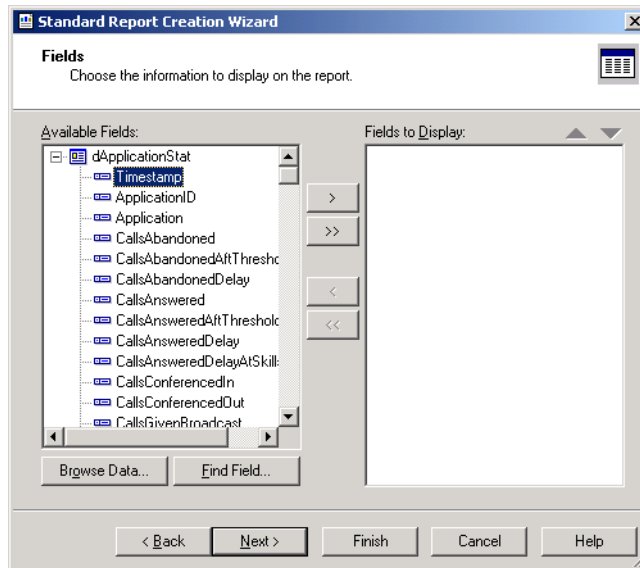


- 9 Click the plus sign beside blue to expand. Then expand Views.

- 10 Select each view to be included in the report, and click the right arrow button (>). Then click Next.

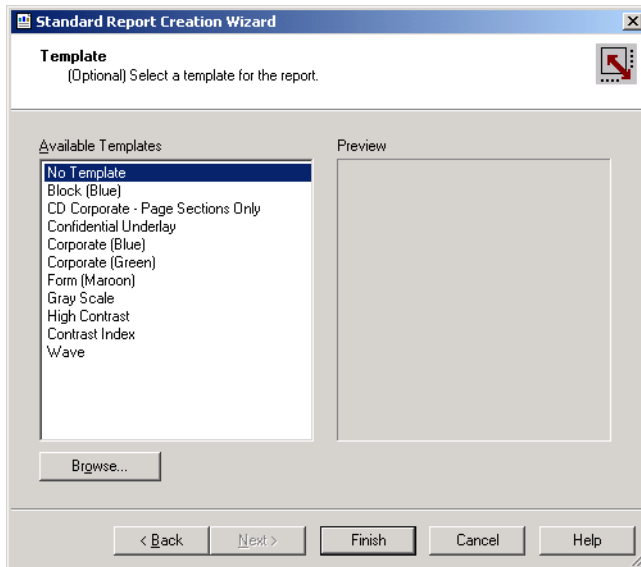
Note: Be sure to use views, not tables, when you create the report.

Result: The Fields window appears.



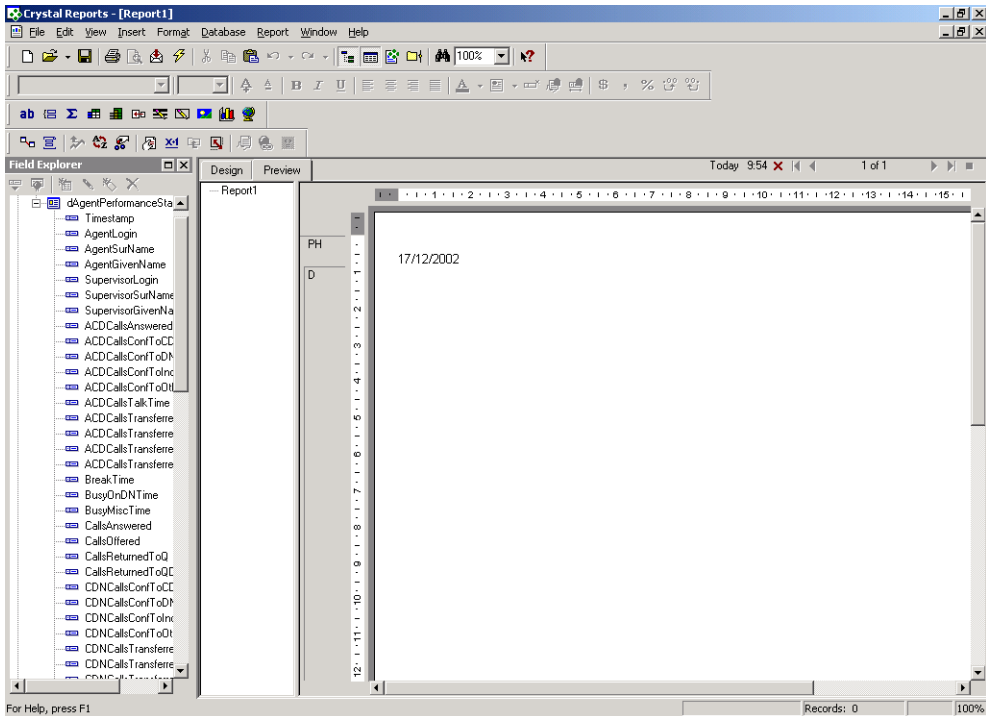
- 11 Select the fields you want to include in the report, and click the right arrow button (>). Then click Next.

Result: The Template window appears.



- 12 Select the template you want to use for the report, and then click Finish.

Result: The Crystal Reports window appears.



- 13** Choose Field → Field Explorer to display the Field Explorer pane. Use this pane to select the fields to be included in the report.

Using database aliases in Crystal Reports

Introduction

A database alias is a name that represents a database view in the report definition. If you use an alias rather than a view name, you can easily change the view used by a report.

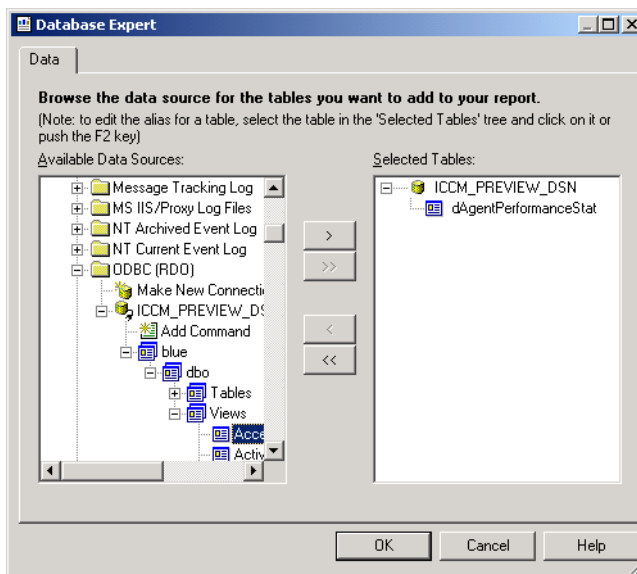
Example

You can create a custom daily report. If you want an interval report with identical fields, you can copy the daily report and change the database alias to point to an interval view.

To create a database alias

- 1 From the Crystal Reports window, choose Database → Database Expert.

Result: The Database Expert dialog box appears.



- 2** In the Selected Tables box, select the database view for which you want to create an alias.
- 3** Press F2, and then type the new alias.

Creating a new report in another application

Introduction

Before you can create reports in an ODBC- or SQL-compliant application, you must define the Symposium Express Call Center as a data source. You need only perform this procedure once on the client PC.

Once the data source is defined, you can use the application to create reports.

Restriction

Reports created with this method cannot be imported into the Symposium Express Call Center.

To define a data source

- 1 Open the application's ODBC applet.

Example: To create a report in Microsoft Excel, open Microsoft Query. Choose Data → Get External Data → Create New Query.

- 2 Define a new data source.

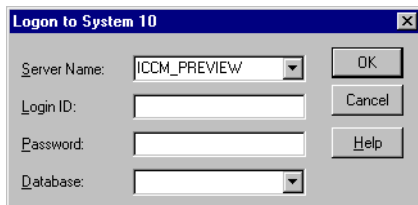
Example: In Microsoft Query, choose File → New. Then select <New Data Source>.

Result: The application prompts for a data source name and driver.

- 3 For data source name, type **ICCM_PREVIEW_DSN**, and then press Enter.
- 4 For type, select Sybase System 10.

- 5 Connect to the data source.

Result: The data source prompts for the server name, logon ID, and password.



- 6 In the Server Name box, type **ICCM_PREVIEW**, and then press Enter.
- 7 Enter your logon ID and password.

Note: If you do not know your logon ID and password, contact your system administrator.

Result: The new data source is defined.
- 8 In the Database box, select blue.
- 9 Click OK.
- 10 Save the new data source.

To create the report

To create the report, choose the columns to be included in the report. Then save the new report.

Importing a report created in Crystal Reports

Introduction

Follow this procedure to import a report that you created in Crystal Reports into Symposium Express Call Center.

ATTENTION

Do not move the report after you import it. If you do move it, the server will not be able to find the report, and you must import it again.

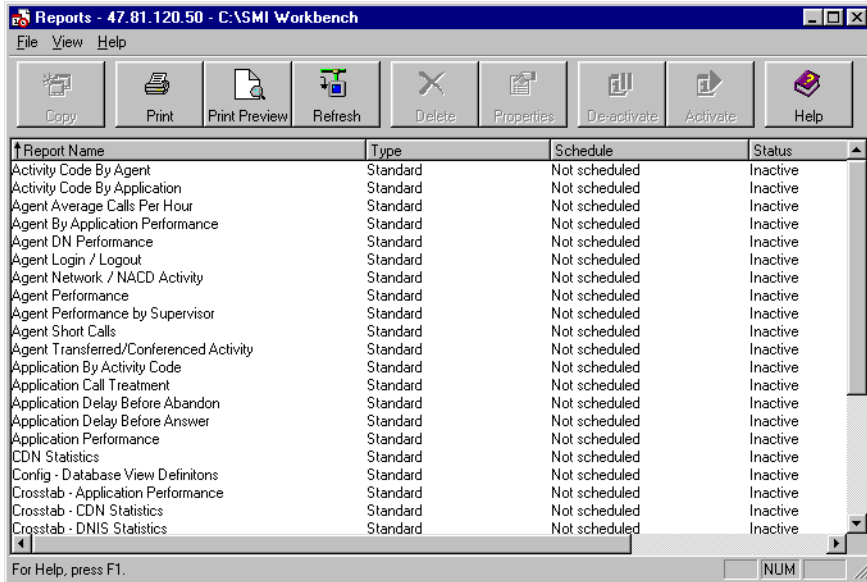
Restriction

You cannot import reports created in other applications.

To import a user-created Crystal Report

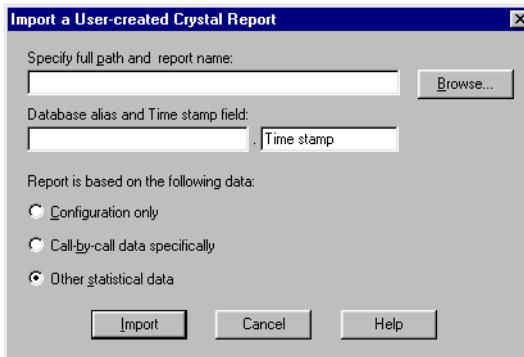
- 1 In the Administration window, double-click Reports.

Result: The Reports window appears.



- 2 Choose File → Import User-created Report.

Result: The Import a User-created Crystal Report dialog box appears.



- 3 In the Specify full path and report name box, enter the path to the report that you want to import, or click Browse to search for the correct path.

- 4 In the Database alias and Time stamp field box, enter the Symposium Express Call Center database alias that you assigned in Crystal Reports.

Note:

- a. If you select the Configuration only option, then you do not need to specify an alias.
 - b. To determine the alias of a database, open the report in Crystal Reports and choose Database → Set Alias.
 - c. The Time stamp box is not required for a configuration report.
- 5 Select the type of data the report collects.

Note: Symposium Express Call Center does not support call-by-call reports.

- 6 Click Import.

Result: The report is added to the list in the Reports window.

- 7 To modify the Schedule, Data Range, and Output Options property pages, see “To define the report schedule” on page 35, “To define the data collection period” on page 36, and “To define output options” on page 37.

Adding customized formulas in Crystal Reports

Introduction

Symposium Express Call Center provides several customized formulas you can use in your custom reports. They include the following formulas:

@company_name	the name of the company, as defined on the General – Report Properties property page
@report_interval	the collection period for the report
@report_title	the title of the report, as defined on the General – Report Properties property page
@report_user	the logon ID of the user who printed the report
@site_id	the name of the site. To change the site name, see “Changing the site name” on page 82.

Follow this procedure to insert one of these formulas into a custom report.

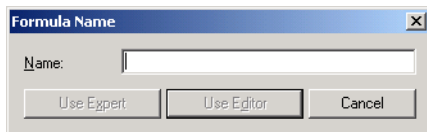
Note: For more information about formulas, see the Formula Editor topic in the Crystal Reports online Help. (This topic is available from the Help Index. Search for “Formula Editor.”)

To customize a report

- 1 In Crystal Reports, open the report you want to customize.
- 2 In the Field Explorer, select Formula Fields.

- 3 Click the right mouse button, and choose New.

Result: The Formula Name dialog box appears.



- 4 Enter the name of the formula (for example, @report_interval).
- 5 Click OK.

Result: The formula is added to the Formula Fields list.

Section C: Managing reports

In this section

Changing properties of reports	72
Changing the site name	82
Starting the Report Listener	84
Configuring a default printer	86
Other procedures for reports	87

Changing properties of reports

Introduction

You can change the following properties for a user-defined report:

- general report information—including report name and company name
- selection criteria—the entities to be included in the report
- report schedule—when the report is to be generated (for historical reports only)
- data range—the data collection period for the report
- output options—the printer or file to which the report is to be output

You can change the following properties for a user-created report:

- general report information—including report name and company name
- data range—the data collection period for the report
- output options—the printer or file to which the report is to be output

You can also change the selection criteria for standard reports.

Notes:

1. You must define a schedule before you can define a data collection period or set the output options.
2. If you schedule a report, ensure that the Report Listener is running on the client PC at the scheduled time, and that a default printer has been configured on the PC. If the Report Listener is not running on the client PC on which the schedule was defined, the report will not be generated. If a default printer is not configured, reports will be spooled, but not printed.

ATTENTION

If you output a report to a file, the resulting export file can be very large—depending on the export format selected and the size of the time range.

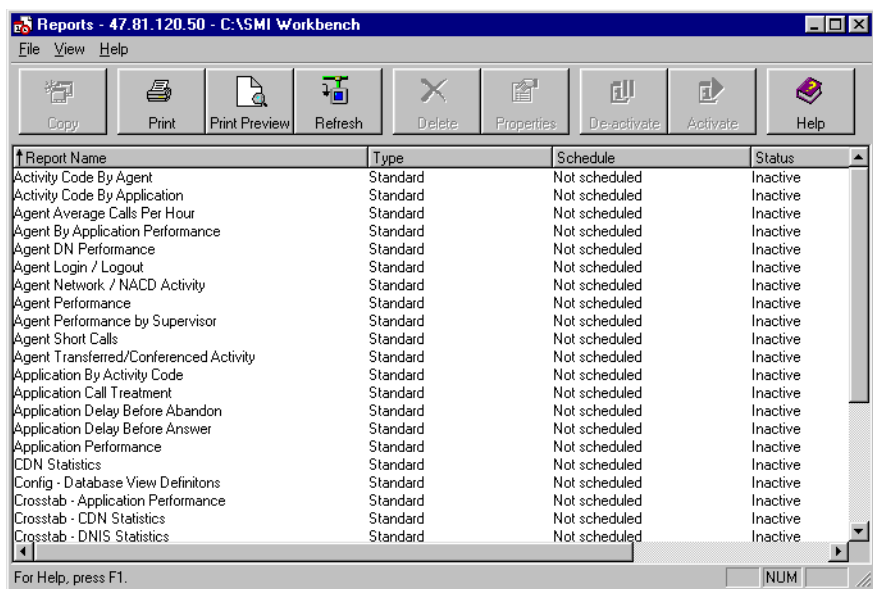
Before you begin

You cannot change an active report. To deactivate a report, see “Deactivating reports” on page 93.

To change report properties

- 1 In the Administration window, from the Reports and Displays drop-down menu, choose Reports.

Result: The Reports window appears.



- 2 Select the report you want to change.

3 Choose File → Properties.

Result: The Report Properties property sheet appears. The General property page is on top.



4 What do you want to do?

IF you want to	THEN
change the report name, comments, or company name	go to the following procedure.
change the selection criteria	go to “To change the selection criteria” on page 76.
change the report schedule	go to “To change the report schedule” on page 77.
change the data collection period	go to “To change the data range” on page 79.
change the output options	go to “To change output options” on page 80.

IF you want to**THEN**

save your changes

go to step 5.

- 5 Click OK.
- 6 To return to the Administration window, choose File → Close.

To change general properties

- 1 Click the General tab.

Result: The General property page appears.

The screenshot shows a dialog box titled "Estimated Agent Revenue - Weekly - Report Properties". It has five tabs: "General", "Selection Criteria", "Data Range", "Schedule", and "Output Options". The "General" tab is selected. Inside the dialog, there are four input fields: "Report Name" with the text "Estimated Agent Revenue - Weekly -", "Report Type" with the text "User-defined", "Comments" with an empty text area, and "Company Name" with the text "Bestair". At the bottom of the dialog are three buttons: "Save", "Cancel", and "Help".

- 2 Make the desired changes to the general properties. You can change the following boxes:

Report Name: The name of the report, as it will appear in the Reports window and in the report title.

Collection Frequency: For historical reports only. The collection period (interval, daily, weekly, or monthly).

If you choose Interval, the collection period is 15 minutes.

Comments: Optional. Additional information about the report.

Company Name: The name of the company.

- 3 Return to step 4 of “To change report properties” on page 73.

To change the selection criteria

- 1 Click the Selection Criteria tab.

Result: The Selection Criteria property page appears.

The screenshot shows a dialog box titled "Estimated Revenue by Agent - Weekly - Report Properties". It has five tabs: "General", "Selection Criteria" (which is selected), "Data Range", "Schedule", and "Output Options".

Under the "Selection Criteria" tab, there are two main sections:

- Selection Filters:** A list box containing "Activity Code", "Activity Name", "Agent Login ID", and "Agent Name". "Activity Code" is currently selected.
- Per Unit \$:** A text input field containing the value "0.00".

Below these sections, there are two empty list boxes labeled "Selected" and "Available". Between these boxes are three buttons: "<<Add", "Remove>>", and "Update List".

At the bottom of the dialog box are three buttons: "Save", "Cancel", and "Help".

- 2 In the Selection Filters box, select the filter you want to use.

Notes:

- a. The filters available depend on the type of statistics included in the report. If you are using a standard report as a template, see the report description in Chapter 5, “Standard reports,” for a list of filters.
- b. If you select multiple filters, only entities that satisfy all filter criteria appear in the report. For example, you might choose to filter on five agents and three skillsets. If one of the selected agents has not taken

calls for any of the specified skillsets, that agent is not included in the report.

- 3 Click Update List to refresh the Available list.
- 4 To add an element, select it in the Available list, and then click Add.
- 5 To remove an element, select it in the Selected list, and then click Remove.
- 6 For the Estimated Revenue by Agent report, in the Per Unit \$ box, enter the dollar amount to be used to calculate the revenue value for each activity code.

Note: The system multiplies this number against the number of occurrences of the activity code.

- 7 Return to step 4 of “To change report properties” on page 73.

To change the report schedule

- 1 Click the Schedule tab.

Result: The Schedule property page appears.

The screenshot shows a dialog box titled "Estimated Agent Revenue - Weekly - Report Properties". It has five tabs: "General", "Selection Criteria", "Schedule", "Data Range", and "Output Options". The "Schedule" tab is selected. Inside the dialog, there is a dropdown menu set to "Weekly". Below it is a list of days with checkboxes: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. The "Saturday" checkbox is checked. To the right of the day list are four time-related fields: "Start:" (12:00 AM), "End:" (12:00 AM), "Interval:" (00:00), and "Extension:" (00:05). Each field has a small up/down arrow button. Below the day list are two buttons: "Clear" and "Invert". At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

- 2 Make the desired changes to the schedule properties. You can change the following boxes:

From the drop-down box, choose the frequency for the report.

Schedule Date: The day, date, and month (as applicable) when you want to run the report.

Start: The time on the selected day when you want your report to be generated. For example, you can start generating the report after 12:01 a.m.

End: For reports generated at intervals (specified in the Interval box). The time you want report generation to end. For example, you can generate a report at one-hour intervals, starting at 8:00 a.m. and ending at 5:00 p.m. Enter 5:00 p.m. in this box.

Interval: The frequency, in 15-minute increments, with which you want the report generated between the start and end times. For the previous example, you enter 60. To print daily, weekly, monthly, or annual reports, enter 0.

Extension: The amount of time the system should wait after a print job interruption before it abandons the print job.

Note: If recovery takes place before the Extension time expires, the print job finishes printing.

- 3 Return to step 4 of “To change report properties” on page 73.

To change the data range

- 1 Click the Data Range tab.

Result: The Data Range property page appears.

The screenshot shows a dialog box titled "Estimated Revenue by Agent - Weekly - Report Properties". It has five tabs: "General", "Selection Criteria", "Data Range" (which is selected), "Schedule", and "Output Options".

Under the "Data Range" tab, the text "Data will be extracted for the following period." is displayed. Below this, the "Collection Frequency" is set to "Daily" in a dropdown menu.

A section titled "Period is defined relative to the scheduled report generation:" contains two rows of input fields. The first row is for the "Start date and time", with a value of "3" in the first box, "days ago, at" in the middle, and "12 : 00 AM" in the last box. The second row is for the "End date and time", with a value of "2" in the first box, "days ago, at" in the middle, and "12 : 00 AM" in the last box.

Below this section is the "Interval Filtering" section, which is currently unchecked. It contains two radio button options: "Include intervals between" (with time boxes for "12 : 00 AM" and "11 : 45 PM") and "Previous interval (applies only to current day)".

At the bottom of the dialog, there is a section titled "If the report is scheduled to run now, data will be extracted for the following period:". It contains two text boxes: "Start date:" with the value "Saturday, 5/5/01" and "End date:" with the value "Sunday, 5/6/01".

At the very bottom of the dialog are three buttons: "Save", "Cancel", and "Help".

- 2 Enter information into the following boxes:

Collection Frequency: How often the data is collected.

Start date and time: The date and time (relative to the date and time that the report is generated) when you want data collection to start.

End date and time: The date and time (relative to the date and time that the report is generated) when you want data collection to end.

Result: The Start date and End date boxes at the bottom of the property page show the data collection period if the report is scheduled to run immediately.

Interval Filtering: The start time and end time when you want the intervals of data collection to occur.

Note: This is only enabled if you choose Interval as the Collection Frequency.

- 3 Return to step 4 of “To change report properties” on page 73.

To change output options

- 1 Click the Output Options tab.

Result: The Output Options property page appears.

- 2 What do you want to do?

IF you want to

THEN

print the report on a printer go to step 3.

export the report to a file go to step 6.

- 3 Select Print report with following options.
- 4 In the Printer box, choose the printer to which you want to print the report.
- 5 In the Paper size box, choose the paper size you want to use for the report. Then, go to step 12.
- 6 Select Export report to the following format.

- 7 In the Export report to the following format list box, select the export file format you want to use.
- 8 If you selected Character Separated Values in the preceding step, click Separator and choose the character you want to use to separate boxes in the report file.
- 9 In the Specify full path and file name box, specify the location in which you want to save the export file, and the file name.
- 10 Select Overwrite previously saved files or Save file under different name each time.
- 11 What do you want to do?

IF you want to	THEN
overwrite a previously saved file	click Overwrite previously saved files.
save the file under a different name each time	click Save file under different name each time.

- 12 Return to step 4 of “To change general properties” on page 75.

Changing the site name

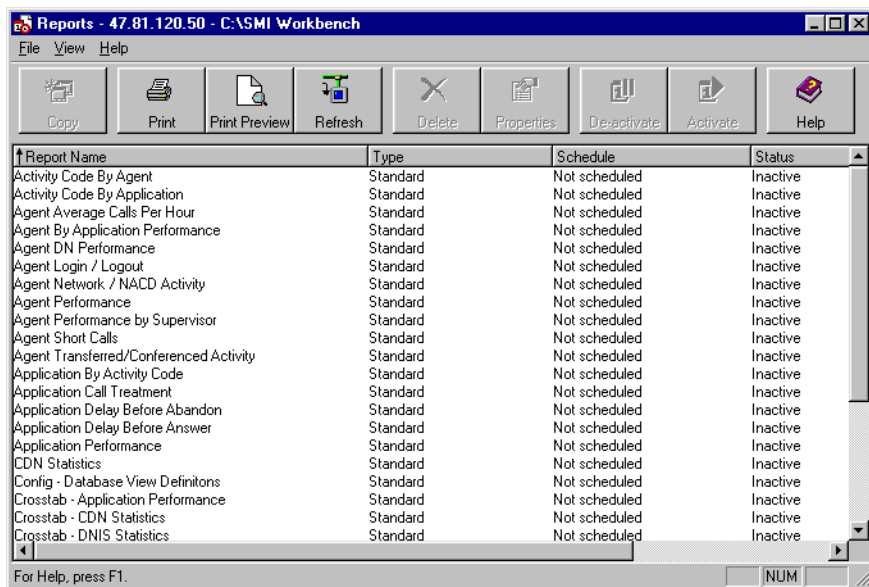
Introduction

During a server installation, you select a site name. If the site name is later changed, then User Created and User Defined reports will no longer be available in the Reports Window on the client. To see these reports, you must change the site name to match the new server.

To change the site name

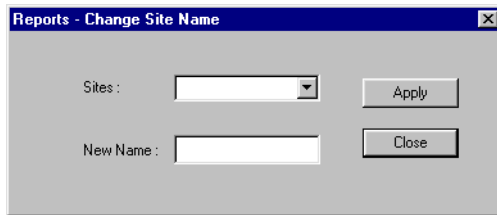
- 1 In the Administration window, from the Reports and Displays drop-down menu, choose Reports.

Result: The Reports window appears.



- 2 Choose File → Change Site Name.

Result: The Reports - Change Site Name dialog box appears.



- 3 In the Sites box, select the site whose name you want to change.
- 4 In the New Name box, type the site name you want to use.
- 5 Click Apply.
- 6 Click Close.
- 7 To return to the Administration window, choose File → Close.

Starting the Report Listener

Introduction

The Report Listener is an application that runs on the client PC. If you schedule a report, the Report Listener must be running on the PC at the time the report is scheduled to run. If the Report Listener is not running, the report will not be generated.

When you start the client PC, the Report Listener starts and runs minimized on your taskbar. If you do not see the Report Listener on your taskbar, use the following procedure to start it. (The Report Listener may not be on the taskbar if you closed it, or if you stop it from running when the client starts.)

To start the Report Listener

- 1 From the Start menu, choose Windows Explorer.

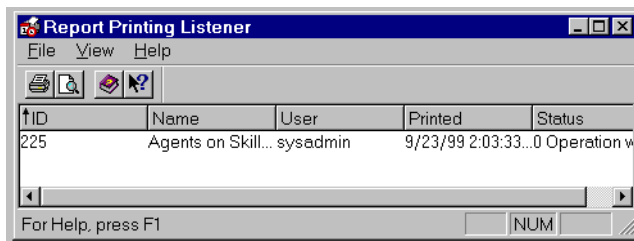
Result: The Exploring window appears.

- 2 Browse to `<client_path>\client\en\bin.`

where `<client_path>` is the path in which the Symposium Express Call Center client application is installed.

- 3 Double-click NicRLstn.

Result: The Report Printing Listener window opens.



This windows displays a list of scheduled reports that have been generated on this PC. For each report, the window shows when the report was generated and the status of the operation.

- 4 To minimize the window, click Minimize.

Viewing the Report Listener

The Report Listener application runs minimized on your taskbar. To view the Report Listener window, double-click the Report Listener icon:



Configuring a default printer

Introduction

If you want to output scheduled reports to a printer, or if you want to preview reports, you must configure a default printer on the client PC. If a default printer has not been defined, then reports will not be output to a printer.

ATTENTION

If you use a postscript printer, use the printer driver provided by the manufacturer. Generic and old postscript printer drivers can result in cropping of letters and other problems.

To configure a default printer

- 1 From the Start menu, choose Settings → Printers.
Result: The Printers window appears.
- 2 Select the printer on which you want to print the report.
- 3 Choose File → Set as Default.

Other procedures for reports

To print a list of reports

To generate a hard-copy list of your reports, print them by choosing File → Print from the Reports window. For step-by-step instructions on printing, see the online Help.

To delete user-defined or user-created reports

If you no longer need a user-defined or user-created report, you can delete it. You cannot delete standard reports.

ATTENTION

If the report is active, you must deactivate it before you can delete it. For more information, see “Deactivating reports” on page 93.

To delete a report, select it and choose File → Delete from the Reports window. For step-by-step instructions on deleting reports, press F1 to access the online Help.

Section D: Using reports

In this section

Overview of using reports	90
Activating reports	91
Deactivating reports	93
Previewing and printing standard and ad hoc reports	94
Printing the configuration report	98

Overview of using reports

Introduction

Once you have created the user-defined or user-created reports, you can activate or deactivate their schedules, and preview or print them.

Scheduled report printing prerequisites

A scheduled report prints at the scheduled time if the following conditions are met:

- The Report Listener is running on the PC on which the report schedule was created.
- A default printer is configured on the PC on which the report schedule was created.

Standard historical and configuration reports cannot be scheduled, but you can preview or print them when you need them.

Activating reports

Introduction

Follow this procedure to activate a report schedule. After you schedule a report, you must activate, or turn on, the schedule. The report is not generated until the schedule is activated.

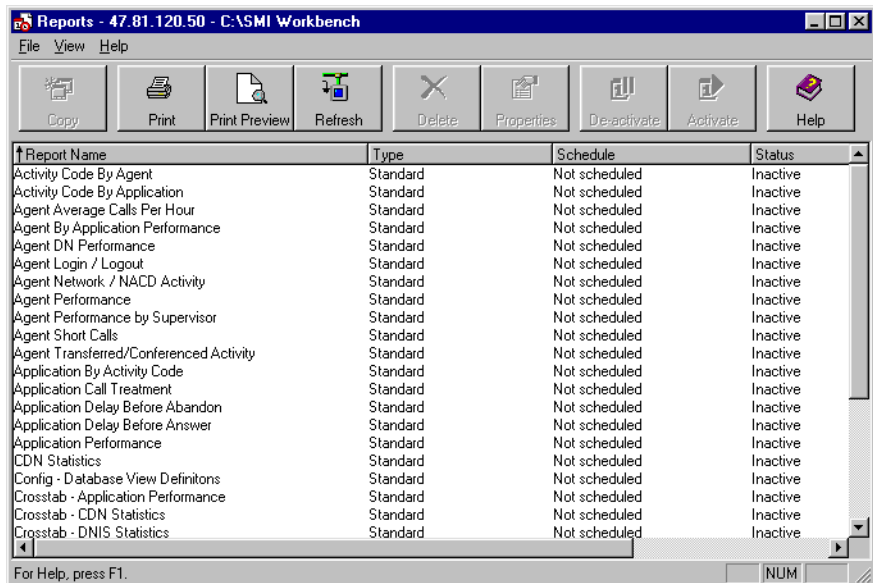
Before you begin

Schedule the report. See “To change the report schedule” on page 77.

To activate a report

- 1 In the Administration window, from the Reports and Displays drop-down menu, choose Reports.

Result: The Reports window appears.



- 2 Select the report you want to activate.

- 3** Choose File → Activate.
- 4** To return to the Administration window, choose File → Close.

Deactivating reports

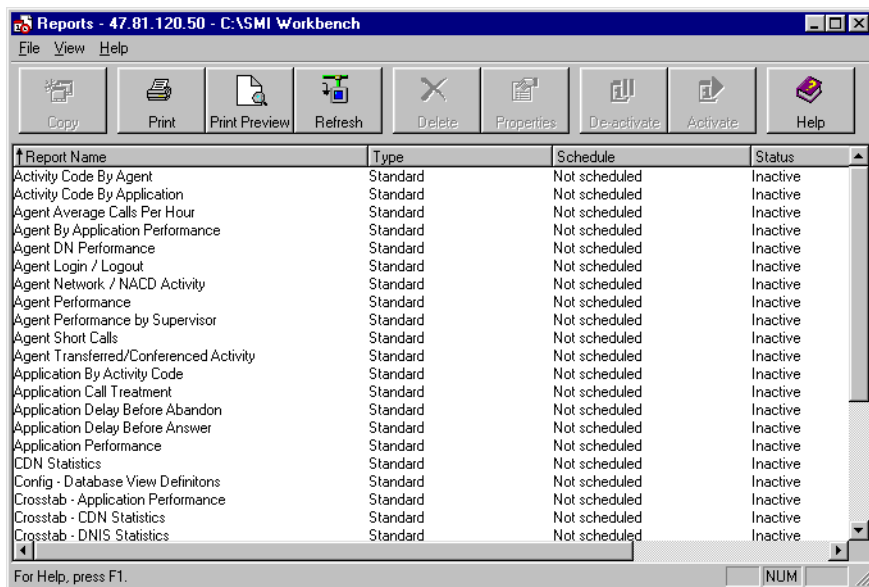
Introduction

Follow this procedure to deactivate, or turn off, a report schedule. For example, you can deactivate reports on a holiday. When you deactivate a report schedule, the report definition and schedule remain, but the report is not generated until you reactivate it.

To deactivate a report

- 1 In the Administration window, from the Reports and Displays drop-down menu, choose Reports.

Result: The Reports window appears.



- 2 Select the report you want to deactivate.
- 3 Choose File → Deactivate.
- 4 To return to the Administration window, choose File → Close.

Previewing and printing standard and ad hoc reports

Introduction

You can preview a report before printing it.



CAUTION

Risk of data loss

Before you print or preview a consolidated report, check with your network administrator to make sure that the network has been engineered with the bandwidth required to support the resulting traffic.

ATTENTION

You cannot print or preview reports if you connect to the server with a PPP link.

ATTENTION

If you use a postscript printer, use the printer driver provided by the manufacturer. Generic and old postscript printer drivers can result in cropping of letters and other problems.

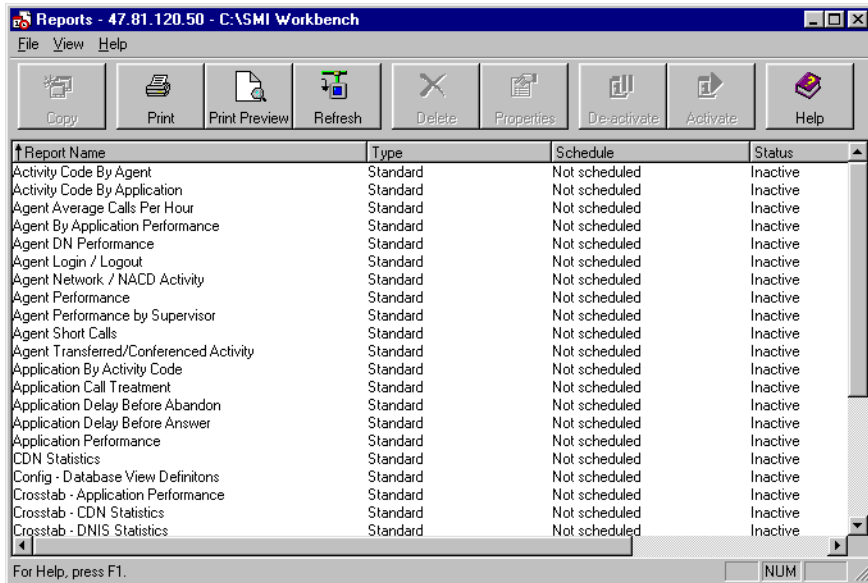
ATTENTION

The report generation process creates temporary files in the Windows TEMP directory on the client PC. To avoid running out of disk space, delete these temporary files regularly. For detailed instructions, see the *Planning, Installation, and Administration Guide*.

To preview or print a report

- 1 In the Administration window, from the Reports and Displays drop-down menu, choose Reports.

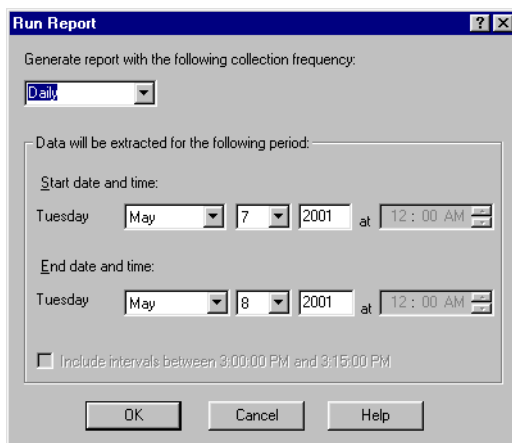
Result: The Reports window appears.



- 2 Select the report you want to preview or print.

- 3 Choose File → Run Now.

Result: The Run Report dialog box appears.

The image shows a 'Run Report' dialog box with a blue title bar. Inside, it says 'Generate report with the following collection frequency:' followed by a dropdown menu set to 'Daily'. Below this, it says 'Data will be extracted for the following period:'. There are two sections for date and time. The first section, 'Start date and time:', shows 'Tuesday', 'May', '7', '2001' at '12:00 AM'. The second section, 'End date and time:', shows 'Tuesday', 'May', '8', '2001' at '12:00 AM'. At the bottom, there is a checkbox labeled 'Include intervals between 3:00:00 PM and 3:15:00 PM' which is currently unchecked. At the very bottom are three buttons: 'OK', 'Cancel', and 'Help'.

- 4 Enter information into the following boxes:

Generate report with the following collection frequency: The collection period for the report (interval, daily, weekly, or monthly). The collection periods available depend on the type of report.

Start date and time: The date and time when you want data collection to start.

End date and time: The date and time when you want data collection to end.

Note: The data collection period actually ends one second prior to the specified end time. For example, to collect data for the period from 4:00 p.m. to 4:14:59 p.m., enter a start time of 4:00 p.m. and an end time of 4:15 p.m.

- 5 Click OK.

Result: The print preview window appears.

6 What do you want to do?

IF you want to	THEN
send the report to a printer	<p>a. click the Printer icon.</p> <p>b. set the Print options.</p> <p>c. click OK.</p> <p>d. click the Close box.</p>
return to the Reports window	click the Close box.

Printing the configuration report

Introduction

The Symposium Express Call Center provides a configuration report that describes how your system is configured. You can use this report as a reference when you are planning or making changes to your system. The report contains the following information:

- supervisor properties
- agent properties
- skillset properties
- CDN properties
- route properties
- IVR queue and port properties

For detailed information on this report, see “Configuration report” on page 230.

Export file formats

You can export files to several industry-standard database and document formats, including comma-, character-, and tab-separated value formats, Crystal Reports format, Rich Text Format (RTF), and ODBC format.

Export file destinations

You can export files to the following destinations:

- an application
- a disk file
- an exchange folder
- Microsoft Mail (MAPI)

You can also send exported reports using an e-mail application that complies with the Messaging Application Program Interface (MAPI) standard.

To print the configuration report

- 1 In the Administration window, click Print.

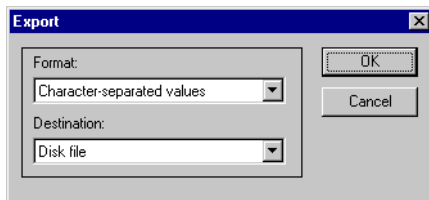
Result: A preview window appears that contains the Configuration Data Report.

- 2 What do you want to do?

IF you want to	THEN
print the report on a printer	a. click the Printer icon. b. set the print options. c. click OK. d. go to step 7.
export the report to a file	go to step 3.

- 3 Click the Export icon.

Result: The Export dialog box appears.



- 4 In the Format box, select the file format in which you want to save the report.
- 5 In the Destination box, select the location where you want to save the report.
- 6 Click OK.

Result: The program prompts you for the information required to save the file in the selected format and location. Respond to the prompts as required.

- 7 Click Close.

Chapter 3

Frequently asked questions

In this chapter

Pegging questions	102
General questions	107
Questions about reporting	108
Questions about custom reports	111

Pegging questions

Can we change the length of the interval from 15 minutes to 60?

The interval length is not configurable. It is fixed at 15 minutes.

How are ACD statistics sent to the server?

Symposium Express Call Center does not report on statistics relating to the ACD queue. The server does not have delay or abandon information for ACD calls.

However, the server can provide the following statistics for ACD calls presented to a phoneset that has been acquired by the server:

- the number of ACD calls answered
- the number of ACD calls conferenced and transferred
- the amount of time spent on ACD calls

You can also map each ACD-DN to a dummy skillset. All calls to that ACD-DN that are answered on a phoneset acquired by the server, are pegged against the dummy skillset. (If you do not map an ACD-DN, calls to that ACD-DN are pegged against the Default_ACD_Skillset.)

Why does CallsOffered not equal CallsAnswered plus CallsAbandoned?

This can occur for two reasons:

- A call pegs as offered in the interval when it is first processed by the Master script. It pegs as answered when the call is answered, or it pegs as abandoned when the call is released.
- A call that is offered to a Symposium Express Call Center agent (that is, an agent who is configured on the server) can be
 - answered
 - abandoned
 - given a treatment, such as Force Disconnect, Overflow, Route To, or Default

You can create a custom formula to account for all calls given a treatment (this formula varies depending on the types of treatments you use). When you add this custom formula to CallsAnswered and CallsAbandoned, the result should be close to CallsOffered. (The result may not be equal to CallsOffered if calls were offered in one interval, and answered, abandoned, or given a treatment in another.)

Why do agent activity times not add up to logon time?

All agent state timers are maintained independently. For example, the following events occur:

9:00:00	The agent logs on.
9:00:10	The agent answers a DN call from an internal number.
9:00:20	The agent places the DN call on hold and answers a Symposium Express Call Center call.
9:01:20	The agent releases the Symposium Express Call Center call and resumes the DN call.
9:01:30	The agent releases the DN call and logs off.

At the end of this period, the agent timers have the following values:

LoggedInTime	90 seconds
WaitingTime	10 seconds
DNInCallsTalk Time (DMS) or DNIntInCallsTalkTime (Meridian 1)	80 seconds
TalkTime	60 seconds

The total activity time for the agent, as calculated below, exceeds the agent logon time of 90 seconds.

$$\begin{aligned}
 &\text{WaitingTime} + \text{DNInCallsTalkTime or DnIntInCallsTalkTime} + \text{TalkTime} \\
 &= 10 + 80 + 60 \\
 &= 120 \text{ seconds}
 \end{aligned}$$

Similarly, on the Meridian 1 switch, a phoneset may contain multiple DN keys. If an agent answers a DN call, places it on hold, and makes another DN call, both DN hold time and DN talk time are pegged for the same period.

What is the difference between ReturnedToQ and ReturnedToQDueToTimeout?

Calls are pegged as ReturnedToQ under the following conditions:

- An agent manually returns the call to the queue.
- An agent presses a key just as a call is being presented (this should only occur rarely).

Calls are pegged as ReturnedToQDueToTimeout if they are not answered within a period of time specified in the agent's call presentation class.

What is the difference between service level threshold for an application and service level threshold for a skillset?

In the application statistics, wait time for calls abandoned and answered is calculated from the time the call is handed off by the Master script to a primary application. As a result, it includes the time required for the caller to navigate menus and listen to recorded announcements. When you calculate the service level for an application threshold class, you must allow for this time.

In the skillset statistics, wait time for calls abandoned and answered is calculated from the time the call is queued to the skillset. It does not include the time required for the caller to navigate menus and listen to recorded announcements.

Why is my service level 0%?

If no calls are answered or abandoned during an interval, the service level is 0% (that is, zero calls are answered within the service level threshold).

If there is no traffic offered, why is the 0% service level included in the daily total where it brings down the overall service level reported?

The Total line for the day reflects the service level based on raw data. Intervals with 0% service level cannot be excluded.

Why is the agent name field blank on an agent statistical report?

If an agent record has been deleted, the agent name appears blank in any reports based on the AgentPerformanceStat, AgentByApplication, or AgentBySkillset views. Symposium Express Call Center pegs statistics against an agent ID, and when you generate this report, looks up the corresponding agent name in the database. If the agent record has been deleted, the server cannot retrieve the agent name.

What is the reporting impact of having a primary script and skillset with the same name?

This does not impact pegging. However, reports are easier to interpret if entities have unique names. For example, you can add “_sk” to the end of the skillset names: Sales_sk, Service_sk, and so on.

Also, consider how these skillsets appear on the real-time display. If you want to see a certain group of skillsets or applications listed together, add alpha and numeric characters to the beginning of the names (for example, C1_Sales, C2_Service, and so on).

What time period does the interval from 7:00 to 7:15 represent?

When you generate a report for the interval from 7:00 to 7:15, the data included in the report includes events occurring between 7:00 and 7:14:59.

In views such as iCDNStat and iApplicationStat, which interval does 7:00 represent, 6:45 to 7:00, or 7:00 to 7:15?

7:00 is the start of the interval. It includes everything that happened between 7:00 and 7:14:59.

What exactly are Calls Answered?

Calls Answered are those calls that are answered by an agent. Calls that are given a treatment such as recorded announcement are not pegged as Calls Answered. However, if a call is returned to queue and answered by an IVR, then that call is pegged as answered in the CDN statistics.

Why is a call pegged as a “routed” event although it comes back to the Master script after receiving the “route to” treatment?

Although a call maintains its call ID when it comes back to the master script after receiving the “route to” treatment, the Statistical Data Manager does not carry a lot of information about the history of the calls. Therefore, it considers the call to have been “terminated.” As a result, the call is pegged as “routed.”

General questions

When using call forcing, how do you prevent a call from being returned to queue if the agent presses Not Ready before the call forcing time expires?

You should always use the break timer to allow time between calls. Set the call forcing timer to 0. Use the call force time only for CTI applications with screen pops.

How are activity codes applied in a 10-minute call when, for example, the agent enters an activity code after 2 minutes and then another activity code after a further 3 minutes?

The first activity code is applied from the time the call was answered to the time the second activity code was entered.

Time into call	Agent	Activity code applied
0:00	answers call	first activity code
2:00	enters first activity code	
5:00	enters second activity code	second activity code
10:00	terminates the call	

Questions about reporting

How can I reconcile the activities of an agent with the agent logged on time using the iAgentPerformanceStat view.

If the agent is on an ACD or skillset call and there are no other lamps lit on his or her telephone, Symposium Express Call Center accumulates the appropriate talk time.

If an agent is on an ACD or skillset call and places it on hold to make or receive a DN call, Symposium Express Call Center accumulates Talk Time against the Incall key and against the DN key.

If an agent puts an ACD, skillset, or DN call on hold and goes into Walkaway, Symposium Express Call Center accumulates the appropriate talk time, as well as walkaway time.

To calculate the agent's busy time, subtract the agent's wait time from the staffed time (Busy time = Staffed time – Wait time).

Why is there a discrepancy between the number of skillset calls answered by an agent on the Agent Performance report and the number of activity codes shown in the Activity by Agent report?

An agent normally enters several activity codes on one call. For example, an agent answers a reservation call and makes five bookings for one customer. The agent enters the booking code five times on that call. The Agent Performance report shows one call answered, but the Agent Activity report shows five bookings and the average time it took to handle each booking transaction.

I recently moved the physical location of the Symposium Express Call Center PC and now my scheduled reports do not print. What can I do?

The Scheduler saves reports with the IP address. If the location has changed, you must reschedule the reports.

Where are report definitions stored on the client PC?

Report definitions are stored in the Nortel directory under en\data\nicrpt.mdb.

Can reports be generated on applications where the file names have changed?

Yes. Leave the selection filter for application names blank, or type in previously used names.

At what rate are reports transferred to the client?

Reports are transferred over the CLAN, and the data transmission rate depends on several factors:

- the LAN speed or capacity
- the protocol—Ethernet (CSMA/CD) or Token Ring
- the traffic on the CLAN at the time of transmission

Can we schedule reports to be sent in an e-mail?

The Seagate Info software has a built-in scheduling function that allows you to run the report and automatically mail the report to a distribution list.

If you use this product, you do not import the report template into the Symposium Express Call Center client graphical user interface. If you are using one of the standard templates, you can copy the template from the CD, but the SQL queries are no longer in the template. You must write them separately and save them in the template. For more information, you should call Crystal Decisions Technical Support.

I am trying to build a monthly application report. The table name says “mApplication Stat”, yet the database field says “iApplicationStat” and all formulas are built in iApplication Stat. Which tables are being used, interval or month?

All the report templates are built initially for interval data. Daily, weekly and monthly tables have the same fields as their interval pairs, so the same report templates are used but the report table names are pointed to different database tables.

A monthly report template table name like iApplication Stat is actually pointed to mApplicationStat database table using an alias.

Questions about custom reports

What is the maximum number of custom reports I can create?

Symposium Express Call Center does not limit the number of reports you can create.

What join type do I use to join tables in Crystal Reports?

When you link views to generate a custom report, use the Left Outer [= (+), * =] join type.

How do I cancel a lengthy Crystal Query without hanging up the computer?

There is currently no way for a user to cancel a Crystal Query. The best solution is to limit the size of the query. For example, you can

- use the selection filter to select one day only
- select Preview Sample, and select only the first 100 or 1000 records

ATTENTION

Do not try to cancel a report query by pressing Ctrl+Alt+Delete. Two problems may result:

- If your application has a connection to the database and it does not close the connection properly, the connection is not cleaned up. The locks that the application put on the tables are not released. The daily maintenance and consolidation is not completed.
- Crystal can hang in the server and use up to 100 percent of the CPU's processing time trying to run the report. Reports and real-time displays will not work and Symposium Express Call Center can crash.

Chapter 4

Working with real-time displays

In this chapter

Overview	114
Customizing real-time displays	117
Viewing real-time displays	121

Overview

Introduction

Real-time displays provide up-to-date statistics for your call center and its resources. You can use these statistics to determine the effectiveness of your call center.

The real-time display definition determines the information that each display shows.

Types of real-time displays

Three types of real-time display are available:

- agent
- skillset
- call center summary

You can have one, two, or all three of these displays open on your desktop at any time. For each of these displays, you can customize the threshold values.

For a description of the columns in each of these real-time displays, refer to Appendix A, “Real-time displays.”

Client sessions

Each Symposium Express Call Center can have a maximum of 75 active client sessions. Each real-time display window uses one client session. To use fewer client sessions, you can choose to view only one or two real-time display windows at a time. For example, you can choose to view only agent and call center real-time displays, but not view the skillset real-time display window. For more information, see “Viewing real-time displays” on page 121.

Viewing mode

You can view displays in two different modes: moving window and interval-to-date.

Moving window

In moving window mode, statistics are collected for a block of time that represents the last 10 minutes of system activity.

Interval-to-date

In interval-to-date mode, statistics are collected only for the specified time period. At the end of the time period, data fields initialize to 0 (zero), and collection begins for the next time period.

Refresh rate

The Agent Real-Time display is updated every 2 seconds. All other Real-time displays are updated every 5 seconds.

Thresholds

You can define thresholds for statistics in real-time displays. The thresholds specify the values for the low and the high end of the normal range. Thresholds are stored on the server.

For each threshold, you can use colors to identify whether the value of the statistics is less than the low value, between the low and the high value, or greater than the high value. Threshold color definitions are stored on the client PC.

For example, in a skillset real-time display, you can specify low and high values for the Agents In Service statistic. You can set the low (level 1) value to 2, and the high (level 2) value to 6. These threshold values are used for skillset real-time displays on all client PCs.

On your client PC, you can set the level 1 color to red and the level 2 color to blue. If you do this, the statistic appears in red if it is less than 3, black if it is 3 to 6, and blue if it is greater than 6.

Thresholds warn supervisors and administrators when intervention is required—for example, if a skillset requires additional agents.

Customizing real-time displays

Introduction

Follow this procedure to set the view mode and define thresholds for real-time displays.

Note: Each display can have a different view mode.

To customize real-time displays

- 1 In the Administration window, from the Reports and Displays drop-down menu, choose Real-time Displays.

Result: The Real-time Displays window appears.

Real-time Displays

Configuring and Running Real Time Displays

Monitoring Agent Status

☒ View Agent Display

Choose an Agent State

☐ Moving Window

☐ Interval To Date

Add Threshold

Modify Threshold

Delete Threshold

Statistic: Agent State Level 1 Level 2

Monitoring Skillset Performance

☒ View Skillset Display

Choose a Skillset Statistic

☐ Moving Window

☐ Interval To Date

Add Threshold

Modify Threshold

Delete Threshold

Statistic Level 1 Level 2

Monitoring Call Center Summaries

☒ View Summaries Display

Choose a Call Center Summary Statistic

☐ Moving Window

☐ Interval To Date

Add Threshold

Modify Threshold

Delete Threshold

Statistic Level 1 Level 2

OK Cancel Help

2 What do you want to do?

IF you want to	THEN
change the view mode	a. select either Moving Window or Interval to date. b. go to step 3.
add thresholds	go to the following procedure.
delete thresholds	go to "To delete thresholds" on page 119.
change the threshold colors	go to "To change threshold colors" on page 119.
open the displays	go to step 3.

3 Click OK.

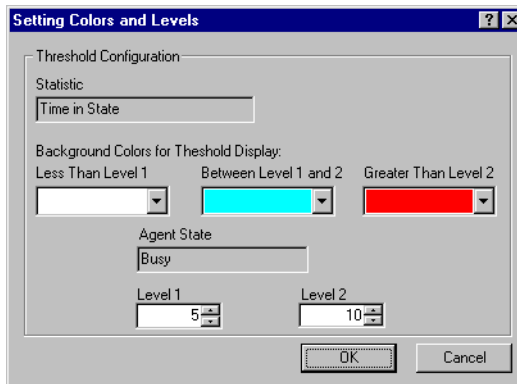
Result: The selected real-time displays open.

4 To close the real-time displays and return to the Administration window, choose File → Close.

To add thresholds

- 1 In the Choose box for the display that you want to change, select the statistic for which you want to define a threshold.
- 2 Click Add Threshold.

Result: The Setting Colors and Levels dialog box appears.



- 3 In the Level 1 box, select or type the level at which you want to set the lower threshold.
- 4 In the Level 2 box, select or type the level at which you want to set the upper threshold.
- 5 In the Less Than Level 1 box, select a color to display when the threshold is lower than level 1.
Note: Threshold colors for all agent states are the same. You cannot define different threshold colors for different agent states.
- 6 In the Between Level 1 and 2 box, select a color to display when the item is in the normal range.
- 7 In the Greater Than Level 2 box, select a color to display when the item exceeds the highest threshold level set.
- 8 Return to step 2 of “To customize real-time displays” on page 117.

To delete thresholds

- 1 From the statistic list, select the item whose threshold you want to delete.
- 2 Click Delete Threshold.
- 3 Return to step 2 of “To customize real-time displays” on page 117.

To change threshold colors

You can set two thresholds for each real-time display—a level one threshold for the lower level, and a level two threshold for an upper level. You can define colors to use for statistics that are less than the lower-level threshold, within the normal range, and greater than the upper-level threshold.

Note: Threshold colors for all agent states are the same. You cannot define different threshold colors for different agent states.

To set the threshold color, follow these steps.

- 1 In the Statistics list for the display that you want to change, select the statistic whose threshold you want to change.
- 2 Click Modify Threshold.
- 3 From the Less Than Level 1 box, select a color to display statistics that are less than the level one value.

- 4 From the Between Level 1 and 2 box, select a color to display statistics that are in the normal range.
- 5 From the Greater Than Level 2 box, select a color to display statistics that are greater than the level two value.
- 6 Click OK.
- 7 Return to step 2 of “To customize real-time displays” on page 117.

Viewing real-time displays

Introduction

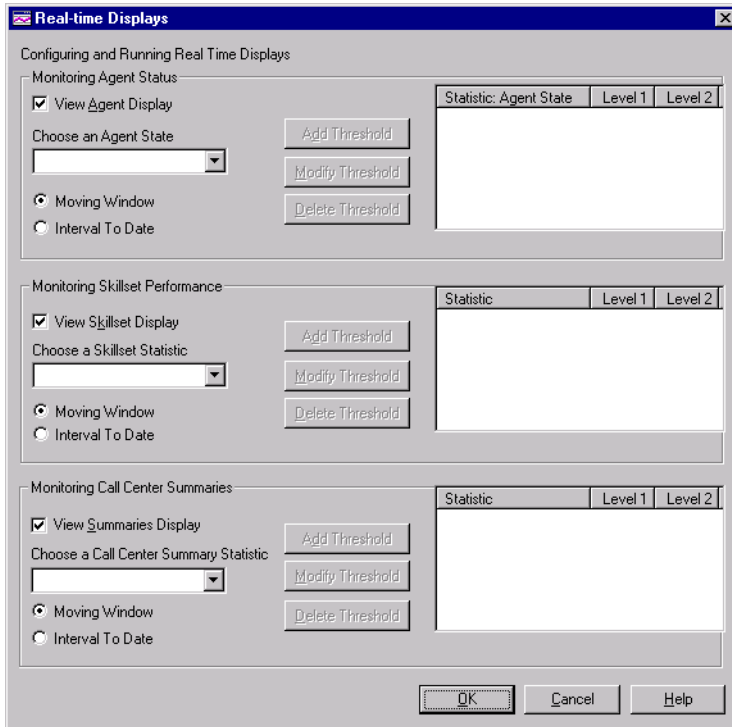
Follow this procedure to view a real-time display. When you view a real-time display, you can sort the display on any column. You can also filter agent displays to show only logged-on agents, or both logged-on and logged-off agents.

The Agent Real-Time display is updated every 2 seconds. All other Real-time displays are updated every 5 seconds.

To open real-time displays

- 1 In the Administration window, from the Reports and Displays drop-down menu, choose Real-time Displays.

Result: The Real-time Displays window appears.



- 2 Ensure that the View Real-time Display box is checked for each type of display that you want to view.
- 3 Click OK.

Result: The selected real-time displays open. For a description of the columns in each of these real-time displays, refer to Appendix A, "Real-time displays."

- 4 To close the real-time displays and return to the Administration window, choose File → Close.

To sort real-time displays

You can sort a real-time display on any column. To do so, click the column heading of the column by which you want to sort. To reverse the direction of the sort, click the column heading again.

To filter agent displays

To filter an agent real-time display, choose View → Logout Agents.

Chapter 5

Standard reports

In this chapter

Overview	126
Section A: Activity code reports	133
Section B: Agent reports	147
Section C: Application reports	203
Section D: Configuration reports	229
Section E: IVR reports	293
Section F: Resource reports	303
Section G: Skillset reports	333

Overview

Introduction

Symposium Express Call Center provides two types of standard reports: historical reports and the configuration report.

Historical reports

Historical reports provide information related to the statistics, activities, and performance of the call center. These reports are organized according to the type of statistics they report.

Most historical reports are available in interval (15-minute), daily, weekly, and monthly collection frequencies.

The configuration report

The configuration report contains information about how your system is configured. You can use this report as a reference when you are planning or making changes to your system.

Database views

The descriptions of the reports indicate the database view that provides data for the report. You can use this information to help you create your own reports.

In many cases, the database view is available in a number of collection frequencies. For example, there are daily, weekly, monthly, and interval versions of the ActivityCodeStat view. Each view name has a prefix that identifies its frequency:

- dActivityCodeStat is the daily view.
- wActivityCodeStat is the weekly view.
- mActivityCodeStat is the monthly view.
- iActivityCodeStat is the interval view.

In the following section, if data is available in multiple versions of a view, the source is given as the name of the view without the prefix (for example, the ActivityCodeStat view).

Report templates

For each standard report, the report description identifies the Crystal Reports template file for the report. (Template files are stored in `<client_path>/client/en/rpt.`) You can use these template files as the basis for customized reports. To create a customized report based on a standard report template, follow these steps:

1. Copy the standard report template and give it a meaningful name.
2. Modify the new template using Crystal Reports.
3. Import the new template into the server (see “Importing a report created in Crystal Reports” on page 66).

ATTENTION

Do not modify the standard templates.

Note: For reports available in a number of collection frequencies, there is a template for each frequency. The template names have the same prefix as the corresponding view.

Raw and calculated data

Some fields contain raw data, which is data that is taken directly from the view. Others (such as average and percentage fields) contain data that is calculated using one or more view fields.

Descriptions of raw data fields

This manual provides the view field from which the data is taken for raw data. For a detailed description of the data in the field, refer to the description of the view field in Appendix B, “Data dictionary.”

Descriptions of calculated fields

For calculated fields, this manual provides the formula used to calculate the field value. You can use this information to create your own reports.

Calls transferred or conferenced to a phoneset acquired by the server

For calls that are transferred or conferenced to a phoneset acquired by Symposium Express Call Center, call pegging depends on when the transfer or conference is completed. If the transfer or conference is completed after presentation on the acquired phoneset, then the call is pegged as a transfer or conference to Incalls. If the call is completed before presentation (that is, before the server can identify the destination), then it is pegged as a transfer or conference to Other.

Reports available to Symposium Express Call Center users

There are four different types of users in Symposium Express Call Center:

- Sysadmin
- Custadmin
- Senior Supervisor
- Supervisor

The following table indicates with a check mark the reports that are available to each type of user:

Report Name	Sysadmin/ Custadmin/ Senior Supervisor	Supervisor
Activity Code By Agent	✓	✓
Activity Code By Application	✓	✓
Agent Average Calls Per Hour	✓	✓
Agent Average Calls Per Hour, Bottom 5	✓	
Agent Average Calls Per Hour, Top 5	✓	
Agent by Activity Code	✓	
Agent By Application Performance	✓	✓

Report Name	Sysadmin/ Custadmin/ Senior Supervisor	Supervisor
Agent By Skillset Performance	✓	
Agent DN Performance	✓	✓
Agent DN Performance Calls Answered, Bottom 5	✓	
Agent DN Performance Calls Answered, Top 5	✓	
Agent Login/Logout	✓	✓
Agent NACD Activity	✓	✓
Agent Performance	✓	✓
Agent Performance by Supervisor	✓	✓
Agent Performance Calls Answered, Bottom 5	✓	
Agent Performance Calls Answered, Top 5	✓	
Agent Short Calls	✓	✓
Agent Transferred/Conferenced Activity	✓	✓
Application By Activity Code	✓	✓
Application By Skillset	✓	
Application Call Treatment	✓	✓
Application Delay Before Abandon	✓	✓
Application Delay Before Answer	✓	✓
Application Performance	✓	✓
CDN Statistics	✓	✓
Config - Activity Code Properties	✓	

Report Name	Sysadmin/ Custadmin/ Senior Supervisor	Supervisor
Config - Agent By Supervisor Properties	✓	
Config - Agent Properties	✓	
Config - Agent Skillset Properties	✓	
Config - Application Script Properties	✓	
Config - Application Template Properties	✓	
Config - CDN Properties	✓	
Config - Database View Definitions	✓	✓
Config - DNIS Properties	✓	
Config - Formula Properties	✓	
Config - Historical and Real Time Statistics Properties	✓	
Config - IVR Queue and Port Properties	✓	
Config - Logged in Agent Position ID	✓	
Config - Real Time Template Properties	✓	
Config - Route Properties	✓	
Config - Script Variable By Script	✓	
Config - Script Variable Properties	✓	
Config - Skillset Properties	✓	
Config - Supervisor Properties	✓	
Config - Telephone Display Properties	✓	

Report Name	Sysadmin/ Custadmin/ Senior Supervisor	Supervisor
Config - User Access Privilege	✓	
Crosstab - Application Performance	✓	✓
Crosstab - CDN Statistics	✓	✓
Crosstab - DNIS Statistics	✓	✓
Crosstab - Route Performance	✓	✓
Crosstab - Skillset Performance	✓	✓
Crosstab - Trunk Performance	✓	✓
DNIS Statistics	✓	✓
Estimated Revenue By Agent	✓	✓
IVR Port First Login/Last Logout	✓	
IVR Port Statistics	✓	
IVR Queue Statistics	✓	
Music/RAN Route Statistics	✓	✓
Not Ready Reason Codes By Agent	✓	
Route Performance	✓	✓
Skillset By Application	✓	
Skillset Performance	✓	✓
Trunk Performance	✓	✓

Section A: Activity code reports

In this section

Overview	134
Activity Code By Agent	137
Activity Code By Application	140
Not Ready Reason Codes By Agent	143

Overview

Introduction

Activity code statistics provide accounting information based on a combination of activity code, agent, and application call information. These statistics provide a means to monitor agents' work and time distribution within their working hours.

How activity codes are pegged

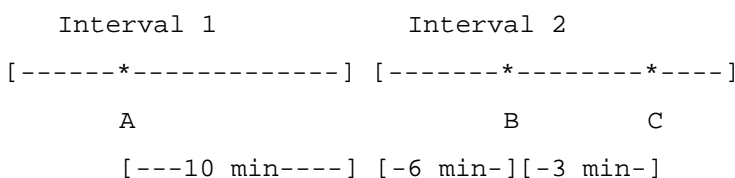
An activity code is entered while an agent is on a call. The system default activity code is used if the agent does not enter any activity code during consecutive initial pegging (wrap-up) intervals. The skillset default activity code is used if the agent presses the Activity Code button twice while answering a skillset call. Multiple activity codes can be entered during the lifetime of a call.

The activity time is the amount of call time that an agent charges to an activity code. If this is the first activity code entered for the call, and it is entered within the first pegging interval, the activity time starts when the call is answered. Otherwise, the activity time starts when the agent enters the activity code. The activity time stops when the call ends or when the agent enters a new activity code.

Interval data are pegged every 15 minutes. This affects activity code pegging on the call span over intervals. Activity code occurrence is pegged in the interval when the code is entered and is not pegged again in the subsequent interval unless the code is entered again.

Example 1

In this example, an activity code is entered in Interval 2:



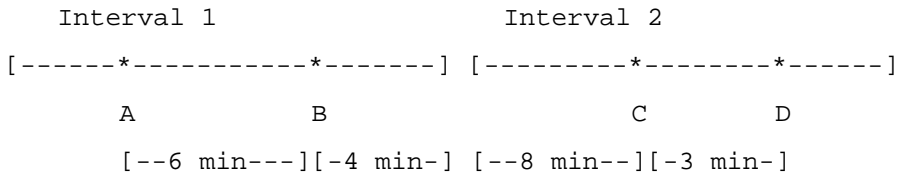
- **A:** Agent answers the call and does not enter an activity code until Interval 2
- **B:** Agent enters activity code 1234
- **C:** Call ends

In Interval 1, there are 10 minutes of activity time and one occurrence against the system default activity code. Since the agent did not enter any activity code at the time Symposium Express Call Center pegged the interval data, Symposium Express Call Center uses the system default activity code to peg the data for that interval.

In Interval 2, there are 6 minutes of activity time and zero occurrences against the system default activity code, since this activity code occurrence was already pegged in the previous interval. There are 3 minutes of activity time and one occurrence against the activity code 1234.

Example 2

In this example, an activity code is entered in Interval 1:



- **A:** Agent answers the call
- **B:** Agent enters activity code 1234
- **C:** Agent enters activity code 5678
- **D:** Call ends

In Interval 1, there are 10 minutes of activity time and one occurrence against the activity code 1234. Since 1234 is the first activity code entered in this call, the activity time starts when the call is answered.

In Interval 2, there are 8 minutes of activity time and zero occurrences against the activity code 1234, since this activity code occurrence was already pegged in the previous interval. There are 3 minutes of activity time and one occurrence against the activity code 5678.

Activity Code By Agent

Description

The Activity Code By Agent report allows you to monitor each agent's work and time distribution by the types of calls answered. While on a call, agents can identify the call type by entering an activity code. For example, your call center can use activity codes to identify calls as sales, service, and support calls.

Note: Even if activity code names are not configured in Symposium Express Call Center, the server still collects information about activity code usage.

View

This report uses the ActivityCodeStat views.

Collection frequency

You can collect Activity Code By Agent report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt15.rpt
- dm-agt15.rpt
- wm-agt15.rpt
- mm-agt15.rpt

Filters

This report can be filtered on agent name.

Statistics

Activity Code By Agent reports contain the following statistics:

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all of the agents.

Activity Code By Agent

BestAir Airlines

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

Site Name: TORONTO

Table Names: iActivityCodeStat

<u>Activity Code Name</u>	<u>Application Name</u>	<u>Activity Time</u>	<u>Average Activity Time</u>	<u>Activity Occurrences</u>
GRAND TOTAL				
		01:19:46	00:02:34	145

Agent Name & ID: Rose Stefanopolis - 6602

Summary:	00:13:59	00:01:24	10
----------	----------	----------	----

4/9/99

15:15	System_Default_Activity_Code	Master_Script	00:01:50	00:01:50	1
	Schedule_Inquiry	Booking_Script	00:01:48	00:01:48	1
	Schedule_Inquiry	Master_Script	00:02:00	00:02:00	1
	System_Default_Activity_Code	Booking_Script	00:07:12	00:01:26	5
	Booking	Booking_Script	00:01:09	00:00:35	2

Daily 4/9/99	00:13:59	00:01:24	10
--------------	----------	----------	----

Agent:	00:13:59	00:01:24	10
--------	----------	----------	----

Agent Name & ID: James Jones - 6708

Summary:	00:13:31	00:00:37	22
----------	----------	----------	----

4/9/99

15:15	Vacation_Sales	Vacations_Script	00:02:29	00:00:50	3
	Booking	Booking_Script	00:01:02	00:00:31	2
	System_Default_Activity_Code	Master_Script	00:00:15	00:00:15	1
	Schedule_Inquiry	Booking_Script	00:00:41	00:00:41	1
	Vacation_Inquiry	Vacations_Script	00:02:09	00:01:05	2
	System_Default_Activity_Code	Booking_Script	00:00:45	00:00:23	2
	Vacation_Inquiry	Master_Script	00:03:37	00:00:36	6
	Schedule_Inquiry	Master_Script	00:02:33	00:00:31	5

Daily 4/9/99	00:13:31	00:00:37	22
--------------	----------	----------	----

Agent:	00:13:31	00:00:37	22
--------	----------	----------	----

Agent Name & ID: Tom Wilson - 6761

Summary:	00:02:55	00:00:35	5
----------	----------	----------	---

4/9/99

15:15	System_Default_Activity_Code	Master_Script	00:00:10	00:00:10	1
	System_Default_Activity_Code	Booking_Script	00:02:45	00:00:41	4

Daily 4/9/99	00:02:55	00:00:35	5
--------------	----------	----------	---

Agent:	00:02:55	00:00:35	5
--------	----------	----------	---

Agent Name & ID: Lori Vandenberg - 6763

Summary:	00:05:47	00:00:50	7
----------	----------	----------	---

4/9/99

15:15	System_Default_Activity_Code	Booking_Script	00:05:17	00:00:53	6
-------	------------------------------	----------------	----------	----------	---

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Page: 1

Activity Code By Application

Description

The Activity Code By Application report allows you to monitor activity time for each application on your system. The Activity Code By Application report includes all activity time and occurrences for an application.

Note: Even if activity code names are not configured in Symposium Express Call Center, the server still collects information about activity code usage.

View

This report uses the ActivityCodeStat views.

Collection frequency

You can collect Activity Code By Application report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-app8.rpt
- dm-app8.rpt
- wm-app8.rpt
- mm-app8.rpt

Filters

This report can be filtered on application name.

Statistics

Activity Code By Application reports contain the following statistics:

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each application, and subtotals for each activity code. For each activity code, it breaks down statistics by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval and, within each interval, by agent. The report also contains a grand total for all applications.

Activity Code By Application

BestAir Airlines
 Site Name: TORONTO
 Table Names: IActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

<u>Agent Login</u>	<u>Agent Name</u>	<u>ActivityTime</u>	<u>Average Activity Time</u>	<u>Activity Occurrences</u>
GRAND TOTAL				
		01:32:51	00:00:35	161

Application: Booking_Script

Summary: 00:54:44 00:00:42 78

Activity Name & ID: System_Default_Activity_Code - 0

Summary: 00:36:59 00:00:40 55

4/9/99	15:15	6708	James Jones	00:00:45	00:00:23	2
		6761	Tom Wilson	00:02:45	00:00:41	4
		6763	Lori Vandenberg	00:05:17	00:00:53	6
		6912	Ronnie Heintz	00:02:32	00:00:38	4
		6840	Donna Royce	00:08:01	00:01:00	6
		6913	Tajinder Singh	00:09:15	00:00:23	24
		6841	Brandon Wwoo	00:03:12	00:00:48	4
		6602	Rose Stefanopolis	00:07:12	00:01:26	5
Daily 4/9/99				00:36:59	00:00:40	55
Activity				00:36:59	00:00:40	55

Activity Name & ID: Schedule_Inquiry - 436

Summary: 00:10:45 00:00:46 14

4/9/99	15:15	6840	Donna Royce	00:00:14	00:00:14	1
		6841	Brandon Wwoo	00:01:01	00:01:01	1
		6763	Lori Vandenberg	00:06:53	00:00:46	9
		6913	Tajinder Singh	00:00:08	00:00:08	1
		6708	James Jones	00:00:41	00:00:41	1
		6602	Rose Stefanopolis	00:01:48	00:01:48	1
Daily 4/9/99				00:10:45	00:00:46	14
Activity				00:10:45	00:00:46	14

Activity Name & ID: Booking - 431

Summary: 00:07:00 00:00:47 9

4/9/99	15:15	6602	Rose Stefanopolis	00:01:09	00:00:35	2
		6912	Ronnie Heintz	00:00:29	00:00:29	1
		6708	James Jones	00:01:02	00:00:31	2
		6840	Donna Royce	00:00:13	00:00:13	1
		6841	Brandon Wwoo	00:02:29	00:01:15	2
		6761	Tom Wilson	00:01:38	00:01:38	1
Daily 4/9/99				00:07:00	00:00:47	9
Activity				00:07:00	00:00:47	9
Application				00:54:44	00:00:42	78

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Page: 1

Not Ready Reason Codes By Agent

Description

The Not Ready Reason Codes By Agent report allows you to monitor why agents went into Not Ready state. In the Activity Codes window on the client, you can define Not Ready reason codes. When an agent goes into Not Ready state and enters one of these codes, the incident is pegged in the ActivityCodeStat view.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt20.rpt
- dm-agt20.rpt
- wm-agt20.rpt
- mm-agt20.rpt

Filter

- agent name

Statistics

Report field	View field/Formula
Total Time	ActivityTime
Average Time	ActivityTime / Occurrences
Number of Occurrences	Occurrences

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Not Ready Reason Codes By Agent

BestAir Airlines

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

Site Name: TORONTO

Table Names: IActivityCodeStat

Not Ready Reason Codes			
Not Ready Reason Code	Total Time	Average Time	Number of Occurrences
GRAND TOTAL			
	00:05:51	00:00:59	6

Agent Name & ID: Rose Stefanopolis - 6602			
Summary:	00:00:52	00:00:26	2
4/9/99			
15:15 Sick	00:00:52	00:00:26	2
Daily 4/9/99	00:00:52	00:00:26	2
Agent:	00:00:52	00:00:26	2

Agent Name & ID: Donna Royce - 6840			
Summary:	00:02:55	00:01:28	2
4/9/99			
15:15 Sick	00:02:14	00:02:14	1
Rest	00:00:41	00:00:41	1
Daily 4/9/99	00:02:55	00:01:28	2
Agent:	00:02:55	00:01:28	2

Agent Name & ID: Brandon Woo - 6841			
Summary:	00:00:59	00:00:59	1
4/9/99			
15:15 Admin	00:00:59	00:00:59	1
Daily 4/9/99	00:00:59	00:00:59	1
Agent:	00:00:59	00:00:59	1

Agent Name & ID: Tajinder Singh - 6913			
Summary:	00:01:05	00:01:05	1
4/9/99			
15:15 Rest	00:01:05	00:01:05	1
Daily 4/9/99	00:01:05	00:01:05	1
Agent:	00:01:05	00:01:05	1
GRAND TOTAL			
	00:05:51	00:00:59	6

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Page 1 of 1

Section B: Agent reports

In this section

Agent Average Calls per Hour	148
Agent Average Calls per Hour, Bottom 5	151
Agent Average Calls per Hour, Top 5	152
Agent By Activity Code	153
Agent By Application Performance	156
Agent By Skillset Performance	159
Agent DN Performance	162
Agent DN Performance Calls Answered, Bottom 5	166
Agent DN Performance Calls Answered, Top 5	168
Agent Login/Logout	170
Agent Network/NACD Activity	173
Agent Performance	176
Agent Performance By Supervisor	180
Agent Performance Calls Answered, Bottom 5	185
Agent Performance Calls Answered, Top 5	190
Agent Short Calls	191
Agent Transferred/Conferenced Activity	195
Estimated Revenue Per Agent	199

Agent Average Calls per Hour

Description

The Agent Average Calls per Hour report shows summarized performance information on the calls each agent answers per hour logged on. The report provides three hourly averages for the time the agent was logged on: the average calls answered, the average time spent with callers, and the average time spent in the Not Ready state.

This report allows call center managers to detect peculiarities in agent performance, such as an abnormal amount of not ready time on a specific day, and to investigate the cause.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent Average Calls per Hour report information with the following frequencies:

- daily
- weekly
- monthly

Template

This report uses the following templates:

- dm-agt9.rpt
- wm-agt9.rpt
- mm-agt9.rpt

Filters

This report can be filtered on

- agent logon ID
- agent name

Statistics

Agent Average Calls per Hour reports contain the following statistics:

Report field	View field/Formula
Average Answered	$(\text{CallsAnswered} + \text{ACDCallsAnswered} + \text{NACDCallsAnswered}) / (\text{LoggedInTime} / 3600)$
Average Talk Time	$(\text{TalkTime} + \text{ACDCallsTalkTime} + \text{NACDCallsTalkTime}) / (\text{LoggedInTime} / 3600)$
Average Not Ready Time	$\text{NotReadyTime} / (\text{LoggedInTime} / 3600)$

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). The report also contains a grand total for all agents.

Agent Average Calls per Hour - Daily

BestAir Airlines

Report Interval: 00:00:00 07 May 1999 - 23:45:00 07 May 1999

Site Name: TORONTO

Table Name: dAgentPerformanceStat

	Average Answered	Average Talk Time	Average Not Ready Time
GRAND TOTAL			
	24	00:50:01	00:00:04
Agent Name & ID: James Jones - 6708			
Summary:	29	00:56:44	00:00:07
5/7/99	29	00:56:44	00:00:07
Agent	29	00:56:44	00:00:07
Agent Name & ID: Tom Wilson - 6761			
Summary:	40	01:00:52	00:00:04
5/7/99	40	01:00:52	00:00:04
Agent	40	01:00:52	00:00:04
Agent Name & ID: Lori Vandenberg - 6763			
Summary:	29	00:59:10	00:00:00
5/7/99	29	00:59:10	00:00:00
Agent	29	00:59:10	00:00:00
Agent Name & ID: Brandon Woo - 6841			
Summary:	22	00:47:53	00:00:27
5/7/99	22	00:47:53	00:00:27
Agent	22	00:47:53	00:00:27
Agent Name & ID: Dylan Marcus - 6844			
Summary:	25	00:50:14	00:00:00
5/7/99	25	00:50:14	00:00:00
Agent	25	00:50:14	00:00:00
Agent Name & ID: Ronnie Heintz - 6912			
Summary:	24	00:47:51	00:00:00
5/7/99	24	00:47:51	00:00:00
Agent	24	00:47:51	00:00:00
Agent Name & ID: Tajinder Singh - 6913			
Summary:	22	00:50:09	00:00:00
5/7/99	22	00:50:09	00:00:00
Agent	22	00:50:09	00:00:00
Agent Name & ID: Bill Macintosh - 6920			
Summary:	16	00:39:37	00:00:00
5/7/99	16	00:39:37	00:00:00
Agent	16	00:39:37	00:00:00
Agent Name & ID: Randall O'Rourke - 6924			
Summary:	24	00:47:43	00:00:00
5/7/99	24	00:47:43	00:00:00
Agent	24	00:47:43	00:00:00
GRAND TOTAL			
	24	00:50:01	00:00:04

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Page: 1

Agent Average Calls per Hour, Bottom 5

Description

The Agent Average Calls per Hour, Bottom 5 report shows summarized performance information for the five agents who answered the least Symposium Express Call Center, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt11.rpt
- wm-agt11.rpt
- mm-agt11.rpt

Filters

- agent logon ID
- agent name

Field descriptions

The fields in this report are identical to those in the Agent Average Calls per Hour report (see page 148), except that they are for the five agents who answered the *lowest* number of Symposium Express Call Center calls.

Agent Average Calls per Hour, Top 5

Description

The Agent Average Calls per Hour, Top 5 report shows summarized performance information for the five agents who answered the most Symposium Express Call Center, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt10.rpt
- wm-agt10.rpt
- mm-agt10.rpt

Filters

- agent logon ID
- agent name

Field descriptions

The fields in this report are identical to those in the Agent Average Calls per Hour report (see page 148), except that they are for the five agents who answered the *highest* number of Symposium Express Call Center calls.

Agent By Activity Code

Description

The Agent by Activity Code report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity code. These codes can identify calls as sales, service, and support calls.

- This report does not include Not Ready activity codes.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt19.rpt
- dm-agt19.rpt
- wm-agt19.rpt
- mm-agt19.rpt

Filters

- activity code

Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each activity code, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all activity codes.

Agent By Activity Code

BestAir Airlines

Report Interval: 15:00:00 09 April, 1999 - 15:14:49 09 April, 1999

Site Name: TORONTO

Table Names: iActivityCodeStat

<u>Agent Name and ID</u>	<u>Application</u>	<u>Activity Time</u>	<u>Average Activity Time</u>	<u>Occurrences</u>
GRAND TOTAL				
		01:32:51	00:00:35	161

Activity Name & Code: System_Default_Activity_Code - 0

Summary:	01:02:18	00:00:31	121
----------	----------	----------	-----

4/9/99

15:15	Tom Wilson - 6761	Master_Script	00:00:10	00:00:10	1
15:15	James Jones - 6708	Booking_Script	00:00:45	00:00:23	2
15:15	Ronnie Heintz - 6912	Booking_Script	00:02:32	00:00:38	4
15:15	Lori Vandenberg - 6763	Booking_Script	00:05:17	00:00:53	6
15:15	Tom Wilson - 6761	Booking_Script	00:02:45	00:00:41	4
15:15	Brandon Woo - 6841	Booking_Script	00:03:12	00:00:48	4
15:15	Ronnie Heintz - 6912	Master_Script	00:09:51	00:00:28	21
15:15	Donna Royce - 6840	Master_Script	00:06:52	00:00:14	29
15:15	Tajinder Singh - 6913	Master_Script	00:05:31	00:00:30	11
15:15	James Jones - 6708	Master_Script	00:00:15	00:00:15	1
15:15	Lori Vandenberg - 6763	Master_Script	00:00:30	00:00:30	1
15:15	Brandon Woo - 6841	Master_Script	00:00:20	00:00:20	1
15:15	Donna Royce - 6840	Booking_Script	00:06:01	00:01:00	6
15:15	Rose Stefanopolis - 6602	Booking_Script	00:07:12	00:01:26	5
15:15	Tajinder Singh - 6913	Booking_Script	00:09:15	00:00:23	24
15:15	Rose Stefanopolis - 6602	Booking_Script	00:07:12	00:01:26	5
15:15	Tajinder Singh - 6913	Booking_Script	00:09:15	00:00:23	24
15:15	Rose Stefanopolis - 6602	Master_Script	00:01:50	00:01:50	1

Daily 4/9/99	01:02:18	00:00:31	121
--------------	----------	----------	-----

Activity	01:02:18	00:00:31	121
----------	----------	----------	-----

Activity Name & Code: Schedule_Inquiry - 430

Summary:	00:15:18	00:00:46	20
----------	----------	----------	----

4/9/99

15:15	Tajinder Singh - 6913	Booking_Script	00:00:08	00:00:08	1
15:15	James Jones - 6708	Master_Script	00:02:33	00:00:31	5
15:15	Rose Stefanopolis - 6602	Master_Script	00:02:00	00:02:00	1
15:15	Rose Stefanopolis - 6602	Booking_Script	00:01:48	00:01:48	1
15:15	Donna Royce - 6840	Booking_Script	00:00:14	00:00:14	1
15:15	Brandon Woo - 6841	Booking_Script	00:01:01	00:01:01	1
15:15	Lori Vandenberg - 6763	Booking_Script	00:06:53	00:00:46	9
15:15	James Jones - 6708	Booking_Script	00:00:41	00:00:41	1

Daily 4/9/99	00:15:18	00:00:46	20
--------------	----------	----------	----

Activity	00:15:18	00:00:46	20
----------	----------	----------	----

Activity Name & Code: Booking - 431

Summary:	00:07:00	00:00:47	9
----------	----------	----------	---

4/9/99

15:15	Tom Wilson - 6761	Booking_Script	00:01:38	00:01:38	1
15:15	James Jones - 6708	Booking_Script	00:01:02	00:00:31	2
15:15	Donna Royce - 6840	Booking_Script	00:00:13	00:00:13	1
15:15	Rose Stefanopolis - 6602	Booking_Script	00:01:09	00:00:35	2

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Page 1 of 2

Agent By Application Performance

Description

The Agent By Application Performance report shows summarized agent performance data for each application under review. The report details performance statistics, such as the total number of calls answered, total time spent servicing call center callers, and average call length.

This report is an indicator of agent performance within an application.

View

This report uses the AgentByApplicationStat views.

Collection frequency

You can collect Agent By Application Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt16.rpt
- dm-agt16.rpt
- wm-agt16.rpt
- mm-agt16.rpt

Filters

This report can be filtered on application name.

Statistics

Agent By Application Performance reports contain the following statistics:

Report field	View field/Formula
Answered	CallsAnswered
Talk Time	TalkTime
Average Talk Time	TalkTime / CallsAnswered
Post Call Processing Time	NotReadyTime

Summaries

The report provides totals for each application, and subtotals for each agent. For each agent, it breaks down statistics by day, week, or month, depending on the reporting periods selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Agent By Application Performance

BestAir Airlines

Report Interval: 13:45:00 06 April, 1999 - 14:00:00 06 April, 1999

Site Name: TORONTO

Table Names: iAgentByApplicationStat

	<u>Answered</u>	<u>Talk Time</u>	<u>Average Talk Time</u>	<u>Post Call Processing Time</u>
GRAND TOTAL				
	24	00:24:29	00:01:01	00:01:22

Application: Vacations_Script

Summary:	24	00:24:29	00:01:01	00:01:22
----------	----	----------	----------	----------

Agent Name & ID: James Jones - 6708

Summary:	11	00:09:08	00:00:50	00:00:30
----------	----	----------	----------	----------

4/6/99

14:00	11	00:09:08	00:00:50	00:00:30
Daily 4/6/99	11	00:09:08	00:00:50	00:00:30
Agent	11	00:09:08	00:00:50	00:00:30

Agent Name & ID: Jon Carlos - 6709

Summary:	5	00:06:52	00:01:22	00:00:30
----------	---	----------	----------	----------

4/6/99

14:00	5	00:06:52	00:01:22	00:00:30
Daily 4/6/99	5	00:06:52	00:01:22	00:00:30
Agent	5	00:06:52	00:01:22	00:00:30

Agent Name & ID: Toni Morelli - 6710

Summary:	8	00:08:29	00:01:04	00:00:22
----------	---	----------	----------	----------

4/6/99

14:00	8	00:08:29	00:01:04	00:00:22
Daily 4/6/99	8	00:08:29	00:01:04	00:00:22
Agent	8	00:08:29	00:01:04	00:00:22
Application	24	00:24:29	00:01:01	00:01:22

GRAND TOTAL

	24	00:24:29	00:01:01	00:01:22
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hw-22116-.rpt

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Page: 1

Agent By Skillset Performance

Description

The Agent By Skillset Performance report shows summarized agent performance data for each skillset under review. The report details performance statistics such as the total number of calls answered, total time spent servicing call center callers, and average call length.

This report is an indicator of agent performance within a skillset. It helps managers identify agents who have difficulty with a specific skill. The report also highlights agents who need additional training or reassignment to a different skillset.

View

This report uses the AgentBySkillsetStat views.

Collection frequency

You can collect Agent By Skillset Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt14.rpt
- dm-agt14.rpt
- wm-agt14.rpt
- mm-agt14.rpt

Filters

This report can be filtered on skillset name.

Statistics

Agent By Skillset Performance reports contain the following statistics:

Report field	View field/Formula
Answered	CallsAnswered
Short Calls Answered	ShortCallsAnswered
Post Call ProcessTime	NotReadyTime
Talk Time	TalkTime
Average Talk Time	TalkTime / CallsAnswered
Skillset Work Time	TalkTime + NotReadyTime

Summaries

The report provides totals for each skillset, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by agent. The report also contains a grand total for all skillsets.

Agent By Skillset Performance

BestAir Airlines

Report Interval: 14:15:00 06 April, 1999 - 14:30:00 06 April, 1999

Site Name: TORONTO

Table Name: iAgentBySkillsetStat

Agent Name and ID	Answered	Short Calls Answered	Post Call Process Time	Talk Time	Average Talk Time	Skillset Work Time
GRAND TOTAL						
	101	18	00:05:16	01:36:55	00:00:58	01:42:11

Skillset: Bookings

Summary:	70	11	00:02:41	01:00:18	00:00:52	01:02:59
4/6/99						
14:30	Brandon Woo - 6841	6	2	00:00:12	00:04:16	00:00:43
	Tom Wilson - 6761	10	4	00:00:22	00:07:28	00:00:45
	Lori Vandenberg - 6763	15	2	00:00:49	00:11:01	00:00:44
	Rose Stefanopols - 6802	4	0	00:00:08	00:03:29	00:00:52
	Tajinder Singh - 6913	7	1	00:00:14	00:08:11	00:01:10
	Danna Royce - 6840	12	0	00:00:32	00:11:42	00:00:59
	Ronnie Heinz - 6912	14	1	00:00:19	00:13:17	00:00:57
	James Jones - 6708	2	1	00:00:05	00:00:54	00:00:27
	Daily 4/6/99:	70	11	00:02:41	01:00:18	00:00:52
	Skillset:	70	11	00:02:41	01:00:18	00:00:52

Skillset: Vacations

Summary:	8	4	00:00:41	00:06:40	00:00:50	00:07:21
4/6/99						
14:30	Toni Morelli - 6710	1	1	00:00:05	00:00:34	00:00:39
	Jan Carlos - 6709	2	1	00:00:11	00:01:01	00:00:31
	James Jones - 6708	5	2	00:00:25	00:05:05	00:01:01
	Daily 4/6/99:	8	4	00:00:41	00:06:40	00:00:50
	Skillset:	8	4	00:00:41	00:06:40	00:00:50

Skillset: European_Vacations

Summary:	23	3	00:01:54	00:29:57	00:01:18	00:31:51
4/6/99						
14:30	Jan Carlos - 6709	4	0	00:00:21	00:09:03	00:02:16
	Toni Morelli - 6710	11	2	00:00:45	00:12:33	00:01:08
	James Jones - 6708	8	1	00:00:48	00:08:21	00:01:03
	Daily 4/6/99:	23	3	00:01:54	00:29:57	00:01:18
	Skillset:	23	3	00:01:54	00:29:57	00:01:18
GRAND TOTAL						
		101	18	00:05:16	01:36:55	00:00:58
						01:42:11

im-agi14.rpt

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Page: 1

Agent DN Performance

Description

The Agent DN Performance report shows the amount of time that agents spend on their personal directory numbers (DNs). The report records incoming and outgoing information, including the total number of DN calls and the average amount of time spent on DN calls. The report also compares internal and external DN call activity.

Note: Where agents with multiple DN keys handle two DN calls simultaneously, both are pegged in the same interval. This means that DN talk time can exceed 900 seconds in an interval.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent DN Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt5.rpt
- dm-agt5.rpt
- wm-agt5.rpt
- mm-agt5.rpt

Filters

This report can be filtered on

- agent logon ID
- agent name

Transfer/conference statistics

Agent DN Performance reports contain the following statistics about transferred and conferenced DN calls:

Report field	View field/Formula
DN Calls Conferenced	DNCallsConferenced
DN Calls Transferred	DNCallsTransferred

Incoming DN calls statistics

Agent DN Performance reports contain the following statistics about incoming DN calls:

Report field	View field/Formula
Total	DNInIntCalls + DNInExtCalls
Internal	DNInIntCalls
Average Int Talk Time	DNInIntCallsTalkTime / DNInIntCalls
External	DNInExtCalls
Average Ext Talk Time	DNInExtCallsTalkTime / DNInExtCalls

Outgoing DN calls fields

Agent DN Performance reports contain the following statistics about outgoing DN calls:

Report field	View field/Formula
Total	$\text{DNOutIntCalls} + \text{DNOutExtCalls}$
Internal	DNOutIntCalls
Average Int Talk Time	$\frac{\text{DNOutIntCallsTalkTime}}{\text{DNOutIntCalls}}$
External	DNOutExtCalls
Average Ext Talk Time	$\frac{\text{DNOutExtCallsTalkTime}}{\text{DNOutExtCalls}}$

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Agent DN Performance

Excell Air Airlines

File Name: TORONTO

Table Name: i0801PerformanceQtr

Report Interval: 13:15:00 03 April, 1999 - 13:00:00 03 April, 1999

DN Calls Confesred	DN Calls Transferred	Incoming DN Calls			Outgoing DN Calls			Avg Ext Talk Time			
		Total	Internal	Extal	Total	Internal	Extal				
3	2	12	4	00:00:18	8	00:01:17	7	3	00:00:29	4	00:00:50
GRAND TOTAL											

GRAND TOTAL

Agent Name & ID: Jon Carlos - 6709

Supervisor Name & ID: Chris Koplinz - 7870

SUMMARY

40999	13:30	0	0	0	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Daily 40999	0	0	0	0	0	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
40999	0	0	0	0	0	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39

Agent Name & ID: Tom Wilson - 6761

Supervisor Name & ID: Pat Wilson - 7871

NEW YORK

	13:30	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Daily 4899	6	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Insert	0	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00

Client Name & ID: Lori Vandenberg - 6763

Supervisor Name & ID: Pat Wilson - 7871

Summary:

40999	13:30	2	0	1	1	00:00:01	0	00:00:00	0	00:00:00	0	00:00:00
Daily 40999		2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0
/week		2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0

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Page: 1

Agent DN Performance Calls Answered, Bottom 5

Description

The Agent DN Performance Calls Answered, Bottom 5 report shows summarized performance information on the five agents, by supervisor, who answered the lowest number of DN calls. This report details call totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- im-agt7.rpt
- dm-agt7.rpt
- wm-agt7.rpt
- mm-agt7.rpt

Filters

- agent logon ID
- agent name

Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 162), except that they are for the five agents who answered the *lowest* number of Symposium Express Call Center calls. Statistics are summarized in the same way as for the Agent DN Performance report.

Agent DN Performance Calls Answered, Top 5

Description

The Agent DN Performance Calls Answered, Top 5 report shows summarized performance information on the five agents who answered the highest number of DN calls. The report details totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- im-agt6.rpt
- dm-agt6.rpt
- wm-agt6.rpt
- mm-agt6.rpt

Filters

- agent logon ID
- agent name

Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 162), except that they are for the five agents who answered the *highest* number of Symposium Express Call Center calls. Statistics are summarized in the same way as for the Agent DN Performance report.

Agent Login/Logout

Description

The Agent Login/Logout report shows logon, logoff, walkaway, and return from walkaway occurrences for each agent. The report also shows the times at which these events occurred.

This report shows how much time agents spend at their stations during the day, perhaps to help payroll staff determine the total hours worked.

View

This report uses the eAgentLoginStat view.

Template

This report uses the em-agt12.rpt template.

Filters

This report can be filtered on

- agent logon ID
- agent name

Statistics

Agent Login/Logout reports contain the following statistics for each day:

Report field	View field/Formula
Date	Timestamp
Time	Time
Event Type	EventType

Report field	View field/Formula
Logged In Time	Time at Logout – Time at Login
Shift Duration	Duration
Total Login	Sum of Logged In Time
% Login	Total Logged In Time / Duration

Agent Login / Logout

BestAir Airlines
 Site Name: TORONTO
 Table Name: eAgentLoginStat

Report Interval: 00:00:00 14 April, 1999 - 23:59:59 16 April, 1999

Date	Time	Event Type	Logged In Time
Agent Login & Name: 1 - James Jones			
04/14/99	12:31:21	Login	00:00:00
	13:23:01	Logout	00:51:40
	13:55:22	Login	00:00:00
	15:50:47	Logout	01:55:25
	17:05:22	Login	00:00:00
04/15/99	11:33:34	Logout	18:28:12
	11:49:30	Login	00:00:00
04/16/99	15:30:12	Logout	27:40:42
	16:31:51	Login	00:00:00
	16:36:16	Logout	00:04:25
	16:42:26	Login	00:00:00
	17:02:23	Logout	00:19:57
	17:02:33	Login	00:00:00
	17:03:45	Logout	00:01:12
	17:03:51	Login	00:00:00
	17:23:23	Logout	00:19:32
Shift Duration: 52:52:02		Total Login: 49:41:05	% Login: 94.00%
Agent Login & Name: 10 - Toni Morelli			
04/14/99	12:31:30	Login	00:00:00
	13:23:19	Logout	00:51:49
	13:55:32	Login	00:00:00
	15:50:47	Logout	01:55:15
	15:50:51	Login	00:00:00
04/15/99	15:53:41	Logout	00:02:50
	17:05:31	Login	00:00:00
04/16/99	11:33:39	Logout	18:28:08
	11:49:40	Login	00:00:00
	15:30:30	Logout	27:40:50
	16:32:00	Login	00:00:00
	16:36:34	Logout	00:04:34
	16:42:35	Login	00:00:00
	17:02:41	Logout	00:20:06
Shift Duration: 52:31:11		Total Login: 49:23:32	% Login: 94.00%
Agent Login & Name: 11 - Jon Carlos			
04/14/99	12:31:32	Login	00:00:00
	13:23:21	Logout	00:51:49
	13:55:33	Login	00:00:00
	15:50:47	Logout	01:55:14
	17:05:33	Login	00:00:00
04/15/99	11:33:39	Logout	18:28:06
	11:49:41	Login	00:00:00
04/16/99	15:30:32	Logout	27:40:51
	16:32:01	Login	00:00:00
	16:36:36	Logout	00:04:35
	16:42:36	Login	00:00:00
	17:02:43	Logout	00:20:07
	17:25:15	Login	00:00:00
** Shift Duration: 52:33:43		Total Login: 49:20:42	% Login: 93.00%
Agent Login & Name: 12 - Lori Vandenberg			

em-ag112.rpt

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Page: 1

Agent Network/NACD Activity

Description

The Agent Network/NACD Activity report shows agent activity on network and networked ACD-DN calls. The report shows calls answered, conferenced, and transferred. The report also shows total and average talk time for network and NACD calls.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt17.rpt
- dm-agt17.rpt
- wm-agt17.rpt
- mm-agt17.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Network Answered	Not applicable
Network Talk Time	Not applicable
Avg Network Talk Time	Not applicable
NACD Answered	NACDCallsAnswered
NACD Talk Time	NACDCallsTalkTime
Average NACD Talk Time	$\text{NACDCallsTalkTime} / \text{NACDCallsAnswered}$
Instances Reserved for a Call	ReservedForCall
Reserved Time	ReservedTime

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Agent Network / NACD Activity

BestAir Airlines

Site Name: TORONTO

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

Table Name: iAgentPerformanceStat

Network Answered	Network Talk Time	Average Network Talk Time	NACD Answered	NACD Talk Time	Average NACD Talk Time	Instances Reserved for a Call	Reserved Time
GRAND TOTAL							
0	00:00:00	00:00:00	7	00:02:23	00:00:20	5	00:00:38

Agent Name & ID: Jon Carlos - 6709

Summary:	0	00:00:00	00:00:00	0	00:00:00	00:00:00	1	00:00:15
----------	---	----------	----------	---	----------	----------	---	----------

4/6/99

13:30	0	00:00:00	00:00:00	0	00:00:00	00:00:00	1	00:00:15
Daily 4/6/99	0	00:00:00	00:00:00	0	00:00:00	00:00:00	1	00:00:15
Agent	0	00:00:00	00:00:00	0	00:00:00	00:00:00	1	00:00:15

Agent Name & ID: Tom Wilson - 6761

Summary:	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00
----------	---	----------	----------	---	----------	----------	---	----------

4/6/99

13:30	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00
Daily 4/6/99	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00
Agent	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00

Agent Name & ID: Lori Vandenberg - 6763

Summary:	0	00:00:00	00:00:00	0	00:00:00	00:00:00	4	00:00:23
----------	---	----------	----------	---	----------	----------	---	----------

4/6/99

13:30	0	00:00:00	00:00:00	0	00:00:00	00:00:00	4	00:00:23
Daily 4/6/99	0	00:00:00	00:00:00	0	00:00:00	00:00:00	4	00:00:23
Agent	0	00:00:00	00:00:00	0	00:00:00	00:00:00	4	00:00:23

Agent Name & ID: Brandon Woo - 6841

Summary:	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
----------	---	----------	----------	---	----------	----------	---	----------

4/6/99

13:30	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Daily 4/6/99	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Agent	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00

Agent Name & ID: Dylan Marcus - 6844

Summary:	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
----------	---	----------	----------	---	----------	----------	---	----------

4/6/99

13:30	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Daily 4/6/99	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Agent	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00

C:\REPORTS\Stationing-agent17.rpt

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Page 1 of 2

Agent Performance

Description

The Agent Performance report shows summarized performance information for a specific agent. The report tracks agents' call handling activities for incoming Symposium Express Call Center, ACD, and NACD calls, drawing attention to activities that should be rewarded or weaknesses that may need to be addressed. Call lengths can also be an important indicator of an agent's rapport with customers.

You can use this report to compare overall productivity, measured by the time agents spend at their positions and how often they are busy during a shift.

Notes:

1. Where agents with multiple DN keys handle two DN calls simultaneously, both are pegged in the same interval. This means that DN talk time can exceed 900 seconds in an interval.
2. Only compare agents who have similar skillset assignments, as service level may vary by call type.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt1.rpt
- dm-agt1.rpt
- wm-agt1.rpt
- mm-agt1.rpt

Filters

This report can be filtered on

- agent logon ID
- agent name

Statistics

Agent Performance reports contain the following statistics:

Report field	View field/Formula
Logged In Time	LoggedInTime
Skillset Talk Time	TalkTime
Avg Skillset Talk Time	TalkTime / CallsAnswered
Avg ACD/NACD Talk Time	ACDTalkTime + NACDTalkTime / ACDCallsAnswered + NACDCallsAnswered
DN Talk Time	DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOExtCallsTalkTime + DNOIntCallsTalkTime + DNHoldTime
Not Ready Time	NotReadyTime
Break Time	BreakTime

Report field	View field/Formula
Ring Time	RingTime
Waiting Time	WaitingTime
Walkaway Time	WalkawayTime
Calls Presented	CallsOffered
Skillset Ans'd	CallsAnswered
ACD/NACD Ans'd	ACDCallsAnswered + NACDCallsAnswered
Short Calls Ans'd	ShortCallsAnswered
DN Calls	DNInCalls + DNOOutCalls
Conf Out	CallsConfToCDN + CallsConfToDN + CallsConfToACD + CallsConfToOthers
Trans Out	CallsTransferredToCDN + CallsTransferredToDN + CallsTransferredToACD + CallsTransferredToOthers
% Work	[(TalkTime + NotReadyTime + ACDCallsTalkTime + NACDCallsTalkTime) x 100] / LoggedInTime
Rtn to Que	CallsReturnedtoQ
Rtn Due to Timeout	CallsReturnedToQDueToTimeout

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Agent Performance

Page 1 of 1

THE NEWS: TORONT.

SHIP NAME: DRAGON

Record Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

.....

65:24:48	Logged in Time	Skilled Talk Time	Skilled NACD Talk Time	Avg. ACD, NACD Talk Time	Not Ready Talk Time	DN Talk Time	Wait Time	Ring Time	Walk away Time	Calls Presented	ACD/ Skillset/NACD Avg. ACD		Snort Calls	DN Calls	Conf Trans Out	% Out Work	Rin Out	Rin Out	
											Avg. ACD	NACD Avg. ACD							
06:24:48	04:56:05	00:02:12	00:00:27	00:16:10	00:14:08	00:41:00	00:11:18	00:20:17	00:00:00	174	135	11	9	19	15	12	82%	4	4
GRAND TOTAL																			

Agent Name & ID: Jon Carlos - 6709

	05:10:43	03:51:11	00:02:39	00:00:00	00:16:06	00:13:09	00:00:00	00:11:08	00:18:02	00:00:00	123	87	0	5	11	2	5	79%	1	1
use/29																				
2:30	05:10:43	03:51:11	00:02:39	00:00:00	00:16:06	X0:13:09	00:00:00	00:11:08	00:18:02	00:00:00	123	87	0	5	11	2	5	79	1	1
Daily	05:10:43	03:51:11	00:02:39	00:00:00	00:16:06	00:13:09	00:00:00	00:11:08	00:18:02	00:00:00	123	87	0	5	11	2	5	79	1	1
min	05:10:43	03:51:11	00:02:39	00:00:00	00:16:06	00:13:09	00:00:00	00:11:08	00:18:02	00:00:00	123	87	0	5	11	2	5	79	1	1

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Page: 1

Agent Performance By Supervisor

Description

The Agent Performance By Supervisor report shows summarized agent performance information grouped by assigned supervisor. The report shows call totals, the amount of time agents spent in different states, and time averages.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent Performance By Supervisor report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt4.rpt
- dm-agt4.rpt
- wm-agt4.rpt
- mm-agt4.rpt

Filters

This report can be filtered on

- supervisor logon ID
- supervisor name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Call total statistics

Report field	View field/Formula
Answered	CallsAnswered
ACD/NACD Answd	ACDCallsAnswered + NACDCallsAnswered
N/W Answd	Not applicable
Skillset Confd	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther
Short Calls Answered	ShortCallsAnswered

Report field	View field/Formula
Skillset Transfd	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
Transfd Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Retnd to Que	CallsReturnedToQ
Retnd to Que Due Timeout	CallsReturnedToQDueToTimeout

Time summary statistics

Report field	View field/Formula
Logged In Time	LoggedInTime
Not Ready Time	NotReadyTime
Break Time	BreakTime
Ring Time	RingTime
Walkaway Time	WalkawayTime
ACD/NACD Talk Time	ACDCallsTalkTime + NACDCallsTalkTime
Skillset Talk Time	TalkTime

Report field	View field/Formula
N/W Time	Not applicable
Waiting Time	WaitingTime

Time averages

Report field	View field/Formula
Average Not Ready Time	Total NotReadyTime / Agents Logged In
Average ACD/NACD Talk Time	ACDCallsTalkTime + NACDCallsTalkTime / ACDCallsAnswered + NACDCallsAnswered
Average Skillset Talk Time	Total TalkTime / Agents Logged In

Summaries

The report provides totals for each supervisor, and subtotals for each agent. Agent statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Agent Performance Calls Answered, Bottom 5

Description

The Agent Performance Calls Answered, Bottom 5 report is a daily report that shows summarized performance information for the five agents who answered the lowest number of Symposium Express Call Center calls.

The Agent Performance Calls Answered, Bottom 5 report compares agent-specific time summaries—such as total logged on time and not ready time—to a group average. Agents who appear frequently on this report may need assistance or further training to improve call handling productivity.

Views

- AgentPerformanceStat

Collection frequency

- daily

Template

- dm-agt3.rpt

Filters

- agent logon ID
- agent name

Call total statistics

Report field	View field/Formula
Skillset Ansd	CallsAnswered
Skillset Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
Resv For Call (NACD option)	ReservedForCall
Short Calls Ansd	ShortCallsAnswered
ACD/NACD Ansd	ACDCallsAnswered + NACDCallsAnswered
Retn to Q	CallsReturnedToQ
Retn to Q Timeout	CallsReturnedToQDueToTimeout
Total Ansd	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered
Total Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther

Report field	View field/Formula
Total Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther

Time summary statistics

Report field	View field/Formula
Logged In	LoggedInTime
Not Ready	NotReadyTime
Break	BreakTime
Reserved (NACD option)	ReservedTime
Ring	RingTime
Walkaway	WalkawayTime
ACD/NACD Talk	ACDCallsAnswered + NACDCallsAnswered
Skillset Talk	TalkTime
Waiting	WaitingTime

Time averages statistics

Report field	View field/Formula
Logged In	LoggedInTime / Login Occurrences
Not Ready	NotReadyTime / Not Ready Occurrences
Break	BreakTime / Break Occurrences
Reserved (NACD option)	ReservedTime / Reserved Occurrences
Ring	RingTime / Ring Occurrences
Walkaway	WalkawayTime / Number of walkaway occurrences
ACD/NACD Talk	Average(ACDCallsTalkTime + NACDCallsTalkTime)
Skillset Talk	Average(TalkTime)
Variable Wrap	Average(VariableWrapTime)
Waiting	Average(WaitingTime)

Summaries

The report provides totals for each agent, and subtotals for each day in the reporting period. The report also contains a grand total for all agents.

Agent Performance Calls Answered - Bottom 5, Daily

BestAir Airlines

Site Name: TORONTO

Report Interval: 13:15:00 07 May, 1999 - 13:20:00 07 May, 1999

Table Name: dAgentPerformanceStat

Call Totals										Time Summaries									
Receiv	Short	ACD	to O	Rem	Time	Total	Total	Ans	Conf Trans	Logged In	Not Ready	Break	Reserved	Ring	Waiting	Wait	Wait	Wait	Wait
Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans	Ans
202	4	3	0	3	11	0	1	216	5	3	07:16:00	00:00:47	00:00:00	00:00:00	00:20:10	00:00:00	00:12:00	06:40:10	00:00:18
Averages:										Averages:									
GRAND TOTAL										GRAND TOTAL									
Averages:										Averages:									

Agent Name & ID: Tom Wilson - 6761

Supervisor Name & ID: Chris Kottings - 7870

10	0	0	0	0	3	0	0	13	1	0	00:16:00	00:00:01	00:00:00	00:00:00	00:00:01	00:00:00	00:01:50	00:13:23	00:00:32
Averages:										Averages:									
GRAND TOTAL										GRAND TOTAL									
Averages:										Averages:									

Agent Name & ID: James Jones - 6703

Supervisor Name & ID: Chris Kottings - 7870

102	4	3	0	3	11	0	1	203	4	3	07:20:00	00:00:46	00:00:00	00:00:00	00:20:05	00:00:00	00:10:10	06:28:56	00:00:46
Averages:										Averages:									
GRAND TOTAL										GRAND TOTAL									
Averages:										Averages:									

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Page: 1

Agent Performance Calls Answered, Top 5

Description

The Agent Performance Calls Answered, Top 5 report is a daily report that shows summarized performance information for the five agents who answered the highest number of Symposium Express Call Center calls.

The Agent Performance Calls Answered, Top 5 report compares agent-specific time summaries—such as total logged on time and not ready time—to a group average. Managers can track performance and may offer incentives based on agent appearances in this report.

Views

- AgentPerformanceStat

Collection frequency

- daily

Template

- m-agt2.rpt

Filters

- agent logon ID
- agent name

Statistics and summaries

The statistics in this report are identical to those in the Agent Performance Calls Answered, Bottom 5 report (see page 185), except that they are for the five agents who answered the *highest* number of calls. The statistics are summarized in the same way as in the Agent Performance Calls Answered, Bottom 5 report.

Agent Short Calls

Description

The Agent Short Calls report shows summarized information on short call performance, grouping the data into supervisor and agent summaries.

Short call

A short call is an incoming Symposium Express Call Center or ACD call that lasts less than 10 seconds, as defined for the threshold class to which the skillset belongs. For example, a short call can occur if a caller hangs up due to dialing the wrong number.

Short calls can also occur if an agent inadvertently presses the wrong button on the phoneset. Symposium Express Call Center and ACD calls that were answered, transferred, conferenced, and returned to queue are also itemized within this report. A large number of short calls can indicate a need for further training.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent Short Calls report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt8.rpt
- dm-agt8.rpt
- wm-agt8.rpt
- mm-agt8.rpt

Filters

This report can be filtered on

- agent logon ID
- agent name

Statistics

The Agent Short Calls report contains the following statistics:

Report field	View field/Formula
Short Calls Answered	ShortCallsAnswered
Skillset Answered	CallsAnswered
Skillset Conferenced	CallsConferenced
Skillset Transferred	CallsTransferred
Returned to Queue	ReturnedToQ
Reserved For Call (NACD option)	ReservedForCall
ACD/NACD Answered	ACDCallsAnswered + NACDCallsAnswered
Returned to Q Due to Timeout	ReturnedToQDueToTimeout
Total Answered	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered

Report field	View field/Formula
Total Conferenced	CallsConfToCDN + CallsConfToDN + CallsConfToACD + CallsConfToOthers
Total Transferred	CallsTransferredToCDN + CallsTransferredToDN + CallsTransferredToACD + CallsTransferredToOthers

Summaries

The report provides totals for each supervisor, and subtotals for each agent. Agent statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Agent Short Calls

BestAir Airlines
 Site Name: TORONTO
 Table Name: AgentPerformance3a4
 Report Interval: 13:15:00 08 April, 1999 - 13:20:00 08 April, 1999

Short Calls Answered	Skilled Answered	Skilled Conferred	Skilled Transferred	Returned To Queue	Reserved For Call	ACD/NACD Answered	Returned to O ue to Timeout	Total Answered	Total Conferred	Total Transferred
9	135	20	10	4	0	11	4	146	19	12
GRAND TOTAL										

Supervisor Name & ID: Chris Konings - 7870

Summary: 5 87 2 4 1 6 0 1 87 2 5

Agent Name & ID: Jon Carlos - 6708

Summary: 5 87 2 4 1 6 0 1 87 2 5

13:30 5 87 2 4 1 0 0 1 87 2 3

Daily 4/8/99 5 87 2 4 1 6 0 1 87 2 5

Agent 5 87 2 4 1 6 0 1 87 2 5

in-agr3.rpt

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Page: 1

Agent Transferred/Conferenced Activity

Description

The Agent Transferred/Conferenced Activity report shows detailed statistics about calls conferenced and transferred by agents. The report provides summarized totals for the time period under review.

This report helps managers identify agents who may have difficulty with a specific skill. It can also highlight agents who need additional training or reassignment to a different skillset.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent Transferred/Conferenced Activity report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt18.rpt
- dm-agt18.rpt
- wm-agt18.rpt
- mm-agt18.rpt

Filters

This report can be filtered on

- agent logon ID
- agent name

Calls transferred/conferenced by statistics

Agent Transferred/Conferenced Activity reports contain the following statistics about the types of calls transferred or conferenced by agents:

Report field	View field/Formula
Skillset Transf	CallsTransferred
ACD Transf	ACDCallsTransferred
DN Transf	DNCallsTransferred
NACD Transf	NACDCallsTransferred
Skillset Conf	CallsConferenced
ACD Conf	ACDCallsConferenced
DN Conf	DNCallsConferenced
NACD Conf	NACDCallsConferenced

Calls transferred/conferenced to statistics

Agent Transferred/Conferenced Activity reports contain the following statistics about the destinations to which calls are transferred or conferenced:

Report field	View field/Formula
Transf to ACD	CallsTransferredToACD
Transf to DN	CallsTransferredToDN
Transf to CDN	CallsTransferredToCDN
Transf to Other	CallsTransferredToOthers

Report field	View field/Formula
Conf ACD	CallsConferencedToACD
Conf DN	CallsConferencedToDN
Conf CDN	CallsConferencedToCDN
Conf Other	CallsConferencedToOthers

Consultation statistics

Agent Transferred/Conferenced Activity reports contain the following information about consultations:

Report field	View field/Formula
Consultation Time	ConsultationTime
Transf Out	CallsTransferredToCDN + CallsTransferredToDN + CallsTransferredToACD + CallsTransferredToOthers
Conf Out	CallsConfToCDN + CallsConfToDN + CallsConfToACD + CallsConfToOthers

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Agent Transferred/Conferenced Activity

Bechtel Airlines

Site Name: TORONTO

Table Name: AgentPerformanceStat

Report Interval: 13:30:00 06 April, 1999 - 13:45:00 06 April, 1999

Calls Transferred / Conferenced by Agent

Calls Transferred / Conferenced by Agent				Calls Transferred / Conferenced To				Consultation						
Skilled	ACD	DN	MACD	ACD	DN	MACD	Transf	Transf	Transf	Conf	Conf	Conf	Transf	Conf
Transf	Transf	Transf	Transf	Transf	Transf	Transf	Transf	Transf	Transf	Transf	Transf	Transf	Transf	Transf

GRAND TOTAL														
6	1	0	0	6	0	2	1	3	1	3	0	1	2	2
													1	00:07:20
													7	6

Agent Name & ID: Jon Carlos - 6709

Summary:	4	0	0	0	2	0	0	0	1	1	3	0	0	1	1	0	00:06:38	5	2
----------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	----------	---	---

4/6/99

13:30	4	0	0	0	2	0	0	0	1	1	3	0	0	1	1	0	00:06:38	5	2
Daily 4/6/99	4	0	0	0	2	0	0	0	1	1	3	0	0	1	1	0	00:06:38	5	2
Agent	4	0	0	0	2	0	0	0	1	1	3	0	0	1	1	0	00:06:38	5	2

Agent Name & ID: Tom Wilson - 6761

Summary:	0	0	0	0	2	0	0	1	0	0	0	0	0	1	1	0	00:00:32	0	2
----------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	----------	---	---

4/6/99

13:30	0	0	0	0	2	0	0	1	0	0	0	0	0	1	1	0	00:00:32	0	2
Daily 4/6/99	0	0	0	0	2	0	0	1	0	0	0	0	0	1	1	0	00:00:32	0	2
Agent	0	0	0	0	2	0	0	1	0	0	0	0	0	1	1	0	00:00:32	0	2

Agent Name & ID: Lori Vandenberg - 6763

Summary:	2	1	0	0	2	0	2	0	2	0	0	0	1	0	0	1	00:00:10	2	2
----------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	----------	---	---

4/6/99

13:30	2	1	0	0	2	0	2	0	2	0	0	0	1	0	0	1	00:00:10	2	2
Daily 4/6/99	2	1	0	0	2	0	2	0	2	0	0	0	1	0	0	1	00:00:10	2	2
Agent	2	1	0	0	2	0	2	0	2	0	0	0	1	0	0	1	00:00:10	2	2

GRAND TOTAL																		
6	1	0	0	6	0	2	1	3	1	3	0	1	2	2	1	00:07:20	7	6

In-agent

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Page: 1

Estimated Revenue Per Agent

Description

The Estimated Revenue Per Agent report shows the amount of revenue each agent generates based on the total number of calls taken and the number of times a specified activity code is recorded.

For user-defined reports that use this report as a template, you can set a dollar value to be multiplied against activity code occurrences. This is a useful feature for call centers that offer revenue-based incentives.

Note: For standard reports, the default dollar value is \$1.00.

View

This report uses the ActivityCodeStat views.

Collection frequency

You can collect Estimated Revenue Per Agent report information with the following frequencies:

- daily
- weekly
- monthly

Template

This report uses the following templates:

- dm-agt13.rpt
- wm-agt13.rpt
- mm-agt13.rpt

Filters

This report can be filtered on

- activity code
- activity code name (if configured in Advanced functions)
- agent logon ID
- agent name

Statistics

Estimated Revenue Per Agent reports contain the following information for each agent:

Report field	View field/Formula
Total Activity Time	ActivityTime
Total Occurrences	Occurrences
Total Estimated Revenue Generated	Occurrences * Per Unit \$ (specified at run-time)

Summaries

The report provides totals for each agent, and subtotals for each activity code. For each activity code, statistics are further broken down by day, week, or month, depending on the reporting period selected. The report also contains a grand total for all agents.

Estimated Revenue Per Agent - Daily

BestAir Airlines

Site Name: TORONTO

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

Table Name: dActivityCodeStat

<u>Total Activity Time</u>	<u>Total Occurrences</u>	<u>Total Estimated Revenue Generated</u>
GRAND TOTAL		
01:32:51	161	\$161.00

Agent Name & ID: Rose Stefanopolis - 6602

Summary:	00:13:59	10	\$10.00
----------	----------	----	---------

Activity Name & ID: System_Default_Activity_Code - 0

Summary:	00:09:02	6	\$6.00
----------	----------	---	--------

4/9/99	00:09:02	6	\$6.00
Activity:	00:09:02	6	\$6.00

Activity Name & ID: Schedule_Inquiry - 430

Summary:	00:03:48	2	\$2.00
----------	----------	---	--------

4/9/99	00:03:48	2	\$2.00
Activity:	00:03:48	2	\$2.00

Activity Name & ID: Booking - 431

Summary:	00:01:09	2	\$2.00
----------	----------	---	--------

4/9/99	00:01:09	2	\$2.00
Activity:	00:01:09	2	\$2.00
Agent:	00:13:59	10	\$10.00

am-20113.rpt

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Page: 1

Section C: Application reports

In this section

Application By Activity Code	204
Application By Skillset	207
Application Call Treatment	210
Application Delay Before Abandon	217
Application Delay Before Answer	220
Application Performance	223
Crosstab - Application Performance	226

Application By Activity Code

Description

The Application By Activity Code report allows you to monitor each agent's work and time distribution by the types of calls answered. While on a call, agents can identify the call type by entering an activity code. These codes can identify calls as sales, service, and support calls.

View

This report uses the ActivityCodeStat views.

Collection frequency

You can collect Application By Activity Code report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-app9.rpt
- dm-app9.rpt
- wm-app9.rpt
- mm-app9.rpt

Filters

This report can be filtered on

- activity code
- activity code name (if configured in Advanced functions)

Statistics

Application By Activity Code reports contain the following statistics:

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each application, and subtotals for each activity code. For each activity code, statistics are broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Application By Activity Code

BestAir Airlines

Site Name: TORONTO

Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

<u>Agent Login</u>	<u>Agent Name</u>	<u>Activity Time</u>	<u>Average Activity Time</u>	<u>Activity Occurrences</u>
GRAND TOTAL				
		01:32:51	00:00:35	161

Activity Name & ID: System_Default_Activity_Code - 0

Summary:	01:02:18	00:00:31	121
----------	----------	----------	-----

Application: Booking_Script

Summary:	00:36:59	00:00:40	55
----------	----------	----------	----

4/9/99

15:15

6708	James Jones	00:00:45	00:00:23	2
6912	Ronnie Heintz	00:02:32	00:00:38	4
6763	Lori Vandenberg	00:05:17	00:00:53	6
6761	Tom Wilson	00:02:45	00:00:41	4
6841	Brandon Woo	00:03:12	00:00:48	4
6602	Rose Stefanopolis	00:07:12	00:01:26	5
6913	Tajinder Singh	00:09:15	00:00:23	24
6840	Donna Royce	00:06:01	00:01:00	6

Daily 4/9/99	00:36:59	00:00:40	55
--------------	----------	----------	----

Application	00:36:59	00:00:40	55
-------------	----------	----------	----

Application: Master_Script

Summary:	00:25:19	00:00:23	66
----------	----------	----------	----

4/9/99

15:15

6761	Tom Wilson	00:00:10	00:00:10	1
6912	Ronnie Heintz	00:09:51	00:00:28	21
6840	Donna Royce	00:06:52	00:00:14	29
6913	Tajinder Singh	00:05:31	00:00:30	11
6708	James Jones	00:00:15	00:00:15	1
6763	Lori Vandenberg	00:00:30	00:00:30	1
6841	Brandon Woo	00:00:20	00:00:20	1
6602	Rose Stefanopolis	00:01:50	00:01:50	1

Daily 4/9/99	00:25:19	00:00:23	66
--------------	----------	----------	----

Application	00:25:19	00:00:23	66
-------------	----------	----------	----

Activity	01:02:18	00:00:31	121
----------	----------	----------	-----

Activity Name & ID: Schedule_Inquiry - 430

Summary:	00:15:18	00:00:46	20
----------	----------	----------	----

Application: Booking_Script

Summary:	00:10:45	00:00:46	14
----------	----------	----------	----

4/9/99

15:15

6913	Tajinder Singh	00:00:08	00:00:08	1
------	----------------	----------	----------	---

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Page: 1

Application By Skillset

Description

The Application By Skillset report shows summarized application statistics for each skillset under review. The report provides statistics, such as the total number of calls answered for a skillset, number of calls answered after the service level threshold for the skillset, all agent staffed time, and average number of agents.

This report is an indicator of application contribution to a skillset.

Note: This report does not contain statistics for the System_Application.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- imskill3.rpt
- dmskill3.rpt
- wmskill3.rpt
- mmskill3.rpt

Filter

- skillset name

Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
Answer Delay	CallsAnsweredDelay
Average Answer Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Maximum Answer Delay	MaxAnsweredDelay

Summaries

The report provides totals for each skillset, and subtotals for each application. For each application, statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by application. The report also contains a grand total for all skillsets.

Application By Skillset

BestAir Airlines

Site Name: TORONTO

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

Table Name: iSkillsetStat

Date	Time	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay
GRAND TOTAL							
		458	15	3.28%	01:43:55	00:00:14	00:00:42

Skillset: Bookings

Summary:	270	8	2.96%	01:02:09	00:00:14	00:00:42
----------	-----	---	-------	----------	----------	----------

Application: Booking_Script

Summary:	231	5	2.16	00:55:10	00:00:14	00:00:42
----------	-----	---	------	----------	----------	----------

4/7/99

09:15	231	5	2.16	00:55:10	00:00:14	00:00:42
Daily 4/7/99	231	5	2.16	00:55:10	00:00:14	00:00:42
Application	231	5	2.16	00:55:10	00:00:14	00:00:42

Application: Master_Script

Summary:	39	3	7.69	00:06:59	00:00:11	00:00:27
----------	----	---	------	----------	----------	----------

4/7/99

09:15	39	3	7.69	00:06:59	00:00:11	00:00:27
Daily 4/7/99	39	3	7.69	00:06:59	00:00:11	00:00:27
Application	39	3	7.69	00:06:59	00:00:11	00:00:27
Skillset	270	8	2.96	01:02:09	00:00:14	00:00:42

Skillset: Default_Skillset

Summary:	0	0	0.00%	00:00:00	00:00:00	00:00:00
----------	---	---	-------	----------	----------	----------

Application: Master_Script

Summary:	0	0	0.00	00:00:00	00:00:00	00:00:00
----------	---	---	------	----------	----------	----------

4/7/99

09:15	0	0	0.00	00:00:00	00:00:00	00:00:00
Daily 4/7/99	0	0	0.00	00:00:00	00:00:00	00:00:00
Application	0	0	0.00	00:00:00	00:00:00	00:00:00
Skillset	0	0	0.00	00:00:00	00:00:00	00:00:00

Skillset: European_Vacations

Summary:	135	3	2.22%	00:29:24	00:00:13	00:00:34
----------	-----	---	-------	----------	----------	----------

Application: Master_Script

Summary:	26	1	3.85	00:04:14	00:00:10	00:00:31
----------	----	---	------	----------	----------	----------

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Page 1 of 2

Application Call Treatment

Description

The Application Call Treatment report shows summary performance information about the handling of each call associated with a particular application. The report displays multiple treatments that can occur within the call script or application, and the number of calls that received the specified treatments. The report records the number of calls that the system answered, abandoned, offered, routed, and disconnected.

This report measures other treatments within the call script, including commands such as Give Force Busy, Give Route To, or Give Force Disconnect. You can keep a count of the number of callers who receive a specific treatment and service.

View

This report uses the ApplicationStat views.

Collection frequency

You can collect Application Call Treatment report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Note: If you use the interval data type, remember that a call offered at one interval can be given treatment at another interval.

Template

This report uses the following templates:

- im-app7.rpt
- dm-app7.rpt
- wm-app7.rpt
- mm-app7.rpt

Filters

This report can be filtered on application name.

Overflowed statistics

Application Call Treatment reports contain the following statistics for calls given Force Overflow treatment:

Report field	View field/Formula
Quantity	CallsGivenForceOverflow
Percentage (%)	$\text{CallsGivenForceOverflow} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeForceOverflow} / \text{number of calls given Force Overflow}$
Average calls per interval (interval report only)	$\text{CallsGivenForceOverflow} / \text{number of intervals}$
Average time before treatment per int (interval report only)	$\text{TimeBeforeForceOverflow} / \text{number of intervals}$

Defaulted statistics

Application Call Treatment reports contain the following statistics for calls given default treatment:

Report field	View field/Formula
Quantity	CallsGivenDefault
Percentage (%)	$\text{CallsGivenDefault} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeDefault} / \text{number of calls given default treatment}$
Average calls per interval (interval report only)	$\text{CallsGivenDefault} / \text{number of intervals}$
Average time before treatment per int (interval report only)	$\text{TimeBeforeDefault} / \text{number of intervals}$

Given Busy statistics

Application Call Treatment reports contain the following statistics for calls given Force Busy treatment:

Report field	View field/Formula
Quantity	CallsGivenForceBusy
Percentage (%)	$\text{CallsGivenForceBusy} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeForceBusy} / \text{number of calls given Force Busy treatment}$
Average calls per interval (interval report only)	$\text{CallsGivenForceBusy} / \text{number of intervals}$
Average time before treatment per int (interval report only)	$\text{TimeBeforeForceBusy} / \text{number of intervals}$

Routed statistics

Application Call Treatment reports contain the following statistics for calls given Route To treatment:

Report field	View field/Formula
Quantity	CallsGivenRouteTo
Percentage (%)	$\text{CallsGivenRouteTo} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeRouteTo} / \text{Number of calls given Route To treatment}$
Average calls per interval (interval report only)	$\text{CallsGivenRouteTo} / \text{number of intervals}$
Average time before treatment per int (interval report only)	$\text{TimeBeforeRouteTo} / \text{number of intervals}$

Disconnected statistics

Application Call Treatment reports contain the following statistics for calls given Force Disconnect treatment:

Report field	View field/Formula
Quantity	CallsGivenForceDisconnect
Percentage (%)	$\text{CallsGivenForceDisconnect} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeForceDisconnect} / \text{Number of calls}$
Average calls per interval (interval report only)	$\text{CallsGivenForceDisconnect} / \text{number of intervals}$
Average time before treatment per int (interval report only)	$\text{TimeBeforeForceDisconnect} / \text{number of intervals}$

Offered statistics

Application Call Treatment reports contain the following statistics for calls offered:

Report field	View field/Formula
Quantity	CallsOffered

Answered statistics

Application Call Treatment reports contain the following statistics for calls answered:

Report field	View field/Formula
Quantity	CallsAnswered
Percentage (%)	$\text{CallsAnswered} / \text{CallsOffered} \times 100$

Abandoned statistics

Application Call Treatment reports contain the following statistics for abandoned calls:

Report field	View field/Formula
Total	CallsAbandoned
Percentage (%)	$\text{CallsAbandoned} / \text{CallsOffered} \times 100$

Given Host Lookup statistics

Application Call Treatment reports contain the following statistics for calls given Host Lookup treatment:

Report field	View field/Formula
Total	CallsGivenHostLookup
Percentage (%)	$\text{CallsGivenHostLookup} / \text{CallsOffered} \times 100$

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Call Treatment

BestAir Airlines

Site Name: TORONTC

Table Name: ApplicationStat

Report Interval: 17:30:00 05 April, 1999 - 17:44:59 05 April, 1999

	Overlapped	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Host Lookup
Quantity	0	16	3	0	2	158	133	25	31
Percentage (%)	0.00%	10.00%	2.00%	0.00%	1.00%	84.00%	84.00%	16.00%	20.00%
Average Time Before	00:00:15	00:00:07	00:00:14	00:00:00	00:00:03	—	—	—	—
	GRAND TOTAL								

Application: ACD_DN_Application

Total	0	5	0	0	0	6	5	1	0
Average calls per interval	0	5	0	0	0	—	—	—	—
Avg time before treatment (per int.)	00:00:06	00:00:24	00:00:11	00:00:00	00:00:05	—	—	—	—
Percentage (%)	0.00%	83.00%	0.00%	0.00%	0.00%	—	83.00%	17.00%	0.00%

4/3/99

13:45	Quantity	0	5	0	0	0	5	1	0
	Percentage (%)	0.00	83.00	0.00	0.00	0.00	83.00	17.00	0.00
	Average Time Before	00:00:06	00:00:05	00:00:11	00:00:00	00:00:05	—	—	—
Daily 4/3/99 Total									
	Quantity	0	5	0	0	0	5	1	0
	Avg calls per int.	0	5	0	0	0	5	1	0
	Avg time before	00:00:06	00:00:24	00:00:11	00:00:00	00:00:05	—	—	—
	Percentage (%)	0.00	83.00	0.00	0.00	0.00	83.00	17.00	0.00
Application: ACD_DN_Application									
	Quantity	0	5	0	0	0	5	1	0
	Percentage (%)	0.00	83.00	0.00	0.00	0.00	83.00	17.00	0.00
	Average Time Before	00:00:06	00:00:24	00:00:11	00:00:00	00:00:05	—	—	—

In-app7.rpt

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Page: 1

Application Delay Before Abandon

Description

The Application Delay Before Abandon report gauges service quality by indicating how many callers disconnect (abandon) before they reach an agent. The spectrum shows how long callers typically wait before abandoning, whether they abandoned before or after reaching the service level threshold, and the percentage of calls that abandoned.

With a greater awareness of customer tolerance levels, call center managers can adjust call routing to provide quicker service, offer recorded announcements more frequently, offer callers the option to access an interactive voice recognition system, or add additional agents to increase service.

View

This report uses the ApplicationStat views.

Collection frequency

You can collect Application Delay Before Abandon report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-app5.rpt
- dm-app5.rpt
- wm-app5.rpt

- mm-app5.rpt

Filters

This report can be filtered on application name.

Abandon delay spectrum

The Application Delay Before Abandon report contains a histogram showing the number of calls abandoned after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AbdDelay view fields.

Statistics

Application Delay Before Abandon reports contain the following statistics:

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned
% Abandoned	$\text{CallsAbandoned} / \text{CallsOffered} \times 100$
Abandoned After Threshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay
Average Abandon Delay	$\text{CallsAbandonedDelay} / \text{CallsAbandoned}$

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Delay Before Abandon

BestAir Airlines
Site Name: TORONTO
Table Name: ApplicationStat

Report Interval: 00:00:00 17 May, 1999 - 01:00:00 17 May, 1999

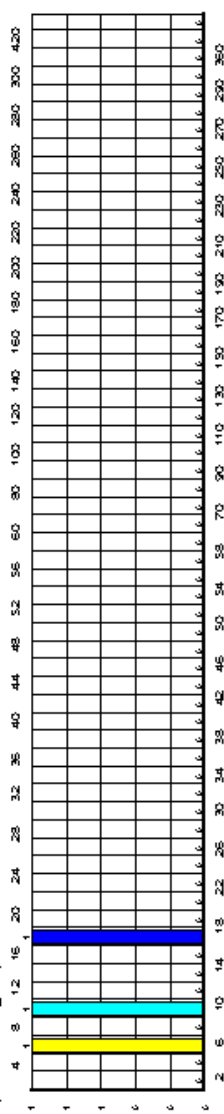
Skillsset Calls:

Offered	Answered	Abandoned	% Abandoned After Threshold	Abandoned After Threshold	Maximum Abandoned Delay	Average Abandoned Delay
---------	----------	-----------	-----------------------------------	------------------------------	----------------------------	----------------------------

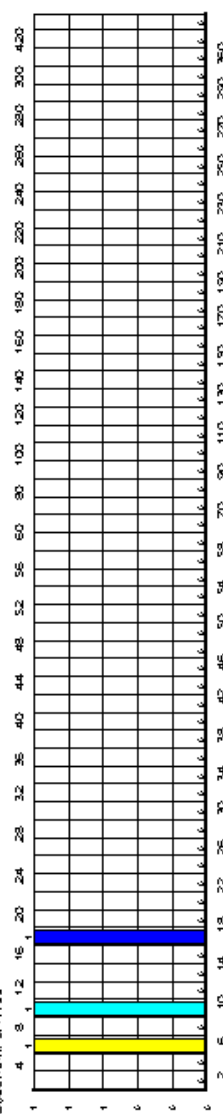
Application: CLID_Script

Summary:	7,628	7,622	3	0.00%	0	00:00:29	00:00:16	00:00:10
----------	-------	-------	---	-------	---	----------	----------	----------

Abandon Delay Spectrum: CLID_Script



Abandon Delay Spectrum: S17799



S17799

00:00	120	0	0.00	0	00:00:00	00:00:00
00:15	120	0	0.00	0	00:00:00	00:00:00
00:30	120	0	0.00	0	00:00:00	00:00:00
00:45	120	0	0.00	0	00:00:00	00:00:00
01:00	119	0	0.00	0	00:00:00	00:00:00

in-apps.px

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Page: 3

Application Delay Before Answer

Description

The Application Delay Before Answer report shows summarized information about call answer delays for an application. The report focuses on application performance from the customer's point of view, indicating how long callers wait before they connect to an agent. The statistics include all Symposium Express Call Center calls for this application. The report also indicates whether the delay occurred after the skillset received the call.

View

This report uses the ApplicationStat views.

Collection frequency

You can collect Application Delay Before Answer report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-app3.rpt
- dm-app3.rpt
- wm-app3.rpt
- mm-app3.rpt

Filters

This report can be filtered on application name.

Answer delay spectrum

The Application Delay Before Answer report contains a histogram showing the number of calls answered after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AnsDelay view fields.

Statistics

Application Delay Before Answer reports contain the following statistics:

Report field	View field/Formula
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Delay at Skillset	CallsAnsweredDelayAtSkillset
Answered After Threshold	CallsAnsweredAftThreshold
Maximum Answer Delay	MaxCallsAnsDelay
Maximum Delay at Skillset	MaxCallsDelayAtSkillset
Average Answer Delay	CallsAnsweredDelay / CallsAnswered

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Delay Before Answer

Bentley Airlines

Site Name: TORONTO

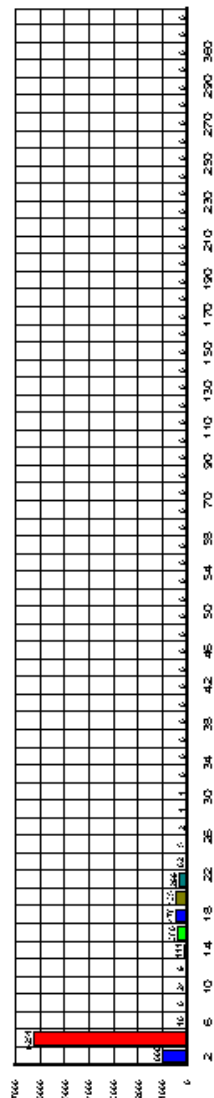
Table Name: ApplicationSta

Report Interval: 00:00:00 17 May, 1999 - 00:00:00 17 May, 1999

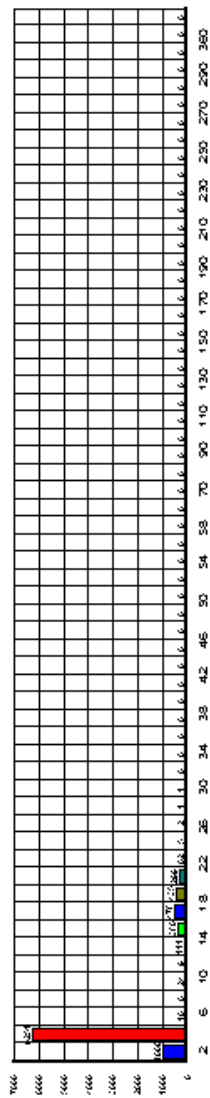
Skillset Calls:		Answered	Answer Delay	Delay at Skilled	Answered After Timeout	Maximum Answer Delay	Maximum at Skilled	Average Answer Delay
Application: HDX_Script2		9,692	12:33:25	11:34:46	376	00:00:30	00:00:30	00:00:05

Summary:

Answer Delay Spectrum: HDX_Script2



Answer Delay Spectrum: S17799



S17799

00:00	178	00:05:34	00:04:31	0	00:00:03	00:00:02
00:15	177	00:05:35	00:04:42	0	00:00:07	00:00:02
00:30	177	00:05:40	00:04:31	0	00:00:08	00:00:02

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Page: 8

Application Performance

Description

The Application Performance report provides summarized performance information for your call center applications. The report gives an overview of calls answered, delayed, and abandoned, as well as the percentage of calls that achieved a minimum service level. The report tracks calls routed to the specified application. This report can be particularly useful in determining the efficiency of the service your center provides to specific call types and callers.

By showing the volume of calls answered in a given period, along with the average delay callers experienced, the report can identify the level of service customers received on a specific type of call or activity.

View

This report uses the ApplicationStat views.

Collection frequency

You can collect Application Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-app1.rpt
- dm-app1.rpt
- wm-app1.rpt

- mm-appl.rpt

Filters

This report can be filtered on application name.

Statistics

Application Performance reports contain the following statistics:

Report field	View field/Formula
Avg Answer Delay	CallsAnsweredDelay / CallsAnswered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Ans After Threshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned
Aban After Threshold	CallsAbandonedAftThreshold
Ans Delay At Skillset	CallsAnsweredDelayAtSkillset
% Service Level	$\frac{[(\text{CallsAnswered} + \text{CallsAbandoned}) - (\text{CallsAnsweredAftThreshold} + \text{CallsAbandonedAftThreshold})]}{(\text{CallsAnswered} + \text{CallsAbandoned})} \times 100$

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Performance

BestAir Airlines
Site Name: TORONTO

Report Interval: 13:30:00 05 April, 1999 - 13:44:59 05 April, 1999

Table Names: iApplicationStat

Skillset Calls:	Avg <u>Ans Delay</u>	<u>Answered</u>	<u>Answer Delay</u>	<u>Ans After Threshold</u>	<u>Abandoned</u>	<u>Aban After Threshold</u>	<u>Ans Delay At Skillset</u>	<u>% Service Level</u>
GRAND TOTAL								
	00:00:14	133	00:31:21	11	25	8	00:24:51	88.00%

Application: ACD_DN_Application

Summary:	00:00:12	5	00:01:00	1	1	0	00:00:00	83.00%
----------	----------	---	----------	---	---	---	----------	--------

4/5/99

13:45	00:00:12	5	00:01:00	1	1	0	00:00:00	83.00
Daily 4/5/99	00:00:12	5	00:01:00	1	1	0	00:00:00	83.00
Application	00:00:12	5	00:01:00	1	1	0	00:00:00	83.00

Application: Booking_Script

Summary:	00:00:14	35	00:08:18	3	9	5	00:07:31	82.00%
----------	----------	----	----------	---	---	---	----------	--------

4/5/99

13:45	00:00:14	35	00:08:18	3	9	5	00:07:31	82.00
Daily 4/5/99	00:00:14	35	00:08:18	3	9	5	00:07:31	82.00
Application	00:00:14	35	00:08:18	3	9	5	00:07:31	82.00

Application: Cargo_Script

Summary:	00:00:13	6	00:01:19	1	1	0	00:01:02	86.00%
----------	----------	---	----------	---	---	---	----------	--------

4/5/99

13:45	00:00:13	6	00:01:19	1	1	0	00:01:02	86.00
Daily 4/5/99	00:00:13	6	00:01:19	1	1	0	00:01:02	86.00
Application	00:00:13	6	00:01:19	1	1	0	00:01:02	86.00

Application: Master_Script

Summary:	00:00:15	71	00:17:45	4	10	2	00:13:11	93.00%
----------	----------	----	----------	---	----	---	----------	--------

4/5/99

13:45	00:00:15	71	00:17:45	4	10	2	00:13:11	93.00
Daily 4/5/99	00:00:15	71	00:17:45	4	10	2	00:13:11	93.00
Application	00:00:15	71	00:17:45	4	10	2	00:13:11	93.00

Application: NACD_DN_Application

Summary:	00:00:05	3	00:00:14	0	2	0	00:00:44	100.00%
----------	----------	---	----------	---	---	---	----------	---------

4/5/99

13:45	00:00:05	3	00:00:14	0	2	0	00:00:44	100.00
Daily 4/5/99	00:00:05	3	00:00:14	0	2	0	00:00:44	100.00

im-a001.rpt

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Page: 1

Crosstab - Application Performance

Description

The Crosstab - Application Performance report provides you with an at-a-glance view of application performance (calls answered, calls abandoned, and calls offered) for several days. You can use this report to compare application performance for the same reporting period on different days.

Views

- iApplicationStat

Collection frequency

- interval

Templates

- icross_Application.rpt

Filter

- application name

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each application for each interval, as well as daily totals for the application.

Crosstab - Application Performance

BestAir Airlines TORONTO
 Site Name: ApplicationStat
 Table Name: ApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 09 April, 1999

Grand Totals

Calls Offered	393
Calls Answered	336
Calls Abandoned	57

	Mon	Tue	Wed	Thurs	Fri	Total
Booking_Script	43	52	70	65	64	294
	35	41	55	61	55	247
	9	10	15	4	9	47
Application	43	52	70	65	64	294
Total	35	41	55	61	55	247
	9	10	15	4	9	47
Cargo_Script	7	12	1	12	5	37
	6	10	2	9	4	31
	1	2	0	2	1	6
Application	7	12	1	12	5	37
Total	6	10	2	9	4	31
	1	2	0	2	1	6
Vacations_Script	15	10	20	14	3	62
	13	10	19	13	3	58
	2	0	1	1	0	4
Application	15	10	20	14	3	62
Total	13	10	19	13	3	58
	2	0	1	1	0	4
Total	65	74	91	91	72	393
	54	61	76	83	62	336
	12	12	16	7	10	57

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Page 1 of 1

Section D: Configuration reports

In this section

Configuration report	230
Activity Code Properties	235
Agent By Supervisor Properties	237
Agent Properties	239
Agent Skillset Properties	243
Application Script Properties	246
Application Template Properties	248
CDN Properties	250
Database View Definitions	253
DNIS Properties	256
Formula Properties	259
Historical and Real Time Statistics Properties	261
IVR Queue and Port Properties	266
Logged In Agent Position ID	269
Real Time Template Properties	271
Route Properties	274
Script Variable By Script	277
Script Variable Properties	279
Skillset Properties	282
Supervisor Properties	285
Telephone Display Properties	288
User Access Privilege	290

Configuration report

Description

The Configuration report provides the following information:

- supervisor properties
- agent properties
- skillset properties
- CDN properties
- route properties
- IVR queue and port properties

You access the configuration report by clicking Print in the Administration window.

View

This report uses the Agent, CDN, IVRPort, IVRQueue, Route, Skillset, SkillsetByAgent, Supervisor, SupervisorAgentAssignment views.

Template

This report uses the gccfg.rpt template.

Supervisor properties

This section of the report contains the following fields:

Report field	View field/Formula
PC Login Name	Supervisor.PCLoginName
Personal Directory Number (DN)	Supervisor.PersonalDN
Department	Supervisor.Department

Report field	View field/Formula
Title	Supervisor.Title
Comment	Supervisor.Comment
Agents Assigned	SupervisorAgentAssignment.AgentGivenName SupervisorAgentAssignment.AgentSurName, SupervisorAgentAssignment.AgentTelsetLoginID

Agent properties

This section of the report contains the following fields:

Report field	View field/Formula
Department	Agent.Department
Title	Agent.Title
Comment	Agent.Comment
Call Force Option	Agent.CallForceOption
Call Force Timer Delay	Agent.CallForceDelayTimer
Reserve for Network Call	Agent.ReservedForCall
Return to Queue on No Answer	Agent.ReturnToQueueOnNoAnswer
Return to Queue Wait Interval	Agent.ReturnToQueueWaitInterval
Make Phoneset	Agent.ReturnToQueueMode
DN On Hold	Agent.AlternateCallAnswer
Union Break Timer	Agent.UnionBreakTimer
Telset Login ID	Agent.TelsetLoginID
Personal DN	Agent.PersonalDN

Agent skillset properties

This section of the report contains the following fields:

Report field	View field/Formula
Telset Login ID	Agent.TelsetLoginID
Personal DN	Agent.PersonalDN
Skillset Name	Skillset.Skillset
Skillset State	SkillsetByAgent.SkillsetState
Priority	SkillsetByAgent.Priority

Skillset properties

This section of the report contains the following fields:

Report field	View field/Formula
Comment	Skillset.Comment
Service Level Threshold	Skillset.ServiceLevelThreshold
Min Short Call Delay	Skillset.MinShortCallDelay

CDN properties

This section of the report contains the following fields:

Report field	View field/Formula
CDN Number	CDN.CDN
CDN Name	CDN.Name
Acquire	CDN.Acquire
Status	CDN.Status
Call Type	CDN.Type

Route properties

This section of the report contains the following fields:

Report field	View field/Formula
Route Number	Route.RouteID
Route Name	Route.RouteName
Acquire	Route.Acquire
Status	Route.Status

IVR Queue and Port fields

This section of the report contains the following fields:

Report field	View field/Formula
IVR Queue Name and ID	IVR Queue.Name, IVRQueue.IVRQueueID
Service Level Threshold	IVRQueue.ServiceLevelThreshold
Acquire	IVRQueue.Acquire
Status	IVRQueue.Status
IVR Port Name and ID	IVRPort.Name, IVRPort.IVRPortID
IVR Port Switch ID	IVRPort.SwitchPortName
IVR Port Switch Address	IVRPort.SwitchPortAddress
Switch Port name	IVRPort.SwitchPortName

Site Name: GCCTHOR

Supervisor Properties

Supervisor Name: Marcus O'Sullivan

PC Login Name: sullivan

Personal Directory Number (DN):

Department: Technoloav

Title: Supervisor

Comment:

Agents Assigned
Catherine Bleahen - 1913
Maura Fahy - 7803
Tricia Fitzpatrick - 6613

Supervisor Properties

Supervisor Name & ID: HelpDesk Administrator -- 1234

PC Login Name: helpadmin

Personal Directory Number (DN):

Department: Galwav HelpDesk

Title: Supervisor

Comment:

Agents Assigned
Duncan Clee - 1113
Aine Concannon - 1111
Angela Concannon - 1112
Declan Connolly - 5555
Temporary Contractor - 9999
Jacinta Lynam - 3742
Caroline McGrath - 3759
Niamh McLaughlin - 2222
David O'Brien - 3354
Patrick O'Brien - 3257
Criona O'Connor - 9876

Activity Code Properties

Description

The Activity Code Properties report lists all of the activity codes and their assigned names.

Where properties are defined

Activity code properties are defined on the Activity Code Properties property sheet.

View

- ActivityCode

Template

- config8.rpt

Filters

- activity code
- activity name

Field descriptions

Report field	View field/Formula
Activity Code Name	Name
Activity Code Number	ActivityCode

Activity Code Properties

BestAir Airlines
Site Name: TORONTO
Table Name: ActivityCode

<u>Activity Code Name</u>	<u>Activity Code Number</u>
Booking	431
Gold_Service	460
Newspaper	457
Radio	458
Schedule_Inquiry	430
Skillset_Default_Activity_Code	00
System_Default_Activity_Code	0
Television	459
Vacation_Inquiry	440
Vacation_Sales	441

Agent By Supervisor Properties

Description

The Agent By Supervisor Properties report lists agents and the supervisors to whom they are assigned. Agents can have multiple supervisors. Therefore, an agent may appear multiple times in the report.

View

- SupervisorAgentAssignment

Template

- config31.rpt

Filters

- supervisor logon ID
- supervisor name

Field descriptions

Report field	View field/Formula
Supervisor Name & ID	SupervisorGivenName SupervisorSurName SupervisorTelsetLoginID
Assigned Agent Name	AgentGivenName AgentSurName
Phoneset Login ID	AgentTelsetLoginID
Supervisor Type	Type

Agent By Supervisor Properties

BestAir Airlines
 Site Name: TORONTO
 Table Names: SupervisorAgentAssignment

<u>Assigned Agent Name</u>	<u>PhoneSet Login ID</u>	<u>Supervisor Type</u>
Supervisor Name & ID: Pat Wilson - 7871		
Brandon Woo	6841	Reporting
Donna Royce	6840	Reporting
Dylan Marcus	6844	Reporting
Fred Gogolek	6853	Associated
Lori Vandenberg	6763	Reporting
Ronnie Heintz	6912	Reporting
Sara Fargus	6911	Reporting
Steven Chung	6851	Associated
Tajinder Singh	6913	Reporting
Tom Wilson	6761	Reporting
Supervisor Name & ID: Chris Konings - 7870		
Bert Katerberg	6789	Reporting
Brandon Woo	6841	Reporting
Fred Gogolek	6853	Reporting
James Jones	6708	Associated
Lori Vandenberg	6763	Associated
Steven Chung	6851	Reporting
Terry Davidson	8959	Reporting
Tom Wilson	6761	Associated
Toni Di Angelo	6766	Reporting
Supervisor Name & ID: Marta Mitchell - 7877		
James Jones	6708	Reporting
Supervisor Name & ID: Cindy Wong - 7872		
Bev Arthur	6622	Reporting
George Kurtz	6631	Reporting
Marie Beauvallet	6625	Reporting
Mark Schultz	6605	Reporting
Rose Stefanopolis	6602	Associated
Stella Conner	6623	Reporting
Tajinder Singh	6913	Reporting
Tom Wilson	6761	Associated

config31.rpt

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Page: 1

Agent Properties

Description

The Agent Properties report presents agent information in the following categories:

- general information—including threshold class name, department, and title
- agent call presentation information—including call presentation options defined for the agent's call presentation class
- phoneset information—including port information for the phoneset at which the agent is logged on, and the agent's personal or directory number
- supervisor information—which lists the agent's supervisors

Where properties are defined

Agent properties are defined on the User Properties property sheet for each agent.

Views

- Agent
- SupervisorAgentAssignment

Template

- config5.rpt

Filters

- agent logon ID
- agent name

General fields

Report field	View field/Formula
Agent Name & ID	Agent.GivenName Agent.SurName Agent.TelsetLoginID
Threshold Class	Agent.ThresholdTemplateName
Department	Agent.Department
Title	Agent.Title
Comment	Agent.Comment

Agent Call Presentation fields

Report field	View field/Formula
Call Presentation Class	Agent.TemplateName
Call Force Option	Agent.CallForceOption
Call Force Timer Delay	Agent.CallForceDelayTimer
Reserve for Network Call	Agent.TelsetShowReserve
Return To Queue On No Answer	Agent.ReturnToQueueOnNoAnswer
Return To Queue Wait Interval	Agent.ReturnToQueueWaitInterval
Make Phoneset	Agent.ReturnToQueueMode
DN On Hold	Agent.AlternateCallAnswer
Union Break Timer	Agent.UnionBreakTimer

Phoneset fields

Report field	View field/Formula
Phoneset Login ID	Agent.TelsetLoginID
Personal DN	Agent.PersonalDN
Switch Port Address	Agent.SwitchPortAddress
Switch Port Name	Agent.SwitchPortName
Switch ID	Agent.SwitchID

Supervisor fields

Report field	View field/Formula
Supervisor Name	SupervisorAgentAssignment.SupervisorSurname SupervisorAgentAssignment.SupervisorGivenName
Supervisor Phoneset Login ID	SupervisorAgentAssignment.SupervisorTelsetLoginID
Type	SupervisorAgentAssignment.Type

Agent Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SupervisorAgentAssignment

Agent Name & ID: James Jones -- 6708

General

Threshold Class:	Agent_Template
Department:	Vacations
Title:	Vacations Specialist
Comment:	

Agent Call Presentation

Call Presentation Class:	Senior_Agent
Call Force Option:	Y
Call Force Timer Delay:	10
Reserve for Network Call:	Y
Return To Queue On No Answer:	Y
Return To Queue Wait Interval:	15
Make Phoneset:	Not Ready
DN On Hold:	Y
Union Break Timer:	5

Phoneset

Phoneset Login ID:	6708
Personal DN:	3119
Switch Port Address:	8-0-2-5
Switch Port Name:	8-0-2-5
Switch ID:	1

Supervisor Name	Supervisor Phoneset Login ID	Type
Chris Konings	7870	Associated
Marta Mitchell	7877	Reporting

Agent Skillset Properties

Description

The Agent Skillset Properties report lists general agent information and skillset assignments. General information includes department, title, and assigned templates. Skillset information includes the skillset name and the agent's priority within the skillset.

Where properties are defined

Agent skillset properties are defined on the Skillsets – User Properties property page.

Views

- Agent
- SkillsetByAgent
- Skillset

Template

- config29.rpt

Filters

- agent logon ID
- agent name

Field descriptions

Report field	View field/Formula
Agent Name & ID	Agent.SurName Agent.GivenName Agent.TelsetLoginID

Report field	View field/Formula
Phoneset Login ID	Agent.TelsetLoginID
Personal DN	Agent.PersonalDN
Call Presentation Class	Agent.AgentTemplateName
Threshold Class	Agent.ThresholdTemplateName
Skillset Name	Skillset.Skillset
Skillset State	SkillsetByAgent.SkillsetState
Priority	SkillsetByAgent.Priority

Agent Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SkillsetByAgent, Skillset

Agent Name & ID: James Jones - 6708

Phoneset Login ID:	6708		
Personal DN:	3119		
Call Presentation Class:	Senior_Agent		
Threshold Class:	Agent_Template		
<u>Skillset Name</u>	<u>Skillset State</u>	<u>Priority</u>	
Bookings	Standby	n/a	
European_Vacations	Active	1	
Vacations	Active	2	

Agent Name & ID: Jon Carlos - 6709

Phoneset Login ID:	6709		
Personal DN:	3120		
Call Presentation Class:	Senior_Agent		
Threshold Class:	Agent_Template		
<u>Skillset Name</u>	<u>Skillset State</u>	<u>Priority</u>	
Bookings	Standby	n/a	
European_Vacations	Active	1	
Vacations	Active	2	

Agent Name & ID: Toni Morelli - 6710

Phoneset Login ID:	6710		
Personal DN:	3121		
Call Presentation Class:	Senior_Agent		
Threshold Class:	Agent_Template		
<u>Skillset Name</u>	<u>Skillset State</u>	<u>Priority</u>	
Bookings	Standby	n/a	
European_Vacations	Active	1	
Vacations	Active	2	

Application Script Properties

Description

The Application Script Properties report describes the relationship between application scripts.

Definition: Parent script

A parent script is any script that directs a call to another secondary script.

Definition: Child script

A child script is a secondary script to which a primary script or another secondary script directs a call.

View

- ApplicationByScript

Template

- config14.rpt

Filter

- application name

Field descriptions

Report field	View field/Formula
Parent Script Name	ParentName
Child Script Name	ChildName

Application Script Properties

BestAir Airlines
Site Name: TORONTO
Table Name: ApplicationByScript

<u>Parent Script Name</u>	<u>Child Script Name</u>
Booking_Script	Busy_Booking
	IVR_Booking
	Night_Booking
Cargo_Script	Busy_Cargo
	IVR_Cargo
	Night_Cargo
Master_Script	Booking_Script
	Busy_Main
	Cargo_Script
	IVR_Main
	Night_Main
Vacation_Script	Vacation_Script
	Busy_Vacation
	IVR_Vacation
	Night_Vacation

config14.rpt

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Page: 1

Application Template Properties

Description

The Application Template Properties report lists all your applications. For each application, it provides the service level threshold, threshold class, and threshold levels.

Views

- Application
- ApplicationThresholdTemplate

Template

- config15.rpt

Filter

- application name

Field descriptions

Report field	View field/Formula
Application Name	Application.Name
Call By Call	Application.CallByCall
Threshold Class	ApplicationThresholdTemplate.Name
Field	ApplicationThresholdTemplate.Field
Level 1	ApplicationThresholdTemplate.Level1
Level 2	ApplicationThresholdTemplate.Level2

Application Template Properties

BestAir Airlines
 Site Name: TORONTO
 Table Names: Application, ApplicationThresholdTemplate

Application Name: ACD_DM_Application

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

Field

Service Level
Threshold Level 1 Level 2
 20

Application Name: Booking_Script

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

Field

Service Level
Threshold Level 1 Level 2
 20

Application Name: Cargo_Script

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

Field

Service Level
Threshold Level 1 Level 2
 20

Application Name: Master_Script

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

Field

Service Level
Threshold Level 1 Level 2
 20

Application Name: NACD_DM_Application

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

Field

Service Level
Threshold Level 1 Level 2
 20

Application Name: Network_Script

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

Field

Service Level
Threshold Level 1 Level 2
 20

config15.rpt

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Page: 1

CDN Properties

Description

The CDN Properties report lists the CDNs and their assigned names.

Definition: CDN

A Controlled Directory Number (CDN) is a number configured in the switch as the entry point for calls into Symposium Express Call Center. You can configure multiple CDNs in the switch and associate them with the Master script of Symposium Express Call Center.

Where properties are defined

CDN properties are defined on the CDN Properties property sheet.

View

- CDN

Template

- config7.rpt

Filters

- CDN
- CDN name

Field descriptions

Report field	View field/Formula
CDN Number	CDN
CDN Name	Name
Call Type	Type

CDN Properties

BestAir Airlines
Site Name: TORONTO
Table Name: CDN

<u>CDN Number</u>	<u>CDN Name</u>	<u>Call Type</u>
3750	3750	Local
3751	3751	Local
3752	3752	Local
3753	3753	Local
3754	3754	Local
3755	3755	Local
3756	3756	Local
3757	3757	Local
3758	3758	Local
3759	3759	Local

config7.rpt

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Page: 1

Database View Definitions

Description

The Database View Definitions report generates a complete list of the database views available in the Symposium Express Call Center database. You can use these views to design user-created reports.

For each database view, the report lists the fields in the view. For each field, the report provides the field type and length.

View

- Views

Template

- config34.rpt

Field descriptions

Report field	View field/Formula
Field Name	ColumnName
Type	Type
Length	Length

Field types

Field type	Description	Value range	Size
binary	binary data	n/a	n bytes, data dependent
char	fixed character length	n/a	n bytes

Field type	Description	Value range	Size
datetime	timestamp	Jan 1, 1753 to Dec 31, 9999	8 bytes
int	integer	– 2 147 483 648 to 2 147 483 647	4 bytes
smalldatetime	timestamp	Jan 1, 1900 to June 6, 2079	4 bytes
smallint	small integer	– 32 768 to 32 767	2 bytes
tinyint	tiny integer	0 to 255	1 byte
varchar	variable length character	n/a	n bytes, data dependent

Database View Definitions

BestAir Airlines

Site Name: TORONTO

Table Name: Views

<u>View Name</u>	<u>Field Name</u>	<u>Type</u>	<u>Length</u>
AccessRights	ReadAccess	char	1
	WriteAccess	char	1
	ExecuteAccess	char	1
	ReadAgentAccess	char	1
	WriteAgentAccess	char	1
	CreateDeleteAccess	char	1
	ExecuteAgentAccess	char	1
	ReadAllAgentAccess	char	1
	WriteAllAgentAccess	char	1
	ExecuteAllAgentAccess	char	1
	CreateDeleteAgentAccess	char	1
	CreateDeleteAllAgentAccess	char	1
	ObjectKey	int	4
	ObjectName	varchar	32
	GroupName	varchar	40
	PCLoginName	varchar	40
	SurfName	varchar	64
	GivenName	varchar	64
	Comment	varchar	127
ActivityCode	Name	varchar	30
	ActivityCode	varchar	32
Agent	CallForceOption	char	1
	TelsetShowReserve	char	1
	AlternateCallAnswer	char	1
	ReturnToQueueOnNoAnswer	char	1
	UnionBreakTimer	smallint	2
	ReturnToQueueWaitInterval	smallint	2
	SwitchID	int	4
	TemplateID	int	4
	CallForceDelayTimer	int	4
	ThresholdTemplateID	int	4
	UserID	binary	16
	TelsetLoginID	varchar	16
	TemplateName	varchar	30
	SwitchPortName	varchar	30
	SwitchPortAddress	varchar	30
	ThresholdTemplateName	varchar	30
	PersonalDN	varchar	32
	Title	varchar	64

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Page 1 of 57

DNIS Properties

Description

The DNIS Properties report lists each DNIS and its assigned name. It also displays the service level threshold.

Definition: DNIS

Dialed Number Identification Service (DNIS) allows you to identify the dialed number for calls coming into the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company may give customers different 1-800 numbers for sales and customer service calls.

Where properties are defined

DNIS Properties are defined on the DNIS Properties property sheet.

View

- DNIS

Template

- config10.rpt

Filters

- DNIS
- DNIS name

Field descriptions

Report field	View field/Formula
DNIS Name and Number	DNISName, DNIS
Service Level Threshold	ServiceLevelThreshold

DNIS Properties

BestAir Airlines
Site Name: TORONTO
Table Name: DNIS

<u>DNIS Name and Number</u>	<u>Service Level Threshold</u>
Corporate_Gold - 5559000	15
Corporate_Service - 5559010	30
Personal_Gold - 5559100	20
Personal_Service - 5559110	40

conf10.rpt

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Page: 1

Formula Properties

Description

The Formula Properties report lists all of the customized formulas and their definitions as they appear in real-time displays. You can use formulas to create customized real-time statistics fields by combining existing statistics fields with mathematical operators.

Where properties are defined

Formula properties are defined on the Formula Properties property sheet.

View

- Formula

Template

- config17.rpt

Field descriptions

Report field	View field/Formula
Formula Name	Name
Class	Class
Comment	Comment
Definition	Definition

Formula Properties

BestAir Airlines
Site Name: TORONTO
Table Name: Formula

Formula Name: %_Abandoned_Aft_Threshold

Class: Application

Comment:

Definition: %2800104*100/%2800103

Formula Name: %_Ntwk_Answd_within_Srv_Lvl

Class: Network

Comment:

Definition: (%2800406-%2800407)*100/%2800406

Formula Name: %Calls_Abandoned

Class: Application

Comment:

Definition: %2800103*100/(%2800103+%2800106)

Formula Name: %Network_Service_Level

Class: Network

Comment:

Definition: (((%2800406+%2800406)-(%2800409+%2800407))*100/(%2800406+%2800408))

Formula Name: %Service_Level

Class: Application

Comment:

Definition: (((%2800106+%2800103)-(%2800107+%2800104))*100/(%2800106+%2800103))

conf1617.rpt

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Page: 1

Historical and Real Time Statistics Properties

Description

The Historical and Real Time Statistics Properties report lists the historical and real-time statistics that you configured Symposium Express Call Center to collect.

Note: You cannot schedule user-defined reports using this standard report as a template.

Real-time statistics collection modes

You can collect real-time statistics in the following modes.

Moving window mode

In moving window mode, statistics shown represent the last 10 minutes of system activity.

Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval (defined on the Real-time Statistics Configuration property sheet). When the interval is over, data fields initialize to 0 (zero), and collection begins for the next interval.

Where properties are defined

Real-time statistics collection properties are defined on the Real-time Statistics Configuration property sheet. Historical statistics collection properties are defined on the Historical Statistics Configuration property sheet.

Views

- HistoricalStatCollection
- HistoricalStatDuration
- HistoricalStatStorage

- RealTimeStatCollection

Template

- config1.rpt

Historical Collection fields

Report field	View field/Formula
Application	HistoricalStatCollection.Application
CDN	HistoricalStatCollection.CDN
Skillset	HistoricalStatCollection.Skillset
Activity Code	HistoricalStatCollection.ActivityCode
DNIS	HistoricalStatCollection.DNIS
Trunk	HistoricalStatCollection.Trunk
Route	HistoricalStatCollection.Route
RAN/Music Route	HistoricalStatCollection.RANMusicRoute
Agent Performance	HistoricalStatCollection.AgentPerformance
Agent By-Application	HistoricalStatCollection.AgentByApplication
Agent By-Skillset	HistoricalStatCollection.AgentBySkillset
Agent Login/Logout	HistoricalStatCollection.AgentLogin
IVR ACD-DN Statistics	HistoricalStatCollection.IVR
IVR Port Statistics	HistoricalStatCollection.IVRPort
IVR Port Login/Logout	HistoricalStatCollection.IVRPortLogin
Network Call	Not applicable.
Network Out Call	Not applicable.

Historical Duration fields

Report field	View field/Formula
Days Of Interval	HistoricalStatDuration.DaysOfInterval
Days Of Daily	HistoricalStatDuration.DaysOfDaily
Weeks Of Weekly	HistoricalStatDuration.WeeksOfWeekly
Months Of Monthly	HistoricalStatDuration.MonthsOfMonthly
Days of IVR Port Login	HistoricalStatDuration.DaysOfIVRPortLogin
Days of Agent Login and Logout	HistoricalStatDuration.DaysOfAgentLogin
First Business Day Of the Week	HistoricalStatDuration.FirstDayOfWeek
Business Hours Per Day	HistoricalStatDuration.BusinessHoursPerDay
Business Days Per Week	HistoricalStatDuration.BusinessDaysPerWeek
Days Of Call By Call	HistoricalStatDuration.DaysOfCallByCall

Historical Storage fields

Report field	View field/Formula
Parameter	HistoricalStatStorage.Parameter
System	HistoricalStatStorage.System
Purchased	HistoricalStatStorage.Purchased
Configured	HistoricalStatStorage.Configured

Real Time Properties fields

Report field	View field/Formula
Moving Window	<p>The Moving Window fields indicate whether statistics in each of the following statistics groups can be displayed in moving window mode:</p> <ul style="list-style-type: none"> ■ skillset statistics (RealTimeStatCollection.MWSkillset) ■ agent statistics (RealTimeStatCollection.MWAgent) ■ call center summary (RealTimeStatCollection.MWNodalCall)
Interval to Date	<p>The Interval To Date fields indicate whether statistics in each of the following statistics groups can be displayed in interval-to-date mode:</p> <ul style="list-style-type: none"> ■ skillset (RealTimeStatCollection.ITDSkillset) ■ agent (RealTimeStatCollection.ITDAgent) ■ call center summary (RealTimeStatCollection.ITDNodalCall)
Interval Duration	RealTimeStatCollection.IntervalDuration
Interval Start Time	RealTimeStatCollection.IntervalStartTime
Minimum Refresh Rate	RealTimeStatCollection.MinRefreshRate

Historical and Real Time Statistics Properties

BestAir Airlines

Site Name: TORONTO

Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

Historical Collection Properties

Application:	Y
CDN:	Y
Skillset:	Y
Activity Code:	Y
DNIS:	Y
Trunk:	Y
Route:	Y
RAN/Music Route:	Y
Agent Performance:	Y
Agent By-Application:	Y
Agent By-Skillset:	Y
Agent Login / Logout:	Y
IVR ACD-DN Statistics:	Y
IVR Port Statistics:	Y
IVR Port Login / Logout:	Y
Network Call:	Y
Network Out Call:	Y

Historical Duration Properties

Days Of Interval:	20
Days Of Daily:	31
Weeks Of Weekly:	26
Months Of Monthly:	36
Days Of IVR Voice Port Login:	3
Days Of Agent Login and Logout:	3
First Business Day Of the Week:	Sunday
Business Hours Per Day:	8
Business Days Per Week:	5
Days Of Call By Call:	5

config1.rpt

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Page 1 of 2

IVR Queue and Port Properties

Description

The IVR Queue and Port Properties report lists the name, number, and threshold class for each Interactive Voice Response (IVR) system queue (ACD-DN), as well as the voice ports assigned to the queue.

Where properties are defined

IVR ACD-DN properties are defined on the ACD-DN Properties property sheet. IVR port properties are defined on the Voice Port Properties property sheet.

Views

- IVRQueue
- IVRPort
- IVRThresholdTemplate

Template

config11.rpt

Filters

- IVR Queue ID
- IVR Queue Name

Field descriptions

Report field	View field/Formula
IVR Queue Name and ID	IVRQueue.Name IVRQueue.IVRQueueID
Service Level Threshold	IVRQueue.ServiceLevelThreshold

Report field	View field/Formula
Acquired	IVRQueue.Acquire
Status	IVRQueue.Status
IVR ACD-DN Name and ID	IVRPort.Name IVRPort.IVRPortID
IVR Port Switch ID	IVRPort.SwitchPortID
IVR Port Switch Address	IVRPort.SwitchPortAddress
Switch Port Name	IVRPort.SwitchPortName
IVR Threshold Class	IVRThresholdTemplate.Name IVRThresholdTemplate.TemplateID
Template Field Name	IVRThresholdTemplate.Field
Template Level 1	IVRThresholdTemplate.Level1
Template Level 2	IVRThresholdTemplate.Level2

IVR Queue and Port Properties

BestAir Airlines
 Site Name: TORONTO
 Table Names: IVRQueue, IVRPort, IVRThresholdTemplate

IVR Queue Name and ID: GIVE IVR queue 3650 - 3650

Service Level Threshold: 20
 Acquired: Y
 Status: Acquired

IVR ACD-DN Name and Number: VP 12-0-2-0 - 0

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-2-0
 Switch Port Name: VP 12-0-2-0

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-2-1 - 1

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-2-1
 Switch Port Name: VP 12-0-2-1

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-2 - 10

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-3-2
 Switch Port Name: VP 12-0-3-2

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-3 - 11

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-3-3
 Switch Port Name: VP 12-0-3-3

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-4 - 12

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-3-4
 Switch Port Name: VP 12-0-3-4

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-5 - 13

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-3-5
 Switch Port Name: VP 12-0-3-5

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-6 - 14

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-3-6
 Switch Port Name: VP 12-0-3-6

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

config11.rpt

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Page: 1

Logged In Agent Position ID

Description

The Agent Position ID report lists agents and provides, for each one, logon ID and position ID, and (on the Meridian 1 switch) personal DN.

Note: Agent status information is written to the database every 15 minutes. This report shows agent status as of the end of the last 15-minute interval.

View

- Agent
- eAgentLoginStat

Template

- config32.rpt

Filters

- agent logon ID
- agent name

Field descriptions

Report field	View field/Formula
Agent Name	eAgentLogin.AgentSurName eAgentLogin.AgentGivenName
Agent Login	eAgentLogin.AgentLogin
Position ID	eAgentLogin.PositionID
Personal DN	Agent.PersonalDN

Logged In Agent Position ID

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

<u>Agent Name</u>	<u>Agent Login</u>	<u>Position ID</u>	<u>Personal DN</u>
James Jones	6708	2,009	3119
Jon Carlos	6709	2,010	3120
Toni Morelli	6710	2,026	3121
Donna Royce	6840	2,019	3228
Brandon Woo	6841	2,017	3221

Real Time Template Properties

Description

The Real Time Template Properties report lists each real-time display definition and describes its properties.

Where properties are defined

Real-time display definition properties are defined on the Real-time Display Properties property sheet.

Views

- RealTimeTemplate
- RealTimeColumn
- Formula

Template

- config21.rpt

Field descriptions

Report field	View field/Formula
Template Name	RealTimeTemplate.Name
Class	RealTimeTemplate.Class
Refresh Rate	RealTimeTemplate.RefreshRate / 1000
View Mode	RealTimeTemplate.ViewMode
Column Name	RealTimeColumn.Label
Formula Name	Formula.Name
Format	RealTimeColumn.Format
Scale From	RealTimeColumn.ScaleFrom
Scale To	RealTimeColumn.ScaleTo

Real Time Template Properties

Site Name: k1etest

Table Names: RealTimeTemplate, RealTimeColumn and Formula

Template Name: Standard_Agentby_Supervisor

Class: Agent
 Refresh Rate: 2
 View Mode: Mousing Window

Column Name	Formula Name	Format	Scale From	Scale To
DN In	N/A	Text	-	-
DN Out	N/A	Text	-	-
Agent ID	N/A	Text	-	-
Walkaway	N/A	Text	-	-
Last Name	N/A	Text	-	-
Position ID	N/A	Text	-	-
In Calls Status	N/A	Text	-	-
Agent First Name	N/A	Text	-	-
Answered Skillset	N/A	Text	-	-
Supervisor Last Name	N/A	Text	-	-
Supervisor First Name	N/A	Text	-	-
Time In State (bar)	N/A	Histogram	0.00	360.00
Time In State	N/A	Time In State-formal	-	-

Template Name: Standard_CallCenterSummary

Class: Summary
 Refresh Rate: 5
 View Mode: Mousing Window

Column Name	Formula Name	Format	Scale From	Scale To
Call Center	N/A	Text	-	-
Calls Ans	N/A	Number	-	-
Calls Wait	N/A	Number	-	-
Calls Ordered	N/A	Number	-	-
Wait In Calls Ans	N/A	Number	-	-
Wait In Calls Wait	N/A	Number	-	-
Wait In Calls Ordered	N/A	Number	-	-
Calls Abandoned	Calls Abandoned	Number	-	-

Template Name: Standard_Skillset_Display

Class: Skillset
 Refresh Rate: 5
 View Mode: Mousing Window

Column Name	Formula Name	Format	Scale From	Scale To
Skillset	N/A	Text	-	-
Calls Ans	N/A	Number	-	-
Agent Wdy	N/A	Number	-	-
Calls Wait	N/A	Number	-	-
Agent Available	N/A	Number	-	-
Agent On DN Call	N/A	Number	-	-
Agent On In Call	N/A	Number	-	-
Agent In Service	N/A	Number	-	-
Agent On AC D-DN Call	N/A	Number	-	-

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Page 1 of 2

Route Properties

Description

The Route Properties report lists each route, the assigned route name, and the assigned threshold class name. It also displays the threshold times set for each template.

Where properties are defined

Route properties are defined on the Route Properties property sheet.

Views

- Route
- RouteThresholdTemplate

Template

- config9.rpt

Filters

- Route ID
- Route Name

Field descriptions

Report field	View field/Formula
Route Number	Route.RouteID
Route Name	Route.RouteName
Threshold Class	RouteThresholdTemplate.Name
Field	RouteThresholdTemplate.Field
Level 1	RouteThresholdTemplate.Level1
Level 2	RouteThresholdTemplate.Level2

Route Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Route, RouteThresholdTemplate

Route Name Route1

Route Number 1
Threshold Class Route_Template

Threshold Properties

Field: Short Call
Level 1: 10
Level 2:

Route Name Route1

Route Number 1
Threshold Class Route_Template

Threshold Properties

Field: Service Level Threshold
Level 1: 20
Level 2:

Route Name Route2

Route Number 2
Threshold Class Route_Template

Threshold Properties

Field: Short Call
Level 1: 10
Level 2:

Route Name Route2

Route Number 2
Threshold Class Route_Template

Threshold Properties

Field: Service Level Threshold
Level 1: 20
Level 2:

Route Name Route3

Route Number 3
Threshold Class Route_Template

Threshold Properties

Field: Short Call
Level 1: 10
Level 2:

Route Name Route3

Route Number 3
Threshold Class Route_Template

Threshold Properties

Field: Service Level Threshold
Level 1: 20
Level 2:

Script Variable By Script

Description

For each script, the Script Variable By Script report lists the script type and status, along with the names of the script variables used. For each variable, it provides the status and type.

View

- ScriptVariables

Template

- config36.rpt

Filter

- script variable name

Field descriptions

Report field	View field/Formula
Script	Script
Status	ScriptStatus
Type	Type
Script Variable Name	Variable
Status	VariableStatus
Type	VariableType

Script Variable By Script

Site Name: ICCMNGEN23
Table Name: ScriptVariables

Script Variable Name		Status	Type
Script : Load_script_local			
Status:	Activated		
Type:	Primary		
Arun	Activated	Voice Segment	
LastLoadTestDay	Activated	Day	
FirstLoadTestDay	Activated	Day	
load_pri_var1	Activated	Priority	
load_pri_var2	Activated	Priority	
load_pri_var3	Activated	Priority	
load_ss_list1	Activated	Skillset	
load_ss_list2	Activated	Skillset	
load_wait_timer	Activated	Integer	
Script : Load_script_network			
Status:	Activated		
Type:	Primary		
FirstLoadTestDay	Activated	Day	
load_pri_var2	Activated	Priority	
load_pri_var3	Activated	Priority	
load_ss_list1	Activated	Skillset	
load_ss_list2	Activated	Skillset	
load_wait_timer	Activated	Integer	
LandonVillson	Activated	Voice Segment	
Script : Master_Script			
Status:	Activated		
Type:	Local Master		
LastLoadTestDay	Activated	Day	
FirstLoadTestDay	Activated	Day	

Script Variable Properties

Description

The Script Variable Properties report lists the group, type, status, and class of each variable.

View

- ScriptVariableProperties
- ScriptVariables

Template

- config35.rpt

Filter

- script variable name

Field descriptions

Report field	View field/Formula
Script Variable	ScriptVariables.Variable
Status	ScriptVariables.VariableStatus
Group	ScriptVariableProperties.Grouping
Type	ScriptVariables.VariableType
Class	ScriptVariableProperties.Class
Comment	ScriptVariableProperties.Comment
Referencing Script Name	ScriptVariables.Script
Script Status	ScriptVariables.ScriptStatus

Report field	View field/Formula
Script Type	ScriptVariables.ScriptType

Script Variable Properties

BestAir Airlines
Site Name: TORONTO
Table Name: ScriptVariables, ScriptVariableProperties

	Referencing Script Name	Script Status	Script Type
Script Variable : Automated101			
Status:	Activated		
Type:	Voice Segment		
Group:	Global Variable		
Class:	Set Of Values		
Comment:			
	IVR_SHIFT2_BCASTANNOUNCE	Activated	Secondary
Script Variable : Flight101			
Status:	Activated		
Type:	Voice Segment		
Group:	Global Variable		
Class:	Set Of Values		
Comment:			
	IVR_SHIFT1_BCASTANNOUNCE	Activated	Secondary
Script Variable : INTRINSIC1_SHIFT2_EXPTIME			
Status:	Activated		
Type:	Seconds		
Group:	Global Variable		
Class:	Item		
Comment:	Expected wait time for INTRISIC1_SHIFT2		
	INTRINSIC1_SHIFT2	Activated	Secondary
Script Variable : INTRINSIC2_SHIFT2_LEVEL2			
Status:	Activated		
Type:	Integer		
Group:	Global Variable		
Class:	Item		
Comment:			
	INTRINSIC2_SHIFT1	Activated	Secondary
Script Variable : INTRINSIC2_SHIFT2_LEVEL3			
Status:	Activated		
Type:	Integer		
Group:	Global Variable		
Class:	Item		
Comment:			
	INTRINSIC2_SHIFT1	Activated	Secondary

config35.rpt

Skillset Properties

Description

The Skillset Properties report describes all skillset properties, including the skillset type (local), and the service level threshold defined for the threshold class to which the skillset belongs.

Where properties are defined

Skillset properties are defined on the Skillset Properties property sheet.

View

- Agent
- Skillset
- SkillsetByAgent

Template

- config16.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Skillset Name	Skillset.Skillset
Comment	Skillset.Comment
Call Age Preference	Skillset.CallAgePreference
Service Level Threshold	Skillset.ServiceLevelThreshold
Min Short Call Delay	Skillset.MinShortCallDelay
Night Service Type	Skillset.NightServiceType
Mapped ACD-DN Number	Skillset.DN
Default Activity Code	Skillset.ActivityCode
Agent Name and ID	Agent.GivenName Agent.Surname Agent.TelsetLoginID
Priority	SkillsetByAgent.Priority

Skillset Properties

BestAir Airlines

Site Name: TORONTO

Table Names: Skillset, Agent, SkillsetByAgent

Skillset Name: European_Vacations

Comment:

Call Source Preference: None
Call Age Preference: First in Queue
Service Level Threshold: 20
Min Short Call Delay: 10
Night Service Type: None
Mapped ACD DN Number: N/A
Skillset Is Networked: Y

Nodal Network Skillset Name:

Call Queue Request Size: 0
Flow Control Threshold: 0
Use Round Robin:
Comment:

Agent Name and ID

Toni Morelli -- 6710
Jon Carlos -- 6709
James Jones -- 6708

Priority

2
2
1

Skillset Name: Vacations

Comment:

Call Source Preference: None
Call Age Preference: First in Queue
Service Level Threshold: 20
Min Short Call Delay: 10
Night Service Type: None
Mapped ACD DN Number: N/A
Skillset Is Networked: Y

Nodal Network Skillset Name:

Call Queue Request Size: 0
Flow Control Threshold: 0
Use Round Robin:
Comment:

Agent Name and ID

Toni Morelli -- 6710
Jon Carlos -- 6709
James Jones -- 6708

Priority

1
1
0

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Page 1 of 1

Supervisor Properties

Description

The Supervisor Properties report lists all Symposium Express Call Center supervisors by name and threshold class. The report includes port information, personal or directory number, logon information, comments, and all names of the agents (reporting and associated) assigned to the supervisor.

Where properties are defined

Supervisor Properties are defined on the User Properties property sheet.

Views

- SupervisorAgentAssignment
- Supervisor

Template

- config4.rpt

Filters

- supervisor logon ID
- supervisor name

Field descriptions

Report field	View field/Formula
Supervisor Name & ID	Supervisor.Given Name Supervisor.SurName Supervisor.TelsetLoginID.
Threshold Class	Supervisor.ThresholdTemplateName
Supervisor Template Name	Supervisor.TemplateName

Report field	View field/Formula
Switch Port Address	Supervisor.SwitchPortAddress
Switch ID	Supervisor.SwitchID
PC Login Name	Supervisor.PCLoginName
Personal Directory Number (DN)	Supervisor.PersonalDN
Comment	Supervisor.Comment
Supervisor Type	SupervisorAgentAssignment.Type
Agents Assigned	SupervisorAgentAssignment.AgentGivenName SupervisorAgentAssignment.AgentSurName SupervisorAgentAssignment.AgentTelsetLoginID

Supervisor Properties

BestAir Airlines

Site Name: TORONTO

Table Names: SupervisorAgentAssignment, Supervisor

Supervisor Name & ID: Pat Wilson -- 7871

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-2
Switch ID:	1.00
PC Login Name:	pwilson
Comment:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	Sara Fargus - 6911
Reporting	Ronnie Heintz - 6912
Reporting	Dylan Marcus - 6844
Reporting	Donna Royce - 6840
Reporting	Tajinder Singh - 6913
Reporting	Lori Vandenberg - 6763
Reporting	Tom Wilson - 6761
Reporting	Brandon Woo - 6841
Associated	Steven Chung - 6851
Associated	Fred Gogolek - 6853

Supervisor Name & ID: Chris Konings -- 7870

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-9
Switch ID:	1.00
PC Login Name:	ckoning
Comment:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	Steven Chung - 6851
Reporting	Terry Davidson - 8959
Reporting	Toni Di Angelo - 6766
Reporting	Fred Gogolek - 6853
Reporting	Bert Katerberg - 6789
Reporting	Brandon Woo - 6841
Associated	James Jones - 6708
Associated	Lori Vandenberg - 6763
Associated	Tom Wilson - 6761

Supervisor Name & ID: Marta Mitchell -- 7877

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-3
Switch ID:	1.00
PC Login Name:	mmitch
Comment:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	James Jones - 6708

Supervisor Name & ID: Cindy Wong -- 7872

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-5
Switch ID:	1.00
PC Login Name:	cwong
Comment:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	Bev Arthur - 6622

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Page 1 of 2

Telephone Display Properties

Description

You can configure the order in which Symposium Express Call Center displays information (such as caller line ID, or CLID, and caller name) on agent phonesets.

The Telephone Display Properties report lists the configured display types, the width of the display, and the number of rows in the display.

Where properties are defined

Telephone display properties are defined on the Telephone Display Properties property sheet.

View

- PhoneSetDisplay

Template

- config6.rpt

Field descriptions

Report field	View field/Formula
Telephone Display Set Type Name	DisplayTypeName
Field Name	FieldName
Width	Width
Row	Row

Telephone Display Properties

BestAir Airlines
Site Name: TORONTO
Table Name: PhoneSetDisplay

Telephone Display Set Type Name: 1x24 & 1x18 Alphanumeric

<u>Field Name</u>	<u>Width</u>	<u>Row</u>
Customer's Total Wait Time	11	1
CDN Number	5	1
Skillset	8	1

config6.rpt

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Page: 1

User Access Privilege

Description

The User Access Privilege report lists all of the access classes defined in the system. For each one, it lists all of the privileges assigned to that class, and all the desktop users belonging to that class.

Views

- AccessRights
- NBManagedObject

Template

- config42.rpt

Field descriptions

Report field	View field/Formula
Group Name	AccessRights.GroupName
Comment	AccessRights.Comment
Item in System Window	AccessRights.ObjectName
Level of Access	AccessRights.CreateDeleteAccess, AccessRights.CreatedDeleteAgentAccess, AccessRights.CreateDeleteAllAgentAccess, AccessRights.ReadAccess, AccessRights.ReadAgentAccess, AccessRights.ReadAllAgentAccess, AccessRights.WriteAccess, AccessRights.WriteAgentAccess, AccessRights.WriteAllAgentAccess
Name	AccessRights.GivenName, AccessRights.Surname

Report field	View field/Formula
PC Login	AccessRights.PCLoginName

User Access Privilege

BestAir Airlines
Site Name: TORONTO

Table Names: AccessRights

Group Name: adminGroup

Comment: Blue system administration group

<u>Access Rights: Item in System Window</u>	<u>Level of Access</u>
Server Settings	View
Applications	Edit
Skillsets	Create / delete
Reports - Agent Performance	Create and run any report
Agent / Skillset Assignments	View and assign all agents
CDNs	Create / delete
Connected Sessions	Create / delete
Emergency Help	View
Backup Scheduler	Edit, create / delete
Agent / Supervisor Assignments	View and assign all agents
Script Variables	View
Skillset Threshold Classes	Create / delete
Event Browser	View
Scripts	View
Phonesets	Create / delete
Call Routing	Create / delete
Emergency Activator	Create / delete
Configuration Printing	Create / delete
Real-Time Statistics	Edit
IVR ACD-DNs	Create / delete
Activity Codes	Create / delete
Access Classes	View
Call Presentation	Create / delete
Nodal Threshold Classes	Edit
Data Import	Edit, create / delete
Formulas	Create / delete
Voice Services Administration	Create / delete
Networking	Create / delete
Routes	Create / delete
VPS prompt & collect Digits	Create / delete
Serial Ports	Edit
Phoneset Displays	Create / delete
Agent Threshold Classes	Create / delete
Users	Edit all users - create agents only
Historical Statistics	Edit
DNISs	Create / delete
System Backup	Edit, create / delete
Call Treatments	Create / delete
Reports - Other	Create and run any report
Reports	Create and run any report
Real-Time Displays	View all agents - create displays
Server Performance Monitor	View
Users - ICCM	Edit all users - create agents only
SECC EWT & PIQ	Create / delete

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Page 1 of 6

Section E: IVR reports

In this section

IVR Port First Login/Last Logout	294
IVR Port Statistics	296
IVR Queue Statistics	299

IVR Port First Login/Last Logout

Description

The IVR Port First Login/Last Logout report provides information on the first logon to and last logoff from the server. The report lists the ports on which the first logon and last logoff occurred, and the time at which these events occurred.

View

- eIVRPortLoginStat

Template

- em-res5.rpt

Field descriptions

Report field	View field/Formula
Time	Time
Port ID	IVRPortID

IVR Port First Login / Last Logout

BestAir Airlines

Site Name: TORONTO

Table Name: elVRPortLoginStat

Report Interval: 10:15:00 20 April, 1999 - 10:30:00 20 April, 1999

	Time	Port ID
First Login Details		
4/20/99	10:27:12	12-0-2-4
		12-0-2-7
		12-0-3-0
		12-0-3-2
		12-0-3-5
		12-0-3-6
		12-1-2-1
		12-1-2-2
		13-1-2-6
		14-1-2-7
Last Logout Details		
4/20/99	10:26:17	12-0-2-0
		12-0-2-1
		12-0-2-2
		12-0-2-3
		12-0-2-4
		12-0-2-5
		12-0-2-6
		12-0-2-7
		12-0-3-0
		12-0-3-1
		12-0-3-2
		12-0-3-3
		12-0-3-4
		12-0-3-5
		12-0-3-6
		12-0-3-7
		12-1-2-0
		12-1-2-1
		12-1-2-2
		12-1-2-3
		12-1-2-4
		12-1-2-5
		12-1-2-6
		12-1-2-7
		13-0-2-0
		13-0-2-1
		13-0-2-2

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IVR Port Statistics

Description

The IVR Port Statistics report shows summarized statistical information grouped by IVR port. The report provides detailed information about specific IVR ports used within the call center. For each port specified, the report shows the total number of calls answered, conferenced, and transferred.

The IVR Port Statistics report also indicates the amount of time the port was available to take calls and how much time was spent waiting to receive calls. The report helps you determine whether a specific port may be causing poor performance within an IVR queue.

Views

- IVRPortStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res4.rpt
- dm-res4.rpt
- wm-res4.rpt
- mm-res4.rpt

Filters

- IVR Port ID
- IVR Port Name

Statistics

Report field	View field/Formula
Answered	CallsAnswered
Conferenced	CallsConferenced
Transferred	CallsTransferred
Logged In Time	LoggedInTime
Not Ready Time	NotReadyTime
Talk Time	TalkTime
Waiting Time	WaitingTime

Summaries

The report provides totals for each IVR port, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all IVR ports.

IVR Port Statistics

BestAir Airlines

Site Name: TORONTO

Table Name: iVRPortStat

Report Interval: 16:30:00 20 April, 1999 - 16:44:59 20 April, 1999

<u>Answered</u>	<u>Conferenced</u>	<u>Transferred</u>	<u>Logged In Time</u>	<u>Not Ready Time</u>	<u>Talk Time</u>	<u>Waiting Time</u>
GRAND TOTAL						
958	0	0	24:15:00	00:00:00	04:09:59	20:05:01

IVR Port Name & ID: VP 12-0-2-0 - 12-0-2-0

Summary:	20	0	0	00:15:00	00:00:00	00:05:08	00:09:52
----------	----	---	---	----------	----------	----------	----------

IVR Queue Name & ID: GIVE IVR queue 3650 - 3650

Summary:	20	0	0	00:15:00	00:00:00	00:05:08	00:09:52
----------	----	---	---	----------	----------	----------	----------

4/20/99	16:45	20	0	0	00:15:00	00:00:00	00:05:08	00:09:52
Daily 4/20/99		20	0	0	00:15:00	00:00:00	00:05:08	00:09:52
IVR Queue		20	0	0	00:15:00	00:00:00	00:05:08	00:09:52
IVR Port		20	0	0	00:15:00	00:00:00	00:05:08	00:09:52

IVR Port Name & ID: VP 12-0-2-1 - 12-0-2-1

Summary:	19	0	0	00:15:00	00:00:00	00:05:19	00:09:41
----------	----	---	---	----------	----------	----------	----------

IVR Queue Name & ID: GIVE IVR queue 3650 - 3650

Summary:	19	0	0	00:15:00	00:00:00	00:05:19	00:09:41
----------	----	---	---	----------	----------	----------	----------

4/20/99	16:45	19	0	0	00:15:00	00:00:00	00:05:19	00:09:41
Daily 4/20/99		19	0	0	00:15:00	00:00:00	00:05:19	00:09:41
IVR Queue		19	0	0	00:15:00	00:00:00	00:05:19	00:09:41
IVR Port		19	0	0	00:15:00	00:00:00	00:05:19	00:09:41

IVR Port Name & ID: VP 12-0-2-2 - 12-0-2-2

Summary:	19	0	0	00:15:00	00:00:00	00:04:48	00:10:12
----------	----	---	---	----------	----------	----------	----------

IVR Queue Name & ID: GIVE IVR queue 3650 - 3650

Summary:	19	0	0	00:15:00	00:00:00	00:04:48	00:10:12
----------	----	---	---	----------	----------	----------	----------

4/20/99	16:45	19	0	0	00:15:00	00:00:00	00:04:48	00:10:12
Daily 4/20/99		19	0	0	00:15:00	00:00:00	00:04:48	00:10:12
IVR Queue		19	0	0	00:15:00	00:00:00	00:04:48	00:10:12
IVR Port		19	0	0	00:15:00	00:00:00	00:04:48	00:10:12

Im-rcd4.rpt

Page: 1

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IVR Queue Statistics

Description

The IVR Queue Statistics report shows summarized statistical information grouped by IVR queue. The report details the performance of IVR queues, and is especially useful for understanding call volume and delays that callers may have experienced when attempting to access the IVR system.

If the report shows you that a particular IVR queue is not performing well, equip the IVR queue with more IVR ports.

Views

- IVRStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res3.rpt
- dm-res3.rpt
- wm-res3.rpt
- mm-res3.rpt

Filters

- IVR Queue ID
- IVR Queue Name

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold
Answered Delay	CallsAnsweredDelay
Confer'd	CallsConferenced
Transf'd	CallsTransferred
Not Treated	CallsNotTreated
Not Treated After Threshold	CallsNotTreatedAftThreshold
Not Treated Delay	CallsNotTreatedDelay

Summaries

The report provides totals for each IVR queue, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all IVR queues.

IVR Queue Statistics

BestAir Airlines

Site Name: TORONTC

Table Name: iVRStat

Report Interval: 00:00:00 20 April, 1999 - 23:59:59 20 April, 1999

<u>Offered</u>	<u>Answered After Threshold</u>	<u>Answered Delay</u>	<u>Confer'd</u>	<u>Trans'd</u>	<u>Not Treated</u>	<u>Not Treated After Thresh</u>	<u>Not Treated Delay</u>	
GRAND TOTAL								
1,277	807	0	00:02:14	0	0	470	235	02:08:15

Queue Name & ID: GIVE IVR queue 3650 - 3650

Summary:	470	0	0	00:00:00	0	0	470	235	02:08:15
----------	-----	---	---	----------	---	---	-----	-----	----------

4/20/99

00:00	470	0	0	00:00:00	0	0	470	235	02:08:15
Daily 4/20/99	470	0	0	00:00:00	0	0	470	235	02:08:15
Queue	470	0	0	00:00:00	0	0	470	235	02:08:15

Queue Name & ID: 3660 - 3660

Summary:	248	248	0	00:01:08	0	0	0	0	00:00:00
----------	-----	-----	---	----------	---	---	---	---	----------

4/20/99

00:00	248	248	0	00:01:08	0	0	0	0	00:00:00
Daily 4/20/99	248	248	0	00:01:08	0	0	0	0	00:00:00
Queue	248	248	0	00:01:08	0	0	0	0	00:00:00

Queue Name & ID: 3670 - 3670

Summary:	223	223	0	00:01:03	0	0	0	0	00:00:00
----------	-----	-----	---	----------	---	---	---	---	----------

4/20/99

00:00	223	223	0	00:01:03	0	0	0	0	00:00:00
Daily 4/20/99	223	223	0	00:01:03	0	0	0	0	00:00:00
Queue	223	223	0	00:01:03	0	0	0	0	00:00:00

Queue Name & ID: 3680 - 3680

Summary:	336	336	0	00:00:03	0	0	0	0	00:00:00
----------	-----	-----	---	----------	---	---	---	---	----------

4/20/99

00:00	336	336	0	00:00:03	0	0	0	0	00:00:00
Daily 4/20/99	336	336	0	00:00:03	0	0	0	0	00:00:00
Queue	336	336	0	00:00:03	0	0	0	0	00:00:00

GRAND TOTAL

1,277	807	0	00:02:14	0	0	470	235	02:08:15
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im-rpt3.rpt

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Page: 1

Section F: Resource reports

In this section

CDN Statistics	304
Crosstab - CDN Statistics	307
Crosstab - DNIS Statistics	310
Crosstab - Route Performance	313
Crosstab - Trunk Performance	316
DNIS Statistics	319
Music/RAN Route Statistics	323
Route Performance	326
Trunk Performance	329

CDN Statistics

Description

The CDN Statistics report details summarized call volume information for the CDNs configured on the server. The report displays the total number of calls offered to the CDN and the total number of calls answered. The report also provides terminated and abandoned call information.

CDN

A Controlled Directory Number (CDN) is a number configured on the switch as the entry point for calls into Symposium Express Call Center. You can configure multiple CDNs in the switch.

View

This report uses the CDNStat view.

Collection frequency

You can collect CDN Statistics report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-res7.rpt
- dm-res7.rpt
- wm-res7.rpt

- mm-res7.rpt

Filters

This report can be filtered on

- CDN
- CDN name

Statistics

CDN Statistics reports contain the following statistics:

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Terminated	CallsTerminated
Percent Terminated	$\text{CallsTerminated} / \text{CallsOffered} \times 100$
Abandoned	CallsAbandoned
Percent Abandoned	$\text{CallsAbandoned} / \text{CallsOffered} \times 100$

Summaries

The report provides totals for each CDN, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all CDNs.

CDN Statistics

BestAir Airlines

Report Interval: 00:00:00 09 April, 1999 - 23:59:59 09 April, 1999

Site Name: TORONTO

Table Name: iCDNStat

<u>Offered</u>	<u>Answered</u>	<u>Terminated</u>	<u>Percent Terminated</u>	<u>Abandoned</u>	<u>Percent Abandoned</u>
GRAND TOTAL					
73,507	37,799	35,492	48.28 %	215	0.29

CDN Name & ID: 3750 - 3750

Summary:	5,811	2,266	3,522	60.61%	23	0.40
----------	-------	-------	-------	--------	----	------

4/9/99

17:15	36	32	2	5.56	0	0.00
17:45	99	96	2	2.02	0	0.00
18:00	352	353	0	0.00	0	0.00
18:15	356	353	0	0.00	2	0.56
18:30	349	342	0	0.00	6	1.72
18:45	349	344	0	0.00	6	1.72
19:00	348	343	0	0.00	5	1.44
19:15	329	324	0	0.00	4	1.22
19:30	214	79	139	64.95	0	0.00
19:45	206	0	206	100.00	0	0.00
20:00	203	0	203	100.00	0	0.00
20:15	198	0	198	100.00	0	0.00
20:30	200	0	200	100.00	0	0.00
20:45	199	0	199	100.00	0	0.00
21:00	199	0	198	99.50	0	0.00
21:15	193	0	194	100.52	0	0.00
21:30	195	0	195	100.00	0	0.00
21:45	198	0	198	100.00	0	0.00
22:00	201	0	201	100.00	0	0.00
22:15	199	0	199	100.00	0	0.00
22:30	199	0	199	100.00	0	0.00
22:45	197	0	197	100.00	0	0.00
23:00	199	0	199	100.00	0	0.00
23:15	196	0	196	100.00	0	0.00
23:30	199	0	199	100.00	0	0.00
23:45	198	0	198	100.00	0	0.00
Daily 4/9/99	5,811	2,266	3,522	60.61	23	0.40
CDN	5,811	2,266	3,522	60.61	23	0.40

CDN Name & ID: 3751 - 3751

Summary:	5,794	2,248	3,521	60.77%	25	0.43
----------	-------	-------	-------	--------	----	------

4/9/99

17:15	31	25	2	6.45	4	12.90
17:45	87	85	0	0.00	0	0.00
18:00	355	354	0	0.00	0	0.00
18:15	348	340	0	0.00	7	2.01
18:30	350	348	0	0.00	2	0.57
18:45	350	348	0	0.00	4	1.14
19:00	349	345	0	0.00	3	0.86
19:15	333	325	0	0.00	5	1.50

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Page: 1

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Crosstab - CDN Statistics

Description

The Crosstab - CDN Statistics report provides you with an at-a-glance view of CDN performance (calls offered, calls answered, calls terminated, and calls abandoned) for several days. You can use this report to compare CDN performance for the same reporting period on different days.

Views

- iCDNStat

Collection frequency

- interval

Templates

- icross_CDN.rpt

Filter

- CDN
- CDN name

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Terminated	CallsTerminated
Abandoned	CallsAbandoned

Summaries

The report provides totals for each CDN for each interval, as well as daily totals for the CDN.

Crosstab - CDN Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: CDNStat

Report Interval: 00:00:00 06 April, 1999 - 20:15:00 21 April, 1999

Grand Totals

Calls Offered 1,652,900
Calls Answered 1,289,493
Calls Terminated 366,310
Calls Abandoned 27,058

	Sun	Mon	Tue	Wed	Thurs	Fri	Sat	Total
00:00	448	472	668	459	329	346	671	3,393
	456	471	466	0	330	346	257	2,326
	0	0	197	436	0	0	196	829
	0	0	0	0	0	2	217	219
00:15	466	478	679	440	333	347	676	3,417
	460	478	485	0	332	343	263	2,361
	0	0	200	461	0	0	200	861
	0	0	0	0	0	5	214	219
00:30	450	472	672	442	334	348	676	3,394
	461	472	464	0	333	347	218	2,285
	0	0	200	436	0	0	198	834
	0	0	0	0	0	2	254	256
00:45	451	478	677	441	329	351	669	3,396
	453	477	485	0	328	346	219	2,308
	0	0	198	448	0	0	197	843
	0	0	0	0	0	3	259	262
01:00	468	471	670	464	331	346	674	3,424
	463	473	465	0	334	344	287	2,376
	0	0	201	443	0	0	197	841
	0	0	0	0	0	4	177	181

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Page 1 of 162

Crosstab - DNIS Statistics

Description

The Crosstab - DNIS Statistics report provides you with an at-a-glance view of DNIS performance (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare DNIS performance for the same reporting period on different days.

Views

- iDNISStat

Collection frequency

- interval

Templates

- icross_DNIS.rpt

Filter

- DNIS
- DNIS name

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each DNIS for each interval, as well as daily totals for the DNIS.

Crosstab - DNIS Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: DNISStat

Report Interval: 12:30:00 07 April, 1999 - 12:45:00 10 April, 1999

Grand Totals

Calls Offered	183
Calls Answered	150
Calls Abandoned	28

	Tue	Wed	Thurs	Fri	Total
Corporate_Gold	15 9 3	7 7 0	11 10 1	8 8 0	41 34 4
DNIS Total	15 9 3	7 7 0	11 10 1	8 8 0	41 34 4
Corporate_Silver	18 15 1	25 21 4	72 61 11	27 19 8	142 116 24
DNIS Total	18 15 1	25 21 4	72 61 11	27 19 8	142 116 24
Total	33 24 4	32 28 4	83 71 12	35 27 8	183 150 28

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Page 1 of 1

Crosstab - Route Performance

Description

The Crosstab - Route Performance report provides you with an at-a-glance view of route performance (all trunks busy and number of calls blocked by all trunks busy) for several days. You can use this report to compare route performance for the same reporting period on different days.

Note: Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

Views

- iRouteStat

Collection frequency

- interval

Templates

- icross_route.rpt

Filter

- route ID
- route name

Statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
Calls Blocked By All Trunks Busy	CallsBlockedByAllTrunksBusy

Summaries

The report provides totals for each route for each interval, as well as daily totals for the route.

Crosstab - Route Performance

BestAir Airlines
Site Name: BOSTON
Table Name: iRouteStat

Report Interval: 15:30:00 05 April, 1999 - 15:45:00 09 April, 1999

Grand Totals

All Trunks Busy
Calls Blocked by All Trunks Busy

53
6

	Mon	Tue	Wed	Thurs	Fri	Total
B_Route1	15:45	2 0	2 0	6 0	10 0	24 0
	Route Total	2.00 0.00	2.00 0.00	6.00 0.00	10.00 0.00	24 0
B_Route2	15:45	3 0	2 0	6 0	1 0	14 0
	Route Total	3.00 0.00	2.00 0.00	6.00 0.00	1.00 0.00	14 0
B_Route3	15:45	5 0	2 0	1 0	4 0	15 0
	Route Total	5.00 0.00	2.00 0.00	1.00 0.00	4.00 0.00	15 0
Default_Route	15:45	0 1	0 0	0 2	0 3	0 6
	Route Total	0.00 1.00	0.00 0.00	0.00 2.00	0.00 3.00	0 6
Total		10 1	6 0	13 2	15 3	53 6

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Page 1 of 1

Crosstab - Trunk Performance

Description

The Crosstab - Trunk Performance report provides you with an at-a-glance view of trunk performance (calls offered, answered, and abandoned) for several days. You can use this report to compare trunk performance for the same reporting period on different days.

Views

- iTrunkStat

Collection frequency

- interval

Templates

- icross_trunk.rpt

Filter

- trunk ID

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each trunk for each interval, as well as daily totals for the trunk.

Crosstab - Trunk Performance

BestAir Airlines
Site Name: TORONTO
Table Name: TrunkStat

Report Interval: 08:15:00 05 April, 1999 - 09:30:00 09 April, 1999

Grand Totals

Calls Offered	468
Calls Answered	628
Calls Abandoned	24

	Mon	Tue	Wed	Thurs	Fri	Total
Route1	9:30	45 41 1	66 61 6	47 47 0	1 47 0	22 22 0
	Route Total	45 41 1	66 61 6	47 47 0	1 47 0	22 22 0
Route2	9:30	34 32 2	23 21 2	60 55 5	4 59 0	46 45 1
	Route Total	34 32 2	23 21 2	60 55 5	4 59 0	46 45 1
Route3	9:30	22 22 0	48 44 4	13 12 1	2 87 0	35 33 2
	Route Total	22 22 0	48 44 4	13 12 1	2 87 0	35 33 2
Total		101 95 3	137 126 12	120 114 6	7 193 0	103 100 3
						468 628 24

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Page 1 of 1

DNIS Statistics

Description

The DNIS Statistics report summarizes the total call volume to each DNIS number. The DNIS Statistics report lists the total calls answered, total caller wait time, total calls abandoned, and the percentage of calls that abandoned after a wait greater than or equal to the service level threshold defined for the DNIS.

You can use this report to track call handling performance on products or services associated with a particular DNIS number.

DNIS

Dialed Number Identification Service (DNIS) allows you to identify the dialed number for calls coming into the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

View

This report uses the DNISStat view.

Collection frequency

You can collect DNIS Statistics report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-res6.rpt
- dm-res6.rpt
- wm-res6.rpt
- mm-res6.rpt

Filters

This report can be filtered on

- DNIS number
- DNIS name

Statistics

DNIS Statistics reports contain the following statistics:

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Avg Ans Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Ans After Threshold	CallsAnsweredAftThreshold
Disconnected	CallsGivenForceDisconnect
Overflowed	CallsGivenForceOverflow
Routed	CallsGivenRouteTo
NACD Out	CallsNACDOut
IVR Transf'd	IVRTransferred
Default'd	CallsGivenDefault

Report field	View field/Formula
Given Busy	CallsGivenBusy
Aban'd	CallsAbandoned
Aband Delay	MaxAbandonedDelay
Aban After Thresh	CallsAbandonedAftThreshold
% Abn Aft Thresh	$\text{CallsAbandonedAftThreshold} / \text{CallsAbandoned} \times 100$
Talk Time	TalkTime

Summaries

The report provides totals for each DNIS number, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all DNIS numbers.

DNIS Statistics

BesAir Airlines
Site Name: TORONTO
Table Name: DNIS94

Report Interval: 12:00:00 April, 1999 - 12:00:00 April, 1999

Offered	Answered	Answer Delay	Avg Ans Delay	Ans After Timeout	Dis- connected	Over- loaded	Route	NACD	IVR	Given	Aband Delay	Aband Truesn	% After Aband	Talk Time
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GRAND TOTAL

81	44	00:00:07	00:00:00	9	0	0	1	3	7	0	1	00:00:00	0	0.00 00:01:40
----	----	----------	----------	---	---	---	---	---	---	---	---	----------	---	---------------

DNIS Name & ID: Corporate_Gold - 5559000

Summary:

35	10	00:00:02	00:00:00	1	0	0	0	1	3	0	1	00:00:00	0	0.00 00:00:31
----	----	----------	----------	---	---	---	---	---	---	---	---	----------	---	---------------

4/6/99

12:45	15	3	00:00:02	00:00:01	1	0	0	0	1	0	1	00:00:00	0	0.00 00:00:10
13:00	20	7	00:00:00	00:00:00	0	0	0	0	1	0	0	00:00:00	0	0.00 00:00:21
Daily 4/6/99	35	10	00:00:02	00:00:00	1	0	0	0	1	0	1	00:00:00	0	0.00 00:00:31
DNIS	35	10	00:00:02	00:00:00	1	0	0	0	1	0	1	00:00:00	0	0.00 00:00:31

DNIS Name & ID: Corporate_Service - 5559010

Summary:

46	34	00:00:05	00:00:00	8	0	0	1	2	4	0	0	00:00:00	0	0.00 00:01:09
----	----	----------	----------	---	---	---	---	---	---	---	---	----------	---	---------------

4/6/99

12:45	18	14	00:00:04	00:00:00	3	0	0	0	1	0	0	00:00:00	0	0.00 00:00:24
13:00	28	20	00:00:01	00:00:00	5	0	0	1	3	0	0	00:00:00	0	0.00 00:00:45
Daily 4/6/99	46	34	00:00:05	00:00:00	8	0	0	1	2	4	0	00:00:00	0	0.00 00:01:09
DNIS	46	34	00:00:05	00:00:00	8	0	0	1	2	4	0	00:00:00	0	0.00 00:01:09

GRAND TOTAL

81	44	00:00:07	00:00:00	9	0	0	1	3	7	0	1	00:00:00	0	0.00 00:01:40
----	----	----------	----------	---	---	---	---	---	---	---	---	----------	---	---------------

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Page: 1

Music/RAN Route Statistics

Description

The Music/RAN Route Statistics report shows information about music and recorded announcement (RAN) routes. For each route, the report provides the number of route accesses and the route access time.

This report can help you pinpoint any routes that may be overloaded.

View

This report uses the RANMusicRouteStat views.

Collection frequency

You can collect Music/RAN Route Statistics report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-res8.rpt
- dm-res8.rpt
- wm-res8.rpt
- mm-res8.rpt

Filters

This report can be filtered on

- route ID
- route name

Statistics

Music/RAN Route Statistics reports contain the following statistics:

Report field	View field/Formula
Route Access	RouteAccess
Route Access Time	RouteAccessTime

Summaries

The report provides totals for each music and RAN route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all music and RAN routes.

Music/RAN Route Statistics

BestAir Airlines

Site Name: TORONTO

Report Interval: 15:15:00 08 April, 1999 - 15:45:00 08 April, 1999

Table Name: iRANMusicRouteStat

	<u>Route Access</u>	<u>Route Access Time</u>
GRAND TOTAL		
	975	00:14:13
<hr/>		
Route Name & ID: Route1 - 1		
Summary:	329	00:05:01
<hr/>		
4/8/99		
3:30	145	00:02:03
3:45	184	00:02:58
Daily 4/8/99	329	00:05:01
Route	329	00:05:01
<hr/>		
Route Name & ID: Route2 - 2		
Summary:	331	00:04:50
<hr/>		
4/8/99		
3:30	175	00:02:34
3:45	156	00:02:16
Daily 4/8/99	331	00:04:50
Route	331	00:04:50
<hr/>		
Route Name & ID: Route3 - 3		
Summary:	315	00:04:22
<hr/>		
4/8/99		
3:30	139	00:01:43
3:45	176	00:02:39
Daily 4/8/99	315	00:04:22
Route	315	00:04:22
<hr/>		
GRAND TOTAL		
	975	00:14:13

in-rs3.rpt

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Page: 1

Route Performance

Description

The Route Performance report shows summarized performance information grouped by route. It describes the performance of the route as a whole, in contrast to the Trunk Performance report, which tracks and displays individual trunk performance.

The Route Performance report indicates how often and how long all trunks within the route were busy.

Route

A route is a group of trunks with similar characteristics.

Example

A call center may direct two routes to each of its call center skillsets, depending on the demographics of a particular customer area. Each route is configured with multiple trunks.

View

This report uses the RouteStat views.

Collection frequency

You can collect Route Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-res2.rpt
- dm-res2.rpt
- wm-res2.rpt
- mm-res2.rpt

Filters

This report can be filtered on

- route number
- route name

Statistics

Route Performance reports contain the following statistics:

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
All Trunks Busy Time	AllTrunksBusyTime
Calls Blocked By All Trunks Busy	CallsBlockedByAllTrunksBusy

Summaries

The report provides totals for each route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all routes.

Route Performance

BestAir Airlines

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

Site Name: TORONTO

Table Name: iRouteStat

All Trunks BusyAll Trunks Busy TimeCalls Blocked By All Trunks Busy**GRAND TOTAL****8****00:02:52****3****Route Name & ID: Route1 - 1**

Summary:

3

00:01:30

2

4/8/99

15:45

3

00:01:30

2

Daily 4/8/99

3

00:01:30

2

Route

3

00:01:30

2

Route Name & ID: Route2 - 2

Summary:

1

00:00:15

1

4/8/99

15:45

1

00:00:15

1

Daily 4/8/99

1

00:00:15

1

Route

1

00:00:15

1

Route Name & ID: Route3 - 3

Summary:

4

00:01:07

0

4/8/99

15:45

4

00:01:07

0

Daily 4/8/99

4

00:01:07

0

Route

4

00:01:07

0

GRAND TOTAL**8****00:02:52****3**

im-rpt2.rpt

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Page: 1

Trunk Performance

Description

The Trunk Performance report shows summarized performance information grouped by trunk.

The Trunk Performance report helps you understand call center traffic patterns. The report lists the total call volume by individual trunk, including total calls abandoned, answered, and offered.

To further evaluate trunk and call center performance, the Trunk Performance report also shows the amount of time callers waited for an answer and the amount of time callers waited before abandoning their call.

If specific trunks are under-used or consistently backlogged, you can take action to make these call center resources more efficient.

View

This report uses the TrunkStat views.

Collection frequency

You can collect Trunk Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-res1.rpt

- dm-res1.rpt
- wm-res1.rpt
- mm-res1.rpt

Filters

This report can be filtered on trunk number.

Statistics

Trunk Performance reports contain the following statistics:

Report field	View field/Formula
Percent Utilization	$(\text{Trunk Occupancy Time} / 900) * 100$
Usage Time	OccupancyTime
Abandon Delay	CallsAbandonedDelay
Answer Delay	CallsAnsweredDelay
Abandoned	CallsAbandoned
Answered	CallsAnswered
Offered	CallsOffered

Summaries

The report provides totals for each trunk, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all trunks.

Trunk Performance

BestAir Airlines

Report Interval: 09:15:00 08 April, 1999 - 09:45:00 08 April, 1999

Site Name: TORONTO

Table Name: iTrunkStat

Percent Utilization	Usage Time	Abandon Delay	Answer Delay	Abandoned	Answered	Offered
GRAND TOTAL						
18.02%	00:16:13	00:00:00	00:01:32	0	347	12

Trunk ID: 0 Route Name: Route1 Route ID: 1

Summary:	17.72%	00:05:19	00:00:00	00:00:19	0	93	1
----------	--------	----------	----------	----------	---	----	---

4/8/99

9:30	17.00	00:02:34	00:00:00	00:00:15	0	47	1
9:45	18.00	00:02:45	00:00:00	00:00:04	0	46	0
Daily 4/8/99	17.72	00:05:19	00:00:00	00:00:19	0	93	1
Trunk	17.72	00:05:19	00:00:00	00:00:19	0	93	1

Trunk ID: 1 Route Name: Route2 Route ID: 2

Summary:	20.39%	00:06:07	00:00:00	00:00:30	0	146	7
----------	--------	----------	----------	----------	---	-----	---

4/8/99

9:30	19.00	00:02:47	00:00:00	00:00:24	0	59	4
9:45	22.00	00:03:20	00:00:00	00:00:06	0	87	3
Daily 4/8/99	20.39	00:06:07	00:00:00	00:00:30	0	146	7
Trunk	20.39	00:06:07	00:00:00	00:00:30	0	146	7

Trunk ID: 2 Route Name: Route3 Route ID: 3

Summary:	15.94%	00:04:47	00:00:00	00:00:43	0	108	4
----------	--------	----------	----------	----------	---	-----	---

4/8/99

9:30	21.00	00:03:09	00:00:00	00:00:32	0	87	2
9:45	11.00	00:01:38	00:00:00	00:00:11	0	21	2
Daily 4/8/99	15.94	00:04:47	00:00:00	00:00:43	0	108	4
Trunk	15.94	00:04:47	00:00:00	00:00:43	0	108	4

GRAND TOTAL						
18.02%	00:16:13	00:00:00	00:01:32	0	347	12

im-cs1.rpt

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Page: 1

Section G: Skillset reports

In this section

Crosstab - Skillset Performance	334
Skillset By Application	337
Skillset Performance	340

Crosstab - Skillset Performance

Description

The Crosstab - Skillset Performance report provides you with an at-a-glance view of skillset performance (calls offered, calls answered, and skillset calls abandoned) for several days. You can use this report to compare skillset performance for the same reporting period on different days.

Views

- iSkillsetStat

Collection frequency

- interval

Templates

- icross_skillset.rpt

Filter

- skillset name

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Network Answered	Not applicable.
Abandoned	SkillsetAbandoned

Summaries

The report provides totals for each skillset for each interval, as well as daily totals for the skillset.

Crosstab - Skillset Performance

BestAir Airlines

Site Name: TORONTO

Table Name: SkillsetStat

Report Interval: 09:00:00 05 April, 1999 - 09:15:00 09 April, 1999

Grand Totals

Call Offered	1,366
Call Answered	1,263
Network Call Answered	13
Skillset Abandoned	56

	Mon	Tue	Wed	Thurs	Fri	Total
Bookings	09:15	236	231	227	251	266
		201	224	231	241	254
		2	5	0	2	11
		14	6	5	11	48
	Master_Script	44	11	44	23	33
		12	8	39	21	32
		0	1	1	0	2
		2	3		2	8
Total		280	242	271	274	299
		213	232	270	262	286
		2	6	1	2	13
		16	9	5	13	56
Total		280	242	271	274	299
		213	232	270	262	286
		2	6	1	2	13
		16	9	5	13	56

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Page 1 of 1

Skillset By Application

Description

The Skillset By Application report shows summarized skillset statistics for each application under review. The report provides statistics such as the total number of calls answered for a skillset, number of calls answered after the service level threshold for the skillset, all agent staffed time, and average number of agents.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- imskill4.rpt
- dmskill4.rpt
- wmskill4.rpt
- mmskill4.rpt

Filter

- skillset name

Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered

Report field	View field/Formula
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
Answer Delay	CallsAnsweredDelay
Average Answer Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Maximum Answer Delay	MaxAnsweredDelay
All Agent Busy Time	AllAgentBusyTime
Avg All Agent Busy Time Per Hour	$\text{AllAgentBusyTime} / (\text{Number of intervals} \times 0.25)$
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agents	$\text{TotalStaffedTime} / \text{ActiveTime}$

Summaries

The report provides totals for each application, and subtotals for each skillset. For each skillset, statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by skillset. The report also contains a grand total for all applications.

Skillset By Application

BestAir Airlines

Site Name: TORONTO

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

Table Name: iSkillsetStat

Date	Time	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay
GRAND TOTAL							
		458	15	3.28%	01:43:55	00:00:14	00:00:42

Application: Booking_Script

Summary:	231	5	2.16%	00:55:10	00:00:14	00:00:42
----------	-----	---	-------	----------	----------	----------

Skillset: Bookings

Summary:	231	5	2.16	00:55:10	00:00:14	00:00:42
----------	-----	---	------	----------	----------	----------

4/7/99

09:15	231	5	2.16	00:55:10	00:00:14	00:00:42
Daily 4/7/99	231.00	5.00	2.16	00:55:10	00:00:14	00:00:42
Skillset	231	5	2.16	00:55:10	00:00:14	00:00:42
Application	231	5	2.16	00:55:10	00:00:14	00:00:42

Application: Master_Script

Summary:	118	8	6.78%	00:23:35	00:00:12	00:00:31
----------	-----	---	-------	----------	----------	----------

Skillset: Bookings

Summary:	39	3	7.69	00:06:59	00:00:11	00:00:27
----------	----	---	------	----------	----------	----------

4/7/99

09:15	39	3	7.69	00:06:59	00:00:11	00:00:27
Daily 4/7/99	39.00	3.00	7.69	00:06:59	00:00:11	00:00:27
Skillset	39	3	7.69	00:06:59	00:00:11	00:00:27

Skillset: Default_Skillset

Summary:	0	0	0.00	00:00:00	00:00:00	00:00:00
----------	---	---	------	----------	----------	----------

4/7/99

09:15	0	0	0.00	00:00:00	00:00:00	00:00:00
Daily 4/7/99	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00
Skillset	0	0	0.00	00:00:00	00:00:00	00:00:00

Skillset: European_Vacations

Summary:	26	1	3.85	00:04:14	00:00:10	00:00:31
----------	----	---	------	----------	----------	----------

4/7/99

09:15	26	1	3.85	00:04:14	00:00:10	00:00:31
Daily 4/7/99	26.00	1.00	3.85	00:04:14	00:00:10	00:00:31
Skillset	26	1	3.85	00:04:14	00:00:10	00:00:31

Skillset: Vacations

Summary:	53	4	7.55	00:12:22	00:00:14	00:00:21
----------	----	---	------	----------	----------	----------

4/7/99

09:15	53	4	7.55	00:12:22	00:00:14	00:00:21
Daily 4/7/99	53.00	4.00	7.55	00:12:22	00:00:14	00:00:21
Skillset	53	4	7.55	00:12:22	00:00:14	00:00:21

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Page 1 of 2

Skillset Performance

Description

The Skillset Performance report provides summarized call handling performance information for each skillset defined on your system. The report lists the total calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined service level threshold, and the maximum delay a caller experienced.

By indicating the volume of calls and the delay times that callers experienced, along with the amount of time agents were busy servicing calls to the skillset, the report indicates whether the skillset has the number of agents required to service callers. If a particular skillset is not performing well, consult the agent reports.

View

This report uses the SkillsetStat views.

Collection frequency

You can collect Skillset Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- imskill1.rpt
- dmskill1.rpt

- wmskill1.rpt
- mmskill2.rpt

Filters

This report can be filtered on skillset name.

Statistics

Skillset Performance reports contain the following statistics:

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
Answer Delay	CallsAnsweredDelay
Average Answer Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Maximum Answer Delay	MaxAnsweredDelay
All Agent Busy Time	AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agents	$\text{TotalStaffedTime} / \text{ActiveTime}$

Summaries

The report provides totals for each skillset, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all skillsets.

Skillset Performance

BestAir Airlines
 Site Name: TORONTO
 Table Name: SkillsetSaa
 Report Interval: 09:15:00 07 April, 1999 - 09:00:00 07 April, 1999

Application Name	Skillset Answered After Time	Skillset % Answered After Time	Answer Delay	Average Answer Delay	Maximum Answer Delay	Busy Time Per Hour	Avg All Agent Started Time	All Agent Started Time	Skillset Active Time Agents	Avg
	220	30	14.00%	00:58:54	00:00:16	00:00:31	00:53:12	07:19:32	00:43:13	10
GRAND TOTAL										
Skillset: Bookings	Summary:	141	25	18.00%	00:42:18	00:00:18	00:13:24	04:27:52	00:14:40	18
4/7/99	09:15 Master_Script	141	25	18.00%	00:42:18	00:00:18	00:13:24	04:27:52	00:14:40	18
	Daily 4/7/99	141	25	18.00%	00:42:18	00:00:18	00:13:24	04:27:52	00:14:40	18
	Skillset	141	25	18.00%	00:42:18	00:00:18	00:13:24	04:27:52	00:14:40	18
Skillset: Vacations	Summary:	53	4	8.00%	00:12:22	00:00:14	00:17:04	02:11:32	00:14:12	9
4/7/99	09:15 Master_Script	53	4	8.00%	00:12:22	00:00:14	00:17:04	02:11:32	00:14:12	9
	Daily 4/7/99	53	4	8.00%	00:12:22	00:00:14	00:17:04	02:11:32	00:14:12	9
	Skillset	53	4	8.00%	00:12:22	00:00:14	00:17:04	02:11:32	00:14:12	9
Skillset: European_Vacations	Summary:	26	1	4.00%	00:04:14	00:00:10	00:22:44	00:40:08	00:14:21	3
4/7/99	09:15 Master_Script	26	1	4.00%	00:04:14	00:00:10	00:22:44	00:40:08	00:14:21	3
	Daily 4/7/99	26	1	4.00%	00:04:14	00:00:10	00:22:44	00:40:08	00:14:21	3
	Skillset	26	1	4.00%	00:04:14	00:00:10	00:22:44	00:40:08	00:14:21	3
GRAND TOTAL										
	220	30	14.00%	00:58:54	00:00:16	00:00:31	00:53:12	07:19:32	00:43:13	10

Inskill1.rpt

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Page: 1

Appendix A

Real-time displays

In this appendix

Overview	344
Agent real-time display	345
Call center summary real-time display	347
Skillset real-time display	348

Overview

Introduction

Symposium Express Call Center provides the following real-time displays:

- agent
- call center summary
- skillset

This appendix describes the fields in these displays.

Agent real-time display

Description

This display allows you to monitor the current state of your agents.

Field descriptions

Agent real-time displays contain the following columns:

Agent First Name

Description: The agent's first or given name.

Last Name

Description: The agent's last or surname.

Agent ID

Description: The numeric ID the agent uses to log on to the phoneset.

Position ID

Description: The position ID at which the agent is logged on.

Suprvsr 1st Name

Description: The first, or given, name of the agent's supervisor.

Suprvsr Last Name

Description: The last, or family, name of the agent's supervisor.

Answered Skillset

Description: The skillset for which this agent is currently answering a call.

In Calls Status

Description: The agent's status on his or her Incalls key.

Values:

- Active
- Break

- Busy
- Call Present
- Emergency
- Idle
- Logout
- Not Ready
- On Hold
- Walkaway

Note: Agents are in Busy state when they cannot be presented with a call. The following are some of the conditions that result in agents being busy:

- They are handling a call.
- They are Not Ready (having pressed the Not Ready key).
- They have programmed their phones for call forward.

Walkaway

Description: Shows whether the agent is in Walkaway state.

DN In

Description: Shows whether the agent is active on an inbound DN call.

Values:

- Active
- Hold

DN Out

Description: Shows whether the agent is active on an outbound DN call.

Values:

- Active
- Hold

Time In State

Description: Shows how long the agent has been in the current state on his or her Incalls key.

Call center summary real-time display

Description

This display allows you to monitor the status of your call center.

Field descriptions

Call center summary real-time displays contain the following columns:

Call Center

Description: A unique identifier for Symposium Express Call Center.

Calls Offered

Description: The number of calls offered at this site.

Calls Ans

Description: The number of calls answered at this site.

Calls Waiting

Description: The number of calls that are currently waiting to be answered at this site.

Calls Abandoned

Description: The number of calls abandoned at this site.

Formula: (%Calls Offered – (%Calls Answered + %Calls Waiting))

Skillset real-time display

Description

This display allows you to monitor the status of skillsets in your call center.

Field descriptions

Skillset real-time displays contain the following columns:

Skillset

Description: The name of the skillset, as defined on the Skillset Properties property sheet.

Formula: $100 * (\text{Calls Answered} - \text{Calls Answered after Threshold (20 sec)}) / (\text{Calls Answered})$

Avg Ans Delay

Description: The average wait experienced by calls answered for a skillset, from the time they were queued to the skillset to the time they were answered.

%Serv Lvl

Description: The percentage of answered calls answered within the period defined in the threshold class for this skillset.

Calls Ans

Description: The number of calls answered for a skillset.

Calls Answd Aft Threshold

Description: The number of calls to this skillset that were answered after a wait greater than or equal to the service level threshold defined for the threshold class to which the application belongs

Calls Waiting

Description: The number of calls for a skillset that are currently waiting to be answered.

Agents In Service

Description: The number of agents assigned to the skillset who are currently logged on.

Agent NRdy

Description: The number of agents logged on for a skillset who are currently in Not Ready state.

Expected Wait

Description: The total time a new call is expected to wait before being answered by an agent with the required skillset.

Longest Wait Time Since Lst Call

Description: The longest idle time for all agents who are currently waiting to answer calls for a skillset. This idle timer is reset whenever a call is answered. For example, the longest waiting time since last call is currently 14 seconds; Mary and Jim have been idle 14 and 10 seconds, respectively. A call arrives and is presented to Mary. Her idle timer is set to 0, and the longest wait time is reset to 10.

This statistic includes time that agents are in Not Ready state.

Longest Wait Since Login

Description: The longest waiting time of all idle agents who are currently waiting to answer calls for a skillset. This idle timer is reset when the agent logs onto the skillset. Waiting time is incremented until the agent answers a call. After the call ends, waiting time is incremented until the agent answers the next call.

Max Wait

Description: The amount of time that the oldest call for an application has been waiting to be answered. Once the longest waiting call has been answered, the value in the field changes.

For example, one agent is logged into a skillset and placed into Not Ready state. A call is made to the skillset and goes into queue. The Max Wait time in the Skillset RTD starts to increment. After this call has been in the queue for 30 seconds, a second call is made to the skillset. There are now two calls queued to this skillset and the Max Wait time still increasing. After a further 20 seconds,

the first call has been queued for 50 seconds and the second call for 20 seconds. The agent changes to Ready state and answers the first call. The Max Wait time decreases from 50 to 20 seconds, which is the time the second call has been waiting.

Total Ans Delay

Description: The total wait experienced by all calls answered for a skillset from the time they were queued to the skillset until they were answered.

Total Wait

Description: The total waiting time for all calls for a skillset that are currently waiting.

Agent on In Call

Description: The number of agents logged on for a skillset who are currently handling a Symposium Express Call Center call.

Agent On DN call

Description: The number of agents logged on for a skillset who are currently handling a DN call.

Agents on This Skillset Call

Description: The number of agents assigned to this skillset who are currently handling calls for this skillset.

Agents on Other Skillset Call

Description: The number of agents assigned to this skillset who are currently handling calls for other skillsets.

Agents on ACD-DN Call

Description: The number of agents assigned to this skillset who are currently on ACD-DN calls.

Agents on NACD-DN Call

Description: The number of agents assigned to this skillset who are currently on networked ACD-DN calls.

Agents on Network Call

Description: Not supported in this version.

Appendix B

Data dictionary

In this appendix

Overview	352
Section A: Summarized historical statistics	357
Section B: Event statistics	465
Section C: Configuration views	481

Overview

Introduction

The Symposium Express Call Center database is an open database; you can access the data in it with any SQL- or ODBC-compliant application. You can use the data in many ways, including the following:

- Import the data into a spreadsheet for manipulation.
- Import the data into your corporate database.
- Import the data into a workforce management system for analysis.
- Generate customized reports using Crystal Reports or another reporting application.

This appendix describes the data that is available to you.

ODBC

Since the Symposium Express Call Center database is ODBC-compatible, the PC from which you access it must have ODBC version 3.5 installed, and it must have a Data Set Name (DSN) defined for the database.

The correct version of ODBC is installed with the Symposium Express Call Center client application, and the installation process creates the required DSNs. If the Symposium Express Call Center client is not installed on your PC, you must do the following:

1. Install ODBC.

ODBC is part of Microsoft's Data Access Components (DAC), and is distributed with Microsoft Windows.

2. Configure a DSN using the ODBC Administrator.

User-created reports that you import into the client must be associated with the ICCM_PREVIEW_DSN. If you do not import a report, then you can use any DSN name.

Sybase

The Sybase Server manages the database on Symposium Express Call Center. To connect to the Sybase server, you must use the Sybase Open Client version 12.0.

The Sybase Open Client is installed with the Symposium Express Call Center client application. If the Symposium Express Call Center client is not installed on your PC, then you must do the following:

1. Install the Sybase Open Client.

This product is available on the Sybase Open Client CD.

2. Configure the client with an entry for the Sybase Server (ICCM_PREVIEW), using the Sybase DSEDIT utility.

Note: The ICCM_PREVIEW definition created during the Symposium Express Call Center client installation is updated whenever you use the client to generate a report. When you generate a report, the definition is updated to point to the server to which you are currently connected.

Types of data

This appendix describes the following types of data:

- summarized historical statistics—statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly)
- event statistics—statistics that report each occurrence of an event
- configuration data—information about the configuration of your server

Summarized historical statistics

Summarized historical statistics are statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly). Summarized statistics are stored as totals in the database. For example, summarized historical statistics can tell you the number of calls answered during a 15-minute interval.

For more information about summarized historical statistics, see “Overview of summarized historical statistics” on page 358.

Event statistics

Event statistics are statistics collected on a per-event basis rather than accumulated over a period of time. Symposium Express Call Center records the following types of event statistics:

- agent logon and logoff statistics
- IVR port logon and logoff statistics

Event statistics are cumulated as events occur.

Configuration data

Configuration data is data that describes the configuration of the server.

Database views

Summarized historical statistics, event statistics, and configuration data are accessible through database views. A database view is a logical representation of the database, used to organize the information in the database for your use.

The actual structure of the database is invisible. You access data through database *views*, or logical representations of the database. Database views are used to organize the information in the database for your use.

Statistical field types

The following table describes the field types used in the statistics descriptions in this appendix. For each type, it provides a range of valid values and a size:

Field type	Description	Value range	Length
binary	binary data	n/a	n bytes, data dependent
char	fixed character length	n/a	n bytes
datetime	time stamp	Jan 1, 1753 to Dec 31, 9999	8 bytes

Field type	Description	Value range	Length
int	integer	-2 147 483 648 to 2 147 483 647	4 bytes
smalldatetime	time stamp	Jan 1, 1900 to June 6, 2079	4 bytes
smallint	small integer	-32 768–32 767	2 bytes
tinyint	tiny integer	0–255	1 byte
varchar	variable length character	n/a	n bytes, data dependent

Resource usage

When you generate reports or export data from the database, you use system resources, including server CPU and LAN bandwidth. To calculate resource requirements for a specific application, refer to the *Planning, Installation, and Administration Guide*.

Note: If you are generating large reports or exporting large amounts of data, do so at off-peak times.

Types of calls

The following call types are referred to in the descriptions of statistics fields:

Symposium Express Call Center calls

Calls that arrive at Symposium Express Call Center on a CDN and are presented to the Incalls key of a phoneset that is acquired by Symposium Express Call Center.

ACD calls

Calls to an Automatic Call Distribution Directory Number (ACD-DN) that are presented to a phoneset acquired by Symposium Express Call Center. ACD calls are distributed to agents in an ACD group based on the routing table defined on the switch.

Notes:

- Symposium Express Call Center real-time statistics do not track ACD calls waiting.
- Delay and abandon statistics are unavailable for ACD calls.

NACD calls

Calls that arrive at the server on a network ACD-DN and that are presented to a phoneset acquired by Symposium Express Call Center.

DN calls

Calls presented to the DN key of a phoneset that is acquired by Symposium Express Call Center. DN calls are usually personal calls. The server only pegs DN calls in the agent performance statistics. Activity code and application statistics do not include DN calls.

Section A: Summarized historical statistics

In this section

Overview of summarized historical statistics	358
Types of views	360
Linking views	363
Types of calls	368
ActivityCodeStat views	371
AgentByApplicationStat views	376
AgentBySkillsetStat views	381
AgentPerformanceStat views	387
ApplicationStat views	408
CDNStat views	423
DNISStat views	427
IVRPortStat views	434
IVRStat views	439
RANMusicRouteStat views	444
RouteStat views	447
SCCSDBSpace views	451
SkillsetStat views	453
TrunkStat views	460

Overview of summarized historical statistics

Introduction

Summarized historical statistics are accumulated over a period of time (15-minute interval, daily, weekly, or monthly). For example, summarized historical statistics can tell you the number of calls answered during a 15-minute interval.

These statistics are used in standard and user-defined reports. You can also include these statistics in your user-created reports.

Database views

Summarized historical statistics are accessible through database views. A database view is a logical representation of the database, used to organize the information in the database for your use.

Data collection option

When you configure Historical Statistics Collection, you can choose whether to collect statistics in each of the following statistics groups:

- activity code statistics
- agent by application statistics
- agent by skillset statistics
- agent performance statistics
- application statistics
- CDN statistics
- DNIS statistics
- IVR port statistics
- IVR queue statistics
- RAN and music route statistics
- route statistics skillset statistics

- trunk statistics

You can enable or disable data collection for one of these groups at any time while the system is running.

IVR transfers

If you are using Meridian Mail or another IVR system that uses a two-stage transfer (IVR Transfer), rather than a hook-flash transfer, the CallsOffered statistic is pegged each time a call is transferred by the IVR system.

Your ApplicationStat view may contain the following statistics:

CallsOffered = 1000

CallsAnswered = 600

IVRTransferred = 400

In this case, although CallsOffered is 1000, the number of calls from outside callers is actually 600.

Types of views

Introduction

Summarized historical statistics are available in interval, daily, weekly, and monthly views.

Interval views

The server accumulates interval statistics for 15 minutes. At the end of the 15-minute interval, the server creates a new record in the database for each entity (or combination of entities). The new record contains the summarized statistics for that entity for that interval. (The statistics collected depend on the type of entity.) The time-stamp field of the new record is in the format YYYY/MM/DD HH:MM:00:00, where MM is 00, 15, 30, or 45.

For example, to record agent by skillset statistics, the server creates a record for each skillset for which an agent answered calls during the interval just ended.

Note: Interval statistics are not available until after the interval ends. If you shut down the server without properly shutting down the Symposium Express Call Center services, data for the current interval is lost.

Interval views begin with the prefix i.

Daily views

Immediately after the end of the business day (that is, at 12:00 a.m. the next day), the server sums all of the interval records for the day, and creates corresponding daily records. The time-stamp field of the daily records is in the format YYYY/MM/DD 00:00:00:00.

Note: Daily statistics are not available until the beginning of the next day.

Daily views begin with the prefix d.

Weekly views

After the end of the first day of the week (that is, at 12:00 a.m. of the next day), the server creates weekly records that contain each of the daily totals. After the end of each subsequent day in the week, the server adds the day's totals to the fields in the weekly records. The time-stamp field of the weekly records is in the format YYYY/MM/DD 00:00:00:00, where DD is the first day of the week.

Notes:

- Weekly statistics are not available until the beginning of the next week.
- The first day of the week is configurable in the Historical Statistics Configuration.

Weekly views begin with the prefix w.

Monthly views

Immediately after the end of the first day of the month (that is, at 12:00 a.m. of the next day), the server creates monthly records that contain each of the daily totals. After the end of each subsequent day in the month, the server adds the day's totals to the fields in the monthly record. The time-stamp field of the monthly records is in the format YYYY/MM/DD 00:00:00:00, where DD is 01.

Note: Monthly statistics are not available until 12:00 a.m of the first day in the next month.

Monthly views begin with the prefix m.

When statistics are cumulated

The following table shows when different types of statistics are cumulated and become available for reporting:

Type	When cumulated
interval	every 15 minutes
daily	immediately after the end of the day (that is, at 12:00 a.m. the next day)

Type	When cumulated
weekly	immediately after the end of the week (that is, at 12:00 a.m. on the first day of the next business week)
monthly	immediately after the end of the month (that is, at 12:00 a.m. on the first day of the next month)

Linking views

Introduction

Linkages between database views allow you to generate customized reports that combine statistics from two or more views. You can only combine views that share a linkage key. If you combine views that do not share a linkage key, the resulting statistics are meaningless and misleading.

If several views use the same linkage key, you can create a report combining all of those views.

If the SQL queries you are using perform calculations such as Max, Min, Sum, or Avg, use the Group By statement to ensure that the joined view does not contain duplicated data.

Example

BestAir's call center administrator wants to create a report containing the following statistics for each agent:

- CallsAnswered
- CallsOffered
- TalkTime

The AgentPerformanceStat view provides CallsAnswered and CallsOffered statistics, but it does not provide TalkTime statistics. The AgentByApplicationStats view provides CallsAnswered and TalkTime statistics, but it does not provide CallsOffered statistics. To obtain all of these statistics, the administrator must use both of these views.

The following tables provide examples of statistics for these views:

AgentPerformanceStat view

Timestamp	UserID	CallsAnswered	CallsOffered
13:00 31/10/2000	6709	8	9
13:00 31/10/2000	6761	5	5

AgentByApplicationStat view

Timestamp	UserID	ApplicationID	CallsAnswered	TalkTime
13:00 31/10/2000	6709	10000	6	400
13:00 31/10/2000	6709	10001	2	100
13:00 31/10/2000	6761	10000	5	300

From the AgentPerformanceStat view, you can see that the number of CallsAnswered for UserID 6709 is 8. The AgentByApplicationStat view tells you that six of these calls were answered for Application ID 10000, and two calls were answered for ApplicationID 10001.

Proper join

To obtain correct grand totals, you must use the following SQL query:

```
(select a.Timestamp, a.UserID, max (a.CallsAnswered),
      max(a.CallsOffered), sum(b.CallsAnswered),
      sum(b.TalkTime)
  from iAgentPerformanceStat a, iAgentByApplicationStat
      b
 where a.Timestamp = "13:00 31/10/2000"
      and b.Timestamp = "13:00 31/10/2000"
      and a.Timestamp = b.Timestamp
      and a.UserID      = b.UserID
 group by a.Timestamp, a.UserID
)
```

This SQL query uses Timestamp and UserID as linkage keys. The “group by” statement creates a record for each unique combination of Timestamp and UserID, rather than for each unique combination of Timestamp, UserID, and ApplicationID.

This query takes the CallsAnswered and CallsOffered fields from iAgentPerformanceStat, and the CallsAnswered and TalkTime fields from iAgentByApplicationStat. The query takes the *maximum* value for the iAgentPerformanceStat statistics and the *sum* of the values for each agent for the iAgentByApplicationStat statistics. The “group by” statement is essential to obtaining the correct results.

The following table shows the resulting statistics:

Timestamp	UserID	Calls Answered	CallsOffered	Calls Answered	TalkTime
13:00 31/10/2000	6709	8	9	8	500
13:00 31/10/2000	6761	5	5	5	300

The grand totals are correct:

- CallsAnswered = 8 + 5 = 13
- CallsOffered = 9 + 5 = 14
- TalkTime = 500 + 300 = 800

Elimination of the “group by” statement causes the CallsOffered field to be counted multiple times for some agents. Each agent’s total CallsAnswered is multiplied by the number of applications for which the agent answered calls. Therefore, it only provides correct results if each agent answered calls for only one application.

The following simple join illustrates this problem:

Simple join

The simplest join uses the following SQL query:

```
(select a.Timestamp, a.UserID, b.ApplicationID,
      a.CallsAnswered, a.CallsOffered, b.CallsAnswered,
      b.TalkTime
 from iAgentPerformanceStat a, iAgentByApplicationStat
      b
 where a.Timestamp = "13:00 31/10/2000"
      and b.Timestamp = "13:00 31/10/2000")
```

```

        and a.Timestamp = b.Timestamp
        and a.UserId    = b.UserId
    )

```

This query uses the Timestamp and UserId fields as linkage keys for the two views. It creates a record for each unique combination of Timestamp, UserID, and ApplicationID in iAgentByApplicationStat. For each record in iAgentByApplicationStat, it finds the record with a matching UserID and Timestamp in iAgentPerformanceStat. The new record contains the Timestamp and UserID, the CallsAnswered and CallsOffered fields from iAgentPerformanceStat, and the CallsAnswered and TalkTime fields from iAgentByApplicationStat.

The following table shows the resulting statistics:

Timestamp	UserID	Application ID	Calls Answered	Calls Offered	Calls Answered	Talk Time
13:00 31/10/2000	6709	10000	8	9	6	400
13:00 31/10/2000	6709	10001	8	9	2	100
13:00 31/10/2000	6761	10000	5	5	5	300

Each entry contains two CallsAnswered fields. One field contains the calls answered by the agent; the other field contains the calls answered by the agent for the application. Grand totals of the two CallsAnswered fields produce the following results:

- $8 + 8 + 5 = 21$
- $6 + 2 + 5 = 13$

The second total is correct (13). The first total counts agent 6709's CallsAnswered twice, because it multiplies the agent's total CallsAnswered by the number of applications for which the agent answered calls. The result is correct only if each agent answered calls for only one application.

The grand total of the CallsOffered field is $9 + 9 + 5 = 23$. Again, this total is misleading because the agent's total CallsOffered is included twice.

Types of calls

Introduction

The call types described on this page and the following pages are referred to in the descriptions of database views.

Symposium Express Call Center calls

Symposium Express Call Center calls are calls that

- arrive at a CDN that is acquired by Symposium Express Call Center
- are presented to the Incalls key of a phoneset that is acquired by Symposium Express Call Center

Tracking

Symposium Express Call Center calls are tracked from the time that a call notification message arrives from the switch until the call is

- abandoned
- routed to the default DN
- given Force Disconnect command
- given Busy treatment
- given Overflow treatment
- given Queue to NACD treatment
- released
- transferred or conferenced out by an agent or resource

ACD calls

ACD calls are calls to an Automatic Call Distribution Directory Number (ACD-DN) that are presented to a phoneset that is acquired by Symposium Express Call Center. ACD calls are distributed to agents in an ACD group based on the routing table defined on the switch.

Tracking

For ACD calls, the server does not record information about call activity on the switch. ACD calls are tracked from the time that they are answered at a phoneset acquired by Symposium Express Call Center. Therefore, the server does not record the following statistics for ACD calls:

- calls offered
- calls waiting
- calls abandoned (and abandon delay)
- calls returned to queue

NACD calls

NACD calls arrive at the server via a network ACD-DN and are presented to a phoneset acquired by Symposium Express Call Center.

Note:

- Delay and abandon statistics are not available for NACD calls.

Tracking

For NACD calls, the server does not record information about call activity on the switch. NACD calls are tracked from the time that they are answered at a phoneset acquired by Symposium Express Call Center. Therefore, the server does not record the following statistics for ACD calls:

- calls offered
- calls waiting
- calls abandoned (and abandon delay)
- calls returned to queue

DN calls

DN calls are presented to the DN key of a phoneset that is acquired by Symposium Express Call Center. DN calls are usually personal calls. The server only pegs DN calls in the AgentPerformanceStat views. Activity code and application statistics do not include DN calls.

Tracking

DN calls are tracked from the time that they are answered. The server does not track activity for calls automatically redirected by the switch, including

- hunting
- call forward—busy
- call forward—all calls
- call forward—no answer

ActivityCodeStat views

Introduction

Activity code statistics provide accounting information based on a combination of activity code, agent, and application call information. These statistics allow you to monitor agents' work and time distribution within their working hours.

Activity code statistics include statistics for Not Ready reason codes. Agents enter these codes when they go into Not Ready state.

- The server does not record activity time for DN calls.

Definition: Activity code

An activity code identifies the type of call being answered. For example, your call center manager can define activity codes to identify sales, service, or support calls.

Requirements

- Define activity codes on the server in Symposium Express Call Center. If you do not, activity codes statistics are collected, but ActivityCodeName is blank.
- Configure the server to collect activity code statistics (see the *Call Center Management Guide*).

Note: Statistics are collected for all activity codes; you cannot configure the system to collect statistics for selected activity codes.

Database views

- iActivityCodeStat
- dActivityCodeStat
- wActivityCodeStat
- mActivityCodeStat

Field descriptions

ActivityCode

Description: A unique identifier for an activity code, as defined on the Activity Code Properties property sheet.

Type: varchar

Length: 32

ActivityCodeName

Description: The name of the activity code, as defined on the Activity Code Properties property sheet.

Type: varchar

Length: 30

ActivityTime

Description: The total call time that was charged to this activity code by this agent.

Triggers: For the first activity code entered during a call, activity time begins when the call is answered. For subsequent activity codes, activity time begins after the agent presses the Activity key and enters the activity code. Activity time ends when the call is released or the agent enters a new activity code.

Type: int

Length: 4

ActivityShortName

Description: Stores the short name for the activity code.

Type: varchar

Length: 30

AgentGivenName

Description: The given or first name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

AgentLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Triggers: A logon is pegged after the agent enters a logon ID and (if required) a logon password.

Type: varchar

Length: 16

AgentSurName

Description: The family or surname of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

Application

Description: The name of the application, as defined on the Application Properties property sheet.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. NACD calls are pegged against the NACD_DN_Application. Statistics for Not Ready reason codes are pegged against the System_Application.

Type: varchar

Length: 30

ApplicationID

Description: The ID of the application, which is assigned by the server when the application is defined.

Type: int

Length: 4

Occurrences

Description: The number of times this activity code was entered by an agent. Multiple activity codes may be entered during a single call.

Pegging: An occurrence is pegged after the agent presses the Activity or key and enters this activity code.

Type: int

Length: 4

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time that the statistic was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

UserID

Description: A unique identifier for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

Linkages with other statistics groups

You can link activity code statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 361.

The following table shows the statistics groups to which activity code statistics can be linked, as well as the data fields used as linkage keys:

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
AgentByApplicationStat	Timestamp UserID ApplicationID
AgentBySkillsetStat	Timestamp UserID
AgentPerformanceStat	Timestamp UserID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID

AgentByApplicationStat views

Introduction

Agent by application statistics provide summarized performance information for a Symposium Express Call Center agent. You can use these statistics to monitor an agent's contribution to an application.

The data fields are pegged based on a combination of application and agent activities.

Note: These statistics do not include DN calls.

Requirements

- Configure the server to collect agent by application code statistics (see the *Call Center Management Guide*).

Note: Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database views

- iAgentByApplicationStat
- dAgentByApplicationStat
- wAgentByApplicationStat
- mAgentByApplicationStat

Field descriptions

AgentGivenName

Description: The first or given name of the agent, as defined on the General – User Properties page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

AgentLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties page.

Type: varchar

Length: 16

AgentSurName

Description: The last or surname of the agent, as defined on the General – User Properties page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

Application

Description: The name of the application for which the agent answered the call, as defined on the General – Application Properties property page.

Type: varchar

Length: 30

ApplicationID

Description: A unique identifier for the application for which the agent answered the call, which is assigned by the server when the application is added.

Type: int

Length: 4

CallsAnswered

Description: The number of Symposium Express Call Center, ACD, and NACD calls answered by an agent for this application.

Triggers: Call answer is pegged upon answer.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

Type: int

Length: 4

PostCallProcessingTime

Description: This is the total time an agent spends performing post-call processing. Normally, an agent uses this time to complete any work related to the call just released, such as filling in forms or filing papers.

Triggers: Post-call processing time begins when an agent presses the Not Ready key after completing a Symposium Express Call Center call, and ends when the agent presses the Not Ready key again.

Note: Post Call Processing Time is calculated for the Not Ready period immediately following the call. If the agent goes into another state after the call (for example, by answering or receiving a DN call or logging out of the skillset), and then goes into Not Ready state, the Not Ready time is not pegged against PostCallProcessingTime. Also, if the agent interrupts the Not Ready period to go into another state, and then returns to Not Ready state, the second Not Ready period is not pegged against PostCallProcessingTime.

Type: int

Length: 4

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

TalkTime

Description: The total time an agent spends on the phoneset answering Symposium Express Call Center, ACD, and NACD calls for this application. This statistic includes hold time.

Triggers: Talk time begins when the call is answered. Talk time ends when the caller hangs up or the agent releases the call.

Pegging: Talk time is pegged at the end of the interval (for calls that are active at the end of an interval), and when the call terminates.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

UserID

Description: A unique identifier for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

Linkages with other statistics groups

You can link agent by application statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 361.

The following table shows the statistics groups to which agent by application statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp UserID ApplicationID
AgentBySkillsetStat	Timestamp UserID
AgentPerformanceStat	Timestamp UserID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID

AgentBySkillsetStat views

Introduction

Agent by skillset statistics provide summarized performance information for Symposium Express Call Center agents. The data fields are pegged based on a combination of skillset and agent call information.

Note: These statistics do not include DN calls.

Requirements

- Configure the server to collect agent by skillset statistics (see the *Call Center Management Guide*).

Note: Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database views

- iAgentBySkillsetStat
- dAgentBySkillsetStat
- wAgentBySkillsetStat
- mAgentBySkillsetStat

Pegging thresholds

You can define skillset threshold classes with different values for the length (talk time) of a short call. Then, you assign each skillset to a threshold class. The value for short call length, then, can vary from one skillset to another. For more information about threshold classes, refer to the online Help.

Field descriptions

AgentLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

AgentGivenName

Description: The first or given name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

AgentSurName

Description: The last or surname of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

CallsAnswered

Description: The number of Symposium Express Call Center, ACD, and NACD calls answered for this skillset.

Triggers: Calls are pegged upon answer.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset. ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined), or the

Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined), or the Default_NACD_Skillset.

Type: int

Length: 4

PostCallProcessingTime

Description: The total time an agent spends performing post-call processing. Normally an agent uses this time to complete any work related to the call just released, such as filling in forms or filing papers.

Triggers: Post-call processing time begins when an agent presses the Not Ready key after completing a Symposium Express Call Center call and ends when the agent presses the Not Ready key again.

Type: int

Length: 4

ShortCallsAnswered

Description: The total number of Symposium Express Call Center, ACD, and NACD calls answered that had a talk time less than the short call threshold assigned to the threshold class for the skillset.

Type: int

Length: 4

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Skillset

Description: The name of the skillset, as defined on the General – Skillset Properties property page.

Type: varchar

Length: 30

SkillsetID

Description: A unique number to identify a skillset, which is assigned by the server when the skillset is added.

Type: int

Length: 4

TalkTime

Description: The total time spent by the agent on Symposium Express Call Center, ACD, and NACD calls, including hold time, for this skillset.

Triggers: Talk time begins when the call is answered. Talk time ends when the caller hangs up or the agent releases the call.

Pegging: Talk time is pegged at the end of the interval (for calls that are active at the end of an interval) and when the call terminates.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

TotalStaffedTime

Description: The total time an agent was logged on and assigned to this skillset.

Triggers: Staffed time begins when the agent logs on (if the agent is assigned to a skillset), or after the agent is assigned to the skillset with a priority of 1 or more, either from the Skillset – User Properties property page or with an agent to skillset assignment. Staffed time ends when the agent logs out, is removed from the skillset, or is put on standby for the skillset.

Type: int

Length: 4

UserID

Description: A unique identifier for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

Linkages with other statistics groups

You can link agent by skillset statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 361.

The following table shows the statistics groups to which agent by skillset statistics can be linked, as well as the data fields used as linkage keys:

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp UserID
AgentByApplicationStat	Timestamp UserID

IF you are generating a custom report using	THEN the linkage key data field is
AgentPerformanceStat	Timestamp UserID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp SkillsetID

AgentPerformanceStat views

Introduction

Agent performance statistics provide summarized performance measurement information for Symposium Express Call Center agents. The data fields are pegged based on agent activities.

Requirements

- Configure the server to collect agent performance statistics (see the *Call Center Management Guide*).

Note: Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database views

- iAgentPerformanceStat
- dAgentPerformanceStat
- wAgentPerformanceStat
- mAgentPerformanceStat

Agent state timers

All agent state timers are maintained independently. For example, the following events occur:

- | | |
|---------|--|
| 9:00:00 | The agent logs on. |
| 9:00:10 | The agent answers an DN call from an internal number. |
| 9:00:20 | The agent places the DN call on hold and answers a Symposium Express Call Center call. |

9:01:20 The agent releases the Symposium Express Call Center call and resumes the DN call.

9:01:30 The agent releases the DN call and logs off.

At the end of this period, the agent timers have the following values:

LoggedInTime	90 seconds
WaitingTime	10 seconds
DNIntInCallsTalkTime	80 seconds
TalkTime	60 seconds

The total activity time for the agent, as calculated below, exceeds the agent logon time of 90 seconds.

$$\begin{aligned} & \text{WaitingTime} + \text{DnIntInCallsTalkTime} + \text{TalkTime} \\ &= 10 + 80 + 60 \\ &= 120 \text{ seconds} \end{aligned}$$

Similarly, a phoneset may contain multiple DN keys. If an agent answers a DN call, places it on hold, and makes another DN call, both DN hold time and DN talk time are pegged for the same period.

Agents and supervisors

Agents are linked to reporting supervisors. An agent can have only one reporting supervisor at any given time. However, he or she can have a different supervisor at different times of the day. To allow supervisors to monitor all of their reporting agents, these statistics allow agents to be linked to multiple supervisors.

Transferred and conferenced calls

For calls transferred for conferenced to a phoneset acquired by Symposium Express Call Center, call pegging depends on when the transfer or conference is completed. If the transfer or conference is completed after presentation on the acquired phoneset, the call is pegged as a transfer or conference to Incalls. If the call is completed before presentation (that is, before the server can identify the destination), it is pegged as a transfer or conference to other.

Note: A transfer or conference is pegged when an agent presses the key the second time to complete the transfer or conference.

Blind transfers and conferences

The Meridian 1/Succession 1000 switch does not support blind conferences (conferences that are completed before the call is presented to the destination phoneset).

Transfers and conferences to Incalls

The Meridian 1/Succession 1000 switch does not support direct transfer to or conference with an Incalls key.

Field descriptions

ACDCallsAnswered

Description: The number of ACD calls answered by the agent. This statistic includes parked ACD calls that are returned to an agent.

Pegging: Answered calls are pegged upon release or when the Call Park feature is used.

Type: int

Length: 4

ACDCallsConfToCDN

Description: The number of ACD calls that are conferenced from a phoneset acquired by Symposium Express Call Center to a CDN acquired by the server. This statistic includes calls conferenced to agents on a remote node.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

ACDCallsConfToDN

Description: The number of ACD calls that are conferenced from a phoneset acquired by Symposium Express Call Center to a personal DN key on a phoneset acquired by the server.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

ACDCallsConfToIncalls

Description: The number of ACD calls that are conferenced from a phoneset acquired by Symposium Express Call Center to an ACD-DN and presented to a phoneset acquired by the server.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

ACDCallsConfToOther

Description: The number of ACD calls that are conferenced from a phoneset acquired by Symposium Express Call Center to a resource external to the Symposium Express Call Center system.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

ACDCallsTalkTime

Description: The total time spent on ACD and NACD calls, including hold time.

Triggers: Talk time begins when the call is answered. Talk time ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

ACDCallsTransferredToCDN

Description: The number of ACD calls that are transferred from a phoneset acquired by Symposium Express Call Center to a CDN acquired by the server. This statistic includes calls transferred to agents at a remote node.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

ACDCallsTransferredToDN

Description: The number of ACD calls that are transferred from a phoneset acquired by Symposium Express Call Center to a personal DN key on a phoneset acquired by the server.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

ACDCallsTransferredToIncalls

Description: The number of ACD calls that are transferred from a phoneset acquired by Symposium Express Call Center to an ACD-DN and presented to a phoneset acquired by the server.

The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

ACDCallsTransferredToOther

Description: The number of ACD calls that are transferred from a phoneset acquired by Symposium Express Call Center to a resource external to the Symposium Express Call Center system.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

AgentGivenName

Description: The first or given name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

AgentLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

AgentSurName

Description: The last or surname of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

BreakTime

Description: The total time an agent is in the Break state for all skillsets. You can configure an agent's call presentation class to place the agent in break state after each call.

Triggers: Break time begins when a call is released and ends when the timer elapses.

Type: int

Length: 4

BusyMiscTime

Description: The total time the Incalls key of an agent was busy because of events not related to DN calls, for example, programming the Call Forward key or ACD call ringing.

Triggers: The following table shows when busy time begins and ends:

Busy time begins when	and ends when
the agent presses the Forward key to program call forward	the agent presses the Forward key again to activate call forward.
the agent presses the DN key	the agent completes dialing the number.
an ACD call is presented to the agent's phoneset	the agent answers the ACD call.

Type: int

Length: 4

BusyOnDNTime

Description: The total time the Incalls key of an agent was busy because the agent pressed the personal DN key or was busy on a DN call.

Triggers: Busy time begins when the agent presses the DN key and ends when the DN call is released.

Type: int

Length: 4

CallsAnswered

Description: The number of Symposium Express Call Center calls answered. This statistic includes NACD calls routed to a local CDN.

Pegging: Calls are pegged upon answer.

Restriction: This statistic does not include DN, ACD, or NACD calls answered.

Type: int

Length: 4

CallsOffered

Description: The number of Symposium Express Call Center calls presented to an agent. This statistic also includes parked calls that are returned to an agent.

Pegging: Calls are pegged against the Master_Script application upon arrival and against a primary application when the Master_Script application hands over control.

Type: int

Length: 4

CallsReturnedToQ

Description: The number of Symposium Express Call Center calls returned to the skillset queue for reasons other than timeout.

Triggers: A call is pegged as returned to queue if the agent enters another state (for example, if the agent presses the Not Ready or DN key) while a call is being presented.

Type: int

Length: 4

CallsReturnedToQDueToTimeout

Description: The number of Symposium Express Call Center calls returned to the associated skillset queue automatically, after a wait greater than or equal to the answering timeout for the agent, as defined for the call presentation class to which the agent belongs.

Type: int

Length: 4

CDNCallsConfToCDN

Description: The number of CDN calls that are conferenced to a CDN acquired by Symposium Express Call Center. This statistic includes calls conferenced to agents at a remote node.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

CDNCallsConfToDN

Description: The number of CDN calls that are conferenced to an agent's personal DN on a phoneset acquired by Symposium Express Call Center.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

CDNCallsConfToIncalls

Description: The number of CDN calls that are conferenced to an ACD-DN and presented to a phoneset acquired by Symposium Express Call Center.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

CDNCallsConfToOther

Description: The number of CDN calls that are conferenced to a resource external to the Symposium Express Call Center system.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

CDNCallsTransferredToCDN

Description: The number of CDN calls that are transferred to a CDN acquired by Symposium Express Call Center. This statistic includes calls transferred to agents at a remote node.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

CDNCallsTransferredToDN

Description: The number of CDN calls that are transferred to a personal DN on a phoneset acquired by Symposium Express Call Center.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

CDNCallsTransferredToIncalls

Description: The number of CDN calls that are transferred to an ACD-DN and presented to a phoneset acquired by Symposium Express Call Center.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

CDNCallsTransferredToOther

Description: The number of CDN calls that are transferred to a resource external to the Symposium Express Call Center system.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

ConsultationTime

Description: The total time an agent spends in consultation with another agent during a call transfer or conference after the caller drops off the call.

Triggers: Consultation time begins when the caller disconnects and ends when the call is released.

Type: int

Length: 4

DNCallsConfToACDDN

Description: The number of DN calls that are conferenced from a phoneset acquired by Symposium Express Call Center to an ACD-DN and presented to a phoneset acquired by Symposium Express Call Center.

Pegging: The call is pegged upon presentation.

Type: int

Length: 4

DNCallsConfToCDN

Description: The number of DN calls that are conferenced from a phoneset acquired by Symposium Express Call Center to a CDN acquired by the server. This statistic includes calls conferenced to agents at a remote node.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

DNCallsConfToDN

Description: The number of DN calls that are conferenced from a phoneset acquired by the Symposium Express Call Center to a personal DN on a phoneset acquired by the Symposium Express Call Center.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

DNCallsConfToOther

Description: The number of DN calls that are conferenced from a phoneset acquired by the Symposium Express Call Center to a resource external to the Symposium Express Call Center system.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

DNCallsTransferredToACDDN

Description: The number of DN calls that are transferred from a phoneset acquired by the Symposium Express Call Center to an ACD-DN and presented to a phoneset acquired by the Symposium Express Call Center.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

DNCallsTransferredToCDN

Description: The number of DN calls that are transferred from a phoneset acquired by the Symposium Express Call Center to a CDN acquired by the server. This statistic includes calls transferred to agents at a remote node.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

DNCallsTransferredToDN

Description: The number of DN calls that are transferred from a phoneset acquired by the Symposium Express Call Center to a personal DN on a phoneset acquired by the Symposium Express Call Center.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

DNCallsTransferredToOther

Description: The number of DN calls that are transferred from a phoneset acquired by the Symposium Express Call Center to a resource external to the Symposium Express Call Center system.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

DNInExtCalls

Description: The number of calls to an agent's DN key from an external number (that is, from another customer group). This statistic includes parked external calls returned to the agent.

Pegging: The call is pegged upon presentation.

Type: int

Length: 4

DNInExtCallsHoldTime

Description: Stores hold time for calls to an agent's DN key from an external number (that is, from another customer group).

Type: int

Length: 4

DNInExtCallsTalkTime

Description: The total time spent on incoming DN external calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

Triggers: Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

DNInIntCalls

Description: The number of calls to an agent's DN key from an internal number (that is, from the same customer group). This statistic includes parked internal calls returned to the agent.

Pegging: The call is pegged upon presentation.

Type: int

Length: 4

DNInIntCallsHoldTime

Description: Stores hold time for calls to an agent's DN key from an internal number.

Type: int

Length: 4

DNInIntCallsTalkTime

Description: The total time spent on incoming DN internal calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

Triggers: Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

DNOutExtCalls

Description: The total number of DN calls originated by the agent from his or her DN key to a number external to the customer group. This statistic includes external parked calls retrieved by an agent.

Pegging: The call is pegged when the agent presses the DN key.

Type: int

Length: 4

DNOutExtCallsHoldTime

Description: Stores hold time for calls to an agent's DN key to an external number.

Type: int

Length: 4

DNOutExtCallsTalkTime

Description: The total time spent on outgoing DN external calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

Triggers: Talk time begins when the agent presses the DN key and ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

DNOutIntCalls

Description: The total number of DN calls originated by the agent from his or her DN key to the same customer group. This statistic includes internal parked calls retrieved by an agent.

Triggers: A call is pegged when the caller is connected.

Type: int

Length: 4

DNOutIntCallsHoldTime

Description: Stores hold time for calls from an agent's DN key to an internal number.

Type: int

Length: 4

DNOutIntCallsTalkTime

Description: The total time spent on outgoing DN internal calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

Triggers: Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

HoldTime

Description: The total time the agent had Symposium Express Call Center calls on hold while answering calls. This statistic also includes agent walkaway time and the time that elapses while an agent is parking a call.

Triggers: The following table shows when hold time begins and ends:

Hold time begins when	and ends when
the agent presses the Hold key	the agent retrieves the call (for example, by pressing the Incalls key).
the agent presses the Transfer or Conference key	the agent finishes entering the destination number.

Type: int

Length: 4

LoggedInTime

Description: The total time an agent is in the Login state.

Triggers: Logon time begins after the agent enters a logon ID and (if required) a logon password, and the server determines that the agent is valid. Logon time ends when the agent logs off.

Type: int

Length: 4

NACDCallsAnswered

Description: The number of NACD calls answered by an agent.

Pegging: Calls are pegged upon answer.

Type: int

Length: 4

NACDCallsTalkTime

Description: The total time spent on NACD calls by an agent, including hold time.

Triggers: Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

NotReadyTime

Description: The total time an agent spends in the Not Ready state. Not Ready time includes post-call processing time and not ready time with reason codes.

Triggers: Not Ready time begins when the agent presses the Not Ready key and ends when the agent presses the Not Ready key again.

Type: int

Length: 4

ReservedForCall

Description: NACD option only. The number of times the agent was reserved to answer an NACD call.

Type: int

Length: 4

ReservedTime

Description: NACD option only. The total time the agent was in Reserved state.

Triggers: Reserved time begins when the switch reserves the agent for an NACD call and ends when the call is presented or the agent reservation is cancelled.

Type: int

Length: 4

RingTime

Description: The total time an agent spends in the Ring state before answering a Symposium Express Call Center call.

Triggers: Ring time begins when a call is presented to the phoneset and ends when the call is answered, abandoned, or returned to the queue.

Note: If call force is set for the agent's call presentation class, ring time equals the call force timer.

Type: int

Length: 4

ShortCallsAnswered

Description: The total number of calls answered that had a talk time less than the short call threshold assigned to the application for which the call was answered. Symposium Express Call Center, ACD, and NACD calls are eligible to be short calls.

Type: int

Length: 4

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

SupervisorGivenName

Description: The first or given name of the agent's reporting supervisor, as defined on the supervisor's General – User Properties property page.

Type: varchar

Length: 64

SupervisorLogin

Description: The numeric ID the supervisor uses to log on to the phoneset, as defined on the supervisor's Phoneset – User Properties property page.

Type: varchar

Length: 16

SupervisorSurName

Description: The last or surname of the agent's supervisor, as defined on the supervisor's General – User Properties property page.

Type: varchar

Length: 64

SupervisorUserID

Description: A unique identifier for the agent's reporting supervisor, which is assigned by the server when the agent is added.

Type: binary

Length: 16

TalkTime

Description: The total time spent by the agent on Symposium Express Call Center calls, including hold time.

Triggers: Talk time begins when the call is answered. Talk time ends when the caller hangs up or the agent releases the call.

Pegging: Talk time is pegged at the end of the interval (for calls that are active at the end of an interval) and when the call terminates.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 358.

Type: smalldatetime

Length: 4

UserID

Description: A unique identifier for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

WaitingTime

Description: The total time an agent spends waiting for calls.

Triggers: Wait time begins when the agent goes into Idle state, for example, if

- the agent logs on and presses the Not Ready key
- the agent releases a call, and the agent's call presentation class is not configured for Break time
- the agent's break timer elapses after a call is released
- the agent presses the Not Ready key a second time after entering Not Ready state

Type: int

Length: 4

WalkawayTime

Description: The total time an agent is in the Walkaway state.

Triggers:

Walkaway time begins when

- an agent puts a call on Hold, and hangs up or unplugs the headset
- an agent in Not Ready state puts a call on hold

Walkaway time ends when the agent takes the phoneset off hook or plugs in the headset.

Type: int

Length: 4

Calculations

Calls abandoned while being presented

To calculate the number of calls abandoned while they were being presented, use the following formula:

$\text{CallsOffered} - (\text{CallsAnswered} + \text{CallsReturnedtoQ} + \text{CallsReturnedtoQDueToTimeout})$

Note: A call can be pegged more than once if it is returned to the queue and then presented to another agent.

Linkages with other statistics groups

You can link agent performance statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 361.

The following table shows the statistics groups to which agent performance statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp UserID
AgentByApplicationStat	Timestamp UserID
AgentBySkillsetStat	Timestamp UserID

ApplicationStat views

Introduction

Application statistics provide summarized performance data on a per-application basis. The server collects and reports application statistics to give call center managers specific details about call types, callers, or conditions. You can use these statistics to monitor an application's contribution to the operation of a call center.

Definition: Application

An application is a logical entity that represents a script for reporting purposes. The Master script and each script it references (that is, each primary script) has an application with a name that is the same as the script name.

Requirements

- Configure the server to collect application statistics (see the *Call Center Management Guide*).

Note: Statistics are collected for all applications; you cannot configure the system to collect statistics for selected applications.

Database views

- iApplicationStat
- dApplicationStat
- wApplicationStat
- mApplicationStat

Pegging

When a call enters Symposium Express Call Center, it is handled by the Master script. Most calls are handed off by the Master script to a primary script. The primary script may hand off the call to a secondary script.

Calls handled by Master script

If the call does not leave the Master script, all time delays and events (such as call treatments) are pegged against the Master_Script application.

Calls handled by primary script

If a call is handed off to a primary script, all events occurring up to the handoff are pegged against the Master_Script application. Events that occur after handoff are pegged against the primary application.

Note: All delays, including those experienced at the Master_Script application, are pegged against the primary application.

Calls handled by secondary script

If a call is handed off to a secondary script, all delays and events are pegged against the primary application.

Pegging thresholds

You can define application threshold classes with different values for the service level threshold and the length (talk time) of a short call. Thus, the value for service level and short call length can vary from one application to another. For more information about threshold classes, refer to the online Help.

Field descriptions

**AbdDelay2, AbdDelay4, AbdDelay6, ... AbdDelay60
AbdDelay70, AbdDelay80, AbdDelay90, ... AbdDelay300
AbdDelay360, AbdDelay420, AbdDelay480, AbdDelay540, AbdDelay600
AbdDelayBeyond**

Description: An array of fields divided into incremental periods of time. Each field contains the number of Symposium Express Call Center calls that were abandoned after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system.

Triggers: Delays begin when the Master_Script is initiated. Delays end when the caller disconnects.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

**AnsDelay2, AnsDelay4, AnsDelay6, ... AnsDelay60
AnsDelay70, AnsDelay80, AnsDelay90, ... AnsDelay300
AnsDelay360, AnsDelay420, AnsDelay480, AnsDelay540, AnsDelay600
AnsDelayBeyond**

Description: An array of fields divided into incremental periods of time. Each field contains the number of Symposium Express Call Center calls that were answered after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system.

Triggers: Delays begin when the Master_Script is initiated. Delays end when the call is answered.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

Application

Description: The name of the application, as defined on the Application Properties property sheet.

Type: varchar

Length: 30

ApplicationID

Description: A unique number used to identify an application, which is assigned by the server when the application is added.

Type: int

Length: 4

CallsAbandoned

Description: The number of Symposium Express Call Center calls that were abandoned.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system.

Type: int

Length: 4

CallsAbandonedAftThreshold

Description: The number of Symposium Express Call Center calls abandoned for this application after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs.

Type: int

Length: 4

CallsAbandonedDelay

Description: The wait time experienced by all Symposium Express Call Center calls abandoned by callers.

Triggers: Delays begin when the Master_Script is initiated. Delays end when the caller disconnects.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

CallsAnswered

Description: The number of calls of all types answered for this application.

Triggers: Calls are pegged upon answer.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of Symposium Express Call Center calls answered after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all Symposium Express Call Center calls answered for this application.

Triggers: Delays begin when the Master_Script is initiated. Delays end when the call is answered.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

CallsAnsweredDelayAtSkillset

Description: The total wait time experienced in the skillset queue by all Symposium Express Call Center calls that were answered for this application.

Triggers: Delays begin when the call is queued against the first skillset and end when the call is answered.

Type: int

Length: 4

CallsConferencedIn

Description: The number of Symposium Express Call Center calls conferenced to this application.

Type: int

Length: 4

CallsConferencedOut

Description: The number of Symposium Express Call Center, ACD, and NACD calls that were conferenced out of this application.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

Type: int

Length: 4

CallsGivenBroadcast

Description: The number of Symposium Express Call Center calls given broadcast treatment for this application.

Pegging: This statistic is pegged when the Give Controlled Broadcast Announcement script command is executed.

Restrictions: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenDefault

Description: The number of Symposium Express Call Center calls given default treatment as a result of an error condition.

Type: int

Length: 4

CallsGivenForceBusy

Description: The number of Symposium Express Call Center calls given Force Busy treatment for this application.

Triggers: This statistic is pegged when the Give Busy script command is executed.

Type: int

Length: 4

CallsGivenForceDisconnect

Description: The number of Symposium Express Call Center calls given Force Disconnect treatment for this application.

Triggers: This statistic is pegged when the Disconnect script command is executed.

Type: int

Length: 4

CallsGivenForceOverflow

Description: The number of Symposium Express Call Center calls given Force Overflow treatment for this application.

Triggers: This statistic is pegged when the Give Overflow script command is executed.

Type: int

Length: 4

CallsGivenHostLookup

Description: The number of Symposium Express Call Center calls for which data was obtained from a remote host through Meridian Link for this application.

Triggers: This statistic is pegged when the Send Request script command is executed.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenIVR

Description: The number of Symposium Express Call Center calls given IVR treatment for this application.

Triggers: This statistic is pegged when the Give IVR script command is executed.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenMusic

Description: The number of Symposium Express Call Center calls given music treatment through a music route for this application.

Triggers: This statistic is pegged when the Give Music script command is executed.

Type: int

Length: 4

Restriction: The count is not increased if the same call receives this treatment more than once.

CallsGivenNACD

Description: The number of Symposium Express Call Center calls given Network ACD (NACD) treatment.

Triggers: This statistic is pegged when the Queue To NACD script command is executed.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenRAN

Description: The number of Symposium Express Call Center calls given recorded announcement (RAN) treatment for this application.

Triggers: This statistic is pegged when the Give RAN script command is executed.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenRouteTo

Description: The number of Symposium Express Call Center calls given Route Call treatment for this application.

Triggers: This statistic is pegged when the Route Call script command is executed.

Type: int

Length: 4

CallsNACDOut

Description: The number of Symposium Express Call Center calls that were networked out through an NACD queue and answered at remote switches.

Triggers: This statistic is pegged when a call is routed to the NACD-DN.

Type: int

Length: 4

CallsOffered

Description: The number of Symposium Express Call Center, ACD, and NACD calls that were offered to this application.

Triggers: Symposium Express Call Center calls are pegged against the Master_Script application upon arrival, and against a primary application when the Master_Script application hands over control. ACD and NACD calls are pegged when the call is answered.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

Type: int

Length: 4

CallsTransferredIn

Description: The number of Symposium Express Call Center calls transferred to this application.

Type: int

Length: 4

CallsTransferredOut

Description: The number of Symposium Express Call Center, ACD, and NACD calls that were transferred out of this application.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

Type: int

Length: 4

IVRAbandoned

Description: The number of Symposium Express Call Center calls that were abandoned during IVR treatment.

Type: int

Length: 4

IVRTerminated

Description: The number of Symposium Express Call Center calls that received and completed the IVR treatment in this application. This statistic includes calls transferred by IVR.

Type: int

Length: 4

IVRTransferred

Description: The number of Symposium Express Call Center calls transferred from an IVR session for this application.

Type: int

Length: 4

MaxCallsAbandonedDelay

Description: The wait time experienced by the Symposium Express Call Center call that waited the longest before being abandoned.

Triggers: Delays begin when the Master_Script is initiated. Delays end when the caller disconnects.

Type: smallint

Length: 2

MaxCallsAnsDelay

Description: The wait time experienced by the Symposium Express Call Center call that waited the longest before being answered.

Triggers: Delays begin when the Master_Script is initiated. Delays end when the call is answered.

Type: smallint

Length: 2

MaxCallsAnsDelayAtSkillset

Description: The wait time experienced by the Symposium Express Call Center call that waited the longest in the skillset queue before being answered.

Triggers: Delays begin when the call is queued against the first skillset and end when the call is answered for this application.

Type: smallint

Length: 2

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

TimeBeforeDefault

Description: The total time spent in the system by Symposium Express Call Center calls that received default treatment for this application.

Triggers: This field includes the time elapsing between initiation of the Master_Script and treatment.

Type: int

Length: 4

TimeBeforeForceBusy

Description: The total time spent in the system by Symposium Express Call Center calls that received Force Busy treatment for this application.

Triggers: This field includes the time elapsing between initiation of the Master_Script and treatment.

Type: int

Length: 4

TimeBeforeForceDisconnect

Description: The total time spent in the system by Symposium Express Call Center calls that received Force Disconnect treatment for this application.

Triggers: This field includes the time elapsing between initiation of the Master_Script and treatment.

Type: int

Length: 4

TimeBeforeForceOverflow

Description: The total time spent in the system by Symposium Express Call Center calls that received Force Overflow treatment for this application.

Triggers: This field includes the time elapsing between initiation of the Master_Script and treatment.

Type: int

Length: 4

TimeBeforeInterflow

Description: The total amount of time that all calls spent in the Master_Script application before being passed to a primary application. For the Master_Script application, this is the total time for all calls. For primary applications, this is the total time spent in the Master_Script application by all calls that were answered for the primary application.

Type: int

Length: 4

TimeBeforeIVRTransferred

Description: The total time spent in the system by Symposium Express Call Center calls transferred to an IVR session for this application.

Triggers: This field includes the time elapsing between initiation of the Master_Script and treatment.

Type: int

Length: 4

TimeBeforeNACDOut

Description: Not supported in this version.

TimeBeforeRouteTo

Description: The total time spent in the system by Symposium Express Call Center calls that received Route Call treatment.

Triggers: This field includes the time elapsing between initiation of the Master_Script and treatment.

Type: int

Length: 4

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

Calculations**IVR not treated**

To calculate the number of calls given IVR that did not complete IVR treatment, use the following formula:

$\text{CallsGivenIVR} - (\text{IVRAbandoned} + \text{IVRTerminated})$

Linkages with other statistics groups

You can link application statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 361.

The following table shows the statistics groups to which application statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID

CDNStat views

Introduction

Control Directory Number (CDN) statistics provide summarized call traffic information on a per-CDN basis.

Definition: CDN

A CDN is a number configured in the switch as the entry point for calls into Symposium Express Call Center. You can configure multiple CDNs in the switch and associate them with the Master script of Symposium Express Call Center.

Requirements

- Define CDNs on Symposium Express Call Center.
- Configure the server to collect CDN statistics.
Note: Statistics are collected for all CDNs; you cannot configure the system to collect statistics for selected CDNs.

Database views

- iCDNStat
- dCDNStat
- wCDNStat
- mCDNStat

Field descriptions

CallsAbandoned

Description: The number of Symposium Express Call Center calls abandoned from this CDN.

Type: int

Length: 4

CallsAnswered

Description: The number of Symposium Express Call Center calls answered by this CDN.

Pegging: Calls are pegged upon answer.

Note: A call is pegged as answered if, when it arrives at the destination site, the reserved agent logs off or becomes unavailable, and it receives one of the following treatments:

- Disconnect
- Route
- Give RAN
- Give IVR
- Give Music

Type: int

Length: 4

CallsOffered

Description: The number of Symposium Express Call Center calls offered to this CDN.

Type: int

Length: 4

CallsTerminated

Description: The number of Symposium Express Call Center calls for this CDN terminated under one of the following conditions:

- The call was given a Force Busy, Force Overflow, Force Disconnect, Route Call, or default treatment.
- The call was transferred to an IVR queue.
- The call was networked out through an NACD queue.

Type: int

Length: 4

CDN

Description: A unique number to identify a CDN, which is assigned by the server when the CDN is added.

Type: varchar

Length: 7

CDNName

Description: The name of the CDN, as defined on the CDN Properties property sheet.

Type: varchar

Length: 30

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

DNISStat views

Introduction

Dialed Number Identification Service (DNIS) statistics provide summarized information on a per-DNIS basis. These statistics provide a means of monitoring the call traffic and call handling for each DNIS.

Definition: DNIS

DNIS is an optional service that allows you to identify the dialed number for calls coming in to the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company may give customers different 1-800 numbers for sales and customer service calls.

Requirements

- Define DNISs on Symposium Express Call Center.
- Configure the server to collect DNIS statistics.
Note: Statistics are collected for all DNISs; you cannot configure the system to collect statistics for selected DNISs.

Database views

- iDNISStat
- dDNISStat
- wDNISStat
- mDNISStat

Field descriptions

CallsAbandoned

Description: The number of Symposium Express Call Center calls abandoned for a DNIS number.

Type: int

Length: 4

CallsAbandonedAftThreshold

Description: The number of Symposium Express Call Center calls abandoned that experienced a delay greater than or equal to the service level threshold for the DNIS number. You define the service level threshold on the DNIS Properties property sheet.

Triggers: delays begin when the Master_Script is initiated.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by all Symposium Express Call Center calls abandoned for a DNIS number.

Triggers: Delays begin when the Master_Script is initiated.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

CallsAnswered

Description: The number of Symposium Express Call Center calls answered for a DNIS number.

Pegging: Calls are pegged upon answer.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of Symposium Express Call Center calls answered that experienced a delay greater than or equal to the service level threshold for the DNIS number. You define the service level threshold on the DNIS Properties property sheet.

Triggers: Delays begin when the Master_Script is initiated.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all Symposium Express Call Center calls answered for a DNIS number.

Triggers: Delays begin when the Master_Script is initiated.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

CallsGivenDefault

Description: The number of Symposium Express Call Center calls given default treatment for a DNIS number.

Type: int

Length: 4

CallsGivenForceBusy

Description: The number of Symposium Express Call Center calls given Force Busy treatment for a DNIS number.

Triggers: This statistic is pegged when the Give Busy script command is executed.

Type: int

Length: 4

CallsGivenForceDisconnect

Description: The number of Symposium Express Call Center calls given Force Disconnect treatment for a DNIS number.

Triggers: This statistic is pegged when the Disconnect script command is executed.

Type: int

Length: 4

CallsGivenForceOverflow

Description: The number of Symposium Express Call Center calls given Force Overflow treatment for a DNIS number.

Triggers: This statistic is pegged when the Give Overflow script command is executed.

Type: int

Length: 4

CallsGivenRouteTo

Description: The number of Symposium Express Call Center calls given Route Call treatment for a DNIS number.

Triggers: This statistic is pegged when the Route Call script command is executed.

Type: int

Length: 4

CallsNACDOut

Description: The number of local Symposium Express Call Center calls networked out through an NACD queue and answered at remote sites.

Type: int

Length: 4

CallsOffered

Description: The number of Symposium Express Call Center calls offered to this server with this DNIS number.

Triggers: Calls are pegged upon arrival.

Type: int

Length: 4

DNIS

Description: A unique number used to identify a DNIS, which is assigned by the server when the DNIS is defined.

Type: varchar

Length: 16

DNISName

Description: The name of a DNIS, as defined on the DNIS Properties property sheet.

Type: varchar

Length: 30

DNIS_PREFIX

Description: Stores the prefix of a DNIS number. It allows you to sort filter and report on individual DNIS 800 numbers.

Type: varchar

Length: 16

IVRTransferred

Description: The number of Symposium Express Call Center calls transferred from an IVR session for a DNIS number.

Type: int

Length: 4

MaxAbandonedDelay

Description: The wait time experienced by the Symposium Express Call Center call that waited the longest before being abandoned.

Triggers: Delays begin when the Master_Script is initiated.

Type: smallint

Length: 2

MaxAnsweredDelay

Description: The wait time experienced by the call that waited the longest before being answered.

Triggers: Delays begin when the Master_Script is initiated.

Type: smallint

Length: 2

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

TalkTime

Description: The total time spent by all agents on Symposium Express Call Center calls for a DNIS number, including hold time.

Triggers: The call is pegged when the caller hangs up or the agent releases the call.

Pegging: Talk time is pegged at the end of the interval (for calls that are active at the end of an interval), and when the call terminates.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

IVRPortStat views

Introduction

Interactive Voice Response (IVR) port—or voice port—statistics provide summarized performance measurement information on a per-IVR port basis. These statistics provide a means of monitoring the usage of the specific ports.

Requirements

- Define voice ports on Symposium Express Call Center.
- Configure the server to collect IVR port statistics.

Note: Statistics are collected for all IVR ports; you cannot configure the system to collect statistics for selected ports.

Restrictions

IVR statistics may not be available if a third-party IVR application is used instead of a Meridian Mail or CallPilot application.

Database views

- iIVRPortStat
- dIVRPortStat
- wIVRPortStat
- mIVRPortStat

Field descriptions

CallsAnswered

Description: The number of calls answered by this IVR port.

Pegging: Calls are pegged upon answer.

Type: int

Length: 4

CallsConferenced

Description: The number of calls conferenced out from this IVR port.

Pegging: **Type:** int

Length: 4

CallsTransferred

Description: The number of calls transferred out from this IVR port.

Pegging: **Type:** int

Length: 4

IVRPortID

Description: A unique number to identify an IVR port, which is assigned by the server when the voice port is defined.

Type: varchar

Length: 30

IVRPortName

Description: The name of the IVR port, as defined on the Voice Port Properties property sheet.

Type: varchar

Length: 30

IVRQueueID

Description: A unique number to identify an IVR queue, which is assigned by the server when the IVR ACD-DN is defined.

Type: varchar

Length: 7

IVRQueueName

Description: The name of the IVR queue, as defined on the IVR ACD-DN Properties property sheet.

Type: varchar

Length: 30

LoggedInTime

Description: The total time the IVR port is logged on.

Type: int

Length: 4

NotReadyTime

Description: The total time spent by the IVR port in the Not Ready state.

Type: int

Length: 4

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

TalkTime

Description: The total time the IVR port is in use.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

WaitingTime

Description: The total time the IVR port is idle.

Type: int

Length: 4

Linkages with other views

You can link IVR port statistics to other views to generate customized reports. For more information, see “When statistics are cumulated” on page 361.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

Note: You must specify both of these fields as your linkage key, in the specified order.

If you are generating a custom report using	THEN the linkage key data fields are
IVRStat	Timestamp IVRQueueID

IVRStat views

Introduction

Interactive Voice Response (IVR) statistics provide summarized performance measurement information on a per-IVR queue (IVR ACD-DN) basis. These statistics provide a way to monitor the usage of the port resources of an IVR queue.

Requirements

- Define IVR ACD-DNs on Symposium Express Call Center.
- Configure the server to collect IVR queue statistics.

Note: Statistics are collected for all IVR queues; you cannot configure the system to collect statistics for selected IVR queues.

Restrictions

IVR statistics may not be available if you use a third-party IVR application instead of Meridian Mail or CallPilot.

Database views

- iIVRStat
- dIVRStat
- wIVRStat
- mIVRStat

Field descriptions

CallsAnswered

Description: The number of calls answered by this IVR queue.

Pegging: Calls are pegged upon answer.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of calls answered that experienced a delay greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs.

Type: int

Length: 4

CallsAnsweredDelay

Description: The total wait time experienced by all the calls answered.

Triggers: The delay begins once a call enters the IVR queue.

Type: int

Length: 4

CallsConferenced

Description: The number of calls conferenced out during an IVR session.

Type: int

Length: 4

CallsNotTreated

Description: The number of calls abandoned or pulled back while waiting in this IVR queue.

Type: int

Length: 4

CallsNotTreatedAftThreshold

Description: The number of calls abandoned or pulled back that experienced a delay greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs.

Triggers: The delay begins once a call is queued against the IVR queue and ends when the call is abandoned or pulled back.

Type: int

Length: 4

CallsNotTreatedDelay

Description: The total wait time experienced by all the calls abandoned or pulled back from an IVR queue.

Triggers: The delay begins once a call is queued against the IVR queue and ends when the call is abandoned or pulled back.

Type: int

Length: 4

CallsOffered

Description: The number of calls offered to this IVR queue.

Type: int

Length: 4

CallsTransferred

Description: The number of calls transferred out during an IVR session.

Type: int

Length: 4

IVRAbandoned

Description: The number of calls abandoned while connected to this IVR port.

Type: smallint

Length: 2

IVRCompleted

Description: The number of calls connected to this IVR port for which the IVR session completed successfully.

Type: smallint

Length: 2

IVRInterrupted

Description: The number of calls connected to this IVR port for which the IVR session was interrupted by a script command.

Type: smallint

Length: 2

IVRQueueID

Description: A unique number to identify an IVR queue, which is assigned by the server when the IVR ACD-DN is defined.

Type: varchar

Length: 7

IVRQueueName

Description: The name of the IVR queue, defined on the IVR ACD-DN Properties property sheet.

Type: varchar

Length: 30

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

Linkages with other statistics groups

You can link IVR statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 361.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

Note: You must specify both of these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data fields are
IVRPortStat	Timestamp IVRQueueID

RANMusicRouteStat views

Introduction

RAN and music route statistics provide summarized resource usage information for each RAN and music route.

Requirements

- Define RAN and music routes codes on Symposium Express Call Center.
- Configure the server to collect music and route statistics.

Note: Statistics are collected for all music and RAN routes; you cannot configure the system to collect statistics for selected routes.

Database views

- iRANMusicRouteStat
- dRANMusicRouteStat
- wRANMusicRouteStat
- mRANMusicRouteStat

Field descriptions

RouteAccess

Description: The number of times a music or RAN route was accessed. Each time the route is accessed by a single call, this statistic is incremented.

Type: int

Length: 4

RouteAccessTime

Description: The total time a music or RAN route was in use.

Type: int

Length: 4

RouteID

Description: A unique number to identify a music or RAN route, which is assigned by the server when the route is defined.

Type: int

Length: 4

RouteName

Description: The name of the music or RAN route, as defined on the Music/RAN Route Properties property sheet.

Type: varchar

Length: 30

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

RouteStat views

Introduction

Route statistics provide summaries of all occurrences of all trunks busy (ATB) and network outcall blocked information on a per-route basis.

Requirements

- Define routes on Symposium Express Call Center.
- Configure the server to collect route statistics.

Note: Statistics are collected for all routes; you cannot configure the system to collect statistics for selected routes.

Pegging

CallsBlockedByAllTrunksBusy statistics apply to multiple routes, and are therefore pegged against the Default_Route, 999.

Database views

- iRouteStat
- dRouteStat
- wRouteStat
- mRouteStat

Field descriptions

AllTrunksBusy

Description: The number of times all trunks in this route were busy.

Type: int

Length: 4

AllTrunksBusyTime

Description: The total time all trunks in this route were busy.

Type: int

Length: 4

CallsBlockedByAllTrunksBusy

Description: Not supported in this version.

RouteID

Description: A unique number to identify a route, which is assigned by the server when the route is defined.

Type: int

Length: 4

RouteName

Description: The name of the route, as defined on the Route Properties property sheet.

Type: varchar

Length: 30

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

Linkages with other statistics groups

You can link route statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 361.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

Note: You must specify both of these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data fields are
TrunkStat	Timestamp RouteID

SCCSDBSpace views

Introduction

SCCSDBSpace views display information about the size of the Symposium Express Call Center database, including

- space allocated for the database
- space used by the database
- space available

With a report writer application, you can create a custom report using this view.

Field descriptions

DBName

Description: The name of the database. Symposium Express Call Center uses three databases:

- Master—Contains Sybase control information.
- blue—Contains all server configuration information and interval, daily, weekly, and monthly statistics.
- Call-by-call (CBC)—Contains call-by-call data, if you have configured your server to collect it.

Type: varchar

Length: 30

DBSize

Description: The database size in Mbytes.

Type: float

Length: 8

FreeSpace

Description: The amount of free space in the database in Mbytes.

Type: float

Length: 8

UsedSpace

Description: The current data volume in the database in Mbytes.

Type: float

Length: 8

Float field

The following table contains a description of the float field type:

Field type	Description	Value range	Length
Float	integer	1 to 100 000	8 bytes

SkillsetStat views

Introduction

A skillset is a group of skills, such as level of expertise in a certain area, to which an agent is assigned. Agents can be assigned up to 50 skillsets. Skillset statistics provide summarized performance information based on a combination of skillset and application call information. Statistics are pegged against a combination of skillset and application.

Requirements

- Configure the server to collect skillset statistics.
Note: Statistics are collected for all skillsets; you cannot configure the system to collect statistics for selected skillsets.

Pegging

Symposium Express Call Center calls are pegged against the Master_Script or primary application (depending on the location of the call in the system) and against the answering skillset, or the Agent Queue To skillset (if the call was queued to a specific agent). ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_NACD_Skillset.

The following statistics are applicable to multiple applications, and are, therefore, pegged against the System_Application:

- ActiveTime
- AllAgentBusyTime
- TotalStaffedTime

Database views

- iSkillsetStat
- dSkillsetStat
- wSkillsetStat
- mSkillsetStat

Field descriptions

ActiveTime

Description: The amount of time a skillset is in service. A skillset is in service when it is not in Out of Service mode and at least one agent is logged on.

Pegging: This field is only pegged against the System_Application.

Type: int

Length: 4

AllAgentBusyTime

Description: The total time that all agents assigned this skillset were busy with calls or no agents were logged on.

Pegging: This field is only pegged against the System_Application.

Type: int

Length: 4

Application

Description: The name of the application to which this skillset is assigned, as defined on the Application Properties property sheet.

Type: varchar

Length: 30

ApplicationID

Description: A unique number to identify an application, which is assigned by the server when the application is added.

Type: int

Length: 4

CallsAnswered

Description: The number of Symposium Express Call Center, ACD, and NACD calls answered for this skillset.

Triggers: Calls are pegged upon answer.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application (depending on the location of the call in the system) and against the answering skillset. ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_NACD_Skillset.

Restriction: This statistic does not include DN calls handled by agents assigned to this skillset.

Type: int

Length: 4

CallsAnsweredAfterThreshold

Description: The number of Symposium Express Call Center calls answered after a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset.

Triggers: Delays begin when the call is queued at the skillset and end when the call is answered.

Restriction: This statistic does not include ACD and NACD calls because delay statistics are not available for these types of calls.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all Symposium Express Call Center calls answered for this skillset.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset.

Triggers: Delays begin when the call is queued at the skillset and end when it is answered. If a call is requeued to the same skillset, the delay begins when the call is first queued.

Restriction: This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

Type: int

Length: 4

CallsOffered

Description: The number of Symposium Express Call Center calls offered to this skillset. This statistic is not incremented if the same call is offered to this skillset again.

Triggers: Calls are pegged against the Master_Script application upon arrival, and against a primary application when the Master_Script application hands over control.

Note: If a call is offered to multiple skillsets, this statistic is pegged multiple times.

Type: int

Length: 4

MaxAnsweredDelay

Description: The wait time experienced by the Symposium Express Call Center call that waited the longest before being answered.

Pegging: Symposium Express Call Center calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset.

Restriction: This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

Type: smallint

Length: 2

MaxSkillsetAbandonedDelay

Description: The wait time experienced by the Symposium Express Call Center call queued to this skillset that waited the longest before being abandoned.

Type: smallint

Length: 2

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Skillset

Description: The name of the skillset, as defined on the General – Skillset Properties property sheet.

Type: varchar

Length: 30

SkillsetAbandoned

Description: The number of Symposium Express Call Center calls abandoned for this skillset. This statistic does not include calls abandoned while ringing at an agent phoneset.

Type: int

Length: 4

SkillsetAbandonedDelay

Description: The total wait time experienced by Symposium Express Call Center calls that were abandoned for this skillset.

Triggers: The delay begins when the call is queued to this skillset and ends when the call is abandoned.

Type: int

Length: 4

SkillsetAbandonedAftThreshold

Description: The number of Symposium Express Call Center calls abandoned for this skillset after a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs.

Type: int

Length: 4

SkillsetID

Description: A unique number to identify a skillset, which is assigned by the server when the skillset is added.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: int

Length: 4

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

TotalStaffedTime

Description: The amount of logon time for all agents belonging to this skillset.

Pegging: This field is only pegged against the System_Application.

Triggers: The logon time begins when an agent logs on to the skillset or is reassigned (while logged on) to the skillset and ends when the agent logs off or is reassigned out of the skillset.

Type: int

Length: 4

Linkages with other statistics groups

You can link skillset statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 361.

The following table shows the statistics groups to which skillset statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify both of these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
AgentBySkillsetStat	Timestamp SkillsetID
ApplicationStat	Timestamp ApplicationID

TrunkStat views

Introduction

Trunk statistics provide summarized trunk resource usage information. These statistics provide a way to monitor call traffic with available trunk resources.

Requirements

- Define the routes to which the trunks belong on Symposium Express Call Center.
- Configure the server to collect trunk statistics.

Note: Statistics are collected for all trunks; you cannot configure the system to collect statistics for selected trunks.

Database views

- iTrunkStat
- dTrunkStat
- wTrunkStat
- mTrunkStat

Field descriptions

CallsAbandoned

Description: The number of Symposium Express Call Center calls abandoned while waiting on this trunk.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by Symposium Express Call Center calls that were abandoned.

Triggers: For Symposium Express Call Center calls, delays begin when the Master_Script is initiated.

Type: int

Length: 4

CallsAnswered

Description: The number of Symposium Express Call Center calls answered.

Triggers: Calls are pegged upon answer.

Type: int

Length: 4

CallsAnsweredDelay

Description: The total wait time experienced by all Symposium Express Call Center calls that came in through a trunk.

Triggers: For Symposium Express Call Center calls, delays begin when the Master_Script is initiated.

Type: int

Length: 4

CallsOffered

Description: The number of Symposium Express Call Center calls offered to this trunk.

Triggers: Calls are pegged upon arrival.

Type: int

Length: 4

OccupancyTime

Description: The total time the trunk was occupied with Symposium Express Call Center calls.

Triggers: Occupancy times begin when the Master_Script is initiated at the source site and end when the call ends.

Type: int

Length: 4

Route

Description: The name of the route, as defined on the Route Properties property sheet.

Type: varchar

Length: 30

RouteID

Description: A number that identifies the route to which the trunk belongs, which is assigned by the server when the route is defined.

Type: int

Length: 4

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 358.

Type: smalldatetime

Length: 4

TrunkID

Description: A unique number to identify the trunk within the route, as defined on the switch.

Type: int

Length: 4

Linkages with other views

You can link trunk statistics to other views to generate customized reports. For more information, see “When statistics are cumulated” on page 361.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

Note: You must specify both of these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data fields are
RouteStat	Timestamp RouteID

Section B: Event statistics

In this section

Overview of event statistics	466
eAgentLoginStat view	467
eCallbyCallStat views	470
eIVRPortLoginStat view	479

Overview of event statistics

Introduction

Event statistics are collected on a per-event basis rather than accumulated over a period of time. Symposium Express Call Center records the following types of event statistics:

- agent logon and logoff statistics
- IVR port logon and logoff statistics

Database views

Event statistics are accessible through database views. A database view is a logical representation of the database, which is used to organize information in the database for your use.

When statistics are cumulated

Event statistics are cumulated as the events occur and written to the database at the end of each pegging interval (that is, every 15 minutes).

Storage duration

The following table indicates how long each type of event statistic is stored on the server:

Statistic	Storage duration
IVR voice port login/logout statistics	7 days
agent login/logout	7 days

eAgentLoginStat view

Introduction

Agent logon and logoff statistics provide detailed information about the distribution of an agent's time during work hours. They show the amount of time spent on events such as Login, Logout, Walkaway, and Return from walkaway.

Requirements

- Configure the server to collect agent login statistics.
Note: Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database view

- eAgentLoginStat

Field descriptions

AgentGivenName

Description: The first or given name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

AgentLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

AgentSurName

Description: The last or surname of the agent, as defined on the General –User Properties property page.

Type: varchar

Length: 64

Duration

Description: For events of type logoff, the time between first logon (or, if the first event of the day is *not* logon, 12:00 a.m. that morning) and the last logoff of the day (or if the last event of the day is *not* logoff, 12:00 a.m. that night).

For events of type walkaway, the amount of time the agent was in the Walkaway state.

For all other event types, this field contains zeros.

Type: int

Length: 4

Event Type

Description: A unique identifier for an agent event.

Valid values:

- LI (Login)
- LO (Logout)
- WW (Walkaway)
- RT (Return from walkaway)

Type: char

Length: 2

PositionID

Description: A unique identifier for the agent's position ID, as received from the switch.

Type: int

Length: 4

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time of the event.

Type: char

Length: 8

Timestamp

Description: The date and time when the data was pegged.

Type: datetime

Length: 8

UserID

Description: A unique identifier for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

eCallbyCallStat views

Introduction

Call-by-call statistics provide detailed information on a per-call event basis. These statistics enable you to trace a Symposium Express Call Center call from beginning to end regardless of the number of treatments being applied to it. It also provides a means of monitoring the performance of a specified agent, application, or skillset.

Requirements

- Configure the server to collect call-by-call statistics, and select the applications for which statistics will be collected.

Restrictions

The amount of data generated for call-by-call statistics is very large; therefore, the time required to generate a report using call-by-call statistics is much greater than the time required to generate a report using summarized statistics.

Database view

- eCallByCallStatYYYYMMDD

Field descriptions

AssociatedData

Description: Associated data is information associated with a specific event, such as

- the other extension, trunk ID, or outside phone number associated with a call that was conferenced with another party, transferred to another party, or put on hold while another call was placed
- the DNIS number for an incoming call

Type: varchar

Length: 40

CallEvent

Description: A unique identifier for the type of call event.

Type: int

Length: 4

CallEventName

Description: The type of call event. For a complete list of call events that can be collected, refer to “Call events” on page 473.

Type: varchar

Length: 80

CallID

Description: A unique number that identifies a call, which is assigned by the server.

Note: SQL does not support signed integers. Therefore, call IDs can appear negative in the database views.

Type: int

Length: 4

Destination

Description: The location where a call was directed during an event. The destination can be identified by a dialed number, trunk ID, agent ID, skillset name, application name, or IVR queue ID or name, for example.

Type: varchar

Length: 40

EventData

Description: The information related to or generated by this event. The data can be a PIN entered by the caller in response to the collect digits command; an ANI, CLID, site ID, or activity code; or reasons for the event.

Type: varchar

Length: 40

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique number that identifies the switch on the network, as received from the switch.

Note: SQL does not support signed integers. Therefore, site IDs may appear negative in the database views.

Type: int

Length: 4

Source

Description: The location of this call before this event occurred. For example, the source can be identified by a dialed number, trunk ID, agent ID, skillset name, application name, IVR queue ID or name.

Type: varchar

Length: 40

TelsetLoginID

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

Time

Description: The time when the data was pegged.

Type: char

Length: 8

Timestamp

Description: The date and time when the data was pegged.

Type: datetime

Length: 8

Call events

The following table lists the call event types and the field contents for each one:

Call event	Source	Destination	Associated data	Event data
ACD Call Answered	ACD DN	agent ID	NULL	NULL
ACD Call On Hold	NULL	NULL	NULL	NULL
ACD Call Released	NULL	NULL	NULL	NULL
ACD Call Restored	NULL	NULL	NULL	NULL
Application Interflowed	source application ID	destination application ID	NULL	NULL

Call event	Source	Destination	Associated data	Event data
Call Answered At IVR Queue	NULL	IVR queue ID + IVR port ID	NULL	NULL
Call Conferenced	source agent ID	target agent ID	intercall ID	time conference complete minus time conference start
Call Conferenced At IVR Queue	IVR port ID	NULL	NULL	NULL
Call Consult Initiated	NULL	NULL	intercall ID	dialed number
Call Entered IVR Queue	application ID	IVR queue ID	NULL	NULL
Call Not Treated At IVR Queue	IVR queue ID	NULL	NULL	NULL
Call On Hold	NULL	NULL	NULL	NULL
Call On Hold At IVR Port	IVR port ID	NULL	NULL	NULL
Call Presented	NULL	agent ID	NULL	NULL
Call PriorityChanged At NACD queue	NACD DN	NULL	new priority	NULL
Call Priority Changed At Skillset	skillset ID	NULL	new call priority	NULL
Call Removed From NACD	NACD DN	NULL	NULL	NULL
Call Restored	NULL	NULL	NULL	NULL
Call Restored At IVR Port	IVR port ID	NULL	NULL	NULL

Call event	Source	Destination	Associated data	Event data
Call Terminated At IVR Queue	IVR port ID	NULL	NULL	NULL
Call Transferred	source agent ID	target agent ID	intercall ID	time transfer complete minus time transfer start
Call Transferred At IVR Queue	IVR port ID	NULL	NULL	NULL
Dequeued From Skillset	skillset ID	NULL	call priority	“dequeue reason + queue time duration; reason can be one of the following: ABANDONED, PRESENTED, SK_SET_OUT_OF_SERVICE, CANCELLED, NET_NODE_BLOCKED, NET_ALREADY_SERVICED and UNKNOWN”
DN Call Answered	calling number	NULL	DN call type (int or ext)	NULL
DN Call Initiated	NULL	dialed number	DN call type (int or ext)	NULL
DN Call On Hold	NULL	NULL	NULL	NULL
DN Call Released	NULL	NULL	NULL	NULL
DN Call Restored	NULL	NULL	NULL	NULL
Give Broadcast	application ID	IVR queue ID	NULL	NULL

Call event	Source	Destination	Associated data	Event data
Give Broadcast Completed	application ID	IVR queue ID	NULL	duration time
Give Default	application ID	NULL	NULL	default CDN
Give Force Busy	application ID	NULL	NULL	NULL
Give Force Disconnect	application ID	NULL	NULL	NULL
Give Force Overflow	application ID	NULL	NULL	NULL
Give IVR	application ID	NULL	IVR queue ID	NULL
Give Music	application ID	route ID	NULL	NULL
Give Music Completed	route ID	application ID	NULL	duration time
Give NACD	application ID	NACD DN	NULL	NULL
Give RAN	application ID	route ID	NULL	NULL
Give RAN Completed	route ID	application ID	NULL	duration time
Give Ringback	NULL	NULL	NULL	NULL
Give Silence	NULL	NULL	NULL	NULL
Handed Over to Master Application	CDN	Application ID (if applicable)	“for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF + intercall ID”””	NULL

Call event	Source	Destination	Associated data	Event data
Host Response	NULL	NULL	Host Name	NULL
Local Call Abandoned	NULL	NULL	NULL	NULL
Local Call Answered	NULL	NULL	skillset ID	NULL
Local Call Arrived	route ID + trunk ID	CDN	DNIS	CLID
Local Call NACD Out	NULL	destination site name	NULL	NULL
Local Call Released	NULL	NULL	“for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF + intercall ID”””	NULL
NACD Call Answered	NACD DN	agent ID	NULL	NULL
NACD Call On Hold	NULL	NULL	NULL	NULL
NACD Call Released	NACD DN	Application ID (if applicable)	“for normal NACD call - ““NORM””; for transferred call - ““TRANF + intercall ID”””	NULL
NACD Call Restored	NULL	NULL	NULL	NULL
Play Prompt	NULL	NULL	NULL	voice file name + language ID
Play Prompt Ended	NULL	NULL	NULL	duration time
Query Host Info	NULL	NULL	Host Name	NULL

Call event	Source	Destination	Associated data	Event data
Queued To Agent	Application ID (if applicable)	agent ID	call priority	NULL
Queued To Network Skillset	application name	remote site name and skillset name	NULL	first time queued? YES or NO
Queued To Skillset	Application ID (if applicable)	skillset ID	call priority	first time queued? YES or NO
Returned From IVR	IVR queue ID	application ID	NULL	NULL
Returned To Skillset	agent ID	NULL	return to queue reason	NULL
Send Info To Host	NULL	NULL	Host Name	NULL
Script Handed Off	source application ID	destination application ID	NULL	NULL

eIVRPortLoginStat view

Introduction

Interactive Voice Response (IVR) port—or voice port—logon and logoff statistics provide detailed information on how an IVR port's time is distributed while in service and out of service.

Requirements

- Define IVR ports on Symposium Express Call Center.
 - Configure the server to collect IVR port statistics.
- Note:** Statistics are collected for all IVR ports; you cannot configure the system to collect statistics for selected ports.

Database view

- eIVRPortLoginStat

Field descriptions

Event Type

A unique identifier for an IVR port event.

Valid values:

- login (LI)
- logout (LO)

Type: char

Length: 2

IVRPortID

Description: A unique number to identify an IVR port, which is assigned by the server when the voice port is defined.

Type: varchar

Length: 30

Site

Description: The name of the Symposium Express Call Center site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Express Call Center site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 8

Timestamp

Description: The date and time when the event occurred.

Type: datetime

Length: 8

Section C: Configuration views

In this section

Overview of configuration views	483
AccessRights view	484
ActivityCode view	488
Agent view	489
Application view	494
ApplicationByScript view	496
ApplicationThresholdTemplate view	499
CDN view	501
CodeToMessage view	503
DNIS view	504
DNISThresholdTemplate view	506
Formula view	507
HistoricalStatCollection view	509
HistoricalStatDuration view	513
HistoricalStatStorage view	515
IVRPort view	517
IVRQueue view	519
IVRThresholdTemplate view	521
PhonesetDisplay view	523
RealTimeColumn view	524
RealTimeStatCollection view	526
RealTimeTemplate view	529
Route view	531
RouteThresholdTemplate view	533

ScheduledSkillsetAssignment view	535
ScheduledSupervisorAssignment view	538
Script view	541
ScriptVariableProperties view	543
ScriptVariables view	545
Skillset view	547
SkillsetByAgent view	550
SkillsetByAssignment view	552
SkillsetThresholdTemplate view	555
SummaryThresholdTemplate view	557
Supervisor view	559
SupervisorAgentAssignment view	562
SupervisorByAssignment view	564
SwitchPort view	567
UserTemplate view	569
UserThresholdTemplate view	571
Views view	573

Overview of configuration views

Introduction

Configuration data describes the configuration of your server.

Database views

Configuration data is accessible through database views. A database view is a logical representation of the database, which is used to organize the information in the database for your use.

Unsupported data

The following types of data are unavailable in Symposium Express Call Center:

- Threshold classes
Therefore, the ApplicationThresholdTemplate, ApplicationTemplate, RouteThresholdTemplate, SkillsetThresholdTemplate, SummaryThresholdTemplate, and UserThresholdTemplate views are not applicable.
- scheduled agent to skillset and agent to supervisor assignments
Therefore, the ScheduledSkillsetAssignment, ScheduledSupervisorAssignment, and SkillsetByAssignment views are not applicable.

AccessRights view

Introduction

This view lists all desktop users and their access levels.

Field descriptions

Comment

Description: The comments defined on the General – Access Class Properties property page, if any.

Type: varchar

Length: 127

CreateDeleteAccess

Description: Shows whether the user can add or remove objects of this type.

Type: char

Length: 1

CreateDeleteAgentAccess

Description: Shows whether the user can add or remove agents.

Type: char

Length: 1

CreateDeleteAllAgentAccess

Description: Shows whether the user can add or remove all agents.

Type: char

Length: 1

ExecuteAccess

Description: Shows whether the user can run objects of this type.

Type: char

Length: 1

ExecuteAgentAccess

Description: Shows whether the user can run objects of this type to process his or her reporting or associated agents.

Type: char

Length: 1

ExecuteAllAgentAccess

Description: Shows whether the user can run objects of this type for all agents.

Type: char

Length: 1

GivenName

Description: The desktop user's first or given name, as defined on the General – User Properties property page.

Type: varchar

Length: 64

GroupName

Description: The access class to which the desktop user belongs.

Type: varchar

Length: 40

ObjectKey

Description: A unique identifier for a function for which the user has been assigned access rights.

Type: varchar

Length: 40

ObjectName

Description: A function for which the user has been assigned access rights.

Type: varchar

Length: 40

PCLoginName

Description: The desktop user's userid, defined on the Desktop – User Properties property page.

Type: varchar

Length: 30

ReadAccess

Description: Shows whether the user has view access for this function.

Type: char

Length: 1

ReadAgentAccess

Description: Shows whether the user has view access for his or her reporting or associated agents.

Type: char

Length: 1

ReadAllAgentAccess

Description: Shows whether the user has view access for all agents.

Type: char

Length: 1

SurName

Description: The desktop user's last or surname, as defined on the General – User Properties property page.

Type: varchar

Length: 64

WriteAccess

Description: Shows whether the user has modify access for this function.

Type: char

Length: 1

WriteAgentAccess

Description: Shows whether the user has modify access for his or her agents.

Type: char

Length: 1

WriteAllAgentAccess

Description: Shows whether the user has modify access for all agents.

Type: char

Length: 1

ActivityCode view

Introduction

This view lists all of the activity codes and their assigned names.

Field descriptions

ActivityCode

Description: The number assigned to the activity code on the Activity Code Properties property sheet.

Type: nvchar

Length: 32

Name

Description: The name assigned to the activity code on the Activity Code Properties property sheet.

Type: varchar

Length: 30

Agent view

Introduction

This view lists agents and their properties.

Field descriptions

AlternateCallAnswer

Description: Shows whether the agent can put a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

CallForceOption

Description: Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

Type: char

Length: 1

CallForceDelayTimer

Description: The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

Type: int

Length: 4

Comment

Description: The comments defined on the General – User Properties property page, if any.

Type: varchar

Length: 127

Department

Description: The department to which the agent belongs, as defined on the General – User Properties property page.

Type: varchar

Length: 64

GivenName

Description: The agent's first or given name, as defined on the General – User Properties property page.

Type: varchar

Length: 64

PersonalDN

Description: The agent's personal DN (if any), as defined on the Phoneset – User Properties page.

Type: varchar

Length: 32

ReturnToQueueMode

Description: The mode of the agent's phoneset after returning a call to the queue.

Type: varchar

Length: 80

ReturnToQueueOnNoAnswer

Description: Shows whether unanswered calls are returned to the queue.

Type: char

Length: 1

ReturnToQueueWaitInterval

Description: The time before an unanswered call is returned to the queue.

Type: smallint

Length: 2

SurName

Description: The agent's last or surname, as defined on the General – User Properties property page.

Type: varchar

Length: 64

SwitchID

Description: The switch ID of the phoneset at which the agent is logged on, received from the switch.

Type: int

Length: 4

SwitchPortAddress

Description: The switch port address of the phoneset at which the agent is logged on, received from the switch.

Type: varchar

Length: 30

SwitchPortName

Description: The switch port name of the phoneset at which the agent is logged on, as received from the switch.

Type: varchar

Length: 30

TelsetLoginID

Description: The numeric ID that the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

TemplateID

Description: A unique ID for the agent's call presentation class, assigned when the call presentation class is added. The call presentation class is assigned to the agent on the Call Presentation property page. It determines how calls are presented to the agent.

Type: varchar

Length: 30

TemplateName

Description: The call presentation class assigned to the agent on the Call Presentation property page. The call presentation class determines how calls are presented to the agent.

Type: varchar

Length: 30

ThresholdTemplateID

Description: A unique ID for the agent's threshold class, assigned when the threshold class is added. The threshold class is assigned to the agent on the Threshold Class – User Properties property page.

Type: varchar

Length: 30

ThresholdTemplateName

Description: The threshold class assigned to the agent on the Threshold Class – User Properties property page.

Type: varchar

Length: 30

Title

Description: The agent's title, as defined on the General – User Properties property page.

Type: varchar

Length: 64

UnionBreakTimer

Description: The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

Type: smallint

Length: 2

UserID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

Application view

Introduction

The Application view lists all applications (Master and primary scripts) and their service level. The view also indicates whether the server collects call-by-call statistics for the application.

Field descriptions

ApplicationID

Description: The ID of the application, which is assigned by the server when the application is defined.

Type: int

Length: 4

CallByCall

Description: Shows whether the collection of call-by-call statistics for this application is enabled on the Call by Call – Historical Statistic Configuration property page.

Type: tinyint

Length: 1

Name

Description: The name of the application, as defined on the General – Application Properties property page.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which this application belongs.

Type: varchar

Length: 30

TemplateID

Description: A unique ID for the application's threshold class, assigned when the threshold class is added. The threshold class is assigned to the agent on the Threshold Class – User Properties property page.

Type: int

Length: 4

ApplicationByScript view

Introduction

The ApplicationByScript view describes the relationship between application scripts.

Parent script: definition

A parent script is any script that directs a call to another secondary script.

Child script: definition

A child script is a secondary script to which a primary script or another secondary script directs a call.

Field descriptions

ChildComment

Description: Not used in this version.

Type: varchar

Length: 80

ChildName

Description: The name of the referenced script.

Type: varchar

Length: 30

ChildStatus

Description: The status of the referenced script.

Type: varchar

Length: 80

ChildUserFirstName

Description: The first or given name of the user who created the referencing script.

Type: varchar

Length: 30

ChildUserLastName

Description: The family or surname of the user who created the referencing script.

Type: varchar

Length: 30

ParentComment

Description: Not used in this version.

Type: varchar

Length: 80

ParentName

Description: The name of the referencing script.

Type: varchar

Length: 30

ParentStatus

Description: The status of the referencing script.

Type: varchar

Length: 80

ParentUserFirstName

Description: The first or given name of the user who created the referencing script.

Type: varchar

Length: 30

ParentUserLastName

Description: The family or surname of the user who created the referencing script.

Type: varchar

Length: 30

ApplicationThresholdTemplate view

Introduction

The ApplicationThresholdTemplate view lists your applications threshold classes and their threshold levels.

Note: This view supersedes the ApplicationTemplate view.

Field descriptions

Field

Description: A field for which a threshold is defined in the threshold class to which the application belongs.

Type: varchar

Length: 80

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the threshold class to which this application belongs.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

CDN view

Introduction

The CDN view lists the CDNs and their assigned names and statuses.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire the CDN.

Type: char

Length: 1

CDN

Description: The number assigned to the CDN on the CDN Properties property sheet.

Type: varchar

Length: 7

Name

Description: The name assigned to the CDN on the CDN Properties property sheet.

Type: varchar

Length: 30

Status

Description: The status of the CDN.

Type: varchar

Length: 80

Type

Description: The call type.

Valid values:

- Local

Type: varchar

Length: 80

CodeToMessage view

Introduction

This view is used internally by the program.

Field descriptions

Category

Description: A system-defined classification for the status code.

Type: varchar

Length: 30

Code

Description: The numeric status code value.

Type: int

Length: 4

Msg

Description: The corresponding message text.

Type: varchar

Length: 80

DNIS view

Introduction

The DNIS view lists the DNIS numbers and their properties.

Field descriptions

DNIS

Description: A unique number used to identify a DNIS, which is assigned by the server when the DNIS is defined.

Type: varchar

Length: 16

DNIS_PREFIX

Description: Stores the prefix of a DNIS number. It allows you to sort, filter, and report on individual DNIS 800 numbers.

Type: varchar

Length: 16

Name

Description: The name of a DNIS, as defined on the DNIS Properties property sheet.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the DNIS, as defined on the DNIS Properties property sheet.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class assigned to this DNIS.
The system contains a single, system-defined DNIS threshold class.

Type: int

Length: 4

DNISThresholdTemplate view

Introduction

The DNISThresholdTemplate view provides information about the DNIS threshold class. The system contains a single, system-defined threshold class.

Field descriptions

Name

Description: The system-defined name of the threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class.

Type: int

Length: 4

TemplateID

Description: The system-defined unique identifier for the threshold class.

Type: int

Length: 4

Formula view

Introduction

The Formula view lists all of the customized formulas and their definitions. You can use formulas to create customized real-time statistics fields by combining existing statistics fields with mathematical operators.

Field descriptions

Class

Description: The class to which the formula belongs.

Type: varchar

Length: 80

Comment

Description: Additional information about the formula (if any), as defined on the Formula Properties property sheet.

Type: varchar

Length: 127

Definition

Description: The standard formulas used to create the custom formula.

Type: varchar

Length: 255

Format

Description: The display format for the formula.

Type: varchar

Length: 80

FormulaID

Description: A unique identifier for a formula, which is assigned by the server when the formula is added.

Type: int

Length: 4

Name

Description: The name of the formula.

Type: varchar

Length: 30

HistoricalStatCollection view

Introduction

The HistoricalStatCollection view lists all of the data types Symposium Express Call Center can collect and, for each one, indicates whether it is selected.

Field descriptions

ActivityCode

Description: Shows whether statistics in the activity code statistics group will be collected.

Type: char

Length: 1

AgentByApplication

Description: Shows whether statistics in the agent by application statistics group will be collected.

Type: char

Length: 1

AgentLogin

Description: Shows whether statistics in the agent logon and logoff statistics group will be collected.

Type: char

Length: 1

AgentPerformance

Description: Shows whether statistics in the agent performance statistics group will be collected.

Type: char

Length: 1

Application

Description: Shows whether statistics in the application statistics group will be collected.

Type: char

Length: 1

CDN

Description: Shows whether statistics in the CDN statistics group will be collected.

Type: char

Length: 1

DNIS

Description: Shows whether statistics in the DNIS statistics group will be collected.

Type: char

Length: 1

IVR

Description: Shows whether statistics in the IVR statistics group will be collected.

Type: char

Length: 1

IVRPort

Description: Shows whether statistics in the IVR port statistics group will be collected.

Type: char

Length: 1

IVRPortLogin

Description: Shows whether statistics in the IVR port login and logout statistics group will be collected.

Type: char

Length: 1

RANMusicRoute

Description: Shows whether statistics in the RAN/Music route statistics group will be collected.

Type: char

Length: 1

Route

Description: Shows whether statistics in the route statistics group will be collected.

Type: char

Length: 1

Skillset

Description: Shows whether statistics in the skillset statistics group will be collected.

Type: char

Length: 1

SkillsetByAgent

Description: Shows whether statistics in the agent by skillset statistics group will be collected.

Type: char

Length: 1

SkillsetState

Description: Not used in this version.

Trunk

Description: Shows whether statistics in the trunk statistics group will be collected.

Type: char

Length: 1

HistoricalStatDuration view

Introduction

The HistoricalStatDuration view shows the length of time the server keeps statistics for each collection period and event type.

Field descriptions

BusinessDaysPerWeek

Description: The number of business days per week for which the system collects historical statistics data.

Type: smallint

Length: 2

BusinessHoursPerDay

Description: The number of hours per business day that the system collects historical statistics data.

Type: smallint

Length: 2

DaysofAgentLogin

Description: The number of days agent logon statistics are stored by the system.

Type: smallint

Length: 2

DaysOfCallByCall

Description: The number of days call-by-call statistics are stored by the system.

Type: smallint

Length: 2

DaysOfDaily

Description: The number of days daily statistics are stored by the system.

Type: smallint

Length: 2

DaysOfInterval

Description: The number of days interval statistics are stored by the system.

Type: smallint

Length: 2

DaysofIVRPortLogin

Description: The number of days IVR port logon statistics are stored by the system.

Type: smallint

Length: 2

DaysOfSkillsetState

Description: Not used in this version.

FirstDayOfWeek

Description: The day defined as the first day of the business week. This is the day that weekly statistics are cumulated for the previous week.

Type: varchar

Length: 80

MonthsOfMonthly

Description: The number of months monthly statistics are stored by the system.

Type: smallint

Length: 2

WeeksOfWeekly

Description: The number of weeks weekly statistics are stored by the system.

Type: smallint

Length: 2

HistoricalStatStorage view

Introduction

The HistoricalStatStorage view describes the amount of disk space allocated to store historical data. Space allocation depends upon the size of the disk drive.

Where properties are defined

Historical Statistics Storage Properties are defined on the Historical Statistics Configuration property page.

Field descriptions

Configured

Description: The value configured for this parameter on the Historical Statistics Configuration property sheet.

Type: int

Length: 4

Parameter

Description: The name of the parameter.

Type: varchar

Length: 80

Purchased

Description: The purchased value for this parameter.

Type: int

Length: 4

System

Description: The measured value for this parameter. This is the number currently in use on the system. For example, if the system value for the Active Agents is 3, then 3 agents are currently logged on.

Type: int

Length: 4

IVRPort view

Introduction

The IVRPort view lists the voice ports. For each port, it provides the switch configuration information.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire the voice port.

Type: char

Length: 1

IVRPortID

Description: A unique identifier for the voice port, which is assigned by the server when the port is added.

Type: varchar

Length: 16

IVRQueueID

Description: The threshold class to which the IVR queue is assigned.

Type: varchar

Length: 7

Name

Description: The name of the voice port, as defined on the Voice Port Properties property page.

Type: varchar

Length: 30

Status

Description: The status of the voice port.

Type: varchar

Length: 80

SwitchID

Description: The switch ID of an IVR port, as received from the switch.

Type: int

Length: 4

SwitchPortAddress

Description: The switch address of the IVR port, as received from the switch.

Type: varchar

Length: 40

SwitchPortName

Description: The name assigned to the IVR port on the switch, as received from the switch.

Type: varchar

Length: 30

IVRQueue view

Introduction

The IVRQueue view lists the IVR ACD-DNs and their properties.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire the IVR ACD-DN.

Type: char

Length: 1

IVRQueueID

Description: A unique identifier for the IVR ACD-DN, which is assigned by the server when the IVR ACD-DN is added.

Type: varchar

Length: 7

Name

Description: The name of the IVR ACD-DN, as defined on the IVR ACD-DN Properties property page.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which the IVR ACD-DN belongs.

Type: int

Length: 4

Status

Description: The status of the IVR ACD-DN.

Type: varchar

Length: 80

TemplateID

Description: The name of the threshold class to which the IVR ACD-DN belongs.

Type: int

Length: 4

IVRThresholdTemplate view

Introduction

The IVRThresholdTemplate view lists the IVR threshold classes and their threshold levels.

Field descriptions

Field

Description: The name of field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the IVR threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for this threshold class.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

PhonasetDisplay view

Introduction

This view lists the configured display types, the width of each display, and the number of rows in each display.

Field descriptions

DisplayTypeName

Description: The type of display the phoneset uses.

Valid values:

- 1 x 40 Alphanumeric
- 1 x 16 Alphanumeric
- 1 x 18 or 1 x 24 Alphanumeric
- 1 x 12 Numeric

Type: varchar

Length: 80

FieldName

Description: The name of the field displayed on the phoneset.

Type: varchar

Length: 80

Row

Description: The row in which the field appears.

Type: smallint

Length: 2

Width

Description: The display width for the field.

Type: smallint

Length: 2

RealTimeColumn view

Introduction

The RealTimeColumn view lists the real-time display definitions and their column definitions.

Field descriptions

Column

Description: The column number of a field that appears on a real-time display definition.

Type: smallint

Length: 2

Format

Description: The format of the column.

Valid values:

- text
- numeric
- time
- bar chart

Type: varchar

Length: 80

FormulaID

Description: A unique identifier for the formula used in this column, which is assigned by the server when the formula is added.

Type: int

Length: 4

Label

Description: The label of the column, as it appears on the real-time display.

Type: varchar

Length: 80

TemplateID

Description: A unique identifier for a real-time display definition, which is assigned by the server when the real-time display definition is added.

Type: int

Length: 4

ScaleFrom

Description: For columns with bar format only. The minimum scale value to be reported in this column.

Type: smallint

Length: 2

ScaleTo

Description: For columns with bar format only. The maximum scale value to be reported in this column.

Type: smallint

Length: 2

RealTimeStatCollection view

Introduction

The RealTimeStatCollection view lists the real-time statistical information you configured Symposium Express Call Center to collect.

Moving window mode

In moving window mode, statistics shown represent the last 10 minutes of system activity.

Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval (defined on the Real-time Statistics Configuration property sheet). When the interval is over, data fields initialize to zero and collection begins for the next interval.

Field descriptions

IntervalDuration

Description: The interval duration for collecting real-time statistics (applies only to statistics collected in interval-to-date mode).

Type: smallint

Length: 2

IntervalStartTime

Description: The interval start time for collecting real-time statistics.

Type: char

Length: 8

ITDAgent

Description: Shows whether agent statistics are displayed using the interval-to-date format.

Type: char

Length: 1

ITDApplication

Description: Shows whether application statistics appear using the interval-to-date format.

Type: char

Length: 1

ITDIVR

Description: Shows whether IVR statistics appear using the interval-to-date format.

Type: char

Length: 1

ITDRoute

Description: Shows whether route statistics appear using the interval-to-date format.

Type: varchar

Length: 80

ITDSkillset

Description: Shows whether skillset statistics appear using the interval-to-date format.

Type: varchar

Length: 80

MinRefreshRate

Description: The minimum interval between refreshes of real-time statistics displays.

Type: varchar

Length: 80

MWAgent

Description: Shows whether agent statistics appear using the interval-to-date format.

Type: char

Length: 1

MWApplication

Description: Shows whether application statistics appear using the moving window format.

Type: char

Length: 1

MWIVR

Description: Shows whether IVR statistics appear using the moving window format.

Type: char

Length: 1

MWRoute

Description: Shows whether route statistics appear using the moving window format.

Type: varchar

Length: 80

MWSkillset

Description: Shows whether skillset statistics appear using the moving window format.

Type: varchar

Length: 80

RealTimeTemplate view

Introduction

The RealTimeTemplate view lists the real-time display definitions and their general properties.

Field descriptions

Class

Description: The class to which the real-time display definition belongs.

Type: varchar

Length: 80

Name

Description: The name of the real-time display definition.

Type: varchar

Length: 30

RefreshRate

Description: The refresh rate defined for the real-time display definition.

Type: int

Length: 4

TemplateID

Description: A unique identifier for a real-time display definition, which is assigned by the server when the real-time display definition is added.

Type: int

Length: 4

ViewMode

Description: The view mode defined for the real-time display definition.

Valid values:

- Moving Window
- Interval To Date

Type: varchar

Length: 80

Route view

Introduction

The Route view lists the routes and their properties.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire or deacquire the route.

Type: char

Length: 1

Name

Description: The name of the route, as defined on the Route Properties property page.

Type: varchar

Length: 30

RouteID

Description: The route number.

Type: int

Length: 4

Status

Description: The status of the route.

Type: varchar

Length: 80

TemplateID

Description: A unique identifier for the threshold class to which the route belongs, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

RouteThresholdTemplate view

Introduction

The RouteThresholdTemplate view lists the route threshold classes and their threshold levels.

Field descriptions

Field

Description: The name of the field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the route threshold class.

Type: varchar

Length: 30

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

ScheduledSkillsetAssignment view

Introduction

The ScheduledSkillsetAssignment view lists agent to skillset assignments and their properties.

Field descriptions

AssignID

Description: A unique identifier for the assignment, which is assigned by the server when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to skillset assignment, as defined on the General – Agent to Skillset Properties property page.

Type: varchar

Length: 64

Comment

Description: The comments defined on the General – Agent to Skillset Properties property page, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

Priority

Description: The agent's priority for this skillset.

Range: 1–48

where 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Length: 1

SkillsetID

Description: A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier is assigned by the server when the skillset is added.

Type: int

Length: 4

SkillsetName

Description: The name of the skillset to which the agent is assigned when the assignment is run, as defined on the General – Skillset Properties property page.

Type: varchar

Length: 64

SkillsetState

Description: The current state of the skillset.

Valid values:

- Standby
- Active

Type: varchar

Length: 80

Status

Description: The status of the agent to skillset assignment.

Valid values:

- Edited/Saved
- Ran OK

- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

UserGivenName

Description: The given or first name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

UserID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

UserSurName

Description: The family or surname of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

UserTelsetLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the General – User Properties property page.

Type: varchar

Length: 16

ScheduledSupervisorAssignment view

Introduction

The ScheduledSupervisorAssignment view lists agent to supervisor assignments and their properties.

Field descriptions

AgentID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

AssignID

Description: A unique identifier for the assignment, which is assigned by the server when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to supervisor assignment, as defined on the General – Agent to Supervisor Assignment Properties property page.

Type: varchar

Length: 64

AssignType

Description: The assignment type.

Type: varchar

Length: 80

Comment

Description: The comments defined on the General – Agent to Supervisor Assignment Properties property page, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

Status

Description: The status of the agent to supervisor assignment.

Valid values:

- Edited/Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

SupervisorGivenName

Description: The given or first name of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

SupervisorID

Description: A unique ID for the supervisor to which the user is assigned when this assignment is run. This identifier is assigned by the server when the supervisor is added.

Type: binary

Length: 16

SupervisorSurName

Description: The family or surname of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

Type

Description: The assignment type.

Valid values:

- P (Reporting)
- S (Associated)

Type: char

Length: 1

Script view

Introduction

The Script view lists the scripts and their properties.

Field descriptions

Comment

Description: Additional information about the script, as defined on the Script Properties property sheet, if any.

Type: varchar

Length: 30

GivenName

Description: The first or given name of the user who performed the most recent action on the script.

Type: varchar

Length: 30

LastModified

Description: The date when the most recent action was performed on the script.

Type: datetime

Length: 8

Name

Description: The name of the script, as defined in the Scripts window.

Type: varchar

Length: 30

Owner

Description: The name of the user who created the script.

Type: nvarchar

Length: 80

ScriptID

Description: A unique identifier for the script, which is assigned by the server when the script is added.

Type: int

Length: 4

Status

Description: The status of the variable.

Valid values:

- Activated
- Deactivated

Type: varchar

Length: 80

SurName

Description: The last or surname of the user who performed the most recent action on the script.

Type: varchar

Length: 30

Type

Description: The type of script.

Valid values:

- Local Master
- Primary
- Secondary

Type: varchar

Length: 80

ScriptVariableProperties view

Introduction

The ScriptVariableProperties view lists the script variables and their properties.

Field descriptions

Class

Description: The name of the variable class to which this variable belongs.

Valid values:

- Item
- Set Of Values

Type: varchar

Length: 80

Comment

Description: Not used.

Grouping

Description: The name of the variable group to which this variable belongs.

Valid values:

- Global Variable
- Call Variable

Type: varchar

Length: 80

Name

Description: The name of the script variable.

Type: varchar

Length: 30

Status

Description: The status of the variable.

Valid values:

- Activated
- Deactivated

Type: varchar

Length: 80

Type

Description: The data type of the variable.

Type: varchar

Length: 80

ScriptVariables view

Introduction

The ScriptVariables view lists the script variables. For each variable, it provides the variable status and type, and the name, status, and type of any scripts that use that variable.

Field descriptions

Script

Description: The name of a script that uses this variable, as defined in the Scripts window.

Type: varchar

Length: 32

ScriptStatus

Description: The status of the script.

Valid values:

- Edited
- Validated
- Activated

Type: varchar

Length: 80

ScriptType

Description: The type of script.

Valid values:

- Local Master
- Primary
- Secondary

Type: varchar

Length: 80

Variable

Description: The name of the script variable.

Type: varchar

Length: 30

VariableStatus

Description: The status of the variable.

Valid values:

- Activated
- Deactivated

Type: varchar

Length: 80

VariableType

Description: The data type of the variable.

Type: varchar

Length: 80

Skillset view

Introduction

The Skillset view lists all skillsets and their general properties.

Field descriptions

ActivityCode

Description: The default activity code for the skillset.

Type: varchar

Length: 32

CallAgePreference

Description: The call age preference for a skillset.

Valid values:

- 18 (Oldest)
- 19 (First in Queue)
- any other value (None)

Type: smallint

Length: 2

CallRequestQueueSize

Description: The maximum number of calls that can be queued to this skillset.

Type: int

Length: 4

CallRequestQueueSizeThreshold

Description: The number by which queued calls must decrease before more calls will be queued to this skillset.

Type: int

Length: 4

Comment

Description: The comments defined on the General – Skillset Properties property page, if any.

Type: varchar

Length: 127

DN

Description: The ACD-DN number for which calls will be pegged to this skillset, as defined on the General – Skillset Properties property page.

Type: varchar

Length: 7

IdleAgentsPriority

Description: The agent idle time preference defined on the Global Settings dialog box.

Type: smallint

Length: 2

MinShortCallDelay

Description: The short call threshold for the threshold class to which the skillset belongs. Calls with a talk time less than this value are considered to be short calls.

Type: int

Length: 4

NightServiceType

The night service type for a skillset.

Valid values:

- 20 (Transition)
- 21 (Night)
- any other value (None)

Type: smallint

Length: 2

ServiceLevelThreshold

Description: The service level for the threshold class to which the skillset belongs.

Type: int

Length: 4

Skillset

Description: The name of the skillset, as defined on the Skillset Properties property sheet.

Type: varchar

Length: 30

SkillsetID

Description: A unique identifier for the skillset, which is assigned by the server when the skillset is added.

Type: varchar

Length: 30

TemplateID

Description: A unique identifier for the threshold class to which the skillset belongs, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

UseBestNode

Description: Not used.

SkillsetByAgent view

Introduction

The SkillsetByAgent view lists the skillsets and the agents assigned to them. For each assigned agent, it shows the agent priority for the skillset.

Field descriptions

Priority

Description: The agent's priority for this skillset.

Range: 1–48

where 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Length: 1

SkillsetID

Description: A unique identifier for the skillset, assigned when the skillset is added.

Type: int

Length: 4

SkillsetState

Description: The skillset state.

Valid values:

- Standby
- Active

Type: varchar

Length: 80

UserID

Description: A unique ID for an agent assigned to this skillset, which is assigned by the server when the agent is added.

Type: binary

Length: 16

SkillsetByAssignment view

Introduction

The SkillsetByAssignment view lists skillsets and the agent to skillset assignments in which they are assigned.

Field descriptions

AssignID

Description: A unique identifier for the assignment, which is assigned by the server when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to skillset assignment, as defined on the General – Agent to Skillset Assignment property page.

Type: varchar

Length: 64

Comment

Description: The comments defined on the General – Agent to Skillset Assignment property page, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

Priority

Description: The agent's priority for this skillset.

Range: 1–48

where 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Length: 1

SkillsetID

Description: A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier is assigned by the server when the skillset is added.

Type: int

Length: 4

SkillsetName

Description: The name of the skillset to which the agent is assigned when the assignment is run, as defined on the General – Skillset Properties property page.

Type: varchar

Length: 64

SkillsetState

Description: The current state of the skillset.

Valid values:

- Standby
- Active

Type: varchar

Length: 80

Status

Description: The status of the agent to skillset assignment.

Valid values:

- Edited/Saved
- Ran OK

- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

UserGivenName

Description: The given or first name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

UserID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

UserSurName

Description: The family or surname of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

UserTelsetLoginID

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

SkillsetThresholdTemplate view

Introduction

The SkillsetThresholdTemplate view lists the skillset threshold classes and their threshold levels.

Field descriptions

Field

Description: The name of the field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

MinShortCallDelay

Description: The length of a short call for this threshold class.

Type: int

Length: 4

Name

Description: The name of the skillset threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for this threshold class.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

SummaryThresholdTemplate view

Introduction

The SummaryThresholdTemplate view lists the thresholds defined for the Nodal threshold class.

Field descriptions

Field

Description: The name of field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the nodal threshold class.

Type: varchar

Length: 30

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

Supervisor view

Introduction

The Supervisor view lists all of the Symposium Express Call Center supervisors and their general properties.

Field descriptions

Comment

Description: The comments defined on the General – User Properties property page, if any.

Type: varchar

Length: 127

Department

Description: The department to which the supervisor belongs, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

GivenName

Description: The given or first name of the supervisor, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

PCLoginName

Description: The supervisor's desktop userid, defined on the Desktop – User Properties property page.

Type: varchar

Length: 40

PersonalIDN

Description: The supervisor's personal directory number.

Type: varchar

Length: 32

SurName

Description: The family or surname of the supervisor, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

SwitchID

Description: The switch ID of the phoneset at which the supervisor is logged on, received from the switch.

Type: int

Length: 4

SwitchPortAddress

Description: The switch port address of the phoneset at which the supervisor is logged on, received from the switch.

Type: varchar

Length: 30

SwitchPortName

Description: The switch port name of the phoneset at which the supervisor is logged on, as received from the switch.

Type: varchar

Length: 30

TelsetLoginID

Description: The numeric ID the supervisor uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

TemplateID

Description: A unique identifier for the access class to which the supervisor belongs, which is assigned by the server when the access class is added.

Type: int

Length: 4

TemplateName

Description: The name of the access class to which the supervisor belongs.

Type: nvarchar

Length: 30

ThresholdTemplateID

Description: A unique identifier for the threshold class to which the supervisor belongs, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

ThresholdTemplateName

Description: The name of the threshold class to which the supervisor belongs.

Type: nvarchar

Length: 30

Title

Description: The supervisor's title, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

UserID

Description: A unique ID for the supervisor, which is assigned by the server when the supervisor is added.

Type: binary

Length: 16

SupervisorAgentAssignment view

Introduction

This view shows all agents and their supervisor assignments (both reporting and associated). The view contains a record for each agent-supervisor relationship. For example, if an agent has a reporting and two associated supervisors, the view contains three records for that agent.

Field descriptions

AgentGivenName

Description: The first or given name of an assigned agent, as defined on the General – User Properties property page for the agent.

Type: varchar

Length: 64

AgentSurName

Description: The family or surname of the agent, as defined on the General – User Properties property page for the agent.

Type: varchar

Length: 64

AgentTelsetLoginID

Description: The numeric ID that the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page for the agent.

Type: varchar

Length: 16

AgentUserID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

SupervisorGivenName

Description: The first or given name of the supervisor, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

SupervisorSurname

Description: The surname or family name of the supervisor, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

SupervisorTelsetLoginID

Description: The numeric ID the supervisor uses to log on at the phoneset, as defined on the Phoneset – User Properties property page for the supervisor.

Type: varchar

Length: 16

SupervisorUserID

Description: A unique ID for the supervisor, which is assigned by the server when the supervisor is added.

Type: binary

Length: 16

Type

Description: Shows whether the supervisor is the reporting or associated supervisor for an agent.

Type: char

Length: 1

Valid values:

- P (Reporting)
- S (Associated)

SupervisorByAssignment view

Introduction

The SupervisorByAssignment view lists the agent to supervisor assignments and their properties.

Field descriptions

AgentID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

AssignID

Description: A unique identifier for the assignment, which is assigned by the server when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to supervisor assignment, as defined on the Agent to Supervisor Assignment Properties property sheet.

Type: varchar

Length: 64

AssignType

Description: The assignment type.

Type: varchar

Length: 80

Comment

Description: The comments defined on the Agent to Supervisor Assignment property sheet, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

Status

Description: The status of the agent to supervisor assignment.

Valid values:

- Edited/Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

SupervisorGivenName

Description: The given or first name of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

SupervisorID

Description: A unique ID for the supervisor to which the user is assigned when this assignment is run, which is assigned by the server when the supervisor is added.

Type: binary

Length: 16

SupervisorSurName

Description: The family or surname of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

Type

Description: The assignment type.

Valid values:

- P (Reporting)
- S (Associated)

Type: varchar

Length: 80

SwitchPort view

Introduction

This view lists phoneset ports and their switch configuration information.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire or deacquire the route.

Type: char

Length: 1

Name

Description: The switch port name of the phoneset at which the agent is logged on, as received from the switch.

Type: varchar

Length: 30

PortAddress

Description: The switch port address of the phoneset at which the agent is logged on, as received from the switch.

Type: varchar

Length: 30

PositionID

Description: A unique identifier for the agent's position ID, as received from the switch.

Type: int

Length: 4

Status

Description: The status of the phoneset.

Type: varchar

Length: 80

SwitchID

Description: The switch ID of the phoneset at which the agent is logged on, received from the switch.

Type: int

Length: 4

Type

Description: The phoneset type.

Type: varchar

Length: 80

UserTemplate view

Introduction

The UserTemplate view lists the agent call presentation classes and their properties.

Field descriptions

AlternateCallAnswer

Description: Shows whether the agent can put a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

CallForceOption

Description: Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

Type: char

Length: 1

CallForceDelayTimer

Description: The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

Type: int

Length: 4

ReturnToQueueMode

Description: The mode of the agent's phoneset after returning a call to the queue.

Type: varchar

Length: 80

ReturnToQueueOnNoAnswer

Description: Shows whether unanswered calls will be returned to the queue.

Type: char

Length: 1

ReturnToQueueWaitInterval

Description: The time before an unanswered call is returned to the queue.

Type: smallint

Length: 2

Template

Description: The name of the call presentation class.

Type: varchar

Length: 30

TemplateID

Description: A unique identifier for the call presentation class, which is assigned by the server when the call presentation class is added.

Type: int

Length: 4

UnionBreakTimer

Description: The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

Type: smallint

Length: 2

UserThresholdTemplate view

Introduction

The UserThresholdTemplate view lists the agent threshold classes and their properties.

Field descriptions

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the agent threshold class.

Type: varchar

Length: 30

ThresholdTemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

Views view

Introduction

This view lists all of the database views available in the Symposium Express Call Center database.

Field descriptions

ColumnName

Description: The name of a field in the view. This name is not necessarily the same as the field label printed on the report.

Type: varchar

Length: 30

Length

Description: The length of the field, in characters.

Type: tinyint

Length: 1

Name

Description: The name of the view.

Type: varchar

Length: 30

Type

Description: The field type. For a list of valid types and their descriptions, see “Statistical field types” on page 354.

Type: varchar

Length: 30

Appendix C

Agent state tracking

In this appendix

Overview	576
Pegging of agent state	577
Real-time status	581

Overview

Introduction

This appendix describes how agent states are pegged in historical statistics.

Pegging of agent state

Introduction

This section shows how agent state is pegged in reports for several different Incalls and DN key statuses.

If the agent key status is		Agent time is pegged against the following states:								
Incalls key	DN key	ACD/NACD talk time	Hold time	Incoming DN calls talk time	Not ready time	Outgoing DN calls talk time	Ring time	Talk Time	Waiting time	Walkaway time
no call present	no call present									
no call present	incoming DN call active			•						
no call present	incoming DN call on hold			•						
no call present	outgoing DN call active					•				
no call present	outgoing DN call on hold					•				
no call present	incoming DN call ringing								•	
no call present	DN key pressed									

If the agent key status is		Agent time is pegged against the following states:								
Incalls key	DN key	ACD/NACD talk time	Hold time	Incoming DN calls talk time	Not ready time	Outgoing DN calls talk time	Ring time	Talk Time	Waiting time	Walkaway time
call ringing	no call present						•			
call ringing	incoming DN call ringing						•			
call active	no call present							•		
call on hold	no call present		•					•		
call active	incoming DN call on hold			•				•		
call on hold	incoming DN call active		•	•				•		
call on hold	incoming DN call on hold		•	•				•		
call active	outgoing DN call on hold					•		•		
call on hold	outgoing DN call active		•			•		•		
call on hold	outgoing DN call on hold		•			•		•		

If the agent key status is		Agent time is pegged against the following states:								
Incalls key	DN key	ACD/NACD talk time	Hold time	Incoming DN calls talk time	Not ready time	Outgoing DN calls talk time	Ring time	Talk Time	Waiting time	Walkaway time
ACD/NACD call ringing	no call present									
ACD/NACD call active	no call present	•								
ACD/NACD call on hold	no call present	•								
Not ready	no call present				•					
Not ready	Incoming DN call active			•	•					
Not ready	Incoming DN call on hold			•	•					
Not ready	Outgoing DN call active				•	•				
Not ready	Outgoing DN call on hold				•	•				
Call on hold; walkaway	no call present		•					•		•

Notes:

- Unless otherwise specified, calls on the Incalls key are Symposium Express Call Center calls.
- If the Answer call by placing DN on hold option is enabled for the agent's call presentation class, agent time is pegged against the Waiting state when no call is present on the agent's Incalls key, and the agent has a DN call (incoming or outgoing) on hold.

Real-time status

Introduction

This section shows how agent state is reported on real-time displays.

If the agent key status is		Agent status displays as			
Incalls key	DN key	Incalls Status	DN In Status	DN Out Status	Walk-away Status
no call present	no call present	Idle			
no call present	incoming DN call active	Busy	Active		
no call present	incoming DN call on hold	Busy	On hold		
no call present	outgoing DN call active	Busy		Active	
no call present	outgoing DN call on hold	Busy		On hold	
no call present	incoming DN call ringing	Idle			
no call present	DN key pressed	Busy			
call ringing	no call present	Call present			
call ringing	incoming DN call ringing	Call present			

If the agent key status is		Agent status displays as			
Incalls key	DN key	Incalls Status	DN In Status	DN Out Status	Walk-away Status
call active	no call present	Active			
call on hold	no call present	On hold			
call active	incoming DN call on hold	Active	On Hold		
call on hold	incoming DN call active	On hold	Active		
call on hold	incoming DN call on hold	On hold	On hold		
call active	outgoing DN call on hold	Active		On hold	
call on hold	outgoing DN call active	On hold		Active	
call on hold	outgoing DN call on hold	On hold		On hold	
ACD/NACD call ringing	no call present	Busy			
ACD/NACD call active	no call present	ACD/ NACD Active			
ACD/NACD call on hold	no call present	ACD/ NACD on hold			

If the agent key status is		Agent status displays as			
Incalls key	DN key	Incalls Status	DN In Status	DN Out Status	Walk-away Status
Not ready	no call present	not ready			
Not ready	Incoming DN call active	Not ready	Active		
Not ready	Incoming DN call on hold	Not ready	On hold		
Not ready	Outgoing DN call active	Not ready		Active	
Not ready	Outgoing DN call on hold	Not ready		On hold	
Call on hold; walkaway	no call present	On hold			*

Note: An asterisk (*) in the Walkaway Status field indicates that the agent is in walkaway state.

Appendix D

Entity relationship diagrams

In this appendix	
Overview of entity relationships	586
IDEF1X notation conventions	587
Statistics entity relationships	593
Symposium database entity relationships	601

Overview of entity relationships

The diagrams in this section show the relationships between the Symposium Express Call Center Database views. This section contains diagrams illustrating each statistics group, plus an overall diagram showing all relationships within the database.

The notation convention used for the entity relationship diagrams is IDEF1X.

IDEF1X notation conventions

Overview

Integration DEFinition 1 eXtended (IDEF1X) is a standard language used to develop a logical model of data. By using this modeling language, you can produce a graphical information model that represents the structure and semantics of information with a system.

History of IDEF1X

The Integrated Computer Aided Manufacturing (ICAM) studies conducted by the United States Air Force in the late 1970s identified a set of three graphic methods for defining the functions, data structures, and dynamics of manufacturing businesses:

- IDEF0—the function method
- IDEF1—the original data method
- IDEF2—the dynamics method

Together, these three methods came to be known as the ICAM DEFinition (IDEF) method.

In 1985, D. Appleton Company (DACOM) approached the Air Force with a proposal to extend IDEF1, and IDEF1X (the X stands for eXtended) was accepted as an Air Force standard and became part of the public domain.

In December 1993, the National Institute of Standards and Technology (NIST) released IDEF1X as a standard for Data Modeling in FIPS Publication 184.

Entity notation

The following terms are used to describe entities:

Entity

An entity is any distinguishable person, place, thing, event, or concept about which information is kept. More precisely, an entity is a set or collection of things called instances. Entities are named by nouns—for example, customer or employee.

Entities are classified as independent or dependent entities, depending on how they acquire their keys.

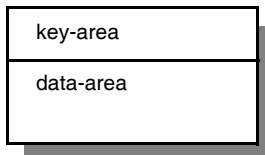
Instance

An instance is a single occurrence of an entity. Each instance must have an identity distinct from all other instances.

Independent entity

An independent entity is an entity that does not depend on any other entity for its identification. Independent entities are represented by square-corner boxes.

Entity-Name

**Dependent entity**

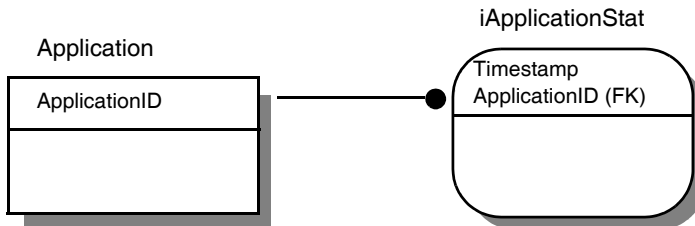
Dependent entities depend on one or more other entities for their identification. Dependent entities are represented by boxes with rounded corners.

Entity-Name



Primary key

To use an entity, you must be able to identify instances uniquely; that is, you must be able to distinguish one from another. The set of attributes that uniquely identifies an entity is called its primary key.



In the preceding illustration, ApplicationID is the primary key for the Application entity. Also, Timestamp and ApplicationID are the primary keys for the iApplicationStat entity (that is, a specific Application has data for multiple Timestamps).

Attribute notation

The following terms are used to describe attributes:

Primary key attribute

A primary key is an attribute that, either by itself or in combination with other primary key attributes, forms the primary key.

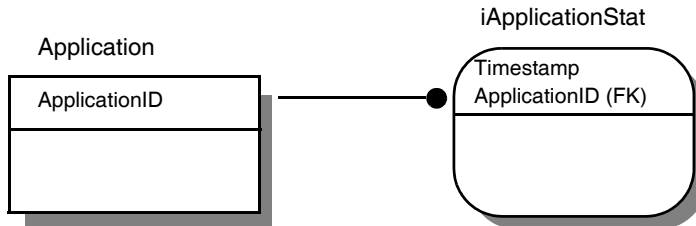
Non-primary key attribute

A non-primary key attribute is an attribute that is not part of the primary key of the entity.

Foreign key

Whenever entities are connected by a relationship, the relationship contributes a key (or set of keys) to the child entity. Foreign key attributes are primary key attributes of a parent entity contributed to a child entity across a relationship. The contributed keys are said to migrate or propagate from parent to child.

Foreign key attributes are designated in the model by an (FK) following the attribute name. In the following illustration, ApplicationID is a foreign key.

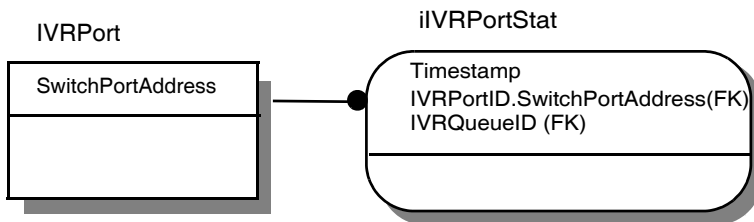


Role name

A role name is a new name for a foreign key attribute or group of foreign key attributes, which defines the role that it plays in the child entity. The attribute must be given a definition, like any other attribute; its definition is based on the definition of the original foreign key or keys. The original foreign keys, therefore, are classified as base attributes. Role names take the following format:

role-name.attribute (FK)

In the following illustration, **IVRPortID.SwitchPortAddress (FK)** is a role name:

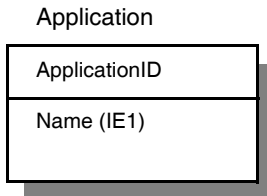


Inversion entry

An inversion entry is a non-unique access identifier of the entity; it is an attribute or group of attributes that is frequently used to access the entity. An inversion entry specifies another way in which the business plans to access an instance of the entity. When using an inversion entry, however, you may not find exactly one instance. Inversion entries are shown as

attribute (IEn)

In the following illustration, **Name** is an inversion entry.



Relationship notation

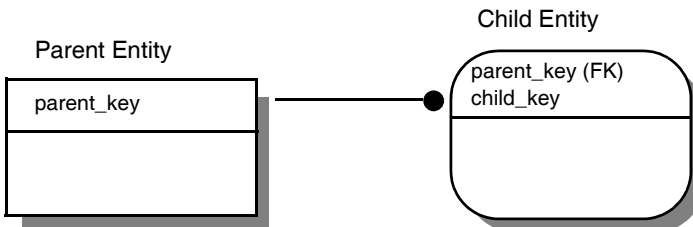
The following terms are used to describe the relationships between entities:

Relationships

Relationships represent connections, links, or associations between entities. Relationships in an information model represent some of the business rules that describe the area being modeled. IDEF1X, unlike some other modeling languages, insists that all relationships be binary; that is, they must connect exactly two entities.

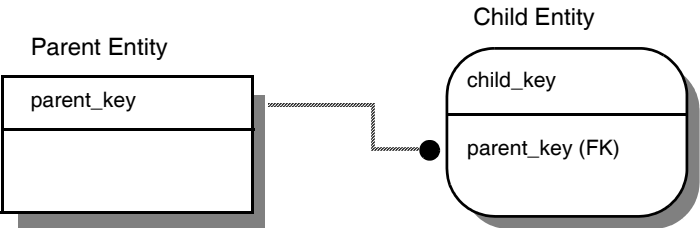
Identifying relationship

In an identifying relationship, primary key attributes of the parent entity become primary key attributes of the child entity.



Non-identifying relationship

In a non-identifying relationship, primary key attributes of the parent entity become non-primary key attributes of the child entity.



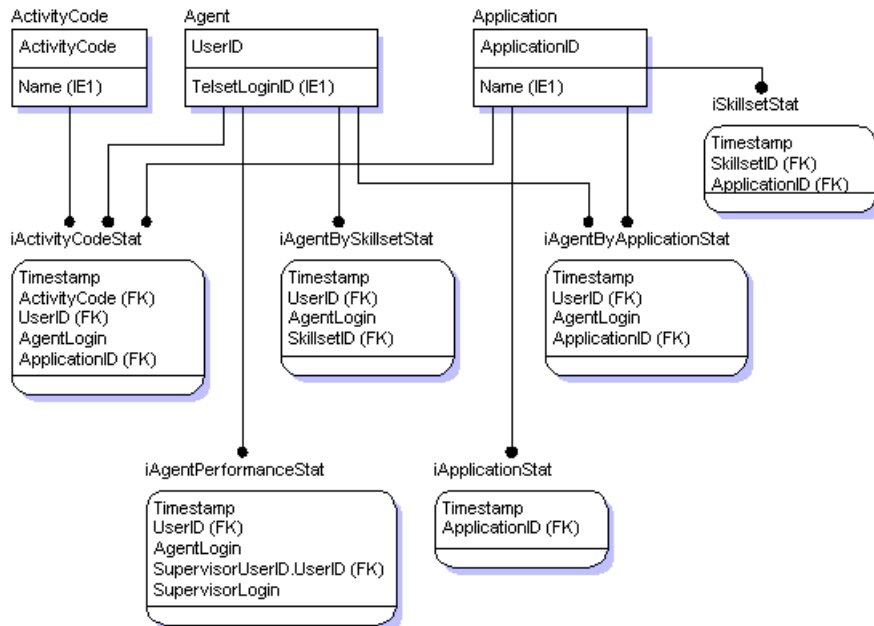
Cardinality notation

The following notation shows the number of child attributes involved in the relationship:

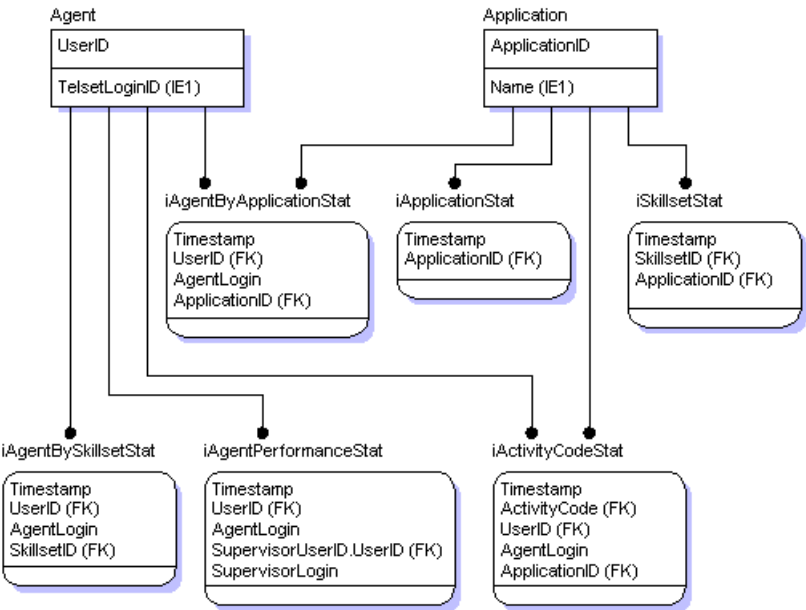
One-to-zero-or-more	_____●
One-to-one-or-more	_____● P
One-to-zero-or-one	_____● Z
One-to-exactly-N	_____● N

Statistics entity relationships

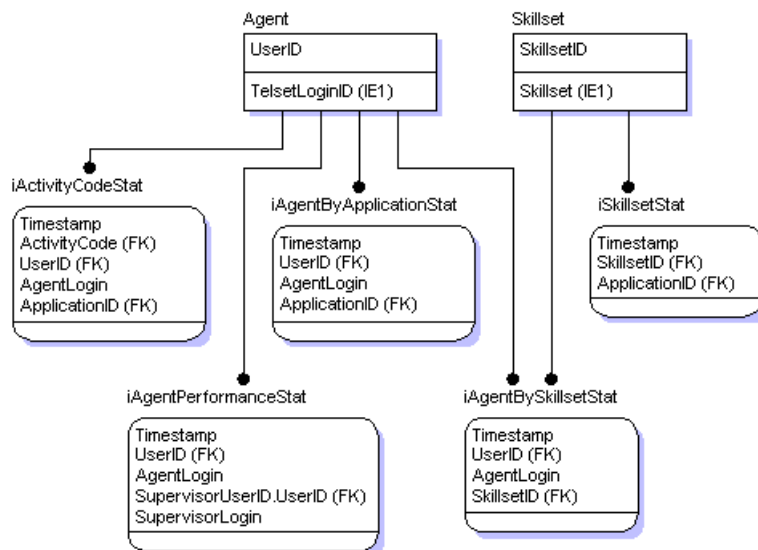
Activity code statistics



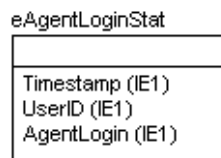
Agent by application statistics



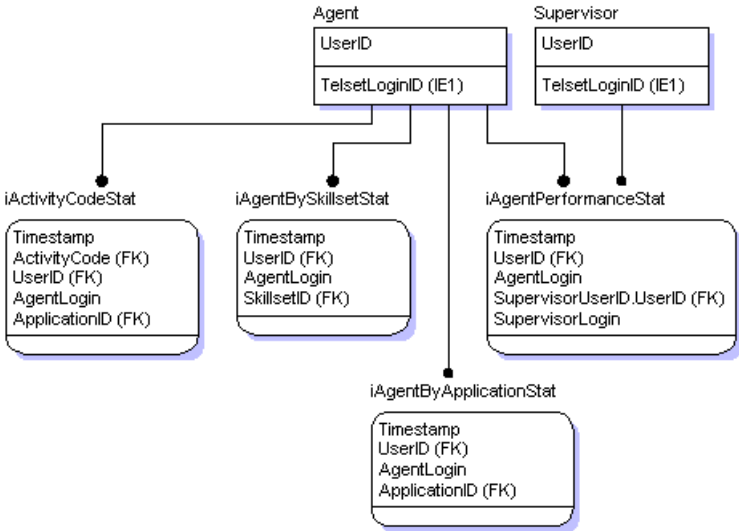
Agent by skillset statistics



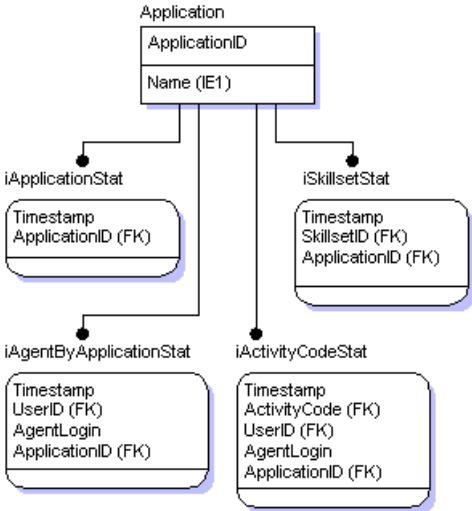
Agent logon statistics



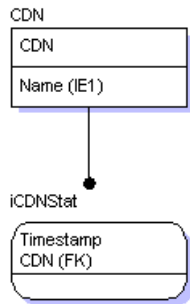
Agent performance statistics



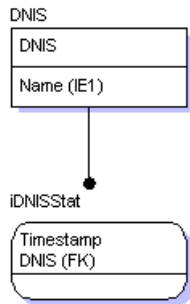
Application statistics



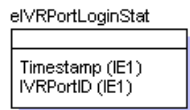
CDN statistics



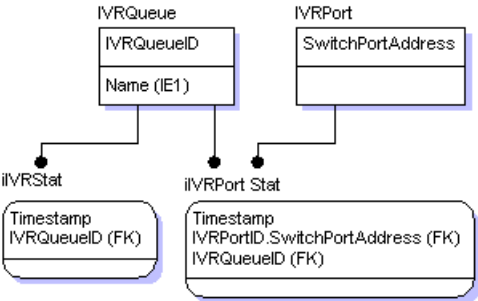
DNIS statistics



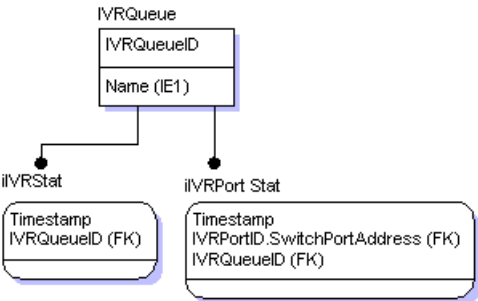
IVR port logon statistics



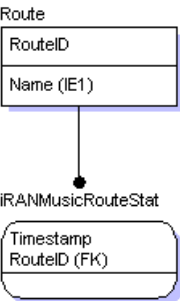
IVR port statistics



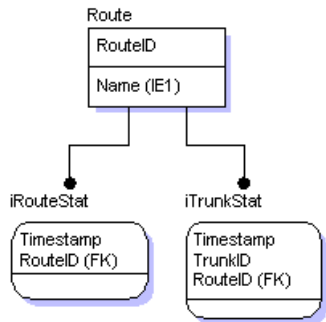
IVR statistics



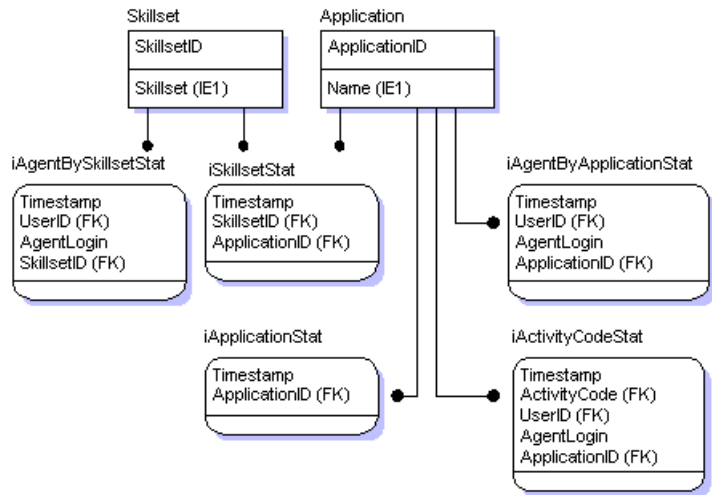
RAN/music route statistics



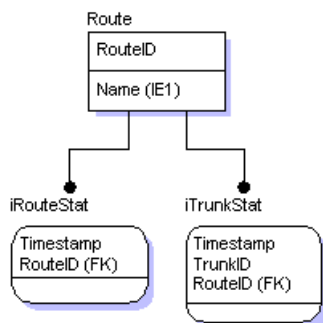
Route statistics



Skillset statistics



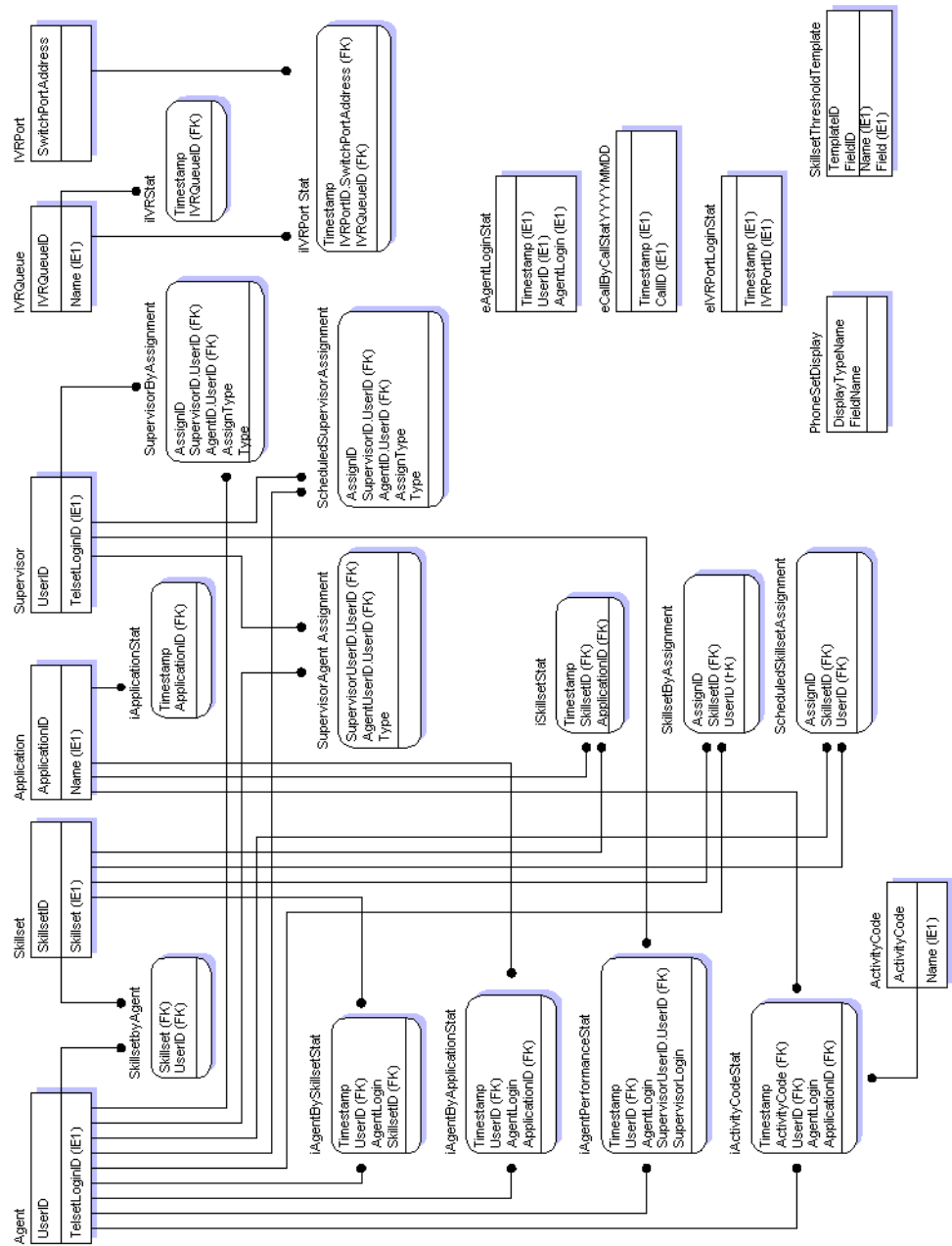
Trunk statistics

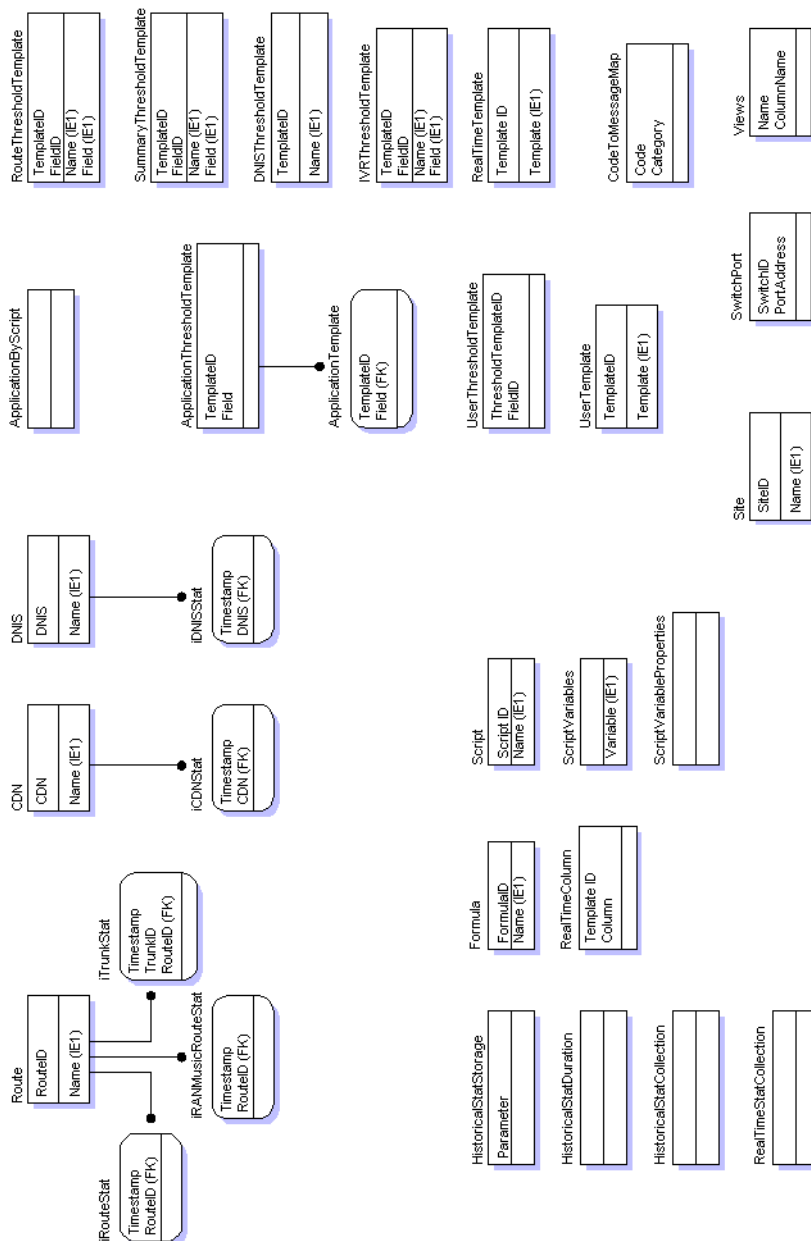


Symposium database entity relationships

Introduction

The following pages show all relationships within the database.





Glossary

A

accelerator key

A key on a phoneset that an agent can use to place a call quickly. When an agent presses an accelerator key, the system places the call to the configured number associated with the key. For example, if an agent presses the Emergency key, the system places a call to the agent's supervisor.

access class

A collection of access levels that defines the actions a member of the access class can perform within the system.

ACD call

See Automatic call distribution call.

ACD-DN

See Automatic call distribution directory number.

ACD routing table

See Automatic call distribution routing table.

acquired resource

A resource configured on the switch that is under the control of the Symposium Express Call Center server. Resources must be configured with matching values on both the switch and the Symposium Express Call Center server.

activated script

A script that is processing calls or is ready to process calls. Before you can activate a script, you must first validate it.

activity code

A number that an agent enters on his or her phoneset during a call. Activity codes provide a way of tracking the time agents spend on various types of incoming calls. For example, the activity code 720 may be used to track sales calls. Agents can then enter 720 on their phonesets during sales calls, and this information can be generated in an Activity Code report.

agent

A user who is responsible for handling customer calls.

agent logon ID

A unique identification number assigned to a particular agent. The agent uses this number when logging on. The agent ID is not associated with any particular phoneset.

agent to skillset assignment

A matrix that, when you run it, sets the priority of one or more agents for a skillset.

Automatic call distribution call

A call to an ACD-DN. ACD calls are distributed to agents in an ACD group based on the ACD routing table on the switch.

Automatic call distribution directory number

DNs associated with an ACD group. Calls made to these DNs are distributed to agents belonging to the group, based on the ACD routing table on the switch.

Automatic call distribution routing table

A table configured on the switch that contains a list of ACD-DNs used to define routes for incoming calls. This ensures that incoming calls not processed by Symposium Express Call Center will be queued to ACD groups and handled by available agents.

C**call age**

The amount of time a call was waiting in the system before being answered by an agent.

call presentation class

A collection of preferences that determines how calls are presented to an agent. A call presentation class specifies whether a break time between calls is allowed, whether calls can be presented to an agent whose secondary DN is active, whether an agent can put DN calls on hold for incoming ACD calls.

call priority

A numerical value assigned in a script that defines the relative importance of a call. If two calls are in the queue when an agent becomes available, and one call is queued with a higher priority than the other, the agent receives the higher priority call first. *See also* skillset priority.

call treatment

The way Symposium Express Call Center handles a call while it is waiting to be answered by a call center agent. For example, a caller can hear a recorded announcement or music while waiting for an agent.

Calling Line Identification

This is an optional service that identifies the telephone number of the caller. This information can then be used to route the call to the appropriate agent or skillset. The CLID can also be displayed on an agent's phoneset.

CDN

See controlled directory number.

CLAN

See Customer local area network.

CLID

See Calling Line Identification.

client

The part of Symposium Express Call Center that runs on a personal computer or workstation and relies on the server to perform some operations. *See also* server.

controlled directory number

A special directory number that allows calls arriving at the switch to be queued when the CDN is controlled by an application such as Symposium Express Call Center. When a call arrives at this number, the switch notifies the application and waits for routing instructions, which are performed by scripts in Symposium Express Call Center.

customer administrator

A user who is responsible for maintaining Symposium Express Call Center.

Customer local area network

The LAN to which your corporate services and resources connect. Symposium Express Call Center and the client both connect to the CLAN. Third-party applications that interface with the server also connect to this LAN.

D**DBMS**

Database Management System

default activity code

The activity code that is assigned to a call if an agent does not enter an activity code manually, or when an agent presses the activity code button twice on his or her phoneset.

desktop user

A configured user who can log on to Symposium Express Call Center from a client PC.

DHCP

See dynamic host configuration protocol.

Dialed Number Identification Service

An optional service that allows Symposium Express Call Center to identify the phone number dialed by the incoming caller. An agent can receive calls from customers calling in on different DNISs and, if the DNIS appears on the phoneset, can prepare a response according to the DNIS.

directory number

The number that identifies a phoneset on a switch. The directory number (DN) can be a local extension (local DN), a public network telephone number, or an automatic call distribution directory number (ACD-DN).

directory number call

A call that is presented to the DN key on an agent's phoneset.

display threshold

A threshold used in real-time displays to highlight a value below or above the normal range.

DN

See directory number.

DN call

See directory number call.

DNIS

See Dialed Number Identification Service.

driver

A program that controls a device. Each device, whether it is a printer, disk drive, or keyboard, must have a driver program. A driver acts like a translator between the device and the programs that use the device.

dynamic host configuration protocol

A protocol for dynamically assigning IP addresses to devices on a network.

dynamic link library

A library of executable functions or data that can be used by a Windows application. Typically, a DLL provides one or more particular functions and a program accesses the functions by creating either a static or dynamic link to the DLL. Several applications can use a DLL at the same time.

E**ELAN**

See embedded local area network.

embedded local area network

A dedicated Ethernet TCP/IP LAN that connects Symposium Express Call Center and the switch.

Emergency key

A key on an agent's phoneset that, when pressed by an agent, automatically calls his or her supervisor to notify the supervisor of a problem with a caller.

F**first-level threshold**

The value that represents the lowest value of the normal range for a statistic in a threshold class. The system tracks how often the value for the statistic falls below this value.

I**Incalls key**

The key on an agent phoneset to which incoming ACD and Symposium Express Call Center calls are presented.

Interactive voice response

An application that allows telephone callers to interact with a host computer using prerecorded messages and prompts.

Interactive voice response ACD-DN

A directory number that routes a caller to a specific IVR application. An IVR ACD-DN must be acquired for non-integrated IVR systems.

Interactive voice response event

A voice port logon or logoff. An IVR event is pegged in the database when a call acquires or de-acquires a voice port.

Internet Protocol address

An identifier for a computer or device on a TCP/IP network. Networks use the TCP/IP protocol to route messages based on the IP address of the destination. For customers using NSBR, site IP addresses must be unique and correct. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be 0 to 255. For example, 1.160.10.240 could be an IP address.

IP address

See Internet Protocol address.

IVR

See Interactive voice response.

IVR ACD-DN

See Interactive voice response ACD-DN.

IVR event

See Interactive voice response event.

IVR port

See voice port.

L**LAN**

See Local area network.

Local area network

A computer network that spans a relatively small area. Most LANs connect workstations and personal computers and are confined to a single building or group of buildings.

M**M1**

Meridian 1 switch

Meridian Link Services

A communications facility that provides an interface between the switch and a third-party host application.

Meridian Mail

A Nortel product that provides voice messaging and other voice and fax services.

MLS

See Meridian Link Services.

MM

See Meridian Mail.

music route

A resource installed on the switch that provides music to callers while they wait for an agent.

N

NACD call

A call that arrives at the server from a network ACD-DN.

network interface card

An expansion board that enables a PC to be connected to a local area network (LAN).

NPA

See Number Plan Area.

Number Plan Area

Area code

O

out-of-service mode

A skillset state in which the skillset does not take calls. A skillset is out of service if there are no agents logged on or if the supervisor puts the skillset into out-of-service mode manually.

P

PBX

See private branch exchange.

pegging

The action of incrementing statistical counters to track and report on system events.

pegging threshold

A threshold used to define a cut-off value for statistics such as short call and service level. Pegging thresholds are used in reports.

PEP

See Performance Enhancement Package.

Performance Enhancement Package

A Symposium Express Call Center supplementary software application that enhances the functionality of previously released software by improving performance, adding functionality, or correcting a problem discovered since the original release.

phoneset

The physical device, connected to the switch, to which calls are presented. Each agent and supervisor must have a phoneset.

phoneset display

The display area on an agent's phoneset where information about incoming calls can be communicated.

private branch exchange

A telephone switch, typically used by a business to service its internal telephone needs. A PBX usually offers more advanced features than are generally available on the public network.

R**RAN**

recorded announcement

RAN route

See recorded announcement route.

recorded announcement route

A resource installed on the switch that offers a recorded announcement to callers.

reporting supervisor

The supervisor who has primary responsibility for an agent. When an agent presses the Emergency key on the phoneset, the emergency call is presented to the agent's reporting supervisor.

route

A group of trunks. Each trunk carries either incoming or outgoing calls to the switch. *See also* music route, RAN route.

S

script

A set of instructions that relates to a particular type of call, caller, or set of conditions, such as time of day or day of week.

second-level threshold

The value used in display thresholds that represents the highest value of the normal range for a given statistic.

server

A computer or device on a network that manages network resources. Examples of servers include file servers, print servers, network servers, and database servers. The Symposium Express Call Center server is used to configure the operations of the call center. *See also* client.

service level

The percentage of incoming calls answered within a configured number of seconds.

service level threshold

A parameter that defines the number of seconds within which incoming calls should be answered.

site

A system using Symposium Express Call Center that can be accessed using SMI.

skillset

A group of capabilities or knowledge required to answer a specific type of call.

skillset priority

An attribute of a skillset assignment that determines the order in which calls from different skillsets are presented to an agent. When an agent becomes available, calls might be waiting for several of the skillsets to which the agent belongs. The server presents the call queued for the skillset for which the agent has the highest priority.

supervisor

A user who manages a group of agents. *See also* reporting supervisor.

switch

The hardware that receives incoming calls and routes them to their destination.

switch resource

A device that is configured on the switch. For example, a CDN is configured on the switch, and then is used as a resource with Symposium Express Call Center. *See also* acquired resource.

Symposium Express Call Center call

A call to a CDN that is controlled by Symposium Express Call Center. The call is presented to the Incalls key on an agent's phoneset.

T**TCP/IP**

See Transmission Control Protocol/Internet Protocol.

telephony

The science of translating sound into electrical signals, transmitting them, and then converting them back to sound. The term is used frequently to refer to computer hardware and software that perform functions traditionally performed by telephone equipment.

threshold

A value for a statistic at which system handling of the statistic changes.

threshold class

A set of options that specifies how statistics are treated in reports and real-time displays. *See also* display threshold, pegging threshold.

Transmission Control Protocol/Internet Protocol

The communication protocol used to connect devices on the Internet. TCP/IP is the standard protocol for transmitting data over networks.

treatment

See also call treatment.

trunk

A communications link between a PBX and the public central office, or between PBXs. Various trunk types provide services such as Direct Inward Dialing (DID trunks), ISDN, and Central Office connectivity.

U**utility**

A program that performs a specific task, usually related to managing system resources. Operating systems contain a number of utilities for managing disk drives, printers, and other devices.

V**voice port**

A connection from a telephony port on the switch to a port on the IVR system.

Voice Services

A Voice Services card installed in the Meridian 1 switch, which provides front-end voice processing capability to Symposium Express Call Center. Customer-entered data in the form of digits entered through phoneset keys can be collected and used in call treatments. These treatments include recorded announcements, menu options, and screen pops.

W**WAN**

See also Wide area network.

Wide area network

A computer network that spans a relatively large geographical area. Typically, a WAN consists of two or more local area networks (LANs). The largest WAN in existence is the Internet.

Index

A

- abandon delay 217–219
- abandoned call delays 418
 - application statistics 410, 411
 - DNIS statistics 428, 431
 - skillset statistics 457, 457–458
- abandoned calls
 - application statistics 411
 - CDN statistics 423
 - DNIS statistics 428
 - during presentation 406
 - IVR statistics 440–441
 - IVR treatment 417
 - trunk statistics 460
- abandoned delay spectrum 410
- AbdDelay fields 410
- access classes 561
 - reports 290–291
- access levels 484–487
- AccessRights view 484–487
- ACD calls 102, 355, 368
- ACD statistics 102
- ACDCallsAnswered field 389
- ACDCallsConfToCDN field 389
- ACDCallsConfToDN field 390
- ACDCallsConfToIncalls field 390
- ACDCallsConfToOther field 390
- ACDCallsTalkTime field 390
- ACDCallsTransferredToCDN field 391
- ACDCallsTransferredToDN field 391
- ACDCallsTransferredToIncalls field 391
- ACDCallsTransferredToOther field 391
- Acquire field
 - CDN view 501
 - IVRPort view 517
 - IVRQueue view 519
 - Route view 531
 - SwitchPort view 567
- activating reports 91–92
- ActiveTime field 454
- Activity by Agent report
 - comparison with Agent Performance 108
- Activity Code By Agent report 137–140
- Activity Code By Application report 140–142
- Activity Code Properties report 235–236
- activity code statistics 371–375
 - linkages 375
- activity codes 371
 - application 107
 - properties 488
 - reports 133–141, 204–206
 - reports, configuration 235–236
- activity times 103
- ActivityCode field
 - ActivityCode view 488
 - ActivityCodeStat views 372
 - HistoricalStatCollection view 509
 - Skillset view 547
- ActivityCode view 488
- ActivityCodeName field 372
- ActivityCodeStat views 371–375
- ActivityTime field 372
- ad hoc reports, printing 94
- adding
 - thresholds 118–119
 - See also* creating, defining
- Administration window 20
- Agent Average Calls Per Hour report 148–150
- Agent Average Calls Per Hour, Bottom 5 report 151
- Agent Average Calls Per Hour, Top 5 report 152
- Agent by Activity Code report 153–155
- Agent By Application Performance report 156–158
- agent by application statistics 376–380
 - linkages 380
- Agent By Skillset Performance report 159–161
- agent by skillset statistics 381–386
 - linkages 385–386

- Agent By Supervisor Properties report 237–238
- Agent DN Performance Calls Answered,
 Bottom 5 report 166–167
- Agent DN Performance Calls Answered, Top 5
 report 168, 169
- Agent DN Performance report 162–165
- Agent Login/Logout report 170–172
- agent name
 - blank 105
- Agent Network/NACD Activity report 173–175
- Agent Performance By Supervisor report 180–
 184
- Agent Performance Calls Answered, Top 5
 report 190
- Agent Performance report 176–179
 - comparison with Activity by Agent 108
- agent performance statistics 387–407
 - linkages 407
- Agent Position ID report 269
- Agent Properties report 239
- agent real-time display 345–347
- agent real-time displays, filtering 123
- agent reports 147–201
- Agent Short Calls report 191–194
- Agent Skillset Properties report 243
- agent state timers 103, 387
- agent statistics
 - by application 376–380
 - by skillset 381–386
 - linkages 380, 385–386, 407
 - login and logout 467–469
 - performance 387–407
- agent threshold classes 495, 571–572
- agent to skillset assignments 535–537, 552–554
- agent to supervisor assignments 538–540, 564–
 566
- Agent Transferred/Conferenced Activity report
 195–198
- Agent view 489–493
- AgentByApplication field 509
- AgentByApplicationStat view, linking views
 example 364
- AgentByApplicationStat views 376–380
- AgentBySkillsetStat views 381–386
- AgentGivenName field
 - ActivityCodeStat views 373
- AgentByApplicationStat views 377
- AgentBySkillsetStat views 382
- AgentPerformance views 392
- eAgentLoginStat view 467
- SupervisorAgentAssignment view 562
- AgentID field 538, 564
- AgentLogin field
 - ActivityCodeStat views 373
 - AgentByApplicationStat views 377
 - AgentBySkillsetStat views 382
 - AgentPerformance views 392
 - eAgentLoginStat view 467
 - HistoricalStatCollection view 509
- AgentPerformance field 509
- AgentPerformanceStat view, linking views
 example 364
- AgentPerformanceStat views 387–407
- agents
 - login and logout statistics 467–469
 - performance statistics 387–407
 - properties 489–493
 - reports 239, 269
 - skillset assignments 550–551
 - state timers 103, 387
 - statistics by application 376–380
 - statistics by skillset 381–386
 - supervisor assignments 562–563
- AgentSurName field
 - ActivityCodeStat views 373
 - AgentByApplicationStat views 377
 - AgentBySkillsetStat views 382
 - AgentPerformanceStat views 392
 - eAgentLoginStat view 467
 - SupervisorAgentAssignment view 562
- AgentTelsetLoginID field 562
- AgentUserID field 562
- aliases. *See* database aliases
- AllAgentBusyTime field 454
- AllTrunksBusy field 447
- AllTrunksBusyTime field 447
- AlternateCallAnswer field 489, 569
- AnsDelay fields 410
- answer delay 220–222
- answered call delays
 - application statistics 410, 412, 418
 - at skillset 412, 418

- DNIS statistics 429, 432
 - IVR statistics 440
 - skillset statistics 455
 - trunk statistics 461
 - answered calls
 - agent by application statistics 378
 - agent by skillset statistics 382
 - agent performance statistics 393
 - application statistics 412
 - CDN statistics 424
 - DNIS statistics 428–429
 - IVR port statistics 435
 - IVR statistics 440
 - NACD calls 402
 - short calls 383, 404
 - skillset statistics 455–456
 - trunk statistics 461
 - answered delay spectrum 410
 - Application By Activity Code report 204–206
 - Application Call Treatment report 210–216
 - Application Delay Before Abandon report 217–219
 - Application Delay Before Answer report 220–222
 - Application field
 - ActivityCodeStat views 373
 - AgentByApplicationStat views 377
 - ApplicationStat views 411
 - HistoricalStatCollection view 510
 - SkillsetStat views 454
 - Application Performance report 223–225
 - Application Script Properties report 246–247
 - application scripts. *See* scripts
 - application statistics 408–421
 - by agent 376–380
 - linkages 421
 - Application Template Properties report 248–249
 - application threshold classes 409, 499–500
 - properties 248–249
 - Application view 494–495
 - ApplicationByScript view 496–498
 - ApplicationID field
 - ActivityCodeStat views 374
 - AgentByApplicationStat views 378
 - Application view 494
 - ApplicationStat views 411
 - SkillsetStat views 454
 - applications 408
 - properties 494–495
 - reports 156–158, 203–225
 - reports, configuration 248–249
 - statistics by agent 376–380
 - threshold class properties 248–249
 - threshold classes 409, 499–500
 - ApplicationStat views 408–421
 - ApplicationTemplate view 483, 499
 - ApplicationThresholdTemplate view 483, 499–500
 - AssignID field
 - ScheduledSkillsetAssignment view 535
 - ScheduledSupervisorAssignment view 538
 - SkillsetByAssignment view 552
 - SupervisorByAssignment view 564
 - AssignName field
 - ScheduledSkillsetAssignment view 535
 - ScheduledSupervisorAssignment view 538
 - SkillsetByAssignment view 552
 - SupervisorByAssignment view 564
 - AssignType field 538, 564
 - AssociatedData field 471
 - ATB statistics 447
- ## B
- Between Level one and two box 120
 - blank agent name 105
 - blind transfers 389
 - blue database 57, 451
 - BreakTime field 392
 - broadcast treatment 413
 - BusinessDaysPerWeek field 513
 - BusinessHoursPerDay field 513
 - BusyMiscTime field 393
 - BusyOnDNTime field 393
- ## C
- calculated data 127
 - call center summary real-time display 347
 - call center summary threshold class. *See* nodal threshold class

- call events 473–478
- call forcing 107
- call presentation classes, properties of 569–570
- call treatments 210–216
- call types 355, 363, 368
- CallAgePreference field 547
- Call-by-call database 451
- CallByCall field
 - Application view 494
- call-by-call reports 68
- call-by-call statistics 470–478
- CallEvent field 471, 473–478
- CallEventName field 471
- CallForceDelayTimer field 489, 569
- CallForceOption field 489, 569
- CallID field 471
- CallRequestQueueSize field 547
- CallRequestQueueSizeThreshold field 547
- Calls Answered, definition 106
- calls not treated by IVR 421
- calls presented. *See* offered calls
- Calls Transferred Out field 417
- CallsAbandoned field 102
 - ApplicationStat views 411
 - CDNStat views 423
 - DNISStat views 428
 - TrunkStat views 460
- CallsAbandonedAftThreshold field
 - ApplicationStat views 411
 - DNISStat views 428
- CallsAbandonedDelay field
 - ApplicationStat views 411
 - DNISStat views 428
 - TrunkStat views 460
- CallsAnswered field 102
 - AgentByApplicationStat views 378
 - AgentBySkillset Stat views 382
 - AgentPerformance views 393
 - ApplicationStat views 412
 - CDNStat views 424
 - DNISStat views 428
 - IVRPortStat views 435
 - IVRStat views 440
 - SkillsetStat views 455
 - TrunkStat views 461
- CallsAnsweredAfterThreshold field 455
- CallsAnsweredAftThreshold field
 - ApplicationStat views 412
 - DNISStat views 429
 - IVRStat views 440
- CallsAnsweredDelay field
 - ApplicationStat views 412
 - DNISStat views 429
 - IVRStat views 440
 - SkillsetStat views 455
 - TrunkStat views 461
- CallsAnsweredDelayAtSkillset field 412
- CallsBlockedByAllTrunksBusy field 448
- CallsConferenced field
 - IVRPortStat views 435
 - IVRStat views 440
- CallsConferencedIn field 413
- CallsConferencedOut field 413
- CallsGivenBroadcast field 413
- CallsGivenDefault field 413, 429
- CallsGivenForceBusy field 414, 429
- CallsGivenForceDisconnect field 414, 430
- CallsGivenForceOverflow field 414, 430
- CallsGivenHostLookup field 414
- CallsGivenIVR field 415
- CallsGivenMusic field 415
- CallsGivenNACD field 415
- CallsGivenRAN field 416
- CallsGivenRouteTo field 416, 430
- CallsNACDOut field 416, 430
- CallsNetworkedOut field 430
- CallsNotTreated field 440
- CallsNotTreatedAftThreshold field 441
- CallsNotTreatedDelay field 441
- CallsOffered field 102, 359
 - AgentPerformance views 394
 - ApplicationStat views 416
 - CDNStat views 424
 - DNISStat views 430
 - IVRStat views 441
 - SkillsetStat views 456
 - TrunkStat views 461
- CallsReturnedToQ field 394
- CallsReturnedToQDueToTimeout field 394
- CallsTerminated field 424
- CallsTransferred field
 - IVRPortStat views 435

- IVRStat views 441
- CallsTransferredIn field 417
- Category field 503
- CBC database 451
- CDN field
 - CDN view 501
 - CDNStat views 425
 - HistoricalStatCollection view 510
- CDN Properties report 250–252
- CDN reports 304–306
- CDN statistics 423–426
- CDN Statistics report 304–306
- CDN view 501–502
- CDNCallsConfTo Other field 395
- CDNCallsConfToCDN field 394
- CDNCallsConfToDN field 395
- CDNCallsConfToIncalls field 395
- CDNCallsTransferredToCDN field 395
- CDNCallsTransferredToDN field 396
- CDNCallsTransferredToIncalls field 396
- CDNCallsTransferredToOther field 396
- CDNName field 425
- CDNs 423
 - properties 501–502
 - reports 250–252
- CDNStat view 423–426
- changing
 - report properties 72–81
 - site name 82–83
 - threshold colors 119–120
- child scripts 496
- ChildComment field 496
- ChildName field 496
- ChildStatus field 496
- ChildUserFirstName field 497
- ChildUserLastName field 497
- Class field
 - Formula view 507
 - RealTimeTemplate view 529
 - ScriptVariableProperties view 543
- Code field 503
- CodeToMessage view 503
- Collection Frequency box 75
- Column field 524
- ColumnName field 573
- Comment field
 - AccessRights view 484
 - Agent view 489
 - Formula view 507
 - ScheduledSkillsetAssignment view 535
 - ScheduledSupervisorAssignment view 539
 - Script view 541
 - ScriptVariableProperties view 543
 - Skillset view 548
 - SkillsetByAssignment view 552
 - Supervisor view 559
 - SupervisorByAssignment view 565
- Comments box 33, 76
- Company Name box 33, 76
- completed IVR 417
- conferenced calls 128, 195–198, 389
 - ACD calls 389–390
 - application statistics 413
 - CDN calls 394, 395
 - consultation time 396
 - DN calls 397
 - IVR statistics 440
 - voice port statistics 435
- configuration report 23, 230–234
 - printing 98–99
- configuration reports 126
- configuration views 481–573
- Configured field 515
- connecting to the server 45–53
- connection to the server, defining 45–53
- ConsultationTime field 396
- CreateDeleteAccess field 484
- CreateDeleteAgentAccess field 484
- CreateDeleteAllAgentAccess field 484
- creating
 - database aliases 62–63
 - user-created reports 54–61, 64–65
 - user-defined reports 32–39
 - See also* adding, defining
- Crosstab - CDN Performance report 309
- Crosstab - DNIS Performance report 310–313
- Crosstab - Route Performance report 313–316
- Crosstab - Skillset Performance report 334–336
- Crosstab - Trunk Performance report 316–318
- Crystal reports
 - canceled 111
- Crystal Reports Gallery dialog box 55

- cumulation of statistics 361, 466
- customized reports
 - maximum number 111
 - skills needed to create 17
 - See also* expert reports
- customizing
 - formulas in Crystal Reports 69–70
 - real-time displays 117–120

D

- dActivityCodeStat 371–375
- dAgentByApplicationStat view 376–380
- dAgentBySkillsetStat view 381–386
- dAgentPerformanceStat view 387–407
- daily views 360
- dApplicationStat view 408–422
- data collection period 30
- data range 30, 36–37, 79–80
- Data Range property page 36, 79
- data sources, defining 64–65
- Database alias and Timestamp box 68
- database aliases 62
 - creating 62–63
- Database Expert dialog box 62
- database size 451
- Database View Definitions report 44, 253
- database views 126
 - description 23–24, 42–43
- DaysofAgentLogin field 513
- DaysOfCallByCall field 513
- DaysOfDaily field 514
- DaysOfInterval field 514
- DaysofIVRPortLogin field 514
- DaysOfSkillsetState field 514
- DBName field 451
- DBSize field 451
- dCDNStat view 423–426
- dDNISStat view 427–433
- deactivating reports 93
- default treatment 413, 419, 429
- defining
 - data sources 64–65
 - thresholds 117–120
 - See also* adding, creating
- defining connection to the server 45–53
- Definition field 507
- delay reports 217–222
- delays, abandoned call
 - application statistics 410, 411, 418
 - DNIS statistics 428, 431
 - skillset statistics 457, 457–458
 - trunk statistics 460
- delays, answered call
 - application statistics 410, 412, 418
 - at skillset 412, 418
 - DNIS statistics 429, 432
 - IVR statistics 440
 - skillset statistics 455, 456
 - trunk statistics 461
- delays, untreated call, IVR statistics 441
- deleting
 - reports 87
 - thresholds 119
- Department field 490, 559
- desktop users 484–487
- Destination box 99
- Destination field 472
- detailed historical statistics. *See* event statistics
- Disconnect script command 414, 430
- disconnect treatment
 - ApplicationStat views 414, 420
 - DNISStat views 430
- display thresholds 115
- displaying real-time displays 121–123
- DisplayTypeName field 523
- dIVRPortStat view 434–438
- dIVRStat view 439–444
- DN calls 162–165, 356, 369
 - reports 169
- DN field 548
- DNCallsConfToACDDN field 397
- DNCallsConfToCDN field 397
- DNCallsConfToDN field 397
- DNCallsConfToOther field 397
- DNCallsTransferredToACDDN field 398
- DNCallsTransferredToCDN 398
- DNCallsTransferredToDN field 398
- DNCallsTransferredToOther field 398
- DNInExtCalls field 399
- DNInExtCallsHoldTime 399

DNInExtCallsTalkTime field 399
 DNInIntCalls field 399
 DNInIntCallsHoldTime 400
 DNInIntCallsTalkTime field 400
 DNIS field
 DNIS view 504
 DNISStat views 431
 HistoricalStatCollection view 510
 DNIS Properties report 256–258
 DNIS reports 319–322
 DNIS statistics 310–313, 427–433
 DNIS Statistics report 319–322
 DNIS threshold classes 506
 DNIS view 504–505
 DNIS_PREFIX 431, 504
 DNISName field 431
 DNISs 427
 properties 504–505
 reports, configuration 256–258
 reports, statistics 310–313
 DNISStat views 427–433
 DNISThresholdTemplate view 506
 DNOOutExtCalls field 400
 DNOOutExtCallsHoldTime 400
 DNOOutExtCallsTalkTime field 400
 DNOOutIntCalls field 401
 DNOOutIntCallsHoldTime 401
 DNOOutIntCallsTalkTime field 401
 dRANMusicRouteStat view 444–446
 dRouteStat view 447–450
 dSkillsetStat view 453–459
 dTrunkStat view 460–463
 Duration field 468

E

eAgentLoginStat view 467–469
 eCallbyCallStat views 470–478
 eIVRPortLoginStat view 479–480
 e-mailing reports 109
 empty agent name 105
 End box 35, 78
 End date and time box 37, 79, 96
 ErrorCode field
 ScheduledSkillsetAssignment view 535

 ScheduledSupervisorAssignment view 539
 SkillsetByAssignment view 552
 SupervisorByAssignment view 565
 Estimated Revenue By Agent report 199–201
 event statistics 465–481
 storage duration 466
 when cumulated 466
 EventData field 472
 EventType field 468, 479
 ExecuteAccess field 484
 ExecuteAgentAccess field 485
 ExecuteAllAgentAccess field 485
 expert reports
 skills needed to create 18
 Export dialog box 99
 Export report to the following format button 38,
 80
 Extension box 36, 78
 external calls
 incoming 399
 outgoing 400

F

Field field
 ApplicationThresholdTemplate view 499
 RouteThresholdTemplate view 533
 SkillsetThresholdTemplate view 521, 555
 SummaryThresholdTemplate view 557
 field types 253, 354–355
 FieldID field
 RouteThresholdTemplate view 533
 SkillsetThresholdTemplate view 521, 555
 SummaryThresholdTemplate view 557
 UserThresholdTemplate view 571
 FieldName field 523
 file, exporting report to 37
 filtering real-time displays 123
 filters 33–34, 76–77
 FirstDayOfWeek field 514
 force busy treatment
 ApplicationStat views 414, 419
 DNISStat views 429
 force disconnect treatment
 ApplicationStat views 414, 420

- force disconnect treatment (continued)
 - DNISStat views 430
- force overflow treatment
 - ApplicationStat views 414, 420
 - DNISStat views 430
- Format box 99
- Format field 507, 524
- Formula Properties report 259–260
- Formula view 507–508
- FormulaID field 508, 524
- formulas
 - properties 507–508
 - reports 259–260
- formulas, customizing in Crystal Reports 69–70
- FreeSpace field 452

G

- General property page 33, 75
- Generate report with the following collection
 - frequency box 96
- Give Busy script command 414, 429
- Give Controlled Broadcast Announcement
 - script command 413
- Give IVR script command 415
- Give Music script command 415
- Give Overflow script command 414, 430
- Give RAN script command 416
- GivenName field
 - AccessRights view 485
 - Agent view 490
 - Script view 541
 - Supervisor view 559
- Greater than Level two box 120
- Grouping field 543
- GroupName field 485

H

- Historical and Real Time Statistics Properties
 - report 261
- historical reports 23, 126
- historical statistics 357–463
 - collection properties 509–516
 - storage duration for 24

- historical statistics collection report 261
- HistoricalStatCollection view 509–512
- HistoricalStatDuration view 513–514
- HistoricalStatStorage view 515–516
- HoldTime field 401
- hook-flash transfer 359
- host lookup treatment 414

I

- iActivityCodeStat 371–375
- iAgentByApplicationStat view 376–380
- iAgentBySkillsetStat view 381–386
- iAgentPerformanceStat view 108, 387–407
- iApplicationStat view 408–422
- ICCM_PREVIEW_DSN 57, 64
- iCDNStat view 423–426
- IdleAgentsPriority field
 - Skillset view 548
- iDNISStat view 427–433
- iIVRPortStat view 434–438
- iIVRStat view 439–444
- Import an User-created Crystal Report dialog
 - box 67
- importing user-created reports 66–68
- in service time 454
- Incalls key, transfers and conferences to 389
- incoming calls 399–400
- internal calls
 - incoming 399–400
 - outgoing 401
- interrupted IVR sessions 442
- Interval box 35, 78
- interval length 102
- interval views 360
- IntervalDuration field 526
- intervals 105
- IntervalStartTime field 526
- interval-to-date mode 115, 261, 526
- iRANMusicRouteStat view 444–446
- iRouteStat view 447–450
- iSkillsetStat view 453–459
- ITDAgent field 527
- ITDApplication field 527
- ITDIVR field 527

ITDRRoute field 527
 ITDSkillset field 527
 iTrunkStat view 460–463
 IVR ACD-DN threshold classes 521–522
 IVR ACD-DNs. *See* IVR queues
 IVR field 510
 IVR Port First Login/Last Logout report 294–295
 IVR port statistics 434–438
 linkages 437–438
 login and logout 479–480
 IVR Port Statistics report 296–298
 IVR ports
 login and logout statistics 479–480
 properties 517–518
 reports 296–298
 statistics 434–438
 IVR Queue And Port Properties report 266, 268
 IVR Queue Statistics report 299–301
 IVR queues
 properties 519–520
 reports 266, 268, 299–301
 threshold classes 521–522
 IVR reports 268, 293–301
 IVR statistics 439–444
 linkages 443–444
 IVR transferred 420
 IVR transfers 359
 IVR treatment 415
 IVR, calls not treated by 421
 IVRAbandoned field 417, 441
 IVRCompleted field 442
 IVRInterrupted field 442
 IVRPort field 510
 IVRPort view 517–518
 IVRPortID field
 eIVRPortLoginStat view 480
 IVRPort view 517
 IVRPortStat views 435
 IVRPortLogin field 511
 IVRPortName field 435
 IVRPortStat views 434–438
 IVRQueue view 519–520
 IVRQueueID field
 IVRPort view 517
 IVRPortStat views 436

IVRQueue view 519
 IVRStat views 442
 IVRQueueName field 436, 442
 IVRStat views 439–444
 IVRTerminated field 417
 IVRThresholdTemplate view 521–522
 IVRTransferred field 418, 431

J

joining tables 111

K

keys. *See* linkages

L

Label field 525
 LastModified field 541
 Length field 573
 Less than level one box 119
 Level1 field
 ApplicationThresholdTemplate view 499
 IVRThresholdTemplate view 521
 RouteThresholdTemplate view 533
 SkillsetThresholdTemplate view 555
 SummaryThresholdTemplate view 557
 UserThresholdTemplate view 571
 Level2 field
 ApplicationThresholdTemplate view 499
 IVRThresholdTemplate view 521
 RouteThresholdTemplate view 533
 SkillsetThresholdTemplate view 555
 SummaryThresholdTemplate view 557
 UserThresholdTemplate view 571
 linkage keys. *See* linkages
 linkages 363
 activity code statistics 375
 agent by application statistics 380
 agent by skillset statistics 385–386
 agent performance statistics 407
 application statistics 421
 IVR port statistics 437–438

- linkages (continued)
 - IVR statistics 443–444
 - route statistics 450
 - skillset statistics 459
 - trunk statistics 463
 - linking database views 363
 - linking views
 - AgentByApplicationStat view 364
 - AgentPerformanceStat view 364
 - examples 363
 - proper join 364
 - simple join 365
 - location
 - standard reports 25, 30
 - user-defined reports 25, 30
 - logged-in agents 269
 - LoggedInTime field 402, 436
 - logging on 19–20
 - login 170–172, 294–295
 - login statistics
 - agent 467–469
 - IVR port 479–480
 - logout 170–172, 294–295
 - logout statistics
 - agent 467–469
 - IVR port 479–480
- ## M
- mActivityCodeStat 371–375
 - mAgentByApplicationStat view 376–380
 - mAgentBySkillsetStat view 381–386
 - mAgentPerformanceStat view 387–407
 - mApplicationStat view 408–422
 - Master database 451
 - master script, pegging of calls handled by 409
 - MaxAbandonedDelay field 431
 - MaxAnsweredDelay field
 - DNISStat views 432
 - SkillsetStat views 456
 - MaxCallsAbandonedDelay field 418
 - MaxCallsAnsDelay field 418
 - MaxCallsAnsDelayAtSkillset field 418
 - MaxSkillsetAbandon field 457
 - mCDNStat view 423–426
 - mDNISStat view 427–433
 - measured value 516
 - Meridian Mail 434, 439
 - MinRefreshRate field 527
 - MinShortCallDelay field 548, 556
 - mIVRPortStat view 434–438
 - mIVRStat view 439–444
 - monthly views 361
 - MonthsOfMonthly field 514
 - moving window mode 115, 261, 526
 - mRANMusicRouteStat view 444–446
 - mRouteStat view 447–450
 - Msg field 503
 - mSkillsetStat view 453–459
 - mTrunkStat view 460–463
 - multiple DN keys 162, 176
 - multiple filters 34, 76
 - music route statistics 444–446
 - music routes
 - statistics 444–446
 - music treatment 415
 - Music/RAN Route Statistics report 323–325
 - MWAgent field 528
 - MWApplication field 528
 - MWIVR field 528
 - MWRoute field 528
 - MWSkillset field 528
- ## N
- NACD activity 173–175
 - NACD calls 356, 369, 402, 403
 - NACD out
 - ApplicationStat views 416, 420
 - DNISStat views 430
 - NACD treatment 415
 - NACDCallsAnswered field 402
 - NACDCallsTalkTime field 402
 - Name field
 - ActivityCode view 488
 - Application view 494
 - ApplicationThresholdTemplate view 499
 - CDN view 501
 - DNIS view 504
 - DNISThresholdTemplate view 506

- Formula view 508
- IVRPort view 517
- IVRQueue view 519
- IVRThresholdTemplate view 522
- RealTimeTemplate view 529
- Route view 531
- RouteThresholdTemplate view 534
- Script view 541
- ScriptVariableProperties view 543
- SkillsetThresholdTemplate view 556
- SummaryThresholdTemplate view 558
- SwitchPort view 567
- UserThresholdTemplate view 571
- Views view 573
- network activity 173–175
- network incoming calls
 - application statistics 403
- network outgoing call blocked statistics 447
- network outgoing calls
 - DNIS statistics 430
- New Name box 83
- NightServiceType field 548
- nodal threshold class 557–558
- Not Ready 107
- Not Ready Reason Code By Agent report 143
- NotReadyTime field
 - Agent Performance views 403
 - IVRPortStat views 436

O

- ObjectKey field 485
- ObjectName field 485
- OccupancyTime field 461
- Occurrences field 374
- ODBC-compliant applications 42
 - creating reports in 64–65
- offered calls
 - abandoned 406
 - agent performance statistics 394
 - application statistics 416
 - CDN statistics 424
 - DNIS statistics 430
 - IVR statistics 441
 - skillset statistics 456
 - trunk statistics 461
- opening
 - real-time displays 121–123
 - Report Listener 84–85
- outgoing calls 401
- output options 30, 37–39, 80–81
- Output Options property page 38, 80
- overflow treatment
 - ApplicationStat views 414, 420
 - DNISStat views 430
- Owner field 541

P

- Paper size box 38, 80
- Parameter field 515
- parent scripts 496
- ParentComment field 497
- ParentName field 497
- ParentStatus field 497
- ParentUserFirstName field 497
- ParentUserLastName field 498
- password 19, 57
- PCLoginName field 486, 559
- pegging thresholds 409
- Per Unit \$ box 77
- PersonalDN field 490, 560
- phoneset displays
 - properties 523
 - reports 288–289
- PhonesetDisplay view 523
- phonesets, properties of 567–568
- PortAddress field 567
- position ID 269
- PositionID field 468, 567
- post-call processing time 392, 570
- PostCallProcessingTime field
 - AgentByApplicationStat views 378
 - AgentBySkillsetStat views 383
- presented calls. *See* offered calls
- previewing
 - reports 94
- primary script 105
- primary script, pegging of calls handled by 409
- print job interruptions 36

Print report on default printer button 80
Print report with following options button 38
Printer box 38, 80
printer, sending report to 37
printing
 configuration report 98–99
 list of reports 87
 standard and ad hoc reports 94
 troubleshooting 108
Priority field
 ScheduledSkillsetAssignment view 536
 SkillsetByAgent view 550
 SkillsetByAssignment view 553
proper join, linking views 364
properties
 activity code 235–236, 488
 agent 239, 489–493
 agent to skillset assignment 535–537, 552–554
 agent to supervisor assignment 538–540, 564–566
 application 494–495
 call presentation class 569–570
 CDN 250–252, 501–502
 DNIS 256–258, 504–505
 formula 259–260, 507–508
 historical statistics collection 261, 509–516
 IVR port 517–518
 IVR queue 266, 268, 519–520
 of reports, changing 72–81
 phoneset 567–568
 phoneset display 288–289, 523
 real-time display definition 271–273, 524–525, 529–530
 real-time statistics collection 261, 526–528
 route 274–276, 531–534
 script 541–542
 script variable 543–546
 skillset 282, 547–549
 supervisor 285, 559–561
pulled back calls 440–441
Purchased field 515

Q

Queue To NACD script command 415

R

RAN route statistics 444–446
RAN routes
 statistics 444–446
RAN treatment 416
RANMusicRoute field 511
raw data 127
ReadAccess field 486
ReadAgentAccess field 486
ReadAllAgentAccess field 486
Real Time Template Properties report 271–273
real-time display definitions
 properties 524–525, 529–530
 reports 271–273
real-time displays 16, 113–123, 343–350
 customizing 117–120
 filtering 123
 sorting 123
 viewing 121–123
real-time statistics collection
 properties 526–528
 reports 261
RealTimeColumn view 524–525
RealTimeStatCollection view 526–528
RealTimeTemplate view 529–530
RefreshRate field 529
relationships
 between scripts 496–498
report definitions storage 109
Report Listener 30, 84–85
Report Name box 33, 75
reporting supervisors 388
 See also supervisors
reports 16
 337
 activating 91–92
 activity code 133–141, 204–206
 Activity Code By Agent 137–140
 Activity Code By Application 140–142
 agent 147–201, 269
 Agent Average Calls Per Hour 148–150
 Agent By Application Performance 156–158
 Agent By Skillset Performance 159–161
 Agent DN Performance 162–165
 Agent Login/Logout 170–172

- Agent Performance 176–179
- Agent Performance By Supervisor 180–184
- Agent Short Calls 191–194
- Agent Transferred/Conferenced Activity 195–198
- Application 203–225
 - application 248–249, 339
 - Application By Activity Code 204–206
 - Application Call Treatment 210–216
 - Application Delay Before Abandon 217–219
 - Application Delay Before Answer 220–222
 - Application Performance 223–225
 - CDN 309
 - CDN Statistics 304–306
 - changing properties of 72–81
 - configuration 230–234
 - Crosstab - Application Performance report 226
 - deactivating 93
 - deleting 87
 - DNIS 310–313
 - DNIS Statistics 319–322
 - Estimated Revenue By Agent 199–201
 - IVR 268, 293–301
 - Music/RAN Route Statistics 323–325
 - phoneset display 288–289
 - previewing 94
 - printing 94
 - printing a list of 87
 - resource 303–331
 - route 274–276, 313–316
 - Route Performance 326–328
 - scripts 277–281
 - sending to e-mail 109
 - skillset 282, 333–342
 - Skillset Performance 340–342
 - standard 125
 - transfer rate 109
 - trunk 316–318
 - Trunk Performance 329–331
 - types of 22
 - See also* configuration reports, historical reports, standard reports, user-created reports, and user-defined reports
- Reports - Modify Site Name dialog box 83
- ReservedForCall field 403
- ReservedTime field 403
- resource reports 303–331
 - CDN 309
 - DNIS 310–313
 - phoneset display 288–289
 - route 274–276, 313–316
 - trunk 316–318
- returned to queue 104, 394
- ReturnedToQ field 104
- ReturnedToQDueToTimeout field 104
- ReturnToQueueMode field 490, 569
- ReturnToQueueOnNoAnswer field 490, 570
- ReturnToQueueWaitInterval field 490, 570
- RingTime field 403
- Route Call script command 416, 430
- route call treatment 416, 421, 430
- Route field 462, 511
- Route Performance report 326–328
- Route Properties report 274–276
- route reports 326–328
- route statistics 447–450
 - linkages 450
 - See also* music route statistics, RAN route statistics
- route threshold classes 533–534
- Route To treatment 106
- Route view 531–532
- RouteAccess field 444
- RouteAccessTime field 444
- RouteID field
 - RANMusicRouteStat views 445
 - Route view 531
 - RouteStat views 448
 - TrunkStat views 462
- RouteName field 445, 448
- routes
 - properties 531–534
 - reports, configuration 274–276
 - reports, statistic 313–316
 - statistics 447–450
 - threshold classes 533–534
- RouteStat views 447–450
- RouteThresholdTemplate view 483, 533–534
- Row field 523

S

- ScaleFrom field 525
- ScaleTo field 525
- SCCSDBSpace views 451
- Schedule Date box 35, 78
- Schedule property page 35, 77
- ScheduledSkillsetAssignment view 483, 535–537
- ScheduledSupervisorAssignment view 483, 538–540
- schedules
 - activating 91–92
 - and data collection period 30
 - and output options 30
 - and Report Listener 30
 - and site name 82
 - changing 77–78
 - deactivating 93
 - defining 35–36
- Script field 545
- Script Variable By Script report 277–278
- Script Variable Properties report 279–281
- script variables
 - properties of 543–546
 - reports 277–281
- Script view 541–542
- ScriptID field 542
- scripts
 - properties 541–542
 - relationships between 496–498
 - reports 277–281
- ScriptStatus field 545
- ScriptType field 545
- ScriptVariableProperties view 543–544
- ScriptVariables view 545–546
- secondary script, pegging of calls handled by 409
- selection criteria 33–34, 76–77
- Selection Criteria property page 34, 76
- Send Request script command 414
- Separator box 39, 81
- server
 - and user-defined reports 25, 31
 - defining the connection to 45–53
- service level 104–105
- service level threshold 104
- ServiceLevelThreshold field
 - Application view 494
 - ApplicationThresholdTemplate view 500
 - DNIS view 504
 - DNISThresholdTemplate view 506
 - IVRQueue view 519
 - IVRThresholdTemplate view 522
 - Skillset view 549
 - SkillsetThresholdTemplate view 556
- short calls 191–194
- ShortCallsAnswered field 383, 404
- signed integers 43
- simple join, linking views 365
- Site field
 - ActivityCodeStat views 374
 - AgentByApplicationStat views 379
 - AgentBySkillset Stat views 383
 - AgentPerformance views 404
 - ApplicationStat views 419
 - CDNStat views 425
 - DNISStat views 432
 - eAgentLoginStat view 468
 - eCallByCallStat view 472
 - eIVRPortLoginStat view 480
 - IVRPortStat views 436
 - IVRStat views 442
 - RANMusicRouteStat views 445
 - RouteStat views 448
 - SkillsetStat views 457
 - TrunkStat views 462
- site name, changing 82–83
- SiteID field
 - ActivityCodeStat views 374
 - AgentByApplicationStat views 379
 - AgentBySkillset Stat views 383
 - AgentPerformance views 404
 - ApplicationStat views 419
 - CDNStat views 425
 - DNISStat views 432
 - eAgentLoginStat view 469
 - eCallbyCallStat views 472
 - eIVRPortLoginStat view 480
 - IVRPortStat views 436
 - IVRStat views 443
 - RANMusicRouteStat views 445

- RouteStat fields 448
- SkillsetStat views 457
- TrunkStat views 462
- Sites box 83
- size of database 451
- skills required 18
- skillset assignments 243
- Skillset By Application report 337, 339
- Skillset field
 - AgentBySkillset views 384
 - HistoricalStatCollection view 511
 - Skillset view 549
 - SkillsetStat views 457
- Skillset Performance report 340–342
- Skillset Properties report 282
- skillset real-time display 348–350
- skillset reports 159–161, 333–342
- skillset statistics 453–459
 - by agent 381–386
 - linkages 459
- Skillset view 547–549
- SkillsetAbandon field 457
- SkillsetAbandonAftThreshold field 458
- SkillsetAbandonDelay field 457
- SkillsetByAgent field 511
- SkillsetByAgent view 550–551
- SkillsetByAssignment view 483, 552–554
- SkillsetID field
 - AgentBySkillset Stat views 384
 - ScheduledSkillsetAssignment view 536
 - Skillset view 549
 - SkillsetByAgent view 550
 - SkillsetByAssignment view 553
 - SkillsetStat views 458
- SkillsetName field
 - ScheduledSkillsetAssignment view 536
 - SkillsetByAssignment view 553
- skillsets
 - agents assigned to 550–551
 - assignments 552–554
 - delays at 412, 418
 - in service 454
 - naming 105
 - properties 547–549
 - reports, configuration 282
 - statistics by agent 381–386
 - threshold classes 555–556
- SkillsetStat views 453–459
- SkillsetState field
 - HistoricalStatCollection view 511
 - ScheduledSkillsetAssignment view 536
 - SkillsetByAgent view 550
 - SkillsetByAssignment view 553
- SkillsetThresholdTemplate view 483, 555–556
- sorting real-time displays 123
- Source field 472
- Specify full path and report name box 67
- Specify the full path and file name box 39, 81
- SQL-compliant applications 42
 - creating reports in 64–65
- standard reports 22, 23, 125
 - location of 25, 30
 - printing 94
 - skills needed to use 17
- Start box 35, 78
- Start date and time box 36, 79, 96
- starting Report Listener 84–85
- state timers, agent 387
- statistics
 - agent by application 376–380
 - agent by skillset 381–386
 - agent login and logout 467–469
 - agent performance 387–407
 - application 408–421
 - call-by-call 470–478
 - CDN 423–426
 - DNIS 427–433
 - IVR 439–444
 - IVR port 296–298, 434–438
 - IVR port login and logout 479–480
 - IVR queue 299–301
 - music route 444–446
 - RAN route 444–446
 - route 447–450
 - skillset 453–459
 - trunk 460–463
 - when cumulated 361
- Status field
 - CDN view 501
 - IVRPort view 518
 - IVRQueue view 520
 - Route view 531

- Status field (continued)
 - ScheduledSkillsetAssignment view 536
 - ScheduledSupervisorAssignment view 539
 - Script view 542
 - ScriptVariableProperties view 544
 - SkillsetByAssignment view 553
 - SupervisorByAssignment view 565
 - SwitchPort view 568
 - storage duration 24, 466
 - summarized historical statistics. *See* historical statistics
 - SummaryThresholdTemplate view 483, 557–558
 - supervisor assignments 237–238
 - Supervisor Properties report 285
 - Supervisor view 559–561
 - supervisor, agent performance by 180–184
 - SupervisorAgentAssignment view 562–563
 - SupervisorByAssignment view 564–566
 - SupervisorGivenName field
 - AgentPerformanceStat views 404
 - ScheduledSupervisorAssignment view 539
 - SupervisorAgentAssignment view 563
 - SupervisorByAssignment view 565
 - SupervisorID field
 - ScheduledSupervisorAssignment view 540
 - SupervisorByAssignment view 566
 - SupervisorLogin field 404
 - supervisors 388
 - assigned agents 562–563
 - properties 559–561
 - reports 285
 - See also* reporting supervisors
 - SupervisorSurName field
 - AgentPerformanceStat views 404
 - ScheduledSupervisorAssignment view 540
 - SupervisorAgentAssignment view 563
 - SupervisorByAssignment view 566
 - SupervisorTelsetLoginID field 563
 - SupervisorUserID field
 - AgentPerformanceStat views 405
 - SupervisorAgentAssignment view 563
 - SurName field
 - AccessRights view 486
 - Agent view 491
 - Script view 542
 - Supervisor view 560
 - SwitchID field
 - Agent view 491
 - IVRPort view 518
 - Supervisor view 560
 - SwitchPort view 568
 - SwitchPort view 567–568
 - SwitchPortAddress field
 - Agent view 491
 - IVRPort view 518
 - Supervisor view 560
 - SwitchPortName field
 - Agent view 491
 - IVRPort view 518
 - Supervisor view 560
 - Symposium Call Center Server calls 368
 - Symposium Login dialog box 19
 - System field 516
 - System_Application 454, 458
- ## T
- talk time 379, 384
 - ACD calls 390
 - DN calls 399, 400, 401
 - DNIS statistics 432
 - IVR port statistics 437
 - NACD calls 402
 - TalkTime field
 - AgentByApplicationStat views 379
 - AgentBySkillset views 384
 - AgentPerformanceStat views 405
 - DNISStat views 432
 - IVRPortStat views 437
 - Telephone Display Properties report 288–289
 - TelsetLoginID field
 - Agent view 491
 - eCallbyCallStat views 473
 - Supervisor view 560
 - Template field 570
 - TemplateID field
 - Agent view 491
 - Application view 495
 - ApplicationThresholdTemplate view 500
 - DNISThresholdTemplate view 505, 506
 - IVRQueue view 520

- IVRThresholdTemplate view 522
- RealTimeColumn view 525, 529
- Route view 532, 549
- RouteThresholdTemplate view 534
- SkillsetThresholdTemplate view 556
- SummaryThresholdTemplate view 558
- Supervisor view 561
- UserTemplate view 570
- TemplateName field 492, 561
- terminated calls 424
- third-party IVR application 434, 439
- threshold class properties 248–249
- threshold classes
 - agent 495, 571–572
 - application 409, 499–500
 - DNIS 506
 - IVR queue 521–522
 - nodal 557–558
 - route 533–534
 - skillset 555–556
- threshold colors, setting 119–120
- thresholds
 - defining 117–120
 - deleting 119
 - display 115
- thresholds, adding 118–119
- ThresholdTemplateID field
 - Agent view 492
 - Supervisor view 561
 - UserThresholdTemplate view 572
- ThresholdTemplateName field 492, 561
- Time field
 - ActivityCodeStat views 374
 - AgentByApplicationStat views 379
 - AgentBySkillset views 384
 - AgentPerformanceStat views 405
 - ApplicationStat views 421
 - CDNStat views 426
 - DNISStat views 433
 - eAgentLoginStat view 469
 - eCallbyCallStat views 473
 - eIVRPortLoginStat view 480
 - IVRPortStat views 437
 - IVRStat views 443
 - RANMusicRouteStat views 445
 - RouteStat fields 448
 - SkillsetStat views 458
 - TrunkStat views 462
- TimeBeforeDefault field 419
- TimeBeforeForceBusy field 419
- TimeBeforeForceDisconnect field 420
- TimeBeforeForceOverflow field 420
- TimeBeforeInterflow field 420
- TimeBeforeIVRTransferred field 420
- TimeBeforeNACDOut field 420
- TimeBeforeRouteTo field 421
- timers, agent state 387
- Timestamp field
 - ActivityCodeStat views 374
 - AgentByApplicationStat views 379
 - AgentBySkillset views 384
 - AgentPerformanceStat views 405
 - ApplicationStat views 421
 - CDNStat views 426
 - DNISStat views 433
 - eAgentLoginStat view 469
 - eCallbyCallStat views 473
 - eIVRPortLoginStat view 480
 - IVRPortStat views 437
 - IVRStat views 443
 - RANMusicRouteStat views 446
 - RouteStat views 449
 - SkillsetStat views 458
 - TrunkStat views 462
- Title field 492, 561
- TotalStaffedTime field 385, 458
- transferred calls 128, 195–198, 389
 - ACD calls 391
 - application statistics 417
 - CDN calls 395–396
 - consultation time 396
 - DN calls 398
 - IVR 418, 420, 431
 - IVR port statistics 435
 - IVR statistics 441
- treatments 210–216
 - ApplicationStat views 413–416, 419–421
 - DNISStat views 429–430
- Trunk field 512
- Trunk Performance report 329–331
- trunk reports 316–318

- trunk statistics 460–463
 - linkages 463
- TrunkID field 463
- TrunkStat views 460–463
- two-stage transfer 359
- Type field 544
 - CDN view 502
 - ScheduledSupervisorAssignment view 540
 - Script view 542
 - SupervisorAgentAssignment view 563
 - SupervisorByAssignment view 566
 - SwitchPort view 568
 - Views view 573
- types
 - of real-time displays 114

U

- UnionBreakTimer field 492, 570
- untreated calls 440–441
- UseBestNode field
 - Skillset view 549
- UsedSpace field 452
- User Access Privilege report 290–291
- user ID 19, 57
- user-created reports 23, 41–70
 - creating 64–65
 - creating in Crystal Reports 54–61
 - importing 66–68
- user-defined reports 23, 29–39
 - and server 25, 31
 - and userid of creator 25, 31
 - creating 32–39
 - location of 25, 30
- UserGivenName field 537, 554
- userid 25, 31
- UserID field
 - ActivityCodeStat views 375
 - Agent view 493
 - AgentByApplicationStat views 380
 - AgentBySkillset views 385
 - AgentPerformanceStat views 405
 - eAgentLoginStat view 469
 - ScheduledSkillsetAssignment view 537
 - SkillsetByAgent view 551
 - SkillsetByAssignment view 554
 - Supervisor view 561
 - UserSurName field 537, 554
 - UserTelsetLogin field 537
 - UserTelsetLoginID field 554
 - UserTemplate view 569–570
 - UserThresholdTemplate view 483, 571–572

V

- Variable field 546
- variables. *See* script variables
- VariableStatus field 546
- VariableType field 546
- VariableWrapTime field 406
- viewing mode 115
 - setting 117–120
- viewing real-time displays 121–123
- ViewMode field 530
- Views view 573
- voice port. *See* IVR port

W

- wActivityCodeStat 371–375
- wAgentByApplicationStat view 376–380
- wAgentBySkillsetStat view 381–386
- wAgentPerformanceStat view 387–407
- WaitingTime field 406, 437
- WalkawayTime field 406
- wApplicationStat view 408–422
- wCDNStat view 423–426
- wDNISStat view 427–433
- weekly views 361
- WeeksOfWeekly field 514
- Width field 523
- wIVRPortStat view 434–438
- wIVRStat view 439–444
- wRANMusicRouteStat view 444–446
- WriteAccess field 486
- WriteAgentAccess field 487
- WriteAllAgentAccess field 487
- wRouteStat view 447–450
- wSkillsetStat view 453–459
- wTrunkStat view 460–463



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Product release 4.2

Reports and Displays Guide

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