Avaya Call Management System

Avaya Business Advocate Reports

January 2009

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Preface

Avaya Call Management System (CMS) is an application for businesses and organizations that use Avaya communication servers to process large volumes of telephone calls using the Automatic Call Distribution (ACD) feature. Avaya CMS supports solutions for routing and agent selection, multi-site contact centers, remote agents, reporting, interfaces to other systems, workforce management, desktop applications, system recovery, and quality monitoring.

Avaya CMS is part of the Operational Effectiveness solution of the Avaya Customer Interaction Suite.

This section includes the following topics:

- Purpose on page 13
- Intended users on page 13
- Overview on page 14
- Conventions and terminology on page 14
- Reasons for reissue on page 14
- Documentation Web sites on page 15
- Support on page 15

Purpose

The purpose of this document is to describe how to install and use the Avaya Business Advocate reports.

Intended users

This document is written for Avaya CMS report users. Users of this document must be familiar with Avaya CMS Supervisor.

Overview

This document includes the following topics:

- Getting started on page 17

  This topic describes how to install and use the Avaya Business Advocate reports.

- Report Descriptions on page 21

  This topic describes the Avaya Business Advocate reports.

- Report Field Descriptions on page 47

  This topic describes the fields that appear in the Avaya Business Advocate reports.

Conventions and terminology

If you see any of the following safety labels in this document, take careful note of the information presented.

CAUTION:
Caution statements call attention to situations that can result in harm to software, loss of data, or an interruption in service.

WARNING:
Warning statements call attention to situations that can result in harm to hardware or equipment.

DANGER:
Danger statements call attention to situations that can result in harm to personnel.

SECURITY ALERT:
Security alert statements call attention to situations that can increase the potential for unauthorized use of a telecommunications system.

Reasons for reissue

This is the first issue of this document.

Documentation Web sites

All CMS documentation can be found at http://support.avaya.com/. New issues of CMS documentation will be placed on this Web site when available.

Use the following Web sites to view related support documentation:

- Information about Avaya products and service

  http://www.avaya.com
- Sun hardware documentation

  http://docs.sun.com

Support

Contacting Avaya technical support

Avaya provides support telephone numbers for you to report problems or ask questions about your product.

For United States support:

1- 800- 242-2121

For international support:

See the 1-800 Support Directory listings on the Avaya Web site.

Escalating a technical support issue

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Management listings on the Avaya Web site.

Getting started

This document describes how to install and use the Avaya Business Advocate reports. You can view the reports with Avaya Call Management System (CMS) Supervisor. The Avaya Business Advocate reports can be printed, stored to a file, copied to a clipboard, run as a script, or exported to HTML format with the Save as HTML feature.

This section includes the following topics:

- About this document on page 17
- About the Avaya Business Advocate reports on page 17
- Available reports on page 18
- Installing the Avaya Business Advocate reports on page 19
- Running Avaya Business Advocate reports on page 20

About this document

This document describes only the Avaya Business Advocate reports that have been created by the Avaya Communication Solutions and Integration (CSI) organization. Avaya CSI is Avaya's professional services organization.

For general information about Avaya CMS Supervisor reports, see the Avaya CMS Supervisor Reports document for your CMS release.

For general information about Avaya Business Advocate, see the Avaya Business Advocate User Guide for your call center release.

About the Avaya Business Advocate reports

The Avaya Business Advocate reports were created to meet the reporting needs of customers who activated Avaya Business Advocate in addition to Expert Agent Selection (EAS). EAS provides skills based routing. Advocate works with all of the features that EAS provides with the exception of Avaya Service Level Maximizer (SLM). You cannot use Avaya Business Advocate and EAS with SLM. Avaya Business Advocate and SLM have mutually exclusive software capabilities.

The Avaya Business Advocate reports show how Avaya Business Advocates advanced call routing and resource selection features impact your business. The reports allow you to fine-tune your Avaya Business Advocate software which is critical for supporting your business needs with a Communication Manager call center solution.

Available reports

The Avaya Business Advocate reports are:

- Historical - Agent Group Occupancy with ACW by Interval
- Historical - Agent Group Occupancy without ACW by Interval
- Historical - Agent Login-Logout with Level
- Historical - Graphical Daily Agent Occupancy by Split/Skill
- Historical - Group Summary Daily by Skill
- Historical - Skill Summary Report with Service Level
- Historical - Summary Interval by Specified Intervals
- Historical - Summary Reserve - Daily
- Historical - Summary Reserve - Interval
- Historical - Summary Reserve - Monthly
- Historical - Summary Reserve - Weekly
- Historical - VDN Group Report - Daily
- Historical - VDN Group Report - Interval
- Historical - VDN Group Report - Monthly
- Historical - VDN Group Report - Weekly
- Integrated - Advocate Comparison with Reserve Staff
- Integrated - VDN Comparison Report
- Real-Time - Split Skill Report with Reserve Staffed
- Real-Time - Status with Reserve Staffed Information

Installing the Avaya Business Advocate reports

The Avaya Business Advocate reports are included on the Avaya CMS Supervisor CD-ROM, and are available for use through Avaya CMS Supervisor.

This section includes the following topics:

- Before you begin on page 19
- Report installation on page 19

Before you begin

Perform the following tasks before you install the reports:

- Obtain an Avaya CMS Supervisor software disc.
- Verify that CMS Supervisor is installed on your personal computer.

Report installation

To install the Avaya Business Advocate reports on a CMS server:

1. Insert the CMS Supervisor software disc into your personal computer disc drive.
2. Log into CMS Supervisor, and select the appropriate CMS server to install the Avaya Business Advocate reports.

   The Avaya Business Advocate reports will be installed directly on the CMS server.
3. Use Windows Explorer to view the report files on the CMS Supervisor software disc. The report files are located in the **Additional Advocate Reports - Permissive Use Only** directory.
4. Select from the Supervisor main menu **Commands > Reports**.

   The system displays the **Select a Report** window.
5. Select one of the following tabs depending on the type of report:
   - **Real-Time**
   - **Historical**
   - **Integrated**

Note:
An integrated report combines real-time and historical report elements in a single report.

The type of report is included as part of the report file name. An example of a report file name is, **Historical - Agent Login-Logout with Level**.

6. Locate the **Category** list and select **Designer**.
7. Select the **Copy** button.

   The system displays the **Copy Report** window.
8. Select **From a PC File to the CMS Server**, and then select the **OK** button.
9. Browse to the location of the Avaya Business Advocate reports on the Supervisor software disc.
10. Select the report you want to add, and then select the **Open** button.
11. Select the **OK** button to add the report.
12. Repeat this procedure as necessary for each report you want to add to a CMS server.

Running Avaya Business Advocate reports

To run the Avaya Business Advocate reports:

1. Log into CMS Supervisor, and select the appropriate CMS server.
2. Select from the Supervisor main menu **Commands > Reports**.

   The system displays the **Select a Report** window.
3. Select one of the following tabs depending on the type of report you want to run:
   - **Real-Time**
   - **Historical**
   - **Integrated**
4. Locate the **Category** list and select **Designer**.
5. Locate the **Report** list and double-click the report name.
6. Enter any information required to run the report, and then select the **OK** button.

   The system generates the report.

Report Descriptions

This section describes the Avaya Business Advocate reports available for use. You must have Avaya Business Advocate for the supporting reports to show meaningful data.

This section includes the following topics:

- Agent Login-Logout with Level report on page 22
- Agent Login/Logout with Level fields on page 23
- Agent Group Occupancy by Interval reports on page 26
- Agent Group Occupancy by Interval fields on page 28
- Graphical Daily Agent Occupancy by Split/Skill report on page 34
- Graphical Daily Agent Occupancy by Split/Skill fields on page 36
- Group Summary Daily by Skill report on page 37
- Group Summary Daily by Skill fields on page 38
- Skill Summary Report with Service Level report on page 43
- Skill Summary Report with Service Level fields on page 45
- Summary Interval by Specified Intervals report on page 52
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- Split Skill Report with Reserve Staffed report on page 87
- Split Skill Report with Reserve Staffed fields on page 89
- Status with Reserve Staffed Information report on page 94
- Status with Reserve Staffed Information fields on page 96

Agent Login-Logout with Level report

Use the Agent Login/Logout by Level report to show by skill level, the times agents in a particular skill logged in and logged out, any logout reason codes associated with the logout, and the skills with which the agents logged in and out.

This section includes the following topics:

- Report classification on page 22
- Report considerations on page 22
- Report database items location on page 22
- Report example on page 23

Report classification

This report is a *Historical* report.

Report considerations

When you use this report, be aware of the following items:

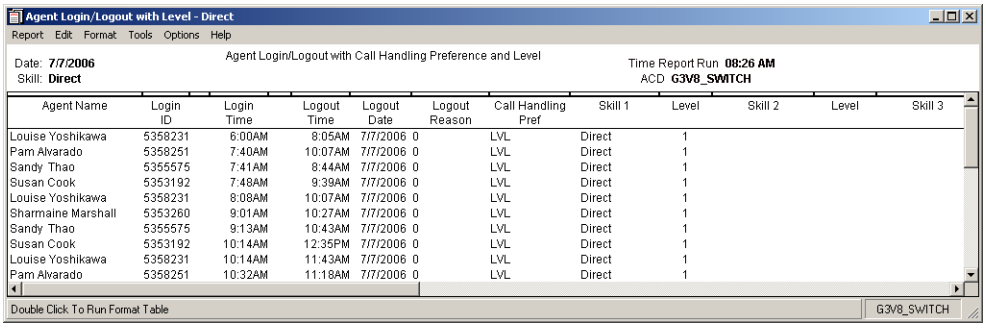
- This report is only available with the EAS feature.
- This report is only available in a daily version.
- This report shows up to the first eight skills, and the associated skill levels for multiple agents on a per-agent basis.

Report database items location

The Agent Login-Logout with Level database items are stored in the haglog table.

Report example

The following figure shows an example of an Agent Login-Logout with Level report. For an explanation of the report fields, see Agent Login/Logout with Level fields on page 23.



Agent Login/Logout with Level - Direct

Report Edit Format Tools Options Help

Date: 7/7/2006
Skill: Direct

Agent Login/Logout with Call Handling Preference and Level

Time Report Run 08:26 AM
ACD G3V8_SWITCH

Agent Name	Login ID	Login Time	Logout Time	Logout Date	Logout Reason	Call Handling Pref	Skill 1	Level	Skill 2	Level	Skill 3
Louise Yoshikawa	5358231	6:00AM	8:05AM	7/7/2006	0	LVL	Direct	1			
Pam Alvarado	5358251	7:40AM	10:07AM	7/7/2006	0	LVL	Direct	1			
Sandy Thao	5355575	7:41AM	8:44AM	7/7/2006	0	LVL	Direct	1			
Susan Cook	5353192	7:48AM	9:39AM	7/7/2006	0	LVL	Direct	1			
Louise Yoshikawa	5358231	8:08AM	10:07AM	7/7/2006	0	LVL	Direct	1			
Sharmaine Marshall	5353260	9:01AM	10:27AM	7/7/2006	0	LVL	Direct	1			
Sandy Thao	5355575	9:13AM	10:43AM	7/7/2006	0	LVL	Direct	1			
Susan Cook	5353192	10:14AM	12:35PM	7/7/2006	0	LVL	Direct	1			
Louise Yoshikawa	5358231	10:14AM	11:43AM	7/7/2006	0	LVL	Direct	1			
Pam Alvarado	5358251	10:32AM	11:18AM	7/7/2006	0	LVL	Direct	1			

Double Click To Run Format Table

G3V8_SWITCH

Agent Login/Logout with Level fields

This section describes the fields in the Agent Login/Logout with Level report, and includes the following topics:

- Date on page 24
- ACD on page 24
- Skill on page 24
- Login ID on page 24
- Login Time on page 24
- Logout Time on page 24
- Logout Date on page 25
- Logout Reason on page 25
- Call Handling Preference on page 25
- Skills 1-8 on page 26
- Level (for Skill 1...8) on page 26

Date

Description: The day for which the report shows data. You make this selection in the report input window.

Database item: ROW_DATE

ACD

Description: The ACD name or number for which the data was collected.

Database item: syn(ACD)

Skill

Description: The name or number of the skill. You select the skill in the report input window.

Database item: syn(SPLIT)

Login ID

Description: The name or login ID of the agent.

Database item: syn(LOGID)

Login Time

Description: The time an agent logged in with a specific set of skills.

Database items: LOGIN

Logout Time

Description: The time the agent logged out of a specific set of skills, or the time an agent was logged out of a specific set of skills.

Database items: LOGOUT

Logout Date

Description: The date an agent logged out of a specific set of skills.

Database item: LOGOUT_DATE

Logout Reason

Description: The reason for logging out.

Database item: LOGOUTREASON

Call Handling Preference

Description: The Call Handling Preference is administered on each Agent Login ID Form.

Valid options are:

- Greatest Need

  Use this option to select the highest queue level (top, high, medium, low) oldest call waiting to be serviced in the skill without regard to an assigned agent's expertise in the skill.

- Skill Level

  Use this option to select the highest queue level (top, high, medium, low) call waiting to be serviced in the skill based on skill level (1 is the highest priority downward to 16) so that an assigned agent's expertise in the skill governs call distribution.

- Percent Allocation

  This option is infrequently used to select the highest queue priority. This is the oldest call waiting for a skill that is more needed to maintain the specific administered percentages of time per skill hunt group without regard for skill preference level.

These settings apply under call surplus conditions.

These call handling preference settings only apply under call surplus conditions when there are more calls then there are available (idle) agents. The calls must be sent to queues for delivery to agents as they become available.

Database item: PREFERENCE

Skills 1-8

Description: The first eight skills the agent logged in with.

Database items: SPLIT, or LOGONSKILL2-8

Level (for Skill 1...8)

Description: The skill level or associated with the agent's current WORKSKILL, when WORKSKILL, is not null. The skill level can be 1 through 16, reserve1, or reserve2. Each skill displayed on the report has an associated skill Level.

Database items: SKLEVEL, or SKLEVEL2-8

Agent Group Occupancy by Interval reports

Use the Agent Group Occupancy by Interval reports to show agent occupancy for multiple agents in an agent group. This report enables you to view agent group occupancy for a set period of time. You can use this report to view agent occupancy.

Agent occupancy is a percentage of a staffed (logged-in) agent's time. The percentage represents the time agents will spend handling inbound ACD calls. Inbound ACD calls include talk time and optionally after-call-work time. Most call centers do not run the staffed agents at greater then 92% occupancy for more than the busy hour of the day to avoid agent burnout.

This section includes the following topics:

- Report versions on page 26
- Report classification on page 27
- Report considerations on page 27
- Report database items location on page 27
- Report example on page 28

Report versions

This report is available in the following versions:

- Agent Group Occupancy with ACW by Interval

- Agent Group Occupancy without ACW by Interval

Report classification

This report is a *Historical* report.

Report considerations

When you use this report, be aware of the following items:

- This report is only available with the EAS feature.
- The ACW (After Call Work) Considered Idle? setting on the Communication Manager administration System Parameters form, will determine which report version to use.
  - If ACW Considered Idle? is set to Yes, use the Agent Group Occupancy without ACW by Interval report.
  - If ACW Considered Idle? is set to No, use the Agent Group Occupancy with ACW by Interval report.

  In the current version of the Communication Manager Call Center Options by Agent, ACW Considered Idle? can be administered on a system-wide basis, or on a per EAS Agent basis.
- Agent login/logout activity will affect agent occupancy, and this is reflected on the report.

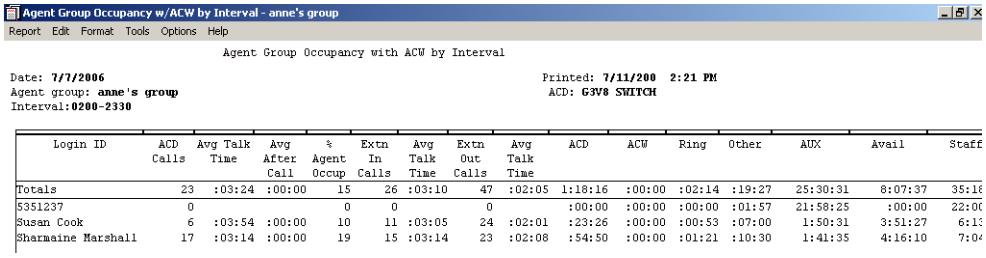
  At login or return from AUX the agent is assigned an average of similar agents' occupancy levels. If an average agent cannot be determined, an occupancy of 75% is assigned by default.

Report database items location

The Agent Group Occupancy with ACW or without ACW by Interval database items are stored in the Intrahour Interval Agent (hagent) table.

Report example

The following figure shows an example of an Agent Group Occupancy with ACW by Interval report. For an explanation of the report fields, see Agent Group Occupancy by Interval fields on page 28.



Agent Group Occupancy w/ACW by Interval - anne's group

Report Edit Format Tools Options Help

Agent Group Occupancy with ACW by Interval

Date: 7/7/2006
Agent group: anne's group
Interval: 0200-2330

Printed: 7/11/200 2:21 PM
ACD: G3V8 SWITCH

Login ID	ACD Calls	Avg Talk Time	Avg After Call	% Agent Occup	Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	ACD	ACW	Ring	Other	AUX	Avail	Staff
Totals	23	:03:24	:00:00	15	26	:03:10	47	:02:05	1:18:16	:00:00	:02:14	:19:27	25:30:31	8:07:37	35:18
5351237	0			0	0		0		:00:00	:00:00	:00:00	:01:57	21:58:25	:00:00	22:00
Susan Cook	6	:03:54	:00:00	10	11	:03:05	24	:02:01	:23:26	:00:00	:00:53	:07:00	1:50:31	3:51:27	6:13
Sharmaine Marshall	17	:03:14	:00:00	19	15	:03:14	23	:02:08	:54:50	:00:00	:01:21	:10:30	1:41:35	4:16:10	7:04

Agent Group Occupancy by Interval fields

This section describes the fields in the Agent Group Occupancy by Interval reports, and includes the following topics:

- Date on page 29
- ACD on page 29
- Agent Group on page 29
- Intervals on page 29
- Login ID on page 30
- ACD Calls on page 30
- Avg Talk Time on page 30
- Avg After Call on page 30
- % Agent Occup - including after call work time on page 31
- % Agent Occup - excluding after call work time on page 31
- Extn In Calls on page 31
- Avg Talk Time on page 32
- Extn Out Calls on page 32
- Avg Talk Time on page 32
- ACD on page 32

- ACW on page 33
- RINGING on page 33
- OTHER on page 33
- AUX on page 33
- AVAIL on page 34
- STAFF on page 34

Date

Description: The day for which the report shows data. You make this selection in the report input window.

Database item: ROW_DATE

ACD

Description: The ACD name or number from which the data was collected.

Database item: syn(ACD)

Agent Group

Description: The name of the group of agents. You select the agent group in the report input window.

Database item: This field has no database item or calculation.

Intervals

Description: The intrahour intervals for which the report shows data. You select the intervals in the report input window.

Database item: STARTTIME

Calculation: STARTTIME + INTRVL

Login ID

Description: The names, or agent IDs of the agents assigned and logged into this split/skill. Agent IDs are displayed if the names have not been assigned in Dictionary.

Database item: syn(LOGID)

ACD Calls

Description: The number of split/skill and direct agent ACD calls that were answered by the agent that completed during the interval. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct. Predictive dialing is an example of a call placed by an adjunct.

Calculation name: <TOTAL_ACDCALLS>

Calculation: sum(ACDCALLS + DA_ACDCALLS), sum(<TOTAL_ACDCALLS>)

Avg Talk Time

Description: The average time the agent spent talking on ACD calls that completed during the period covered. Avg Talk Time includes direct agent calls.

Calculation name: <AVG_AGENT_TALK_SUM>

Calculation: sum(TOTAL_ACDTIME)/sum(TOTAL_ACDCALLS)

Avg After Call

Description: The average time the agent spent in ACW for ACD and direct agent calls for this split/skill during the time period covered by the report. This average includes O_ACWTIME if you have Outgoing Call Management (OCM).

Direct agent calls are included:

- If this is the direct agent skill
- If the direct agent skill is not measured by CMS and this is the first skill the agent logged into.
- If the Direct Agent skill is not designated on the Agent Login ID form, but the agent receives Direct Agent calls.

Calculation name: <AVG_AGENT_ACW_SUM>

Calculation: sum(TOTAL_ACWTIME) / sum(TOTAL_ACDCALLS)

% Agent Occup - including after call work time

Description: The percentage of an agent or agent group's occupancy, including after call work time.

Calculation: 100* (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME) /sum(TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))

% Agent Occup - excluding after call work time

Description: The percentage of an agent or agent group's occupancy, excluding after call work time.

Calculation: 100* (sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME]) / (sum[TI_STAFFTIME - TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))

Extn In Calls

Description: The number of inbound extension calls completed by the agent during the period covered.

This includes calls received while the agent was in the following work modes:

- Auto-In or Manual-In
- ACW mode for ACD calls
- ACW mode that was not associated with a call
- AUX work mode

Calculation name: <EXT_CALL_IN>

Calculations: sum(ACWINCALLS + AUXINCALLS), or sum(EXT_CALL_IN)

Avg Talk Time

Description: The average time that the agent spent talking on extension in calls that completed during the period covered. Avg Talk Time includes direct agent calls.

Calculation name: <AVG_TALK_TIME_IN_SUM>

Calculation: sum(ACWINTIME + AUXINTIME)/sum(ACWINCALLS + AUXINCALLS)

Extn Out Calls

Description: The number of outbound extension calls that were completed by the agent during the period covered.

This includes calls originated by the agent while the agent was in the following work modes:

- Auto-In or Manual-In
- ACW mode for ACD calls
- ACW mode that was not associated with a call
- AUX work mode

Calculation name: <EXT_CALL_OUT>

Calculations: sum(ACWOUTCALLS) + sum(AUXOUTCALLS), or sum(EXT_CALL_OUT)

Avg Talk Time

Description: The average time that the agent spent talking on *extension out* calls that completed during the period covered. Avg Talk Time includes direct agent calls.

Calculation name: <AVG_TALK_TIM_OUT_SUM>

Calculation: sum(ACWOUTTIME + AUXOUTTIME)/sum(ACWOUTCALLS + AUXOUTCALLS)

ACD

Description: The time during the collection interval that the agent was talking on ACD calls for the SPLIT.

Calculation: sum(I_ACDTIME + I_DA_ACDTIME), or sum(TOTAL_I_ACDTIME)

ACW

Description: The time during the collection interval that the agent was in after call work (ACW). ACW includes ACW for split/skill ACD calls, and ACW not associated with the call.

Calculation: sum(I_ACWTIME + I_DA_ACWTIME), or sum(TOTAL_I_ACWTIME)

RINGING

Description: The time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. If the agent changes work modes, or answers or makes another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity.

Calculation: sum(I_RINGTIME)

OTHER

Description: The time during the collection interval that the agent was doing other work in all splits/skills. For all switches, TI_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch.

While in Auto-in or Man-In: the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or an extension call rang with no other activity.

Calculation: sum(TI_OTHERTIME)

AUX

Description: The time during the collection interval that the agent was in AUX in all splits/skills or on AUXINCALLS or AUXOUTCALLS. The "TI_" stands for the time that is stored only for the split or skill that the agent is logged into for the longest amount of time. When the OLDEST_SKILL is a Reserve Level Skill, TI_AUXTIME includes the time that an agent was in AUX Work whether the skill is in a normal or an over-threshold condition.

Calculation: sum(TI_AUXTIME)

AVAIL

Description: The time during the collection interval that the agent was in the available state for split/skill or direct agent ACD calls in any split/skill. For non-EAS operation, if an agent is logged into multiple splits, is in AUX mode in one split, and is available for ACD calls in another split, the agent will accrue I_AVAILTIME for the split in which the agent is available, and TI_AVAILABLE time in the split logged into the longest.

Calculation: sum(TI_AVAILTIME)

STAFF

Description: The total time the agents were logged in (staffed) for the specified time period in any split/skill. STAFF does not include time the link was down.

Calculation: sum(TI_STAFFTIME)

Graphical Daily Agent Occupancy by Split/Skill report

Use the Graphical Daily Agent Occupancy by Split/Skill report to track on a per skill basis how much agent time is occupied in support of a specific skills calls.

This section includes the following topics:

- Report classification on page 34
- Report considerations on page 35
- Report database items location on page 35
- Report example on page 36

Report classification

This report is a *Historical* report.

Report considerations

When you use this report, be aware of the following items:

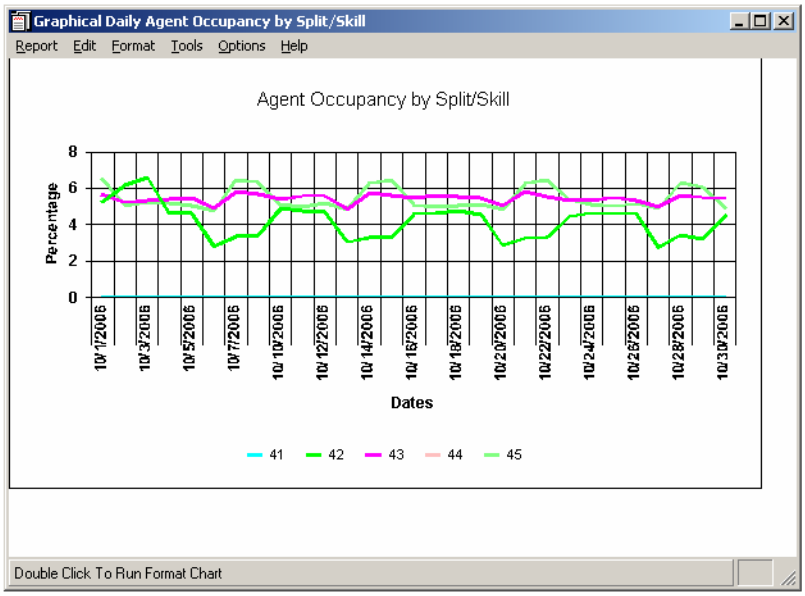
- Many of the variables that can impact agents performance are outside of an individual agents' control.
- The variables that impact agents performance include the inbound ACD call arrival rate, the call types, caller's ability to knowledgeable communicate, accuracy of staffing forecast and adherence to schedule of others in the agent group.
- Smaller groups of agents with the same assigned skills are generally less efficient than larger groups with the same assigned skills. Less efficient means the group has a lower agent occupancy.
- Calls per hour and occupancy rates will vary, because the quantity of inbound ACD calls towards a given skill will vary throughout the day.

Report database items location

The Graphical Daily Agent Occupancy by Split/Skill database items are stored in the Daily Interval Agent (dagent) table.

Report example

The following figure shows an example of a Graphical Daily Agent Occupancy by Split/Skill report. For an explanation of the report fields, see Graphical Daily Agent Occupancy by Split/Skill fields on page 36.



Graphical Daily Agent Occupancy by Split/Skill fields

This section describes the fields in the Graphical Daily Agent Occupancy by Split/Skill report, and includes the following topics:

- Percentage on page 36
- Splits/Skills on page 37
- Dates on page 37

Percentage

Description: The percentage of an agent or agent group's occupancy. Percentage includes after call work time.

Calculation: % Agent Occupancy = 100*(sum(I_RINGTIME + I_ACDTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME) / sum(I_STAFFTIME - I_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))

Splits/Skills

Description: The number or name of the split/skill for which data was collected.

Database Item: SPLIT

Dates

Description: The date on which the data was collected.

Database Item: ROW_DATE

Group Summary Daily by Skill report

Use the Group Summary Daily by Skill report to see where agents spend their time for each skill that they are assigned to.

This section includes the following topics:

- Report classification on page 37
- Report considerations on page 37
- Report database items location on page 38
- Report example on page 38

Report classification

This report is a *Historical* report.

Report considerations

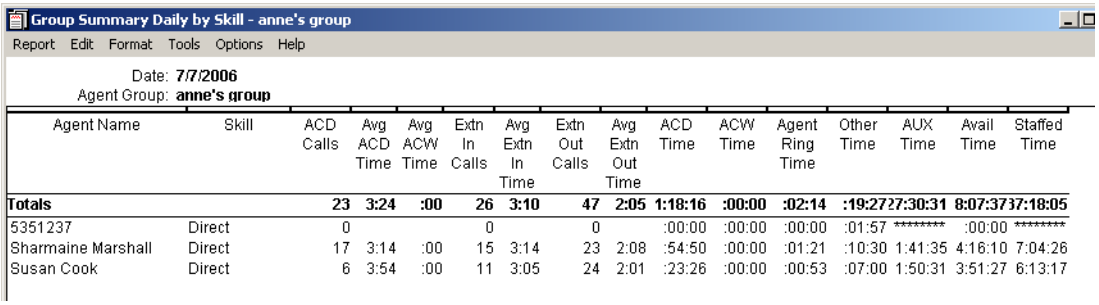
There are no issues to consider for this report.

Report database items location

The Group Summary Daily by Skill database items are stored in the Daily Interval Agent (dagent) table.

Report example

The following figure shows an example of a Group Summary Daily by Skill report. For an explanation of the report fields, see Group Summary Daily by Skill fields on page 38.



Group Summary Daily by Skill - anne's group

Report Edit Format Tools Options Help

Date: **7/7/2006**
Agent Group: **anne's group**

Agent Name	Skill	ACD Calls	Avg ACD Time	Avg ACW Time	Extn In Calls	Avg Extn In Time	Extn Out Calls	Avg Extn Out Time	ACD Time	ACW Time	Agent Ring Time	Other Time	AUX Time	Avail Time	Staffed Time
Totals		**23**	**3:24**	**:00**	**26**	**3:10**	**47**	**2:05**	**1:18:16**	**:00:00**	**:02:14**	**:19:27**	**27:30:31**	**8:07:37**	**37:18:05**
5351237	Direct	0			0		0		:00:00	:00:00	:00:00	:01:57	********	:00:00	********
Sharmaine Marshall	Direct	17	3:14	:00	15	3:14	23	2:08	:54:50	:00:00	:01:21	:10:30	1:41:35	4:16:10	7:04:26
Susan Cook	Direct	6	3:54	:00	11	3:05	24	2:01	:23:26	:00:00	:00:53	:07:00	1:50:31	3:51:27	6:13:17

Group Summary Daily by Skill fields

This section describes the fields in the Group Summary Daily by Skill report, and includes the following topics:

- DATE on page 39
- Agent Group on page 39
- Agent Name on page 39
- Skill on page 39
- ACD Calls on page 40
- Avg ACD Time on page 40
- Avg ACW Time on page 40
- Extn In Calls on page 40
- Avg Extn In Time on page 41
- Extn Out Calls on page 41

- Avg Extn Out Time on page 41
- ACD Time on page 42
- ACW Time on page 42
- Agent Ring Time on page 42
- Other Time on page 42
- AUX Time on page 43
- Avail Time on page 43
- Staffed Time on page 43

DATE

Description: The report shows data for this date.

Database item: ROW_DATE

Agent Group

Description: The name of the group of agents. You select the agent group in the report input window.

Database item: This field has no database item or calculation.

Agent Name

Description: The login identification of the agent.

Database item: syn(LOGID)

Skill

Description: The skill number of the agent.

Database item: syn(SKILL)

ACD Calls

Description: The number of split/skill and direct agent ACD calls that were answered by the agent that completed during the interval. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct. Predictive dialing is an example of a call placed by an adjunct.

Calculation name: <TOTAL_ACDCALLS>

Calculation: sum(ACDCALLS + DA_ACDCALLS), sum(<TOTAL_ACDCALLS>)

Avg ACD Time

Description: The average time the agent spent talking on ACD calls that completed during the period covered. Avg ACD Time includes direct agent calls.

Calculation name: <AVG_AGENT_TALK_SUM>

Calculation: sum(TOTAL_ACDTIME)/sum(TOTAL_ACDCALLS)

Avg ACW Time

Description: The average time the agent spent in ACW for ACD calls for the period covered. This includes direct agent call activities.

Calculation name: <AVG_AGENT_ACW_TIME>

Calculation: sum(ACWTIME + DA_ACWTIME)/sum(ACDCALLS + DA_ACDCALLS)

Extn In Calls

Description: The number of inbound extension calls completed by the agent during the period covered.

Extn IN Calls includes calls received while the agent was in the following work modes:

- Auto-In or Manual-In
- ACW mode for ACD calls
- ACW mode that was not associated with a call
- AUX work mode

Calculation name: <EXT_CALL_IN>

Calculations: sum(ACWINCALLS + AUXINCALLS), or sum(EXT_CALL_IN)

Avg Extn In Time

Description: The average time that the agent spent talking on extension in calls that completed during the period covered. The average time includes direct agent calls.

Calculation name: <AVG_TALK_TIME_IN_SUM>

Calculation: sum(ACWINTIME+AUXINTIME)/sum(ACWINCALLS + AUXINCALLS)

Extn Out Calls

Description: The number of outbound extension calls that were completed by the agent during the period covered.

Extn Out Calls includes calls originated by the agent while the agent was in the following work modes:

- Auto-In or Manual-In
- ACW mode for ACD calls
- ACW mode that was not associated with a call
- AUX work mode

Calculation name: <EXT_CALL_OUT>

Calculations: sum(ACWOUTCALLS) + sum(AUXOUTCALLS), or sum(EXT_CALL_OUT)

Avg Extn Out Time

Description: The average time that the agent spent talking on extension out calls that completed during the period covered. The average time includes direct agent calls.

Calculation name: <AVG_TALK_TIM_OUT_SUM>

Calculation: sum(ACWOUTTIME + AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS)

ACD Time

Description: The time during the collection interval that the agent was talking on ACD calls for the SPLIT and direct agent calls.

Calculations: sum(I_ACDTIME + I_DA_ACDTIME), or sum(TOTAL_I_ACDTIME)

ACW Time

Description: The time during the collection interval that the agent was in after call work (ACW). ACW Time includes ACW for split/skill ACD calls, direct agent calls and ACW not associated with an ACD call.

Calculations: sum(I_ACWTIME + I_DA_ACWTIME), or sum(TOTAL_I_ACWTIME)

Agent Ring Time

Description: The time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. If the agent changes work modes or answers/makes another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity.

Calculation: sum(I_RINGTIME)

Other Time

Description: The time during the collection interval that the agent was doing other work in all splits/skills. For all switches, TI_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch.

While in Auto-in or Man-In: the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or an extension call rang with no other activity.

Calculation: sum(TI_OTHERTIME)

AUX Time

Description: The time during the collection interval that the agent was in AUX in all splits/skills, or on AUXINCALLS or AUXOUTCALLS. The “TI_” stands for the time that is stored only for the split or skill that the agent is logged into for the longest amount of time. When the OLDEST_SKILL is a Reserve Level Skill, TI_AUXTIME includes the time that an agent was in AUX work whether the skill is in a normal or an over-threshold condition.

Calculation: sum(TI_AUXTIME)

Avail Time

Description: The time since the report start time that the agent was in the available state for split/skill or direct agent ACD calls in any split/skill. For non-EAS operation, if an agent is logged into multiple splits, is in AUX mode in one split, and is available for ACD calls in another split, the agent will accrue I_AVAILTIME for the split in which the agent is available, and TI_AVAILABLE time in the split logged into the longest.

Calculation: sum(TI_AVAILTIME)

Staffed Time

Description: The total time the agents were logged in for the specified time period in any split/skill. Staffed Time does not include time the link was down.

Calculation: sum(TI_STAFFTIME)

Skill Summary Report with Service Level report

Use the Skill Summary Report with Service Level report to determine how well your agents are meeting your desired service level for the skill. This report provides the ability to track abandoned calls by interval and to track calls per agents per interval. This report assists call center leadership by showing the service level for a particular skill.

This section includes the following topics:

- Report classification on page 44
- Report considerations on page 44
- Report database items location on page 44

- Report example on page 45

Report classification

This report is a *Historical* report.

Report considerations

When you use this report, be aware of the following items:

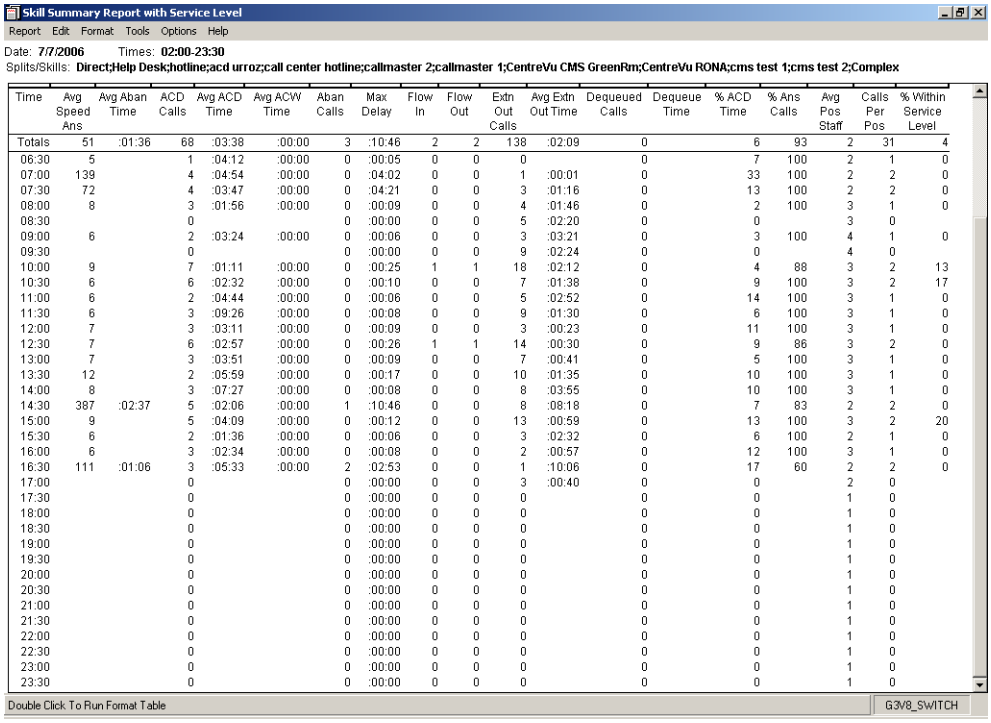
- Be aware that service level reporting allows a reader to discern if x% of the calls to a skill were answered within y seconds.
- The Split/Skill call profile must be administered for each skill in the CMS for the percent within service level to be accurate.

Report database items location

The Skill Summary Report with Service Level database items are stored in the Hourly Split/Skill (hsplit) table.

Report example

The following figure shows an example of a Skill Summary Report with Service Level report. For an explanation of the report fields, see Skill Summary Report with Service Level fields on page 45.



Skill Summary Report with Service Level

Report Edit Format Tools Options Help

Date: 7/7/2006 Times: 02:00-23:30

Splits/Skills: Direct;Help Desk;hotline;acd urroz;call center hotline;callmaster 2;callmaster 1;CentreVu CMS GreenRm;CentreVu RONA;cms test 1;cms test 2;Complex

Time	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Time	Dequeued Calls	Dequeue Time	% ACD Time	% Ans Calls	Avg Pos Staff	Calls Per Pos	% Within Service Level
Totals	51	:01:36	68	:03:38	:00:00	3	:10:46	2	2	138	:02:09	0		6	93	2	31	4
06:30	5		1	:04:12	:00:00	0	:00:05	0	0	0		0		7	100	2	1	0
07:00	139		4	:04:54	:00:00	0	:04:02	0	0	1	:00:01	0		33	100	2	2	0
07:30	72		4	:03:47	:00:00	0	:04:21	0	0	3	:01:16	0		13	100	2	2	0
08:00	8		3	:01:56	:00:00	0	:00:09	0	0	4	:01:46	0		2	100	3	1	0
08:30			0			0	:00:00	0	0	5	:02:20	0		0		3	0	
09:00	6		2	:03:24	:00:00	0	:00:06	0	0	3	:03:21	0		3	100	4	1	0
09:30			0			0	:00:00	0	0	9	:02:24	0		0		4	0	
10:00	9		7	:01:11	:00:00	0	:00:25	1	1	18	:02:12	0		4	88	3	2	13
10:30	6		6	:02:32	:00:00	0	:00:10	0	0	7	:01:38	0		9	100	3	2	17
11:00	6		2	:04:44	:00:00	0	:00:06	0	0	5	:02:52	0		14	100	3	1	0
11:30	6		3	:09:26	:00:00	0	:00:08	0	0	9	:01:30	0		6	100	3	1	0
12:00	7		3	:03:11	:00:00	0	:00:09	0	0	3	:00:23	0		11	100	3	1	0
12:30	7		6	:02:57	:00:00	0	:00:26	1	1	14	:00:30	0		9	86	3	2	0
13:00	7		3	:03:51	:00:00	0	:00:09	0	0	7	:00:41	0		5	100	3	1	0
13:30	12		2	:05:59	:00:00	0	:00:17	0	0	10	:01:35	0		10	100	3	1	0
14:00	8		3	:07:27	:00:00	0	:00:08	0	0	8	:03:55	0		10	100	3	1	0
14:30	387	:02:37	5	:02:06	:00:00	1	:10:46	0	0	8	:08:18	0		7	83	2	2	0
15:00	9		5	:04:09	:00:00	0	:00:12	0	0	13	:00:59	0		13	100	3	2	20
15:30	6		2	:01:36	:00:00	0	:00:06	0	0	3	:02:32	0		6	100	2	1	0
16:00	6		3	:02:34	:00:00	0	:00:08	0	0	2	:00:57	0		12	100	3	1	0
16:30	111	:01:06	3	:05:33	:00:00	2	:02:53	0	0	1	:10:06	0		17	60	2	2	0
17:00			0			0	:00:00	0	0	3	:00:40	0		0		2	0	
17:30			0			0	:00:00	0	0	0		0		0		1	0	
18:00			0			0	:00:00	0	0	0		0		0		1	0	
18:30			0			0	:00:00	0	0	0		0		0		1	0	
19:00			0			0	:00:00	0	0	0		0		0		1	0	
19:30			0			0	:00:00	0	0	0		0		0		1	0	
20:00			0			0	:00:00	0	0	0		0		0		1	0	
20:30			0			0	:00:00	0	0	0		0		0		1	0	
21:00			0			0	:00:00	0	0	0		0		0		1	0	
21:30			0			0	:00:00	0	0	0		0		0		1	0	
22:00			0			0	:00:00	0	0	0		0		0		1	0	
22:30			0			0	:00:00	0	0	0		0		0		1	0	
23:00			0			0	:00:00	0	0	0		0		0		1	0	
23:30			0			0	:00:00	0	0	0		0		0		1	0	

Double Click To Run Format Table G3V8_SWITCH

Skill Summary Report with Service Level fields

This section describes the fields in the Skill Summary Report with Service Level report, and includes the following topics:

- DATE on page 46
- Times on page 46
- Split/Skills: on page 46
- Time on page 47
- Avg Ans Speed on page 47
- Avg Aban Time on page 47

- ACD Calls on page 47
- Avg Talk Time on page 47
- Avg ACW Time on page 48
- Total Aban Calls on page 48
- Max Wait Time on page 48
- Inflowcalls on page 48
- Outflowcalls on page 49
- Total Extn Out Calls on page 50
- Avg Extn Out Time on page 50
- Dequeued Calls on page 50
- Avg Dequeue Time on page 50
- % Acd Time on page 51
- % Ans on page 51
- Average Pos Staff on page 51
- Calls per Pos on page 51
- % Serv Level on page 51

DATE

Description: The report shows data for this date.

Database item: ROW_DATE

Times

Description: The intrahour intervals for which the report shows data. You select the intrahour intervals in the report input window.

Database item: STARTTIME

Split/Skills:

Description: The number or name of the split/skill for which data was collected.

Database item: syn(SKILL)

Time

Description: The intrahour intervals for which the report shows data. You select the intrahour intervals in the report input window.

Database item: STARTTIME

Avg Ans Speed

Description: The average speed of answer

Calculation name: <AVG_ANSWER_SPEED_SUM>

Calculation: sum(ANSTIME)/sum(ACDCALLS)

Avg Aban Time

Description: The total average abandon time

Calculation name: <AVG_ABANDON_TIME_SUM>

Calculation: sum(ABNTIME)/sum(ABNCALLS)

ACD Calls

Description: The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management (OCM) application of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct. Outbound predictive dialing is an example of a call placed by an adjunct.

Calculation: sum(ACDCALLS)

Avg Talk Time

Description: The average time the agent spent talking on extension in calls that completed during the period covered. Avg Talk Time includes direct agent calls.

Calculation name: <AVG_ACD_TALK_TIM_SUM>

Calculation: sum(ACDTIME)/sum(ACDCALLS)

Avg ACW Time

Description: The average time the agent spent in ACW for ACD calls during the period covered. This includes direct agent call activities.

Calculation name: <AVG_ACW_TIME_SUM>

Calculation: sum(ACWTIME+DA_ACWTIME)/sum(ACDCALLS + DA_ACDCALLS)

Total Aban Calls

Description: In the Split/skill tables, this is the number of CALLOFFERED that were abandoned while in queue or ringing at an agent position.

Calculation: sum(ABNCALLS)

Max Wait Time

Description: In the Split/skill tables, this is the maximum amount of time that a call recorded during the collection interval waited in queue and was ringing.

Max Wait Time includes:

- The time before an agent answered in this split/skill
- The time the caller abandoned
- The time the call was redirected, received a busy signal, or was disconnected

This is a maximum value item.

Calculation: max(MAXOCWTIME)

Inflowcalls

Description: The number of calls that were redirected to this split/skill queue from another queue.

The following calls are considered inflows:

- Calls that intraflow from another split's queue to this split's queue on communication servers without vectoring

- Calls that queue to this split/skill as a nonprimary split/skill and are either answered by an agent in this split/skill or abandoned from ringing in this split/skill on communication servers with vectoring (multiple split/skill queuing).
- Calls that ring at an agent in this split/skill and then requeue to the same split/skill by the Redirection on No Answer to a Split/Skill feature.

When a call leaves a VDN or a call leaves vector processing, the next split/skill to which the call queues is not credited with an inflow. A call routing to a VDN is an example of how a a call leaves a VDN, and a call routing to a split/skill is an example of how a call leaves vector processing.

Calculation: sum(INFLOWCALLS)

Outflowcalls

Description: In the Split/skill tables, this is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen under different circumstances, depending on the switch release and whether vectoring is active or not. For switches without vectoring, this is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill.

This can happen if:

- The call intraflowed or interflowed
- The split/skill call forwarding was active
- A ringing ACD call was answered using call pickup
- A ringing ACD call redirected on no answer
- A ringing ACD call redirected on no answer
- The call rang at an agent in this split/skill and was answered using call pickup
- The call was routed to a number of digits
- The call queued to this split/skill as the primary split/skill and was answered by an agent in another split/skill, rang at an agent in another split/skill and then abandoned or was redirected by the Redirect On No Answer feature (later switch releases).

This is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen by requeueing to the same split/skill via the Redirect On No Answer feature.

OUTFLOWCALLS include INTERFLOWCALLS, NOANSREDIR, and SLVLOUTFLOWS.

Calculation: sum(OUTFLOWCALLS)

Total Extn Out Calls

Description: The number of outbound extension calls that were completed by the agent during the period covered.

Total Extn Out Calls includes calls originated by the agent while the agent was in the following work modes:

- Auto-In or Manual-In
- ACW mode for ACD calls
- ACW mode that was not associated with a call
- AUX work mode

Calculation name: <EXT_CALL_OUT>

Calculation: sum(ACWOUTCALLS) + sum(AUXOUTCALLS), or sum(EXT_CALL_OUT)

Avg Extn Out Time

Description: The average time that the agent spent talking on extension out calls that completed during the period covered. Avg Extn Out Time includes direct agent calls.

Calculation name: <AVG_TALK_TIM_OUT_SUM>

Calculation: sum(ACWOUTTIME + AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS)

Dequeued Calls

Description: For communication servers with multiple split/skill queuing, this is the number of calls queued to this split/skill as a nonprimary split/skill for which the disposition was recorded in another split/skill. A nonprimary split/skill is a skill that was not the first split/skill to which the call queued. The disposition can be answered, outflowed, abandoned, busy, or forced disconnect.

Calculation: sum(DEQUECALLS)

Avg Dequeue Time

Description: For communication servers with multiple split/skill queuing, this is the average time the dequeued calls spent queued to this split/skill before leaving the queue.

Calculation name: <AVG_DEQUE_ACD_TIME>

Calculation: sum(DEQUETIME)/sum(DEQUECALLS)

% Acd Time

Description: The total percentage of time agents spend on split/skill ACD calls and in ACW.

Database item: PERCENT_ACD_TIME_SUM

Calculation: 100 * (sum(I_ACDTIME + I_ACWTIME) / sum(I_STAFFTIME))

% Ans

Description: The total percentage of calls offered that were answered by an agent.

Database item: PERCENT_CALL_ANS_SUM

Calculation: 100 * (sum(ACDCALLS) / sum(CALLSOFFERED))

Average Pos Staff

Description: The total average positions staffed.

Calculation name: <AVG_POS_STAFF_SUM >

Calculation: sum(I_STAFFTIME)/sum(INTRVL * 60)

Calls per Pos

Description: The total calls per position staffed.

Calculation name: <CALLS_PER_POS_SUM>

Calculation: (sum(60 * INTRVL) * sum(ACDCALLS))/sum(I_STAFFTIME)

% Serv Level

Description: The percent of total split calls answered in service level.

Calculation name: <PERCENT_SLVL_SPL_SUM>

Calculation: 100 * (sum(ACCEPTABLE) / sum(CALLSOFFERED))

Summary Interval by Specified Intervals report

Use the Summary Interval by Specified Intervals report to see how important metrics such as Average Speed of Answer (ASA), Average Positions Staffed, Average Time to Abandon (ATA), or Abandoned Calls compare for each day for the same intervals as specified on the input screen.

This section includes the following topics:

- Report classification on page 52
- Report considerations on page 52
- Report database items location on page 52
- Report example on page 53

Report classification

This report is a *Historical* report.

Report considerations

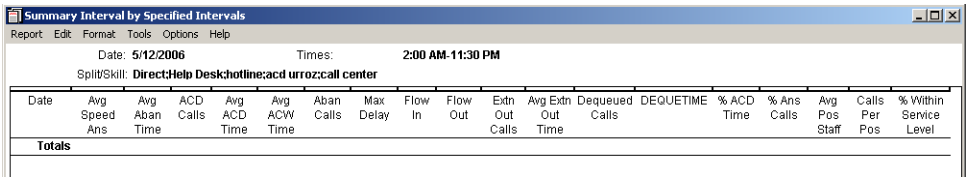
There are no issues to consider with this report.

Report database items location

The Summary Interval by Specified Intervals database items are stored in the Hourly Split/Skill (hsplit) table.

Report example

The following figure shows an example of a Summary Interval by Specified Intervals report. For an explanation of the report fields, see Summary Interval by Specified Intervals fields on page 53.



Summary Interval by Specified Intervals fields

This section describes the fields in the Summary Interval by Specified Intervals fields report, and includes the following topics:

- DATE on page 54
- Times on page 54
- Split/Skill on page 54
- Avg Ans Speed on page 54
- Avg Aban Time on page 54
- ACD Calls on page 55
- Avg ACD Time on page 55
- Avg ACW Time on page 55
- Aban Calls on page 55
- Max Delay on page 56
- Inflowcalls on page 56
- Outflowcalls on page 57
- Extn Out Calls on page 57
- Avg Extn Out Time on page 58
- Dequeued Calls on page 58
- Avg Dequeue Time on page 58
- % Acd Time on page 58

- % Calls Ans on page 59
- Average Pos Staff on page 59
- Calls Per Pos on page 59
- % Serv Level on page 59

DATE

Description: The report shows data for this date.

Database item: ROW_DATE

Times

Description: The intrahour intervals for which the report shows data. You select the intrahour intervals in the report input window.

Calculation: STARTTIME+INTERVAL

Split/Skill

Description: The number or name of the split/skill for which data was collected.

Database item: syn(SKILL)

Avg Ans Speed

Description: The average speed of answer

Calculation name: <AVG_ANSWER_SPEED_SUM>

Calculation: sum(ANSTIME)/sum(ACDCALLS)

Avg Aban Time

Description: The total average abandon time

Calculation name: <AVG_ABANDON_TIME_SUM>

Calculation: sum(ABNTIME)/sum(ABNCALLS)

ACD Calls

Description: The queued ACD calls to the split/skill that were answered by an agent in the split/skill. Total ACD Calls does not include direct agent calls, but it does include ACD calls placed by an adjunct. Outbound predictive dialing is an example of an ACD call placed by an adjunct.

- Switches with ASAI Gateway.
- Switches with ASAI only.

Calculation: sum(ACDCALLS)

Avg ACD Time

Description: The average time that the agent spent talking on ACD calls that completed during the period covered.

Calculation name: <AVG_ACD_TALK_TIM_SUM>

Calculation: sum(ACDTIME) / sum(ACDCALLS)

Avg ACW Time

Description: The average time the agent spent in ACW for ACD calls during the period covered. This includes direct agent call activities.

Calculation name: <AVG_ACW_TIME_SUM>

Calculation: sum(ACWTIME) / sum(ACDCALLS)

Aban Calls

Description: In the Split/skill tables, this is the number of CALLOFFERED that were abandoned while in queue or ringing at an agent position.

Calculation: sum(ABNCALLS)

Max Delay

Description: In the Split/skill tables, this is the maximum amount of time that a call recorded during the collection interval waited in queue and was ringing.

Max Wait Time includes:

- The time before an agent answered in this split/skill
- The time the caller abandoned
- The time the call was redirected, received a busy signal, or was disconnected

This is a maximum value item.

Calculation: max(MAXOCWTIME)

Inflowcalls

Description: The number of calls that were redirected to this split/skill queue from another queue.

The following calls are considered inflows:

- Calls that intraflow from another split's queue to this split's queue for communication servers without vectoring
- Calls that queue to this split/skill as a nonprimary split/skill and are either answered by an agent in this split/skill or abandoned from ringing in this split/skill for communication servers with vectoring (multiple split/skill queuing)
- Calls that ring at an agent in this split/skill and then requeue to the same split/skill by the Redirection on No Answer to a Split/Skill feature

When a call leaves a VDN or a call leaves vector processing, the next split/skill to which the call queues is not credited with an inflow. A call routing to a VDN is an example of how a a call leaves a VDN, and a call routing to a split/skill is an example of how a call leaves vector processing.

Calculation: sum(INFLOWCALLS)

Outflowcalls

Description: In the Split/Skill tables, this is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen under different circumstances, depending on the switch release and on whether vectoring is active or not. For, this is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill.

This can happen if:

- The call intraflowed or interflowed
- The split/skill call forwarding was active
- A ringing ACD call was answered using call pickup
- A ringing ACD call redirected on no answer
- A ringing ACD call redirected on no answer
- The call rang at an agent in this split/skill and was answered using call pickup
- The call was routed to a number of digits
- The call queued to this split/skill as the primary split/skill and was answered by an agent in another split/skill, rang at an agent in another split/skill and then abandoned or was redirected by the Redirect On No Answer feature (later switch releases).

This is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen by requeueing to the same split/skill via the Redirect On No Answer feature.

OUTFLOWCALLS include INTERFLOWCALLS, NOANSREDIR, and SLVLOUTFLOWS.

Calculation: sum(OUTFLOWCALLS)

Extn Out Calls

Description: The number of outbound extension calls that were completed by the agent during the period covered.

Total Extn Out Calls includes calls originated by the agent while the agent was in the following work modes:

- Auto-In or Manual-In
- ACW mode for ACD calls
- ACW mode that was not associated with a call
- AUX work mode

Calculation name: <EXT_CALL_OUT>

Calculation: sum(ACWOUTCALLS) + sum (AUXOUTCALLS)

Avg Extn Out Time

Description: The average time agents in this split/skill spent talking on outbound extension calls.

For agents in multiple splits/skills time spent on outbound AUX extension calls is included if this split/skill is the first split/skill the agent logged into, unless the agent has an ACD call on hold. If an ACD call is on hold, the outbound call is recorded for the split/skill associated with the ACD call.

Calculation name: <AVG_TALK_TIM_OUT_SUM>

Calculation: sum(ACWOUTTIME + AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS)

Dequeued Calls

Description: For communication servers with multiple split/skill queuing, this is the number of calls queued to this split/skill as a nonprimary split/skill for which the disposition was recorded in another split/skill. A nonprimary split/skill is a skill that was not the first split/skill to which the call queued. The disposition can be answered, outflowed, abandoned, busy, or forced disconnect.

Calculation: sum(DEQUECALLS)

Avg Dequeue Time

Description: For communication servers with multiple split/skill queuing, this is the average time the dequeued calls spent queued to this split/skill before leaving the queue.

Calculation name: <AVG_DEQUE_ACD_TIME>

Calculation: sum(DEQUETIME)/sum(DEQUECALLS)

% Acd Time

Description: The total percentage of time agents spend on split/skill ACD calls and in ACW.

Calculation name: <PERCENT_ACD_TIME_SUM>

Calculation: 100 * (sum(I_ACDTIME + I_ACWTIME) / sum(I_STAFFTIME))

% Calls Ans

Description: The total percentage of calls offered that were answered by an agent.

Calculation name: <PERCENT_CALL_ANS_SUM>

Calculation: 100 * (sum(ACDCALLS) / sum(CALLSOFFERED))

Average Pos Staff

Description: The total average positions staffed.

Calculation name: <AVG_POS_STAFF_SUM>

Calculation: sum(I_STAFFTIME)/sum(INTRVL * 60)

Calls Per Pos

Description: The total calls per position staffed.

Calculation name: CALLS_PER_POS_SUM

Calculation: (sum(60 * INTRVL) * sum(ACDCALLS))/sum(I_STAFFTIME)

% Serv Level

Description: The percent of total split calls answered in service level.

Calculation name: PERCENT_SLVL_SPL_SUM

Calculation: 100 * (sum(ACCEPTABLE) / sum(CALLSOFFERED))

Summary Reserve reports

Use the Summary Reserve reports to quickly view the percentage of calls answered by standard (non-reserve) agents, and to track the reserve agent strategy during a particular time period.

The ability to support up to two pools of Reserve Agents that can be triggered by up to three levels of threshold activation criteria is an important component of Avaya Business Advocate. The two pools of Reserve Agents are Reserve1 and Reserve2. The three levels of threshold activation criteria are Overload1 Threshold, Overload2 Threshold, and Oldest Call Waiting (OCW).

This section includes the following topics:

- Report versions on page 60
- Report classification on page 60
- Report considerations on page 60
- Report database items location on page 61
- Report example on page 61

Report versions

This report is available in the following versions:

- Interval
- Daily
- Weekly
- Monthly

Report classification

This report is a *Historical* report.

Report considerations

When you use this report, be aware of the following items:

- The Interval version of the Summary Reserve Report displays interval data for a single day.

- The Daily version of the Summary Reserve Report displays daily data over a single or range of days.
- The Weekly version of the Summary Reserve Report displays weekly data from the administered first day of the week through the administered last day of the week. The first day of the week and the last day of the week was administered when CMS was initially set up.
- The Monthly version of the Summary Reserve Report displays monthly data from the first day of a completed month.

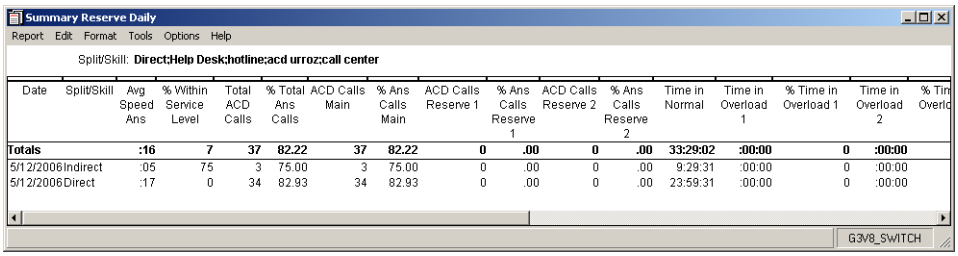
Report database items location

Depending on the version of the Summary Reserve report, the database items are stored in the:

- Hourly Split/Skill (hsplit) table
- Daily Split/Skill (dsplit) table
- Weekly Split/Skill (wsplit) table
- Monthly Split/Skill (msplit) table

Report example

The following figure shows an example of a daily Summary Reserve report. For an explanation of the report fields, see Summary Reserve reports on page 60.



Summary Reserve report fields

This section describes the fields in the Summary Reserve reports, and includes the following topics:

- Date on page 62

- Split/Skills on page 62
- Time on page 63
- Week Starting on page 63
- Month Starting on page 63
- Avg Speed Ans on page 63
- % Within Service Level on page 63
- Total ACD Calls on page 64
- % Total Ans Calls on page 64
- ACD Calls Main on page 64
- % Ans Calls Main on page 64
- Acd calls Reserve 1 on page 64
- % Ans Calls Reserve 1 on page 65
- ACD Calls Reserve 2 on page 65
- % Ans Calls Reserve 2 on page 65
- Time in Normal on page 65
- Time in Overload 1 on page 65
- % Time in Overload 1 on page 66
- Time in Overload 2 on page 66
- % Time in Overload 2 on page 66

Date

Description: The report shows data for this date.

Database item: ROW_DATE

Split/Skills

Description: The number or name of the split/skill for which data was collected.

Database item: syn(SKILL)

Time

Description: The intrahour intervals for which the report shows data. You select the intervals in the report input window.

Calculation: STARTTIME+INTERVAL

Week Starting

Description: The date for which the report was run. The report shows data for agents who logged in on this date.

Database item: ROW_DATE

Month Starting

Description: The date for which the report was run. The report shows data for agents who logged in on this date.

Database item: ROW_DATE

Avg Speed Ans

Description: The average speed of answer

Calculation name: <AVG_ANSWER_SPEED>

Calculation: ANSTIME/ACDCALLS

% Within Service Level

Description: The percent of total split calls answered in service level.

Calculation name: <PERCENT_SERV_LVL_SPL>

Calculation: 100 * (ACCEPTABLE / CALLSOFFERED)

Total ACD Calls

Description: The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management (OCM) application of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct. Outbound predictive dialing is an example of an ACD call placed by an adjunct.

Database item: ACDCALLS

% Total Ans Calls

Description: The percentage of calls offered that were answered by an agent.

Calculation name: <PERCENT_CALL_ANS>

Calculation: 100 * (ACDCALLS / CALLSOFFERED)

ACD Calls Main

Description: The ACDCALLS answered by agents in the main skill with reserve agent ACDCALLS removed.

Calculation: ACDCALLS - ACDCALLS_R1 - ACDCALLS_R2

% Ans Calls Main

Description: The percent of ACDCALLS answered by agents in the main skill with reserve agent ACDCALLS removed.

Calculation: 100 * (ACDCALLS - ACDCALLS_R1 - ACDCALLS_R2) / CALLSOFFERED

Acd calls Reserve 1

Description: The ACDCALLS received by reserve agents. A reserve in Avaya Business Advocate is an agent who is eligible to receive a call only when a skill is in an over-threshold state. Reserve agents can be reserve 1 or reserve 2. Reserve 1 agents serve a skill that has exceeded its assigned overload 1 or overload 2 threshold. Reserve 2 agents only serve a skill that has exceeded its assigned overload 2 threshold.

Database item: ACDCALLS_R1

% Ans Calls Reserve 1

Description: The percent of ACD calls answered by Reserve 1 agents.

Calculation: 100 * (ACDCALLS_R1 / CALLSOFFERED)

ACD Calls Reserve 2

Description: The ACDCALLS received by reserve agents. A reserve in Business Advocate is an agent who is eligible to receive a call only when a skill is in an over-threshold state. Reserve agents can be reserve 1 or reserve 2. Reserve 1 agents serve a skill that has exceeded its assigned overload 1 or overload 2 threshold. Reserve 2 agents only serve a skill that has exceeded its assigned overload 2 threshold.

Database item: ACDCALLS_R2

% Ans Calls Reserve 2

Description: The percent of ACD calls answered by Reserve 2 agents.

Calculation: 100 * (ACDCALLS_R2 / CALLSOFFERED)

Time in Normal

Description: The amount of time in seconds (0-3600) that this skill spent under all administered thresholds. Time in Normal requires a switch with EAS. This is a cumulative item.

Database item: I_NORMTIME

Time in Overload 1

Description: The amount of time, in seconds (0-3600), that the skill spent over threshold 1. Time in Overload 1 requires a switch with EAS. This is a cumulative item.

Database item: I_OL1TIME

% Time in Overload 1

Description: The percent of time, in seconds (0-3600), that the skill spent over threshold 1. % Time in Overload 1 requires a switch with EAS. This is a cumulative item.

Calculation: 100 * ((I_OL1TIME) / (I_OL1TIME + I_OL2TIME + I_NORMTIME))

Time in Overload 2

Description: The amount of time, in seconds (0-3600), that the skill spent over threshold 2. Time in Overload 2 requires a switch with EAS. This is a cumulative item.

Database item: I_OL2TIME

% Time in Overload 2

Description: The percent of time, in seconds (0-3600), that the skill spent over threshold 2. % Time in Overload 2 requires a switch with EAS. This is a cumulative item.

Calculation: 100* ((I_OL2TIME) / (I_OL1TIME + I_OL2TIME + I_NORMALTIME)

VDN Group reports

Use the VDN Group reports to show call detail for multiple VDNs in a VDN group (defined within the Agent Group Dictionary Operation) including Inbound calls, ACD calls and call performance information. These reports are useful for anyone who requires VDN call detail when queuing multiple VDNs to a single skill. For example, you could create a VDN group including Originating, Interflow, and Enhanced Look Ahead Interflow (ELAI) VDNs if you were using Avaya Virtual Routing. Avaya Virtual Routing is also known as Multi-Site Best Service Routing (BSR).

This section includes the following topics:

- Report versions on page 67
- Report classification on page 67
- Report considerations on page 67
- Report database items location on page 67
- Report example on page 68

Report versions

This report is available in the following versions:

- Interval
- Daily
- Weekly
- Monthly

Report classification

This report is a *Historical* report.

Report considerations

When you use this report, be aware of the following items:

- You must first create a VDN group using the Agent group operation within the CMS dictionary. Use the VDN number instead of Agent ID's within the group contents.
- The Interval version of the VDN Group Report displays interval data for a single day.
- The Daily version of the VDN Group Report displays daily data over a single or range of days.
- The Weekly version of the VDN Group Report displays weekly data from the administered first day of the week through the administered last day of the week. The first day of the week and the last day of the week was administered when CMS was initially set up.
- The Monthly version of the VDN Group Report displays monthly data from the first day of a completed month.

Report database items location

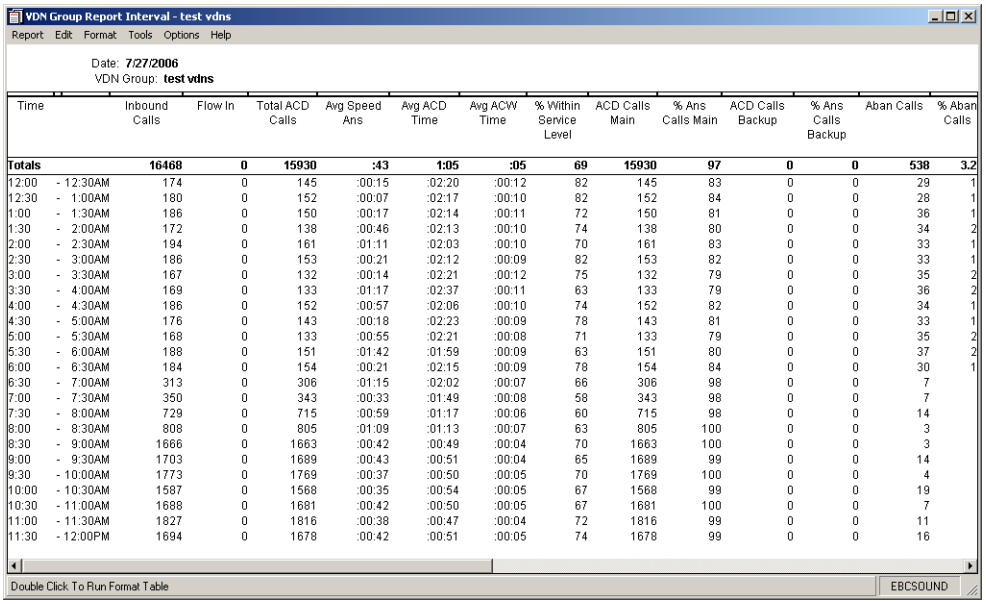
Depending on the version of the VDN Group Report, the database items for the report are stored in the:

- Interval VDN (hvdn) table
- Daily VDN (dvdn) table
- Weekly VDN (wvdn) table

- Monthly VDN (mvdn) table

Report example

The following figure shows an example of an interval VDN Group Report. For an explanation of the report fields, see VDN Group Report fields on page 68.



VDN Group Report Interval - test vdns

Report Edit Format Tools Options Help

Date: 7/27/2006
VDN Group: test vdns

Time	Inbound Calls	Flow In	Total ACD Calls	Avg Speed Ans	Avg ACD Time	Avg ACW Time	% Within Service Level	ACD Calls Main	% Ans Calls Main	ACD Calls Backup	% Ans Calls Backup	Aban Calls	% Aban Calls
Totals	**16468**	**0**	**15930**	**:43**	**1:05**	**:05**	**69**	**15930**	**97**	**0**	**0**	**538**	**3.2**
12:00 - 12:30AM	174	0	145	:00:15	:02:20	:00:12	82	145	83	0	0	29	1
12:30 - 1:00AM	180	0	152	:00:07	:02:17	:00:10	82	152	84	0	0	28	1
1:00 - 1:30AM	186	0	150	:00:17	:02:14	:00:11	72	150	81	0	0	36	1
1:30 - 2:00AM	172	0	138	:00:46	:02:13	:00:10	74	138	80	0	0	34	2
2:00 - 2:30AM	194	0	161	:01:11	:02:03	:00:10	70	161	83	0	0	33	1
2:30 - 3:00AM	186	0	153	:00:21	:02:12	:00:09	82	153	82	0	0	33	1
3:00 - 3:30AM	167	0	132	:00:14	:02:21	:00:12	75	132	79	0	0	35	2
3:30 - 4:00AM	169	0	133	:01:17	:02:37	:00:11	63	133	79	0	0	36	2
4:00 - 4:30AM	186	0	152	:00:57	:02:06	:00:10	74	152	82	0	0	34	1
4:30 - 5:00AM	176	0	143	:00:18	:02:23	:00:09	78	143	81	0	0	33	1
5:00 - 5:30AM	168	0	133	:00:55	:02:21	:00:08	71	133	79	0	0	35	2
5:30 - 6:00AM	188	0	151	:01:42	:01:59	:00:09	63	151	80	0	0	37	2
6:00 - 6:30AM	184	0	154	:00:21	:02:15	:00:09	78	154	84	0	0	30	1
6:30 - 7:00AM	313	0	306	:01:15	:02:02	:00:07	66	306	98	0	0	7	
7:00 - 7:30AM	350	0	343	:00:33	:01:49	:00:08	58	343	98	0	0	7	
7:30 - 8:00AM	729	0	715	:00:59	:01:17	:00:06	60	715	98	0	0	14	
8:00 - 8:30AM	808	0	805	:01:09	:01:13	:00:07	63	805	100	0	0	3	
8:30 - 9:00AM	1666	0	1663	:00:42	:00:49	:00:04	70	1663	100	0	0	3	
9:00 - 9:30AM	1703	0	1689	:00:43	:00:51	:00:04	65	1689	99	0	0	14	
9:30 - 10:00AM	1773	0	1769	:00:37	:00:50	:00:05	70	1769	100	0	0	4	
10:00 - 10:30AM	1587	0	1568	:00:35	:00:54	:00:05	67	1568	99	0	0	19	
10:30 - 11:00AM	1688	0	1681	:00:42	:00:50	:00:05	67	1681	100	0	0	7	
11:00 - 11:30AM	1827	0	1816	:00:38	:00:47	:00:04	72	1816	99	0	0	11	
11:30 - 12:00PM	1694	0	1678	:00:42	:00:51	:00:05	74	1678	99	0	0	16	

Double Click To Run Format Table EBCSOUND

VDN Group Report fields

This section describes the fields in the VDN Group Reports, and includes the following topics:

- Date on page 69
- Inbound Calls on page 69
- Flow In on page 69
- Total ACD Calls on page 70
- Avg Speed Ans on page 70
- Avg ACD Time on page 70
- Avg ACW Time on page 70
- % Within Svc Lvl on page 71

- ACD Calls Main on page 71
- % ACD Calls Main on page 71
- ACD Calls Backup on page 71
- % ACD Calls Backup on page 72
- Aban Calls on page 72
- % Aban Calls on page 72
- Avg Aban Time on page 72
- LAI Attempts on page 73
- LAI Completions on page 73
- Network Deflected Calls on page 73
- VDN Interflow on page 73
- Avg VDN Time on page 74
- Connect, Busy Disconnect Calls on page 74

Date

Description: The date on which data was collected.

Database item: ROW_DATE

Inbound Calls

Description: The number of inbound calls that are directed to this VDN.

Database item: INCALLS, or sum(INCALLS)

Flow In

Description: The number of calls that were redirected to this VDN through the route to VDN vector command or by Redirection on No Answer to this VDN within the specified time period.

Database item: INFLOWCALLS, or sum(INFLOWCALLS)

Total ACD Calls

Description: The number of split/skill and direct agent ACD calls completed during the reporting period that were answered while carried by the VDN. This includes calls from queue to, check, route to split/skill, and adjunct routing to a split/skill or direct agent.

Database item: ACDCALLS, or sum(ACDCALLS)

Avg Speed Ans

Description: The average time, in minutes and seconds, split/skill and direct agent ACD calls waited before they were answered by an agent.

Calculation name: <AVG_ANSWER_SPEED>, or <AVG_ANSWER_SPEED_SUM>

Calculation: ANSTIME/ACDCALLS, or sum(ANSTIME)/sum(ACDCALLS)

Avg ACD Time

Description: The average talk time, in minutes and seconds, for split/skill and direct agent ACD calls for this VDN. Avg ACD Time does not include HOLDTIME.

Calculation name: <AVG_ACD_TALK_TIME>, or <AVG_ACD_TALK_TIM_SUM>

Calculation: ACDTIME/ACDCALLS, or sum(ACDTIME)/sum(ACDCALLS)

Avg ACW Time

Description: The average amount of time, in the specified time period, that agents spent in after-call work for split/skill and direct agent ACD calls to this VDN.

Calculation name: <AVG_ACW_TIME>, or <AVG_ACW_TIME_SUM>

Calculation: ACWTIME/ACDCALLS, or sum(ACWTIME)/sum(ACDCALLS)

% Within Svc Lvl

Description: The percentage of ACDCALLS and CONNECTCALLS that are answered within the acceptable service level (SERVICELEVEL) as defined on the Call Center Administration: VDN Call Profile Setup window.

Calculation name: <PERCENT_SERV_LVL_VDN>

Calculation: 100*(ACCEPTABLE/INCALLS), or 100 * (sum(ACCEPTABLE) / sum(INCALLS))

ACD Calls Main

Description: The number of skill and direct agent ACD calls that are answered by an agent from queue-to, route-to skill or direct agent, and adjunct-route link to skill or direct agent.

Calculation: ACDCALLS-BACKUPCALLS, or sum(ACDCALLS)-sum(BACKUPCALLS)

% ACD Calls Main

Description: The percentage of skill and direct agent ACD calls that are answered by an agent from queue-to, route-to skill or direct agent, and adjunct-route link to skill or direct agent.

Calculation: 100 * ((ACDCALLS - BACKUPCALLS) / INCALLS)), or
100 * (sum(ACDCALLS - BACKUPCALLS) / sum(INCALLS))

ACD Calls Backup

Description: The number of ACDCALLS that are delivered by a vector command other than queue-to and answered by this split/skill plus the number of ACDCALLS that area delivered to this split/skill by a queue-to vector command and answered by an agent who has either Reserve 1 or Reserve 2 skill levels assigned for this skill.

Database item: BACKUPCALLS, or sum(BACKUPCALLS)

% ACD Calls Backup

Description: The percentage of ACDCALLS that are delivered by a vector command other than queue-to and answered by this split/skill% ACD Calls Backup also includes the number of ACDCALLS that area delivered to this split/skill by a queue-to vector command and answered by an agent who has either Reserve 1 or Reserve 2 skill levels assigned for this skill.

Calculation: 100*(BACKUPCALLS / INCALLS), or
100 * (sum(BACKUPCALLS) / sum(INCALLS))

Aban Calls

Description: The number of INCALLS that are abandoned while INPROGRESS for this VDN. Aban Calls includes skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing, and calls that abandon after being routed to an extension by the route-to vector command.

Database item: ABNCALLS, or sum(ABNCALLS)

% Aban Calls

Description: The percentage of INCALLS that are abandoned while INPROGRESS for this VDN% Aban Calls includes skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing, and calls that abandon after being routed to an extension by the route-to vector command.

Calculation: 100*ABNCALLS/INCALLS, or 100 * (sum(ABNCALLS) / sum(INCALLS))

Avg Aban Time

Description: The length of time that a caller spent waiting while vector steps were executed, and the call was queued and ringing before abandoning.

Calculation Name: <AVG_ABANDON_TIME>, or <AVG_ABANDON_TIME_SUM>

Calculation: ABNTIME / ABNCALLS, or sum(ABNTIME) / sum(ABNCALLS)

LAI Attempts

Description: The number of times that Look-Ahead Interflow or BSR Interflow was attempted for calls in this VDN. Network Call Redirection (NCD or NCT) invoke attempts count as LOOKATTEMPTS. BSR poll calls are not counted as LOOKATTEMPTS. They are counted as NETPOLLS.

Look-Ahead Interflow and BSR interflow attempts that are successful also count as LOOKFLOWCALLS. NCR attempts that are successful also count as DEFECTCALLS.

Database item: LOOKATTEMPTS, or sum(LOOKATTEMPTS)

LAI Completions

Description: The number of INTERFLOWCALLS that are redirected by way of the Look-Ahead Interflow, or BSR feature.

Database item: LOOKFLOWCALLS, or sum(LOOKFLOWCALLS)

Network Deflected Calls

Description: The number of calls deflected using Network Call Redirection (NCR) to the network. Each NCR invoke attempt is counted in LOOKATTEMPTS and in INTERFLOWCALLS.

Database item: DEFLECTCALLS, or sum(DEFLECTCALLS)

VDN Interflow

Description: The number of OUTFLOWCALLS that are redirected to a destination outside the switch. INTERFLOWCALLS includes LOOKFLOWCALLS, and DEFLECTCALLS.

Note:
LOOKFLOWCALLS includes successful Look-Ahead Interflow and BSR calls. DEFLECTCALLS includes successful NCR redirections.

Database item: INTERFLOWCALLS, or sum(INTERFLOWCALLS)

Avg VDN Time

Description: The average time spent in the VDN by calls completed during this interval. This time includes time in vector processing, ringing and talking with an agent until the call is terminated or is routed to another VDN off the switch.

Calculation name: <AVG_VDN_TIME>

Calculation: INTIME / INCALLS, or sum(INTIME) / sum(INCALLS)

Connect, Busy Disconnect Calls

Description: CONNECTCALLS are the number of non-ACD INCALLS that are delivered to a station extension other than a VDN or direct agent login ID. The non-ACD INCALLS are delivered by a route-to command that did not abandon, or an adjunct-route link vector command that did not abandon.

BUSYCALLS are the number of INCALLS that are given a busy signal by the switch. The switch creates the busy signal when the busy vector command executes.

DISCCALLS are the number of INCALLS that were disconnected by the disconnect or reply-best vector command. DISCALLS also includes calls that are disconnected by the switch when the vector disconnect timer expires, or calls that reached the end of the vector process without being queued.

Calculation: CONNECTCALLS + BUSYCALLS + DISCCALLS, or sum(CONNECTCALLS + BUSYCALLS + DISCCALLS)

Advocate Comparison with Reserve Staff report

Use the Advocate Comparison with Reserve Staff report to show the current status and cumulative data for one or more skills. The current status includes a summary of the Reserve Agents that are staffed and activated, agents on ACD calls, or agents in AUX. This report has significant business value for call centers that use the Reserve Agent capabilities of Avaya Business Advocate.

This section includes the following topics:

- Report classification on page 75
- Report considerations on page 75
- Report database items location on page 75

- Report example on page 75

Report classification

This report is an *Integrated* report.

Report considerations

When you use this report, be aware of the following items:

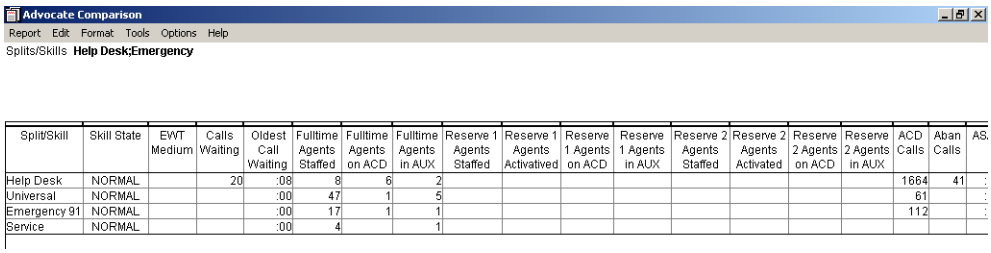
- Verify that the agent assignments in Reserve1, Reserve2, and Full-Time (non-Reserve) Agents are correct prior to viewing this report. If Avaya Business Advocate is not used, then no data will appear under the Reserve 1 or Reserve columns.

Report database items location

The Advocate Comparison with Reserve Staff database items are stored in the Interval Split/Skill (isplit) table.

Report example

The following figure shows an example of an Advocate Comparison with Reserve Staff report. For an explanation of the report fields, see Advocate Comparison with Reserve Staff fields on page 76.


Advocate Comparison

Report Edit Format Tools Options Help

Splits/Skills **Help Desk;Emergency**

Split/Skill	Skill State	EWT Medium	Calls Waiting	Oldest Call Waiting	Fulltime Agents Staffed	Fulltime Agents on ACD	Fulltime Agents in AUX	Reserve 1 Agents Staffed	Reserve 1 Agents Activatived	Reserve 1 Agents on ACD	Reserve 1 Agents in AUX	Reserve 2 Agents Staffed	Reserve 2 Agents Activated	Reserve 2 Agents on ACD	Reserve 2 Agents in AUX	ACD Calls	Aban Calls	AS.
Help Desk	NORMAL		20	:08	8	6	2									1664	41	
Universal	NORMAL			:00	47	1	5									61		
Emergency 91	NORMAL			:00	17	1	1									112		
Service	NORMAL			:00	4		1											

Advocate Comparison with Reserve Staff fields

This section describes the fields in the Advocate Comparison with Reserve Staff reports, and includes the following topics:

- Skill on page 76
- Skill State on page 77
- CIQ on page 77
- EWT Medium on page 77
- Oldest Call Waiting on page 77
- Agents Staffed on page 77
- Agents Avail on page 78
- Agents on ACD Calls on page 78
- Agents in AUX on page 78
- Reserve 1 Agents Staffed on page 78
- Reserve 1 Agents Activated on page 78
- R1 Agents on ACD on page 79
- R1 Agents in Aux on page 79
- Reserve 2 Agents Staffed on page 79
- Reserve 2 Agents Activated on page 79
- R2 Agents on ACD on page 79
- R2 Agents in Aux on page 80
- ACD Calls on page 80
- Aban Calls on page 80
- ASA on page 80
- % Within Service Level on page 80

Skill

Description: The number or name of the skill for which data was collected.

Database item: syn(SPLIT)

Skill State

Description: The current state for the skill compared to all administered thresholds. This field requires a switch with EAS.

Database item: SKSTATE

CIQ

Description: The number of skill ACD calls that are currently waiting in queue.

Database item: INQUEUE

EWT Medium

Description: The switch-calculated expected wait time (EWT) for calls queued at medium priority to this split/skill. EWT is an estimate of how long a caller will wait in queue at MEDIUM priority until being served. Time spent ringing at the agent is not included in this estimate.

The EWT and Average Speed of Answer (ASA) which is synonymous with the Average Delay to Answer are not expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Vectoring enhancements are available with Version 4 or later switches.

Database item: EWTMEDIUM

Oldest Call Waiting

Description: The number of seconds the oldest split/skill ACD call has waited in queue or ringing.

Database item: OLDESTCALL

Agents Staffed

Description: Current number of POSITIONS that are staffed (logged in). STAFFED = AVAILABLE + AGINRING + ONACD + INACW + INAUX + OTHER.

Database item: STAFFED

Agents Avail

Description: The current number of POSITIONS that are available in this split/skill.

Database item: AVAILABLE

Agents on ACD Calls

Description: The current number of POSITIONS that are on inbound and outbound ACD calls to this split/skill. ONACD includes ONACDOUT.

Database item: ONACD

Agents in AUX

Description: The current number of POSITIONS that are in AUX work for all splits/skills, or on AUXIN/AUXOUT calls. INAUX includes INAUX0-9, ONACDAUXOUT, ONAUXIN, and ONAUXOUT.

Database item: INAUX

Reserve 1 Agents Staffed

Description: The number of Reserve 1 Agents who are logged in and in standby because the skill is Normal. R1OTHERSTBY is not included in R1OTHER, R1STAFFED OR STAFFED.

Database Item: R1OTHERSTBY

Reserve 1 Agents Activated

Description: The number of agents who are logged in to this skill as Reserve 1 and the skill is not Normal.

Database item: R1STAFFED

R1 Agents on ACD

Description: The number of reserve1 agents on ACD calls for this skill (0-2000). R1 Agents on ACD requires a switch with EAS.

Database item: R1ONACD

R1 Agents in Aux

Description: The number of Reserve 1 Agents who are in Aux for this skill. R1INAUX does not include the Reserve Level 1 Agents in R1INAUXSTBY.

Database Item: R1INAUX

Reserve 2 Agents Staffed

Description: The number of Reserve 2 Agents who are logged in and in standby because the skill is Normal. R2OTHERSTBY is not included in R2OTHER, R2STAFFED OR STAFFED.

Database Item: R2OTHERSTBY

Reserve 2 Agents Activated

Description: The number of agents who are logged in to this skill as Reserve 2 and the skill is in overload 2.

Calculation: R2STAFFED

R2 Agents on ACD

Description: The number of reserve2 agents on ACD calls for this skill (0-2000). R2 Agents on ACD requires a switch with EAS.

Database item: R2ONACD

R2 Agents in Aux

Description: The number of Reserve 2 Agents who are in AUX for this skill. R2INAUX does not include the Reserve Level 2 Agents in R2INAUXSTBY.

Database Item: R2INAUX

ACD Calls

Description: The number of CALLSOFFERED calls that are answered by an agent in the skill.

Database item: ACDCALLS

Aban Calls

Description: The number of CALLOFFERED that were abandoned while in queue or ringing at an agent position.

Database item: ABNCALLS

ASA

Description: The Average Speed of Answer (ASA) which is reported upon in seconds and synonymous with Average Delay to Answer.

Calculation name: <AVG_ANSWER_SPEED>

Calculation: ANSTIME/ACDCALLS

% Within Service Level

Description: The percentage of CALLSOFFERED that were answered within the service for the skill.

Calculation name: <PERCENT_SERV_LVL_SPL>

Calculation: 100 * (ACCEPTABLE / CALLSOFFERED)

VDN Comparison Report

Use this report to see how service was rendered to a caller from the caller's perspective. This information can be enlightening since calls destined for agents who are assigned to one or more skills arrive tied to Vector Directory Numbers (VDNs).

This section includes the following topics:

- Report classification on page 81
- Report considerations on page 81
- Report database items location on page 81
- Report example on page 82

Report classification

This report is an *Integrated* report.

Report considerations

When you use this report, be aware of the following items:

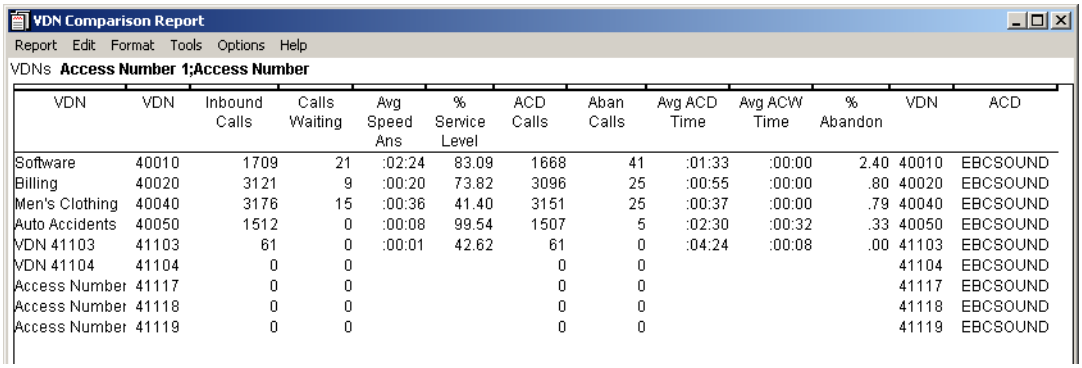
- Verify that all VDNs are included in the Administered VDN group.

Report database items location

The VDN Comparison Report database items are stored in the Interval VDN (ivdn) table.

Report example

The following figure shows an example of a VDN Comparison Report report. For an explanation of the report fields, see VDN Comparison Report fields on page 82.



VDN Comparison Report

Report Edit Format Tools Options Help

VDNs **Access Number 1;Access Number**

VDN	VDN	Inbound Calls	Calls Waiting	Avg Speed Ans	% Service Level	ACD Calls	Aban Calls	Avg ACD Time	Avg ACW Time	% Abandon	VDN	ACD
Software	40010	1709	21	:02:24	83.09	1668	41	:01:33	:00:00	2.40	40010	EBCSOUND
Billing	40020	3121	9	:00:20	73.82	3096	25	:00:55	:00:00	.80	40020	EBCSOUND
Men's Clothing	40040	3176	15	:00:36	41.40	3151	25	:00:37	:00:00	.79	40040	EBCSOUND
Auto Accidents	40050	1512	0	:00:08	99.54	1507	5	:02:30	:00:32	.33	40050	EBCSOUND
VDN 41103	41103	61	0	:00:01	42.62	61	0	:04:24	:00:08	.00	41103	EBCSOUND
VDN 41104	41104	0	0			0	0				41104	EBCSOUND
Access Number	41117	0	0			0	0				41117	EBCSOUND
Access Number	41118	0	0			0	0				41118	EBCSOUND
Access Number	41119	0	0			0	0				41119	EBCSOUND

VDN Comparison Report fields

This section describes the fields in the VDN Comparison Report, and includes the following topics:

- VDNs on page 83
- VDN on page 83
- VDN on page 83
- Inbound Calls on page 83
- Calls Waiting on page 83
- Avg Speed Ans on page 84
- % Service Level on page 84
- ACD Calls on page 84
- Aban Calls on page 84
- Avg ACD Time on page 85
- Avg ACW Time on page 85
- % Abandon on page 86
- ACD on page 86

VDNs

Description: The Vector Directory Numbers associated with this VDN

Database item: VDN

VDN

Description: The 3 to 7 digit soft extension number in Avaya Communication Manager that is used by call vectoring to deliver calls with conditional routing to staffed agents.

Database item: SYN(VDN)

VDN

Description: The Vector Directory Number associated with this VDN.

Database item: VDN

Inbound Calls

Description: The number of inbound calls that were directed to this VDN.

Database item: INCALLS

Note:
INCALLS includes ABNCALLS, INFLOWCALLS, OTHERCALLS, RETURNCALLS, and RINGCALLS. RINGCALLS includes ACDCALLS. INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS

Calls Waiting

Description: The current number of split/skill ACD calls waiting in queue.

Database item: INQUEUE

Avg Speed Ans

Description: The Average Speed of Answer which is measured in seconds and synonymous with Average Delay to Answer.

Calculation name: <AVG_ANSWER_SPEED>

Calculation: ANSTIME/ACDCALLS

Note:

ANSTIME is the time split/skill and direct agent ACD calls spent waiting to be answered in vector processing, in queue, and while ringing. ANSTIME includes RINGTIME.

ACDCALLS is the number of split/skill and direct agent ACD calls that were answered by an agent from queue to main, check backup, messaging split/skill, route to split/skill or direct agent, and adjunct routing to a split/skill or direct agent. ACDCALLS includes ACDCALLS1-10, ACCEPTABLE, ANSCONNCALLS1-10, BACKUPCALLS, and TRANSFERRED.

% Service Level

Description: The percentage of calls meeting a service objective target.

Calculation: 100* (ACCEPTABLE/INCALLS), or 100 * (sum(ACCEPTABLE) / sum(INCALLS))

ACD Calls

Description: The number of split/skill and direct agent ACD calls that were answered by an agent from queue to main, check backup, messaging split/skill, route to split/skill or direct agent, and adjunct routing to a split/skill or direct agent.

Database item: ACDCALLS

Note:

ACDCALLS includes ACDCALLS1-10, ACCEPTABLE, ANSCONNCALLS1-10, BACKUPCALLS, and TRANSFERRED.

Aban Calls

Description: The number of INCALLS that were abandoned while INPROGRESS for this VDN.

Aban Calls includes:

- Split/skill and direct agent ACD calls that abandon from queue or from ringing
- Calls that abandon from vector processing
- Calls that abandon after being routed to an extension via the “route to” vector command,
- Calls that abandoned while listening to a forced disconnect announcement.

Database item: ABNCALLS

Note:
ABNCALLS includes ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom abandoned call timer. ABNCALLS includes ABNCALLS1 through ABNCALLS10, ABNQUECALLS, ABNRINGCALLS, PHANTOMABNS, and SLVLABNS are pegged as ABNCALLS.

Avg ACD Time

Description: The average ACD talk time.

Calculation name: <AVG_ACD_TALK_TIME>

Calculation: ACDTIME/ACDCALLS

Note:
ACDTIME is the talk time of all ACDCALLS, not including HOLDTIME. ACDTIME includes SKILLTIME1, SKILLTIME2, and SKILLTIME3.

ACDCALLS is the number of split/skill and direct agent ACD calls that were answered by an agent from queue to main, check backup, messaging split/skill, route to split/skill or direct agent, and adjunct routing to a split/skill or direct agent. ACDCALLS includes ACDCALLS1-10, ACCEPTABLE, ANSCONNCALLS1-10, BACKUPCALLS, and TRANSFERRED.

Avg ACW Time

Description: The average time spent in After Call Work (ACW).

Calculation name: <AVG_ACW_TIME>

Calculation: ACWTIME/ACDCALLS

Note:

ACWTIME is the time that agents spend in ACW associated with ACDCALLS. ACWTIME includes SKILLACWTIME1-3.

ACDCALLS is the number of split/skill and direct agent ACD calls that were answered by an agent from queue to main, check backup, messaging split/skill, route to split/skill or direct agent, and adjunct routing to a split/skill or direct agent. ACDCALLS includes ACDCALLS1-10, ACCEPTABLE, ANSCONNCALLS1-10, BACKUPCALLS, and TRANSFERRED.

% Abandon

Description: The percentage of offered calls that abandon prior to being answered.

Calculation: 100 * (ABNCALLS/INCALLS)

Note:

ABNCALLS is the number of INCALLS that were abandoned while INPROGRESS for this VDN.

ABNCALLS includes ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom abandoned call timer. ABNCALLS includes ABNCALLS1 through ABNCALLS10. ABNQUECALLS, ABNRINGCALLS, PHANTOMABNS, and SLVLABNS are pegged as ABNCALLS.

INCALLS is the number of inbound calls that were directed to this VDN. INCALLS includes ABNCALLS, INFLOWCALLS, OTHERCALLS, RETURNCALLS, and RINGCALLS. RINGCALLS includes ACDCALLS. INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS.

ABNCALLS includes:

- Split/skill and direct agent ACD calls that abandon from queue or from ringing,
- Calls that abandon from vector processing
- Calls that abandon after being routed to an extension with the route to vector command
- Calls that abandoned while listening to a forced disconnect announcement

ACD

Description: The ACD number for which data was collected.

Database item: ACD

Split Skill Report with Reserve Staffed report

Use the Split Skill Report with Reserve Staffed report to display real-time call-handling information on a number of splits or skills. It allows the supervisor to evaluate and compare the workload and call-handling performance between splits/skills, and to determine agent reassignment, as well as determine the number of reserve agents in various Avaya Business Advocate states. Additionally, the supervisor can evaluate other ACD configuration alternatives which can be used to balance workloads and reduce abandoned calls.

This section includes the following topics:

- Report classification on page 87
- Report considerations on page 87
- Report database items location on page 88
- Report example on page 88

Report classification

This report is a *Real-time* report.

Report considerations

When you use this report, be aware of the following items:

- You can enter a range or a list of splits/skills which the report will cover. If you only want to view one split or skill, you may size the window smaller.
- In this report, the OTHER state displays for agents who are on calls or in after call work state for other splits or skills.
- For agents in split/skills with the many forced option of Multiple Call Handling, a queued call is not delivered to an agent position if there is no available call appearance. If the agent has no available call appearance, then the agent is either on a call or has all calls on hold. In either case, the agent is not available (idle).
- If Avaya Business Advocate is not used then no data will appear in the R1 and R2 lower portions of the report.

Report database items location

The Split/Skill Report with Reserve Staffed database items are stored in the Current Interval Split (csplit) table.

Report example

The following figure shows an example of a Split Skill Report with Reserve Staffed report. For an explanation of the report fields, see Split Skill Report with Reserve Staffed fields on page 89.

Split/Skill Report with Reserve Staffed

Report Edit Format Tools Options Help

Split/Skill	Help Desk	Universal	Emergenc	Service
Skill State	NORMAL	NORMAL	NORMAL	NORMAL
Calls Waiting	20	0	0	0
EWT Medium				
Oldest Call Waiting	15:33	:00	:00	:00
Avg Speed Ans				
ACD Calls	0	0	0	0
Avg ACD Time				
Aban Calls	0	0	0	0
Avg Aban Time				
Agents Avail	0	27	2	1
Agents Ringing	0	0	0	0
Agents on ACD Calls	6	1	1	0
Agents in ACW	0	0	0	0
Agents in Other	0	15	12	3
Agents in AUX	2	4	2	0
Agents Staffed	8	47	17	4
R1 Agents Ringing	0	0	0	0
R1 Agents on ACD Calls	0	0	0	0
R1 Agents in ACW	0	0	0	0
R1 Agents in Other	0	0	0	0
R1 Agents in AUX	0	0	0	0
R1 Agents Staffed	0	0	0	0
R2 Agents Ringing	0	0	0	0
R2 Agents on ACD Calls	0	0	0	0
R2 in ACW	0	0	0	0
R2 Agents in Other	0	0	0	0
R2 Agents in AUX	0	0	0	0
R2 Staffed	0	0	0	0

Split Skill Report with Reserve Staffed fields

This section describes the fields in the Split Skill Report with Reserve Staffed report, and includes the following topics:

- Skill on page 89
- Skill State on page 90
- Calls Waiting on page 90
- EWT Medium on page 90
- Oldest Call Waiting on page 90
- Avg Speed Ans on page 90
- ACD Calls on page 91
- Avg ACD Time on page 91
- Aban Calls on page 91
- Avg Aban Time on page 91
- Primary Agents Avail on page 92
- Primary Agents Ringing on page 92
- Primary Agents on ACD Calls on page 92
- Primary Agents in ACW on page 92
- Primary Agents in Other on page 92
- Primary Agents in AUX on page 93
- Primary Agents Staffed on page 93
- R1 Agents Ringing on page 93
- R1 Agents on ACD Calls on page 93
- R1 Agents in ACW on page 93
- R1 Agents in Other on page 94
- R1 Agents in AUX on page 94
- R1 Agents Staffed on page 94

Skill

Description: The name or number of the skill selected for the report.

Database item: Syn(SPLIT)

Skill State

Description: The current state of the skill, compared to the administered thresholds.

Database item: SKSTATE

Calls Waiting

Description: The number of split or skill ACD calls waiting to be answered. Calls Waiting includes calls that are in queue and calls that are ringing at an agent voice terminal. Calls Waiting does not include direct agent calls.

Calculation: INQUEUE + INRING

EWT Medium

Description: The EWT for the skill at top priority. EWT is the wait time for the skill when a call is queued at medium priority. EWT measures only the time it takes to deliver the call to an agent. EWT Medium does not include ringing time. If CMS is connected to an early communication server version or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank. Exception thresholds for EWT can be set with the Exception command.

Database item: EWTMEDIUM

Oldest Call Waiting

Description: The length of time in seconds that the oldest ACD Skill call has waited in queue or ringing before being answered. Oldest Call Waiting does not include direct agent calls.

Database item: OLDESTCALL

Avg Speed Ans

Description: The average number of seconds before a call to this split/skill is answered. Average speed of answer is the time spent by callers in queue or ringing before being answered (ANSTIME) divided by the number of calls queued to the split/skill that were answered by an agent at this split/skill (ACDCALLS).

Calculation name: <AVG_ANSWER_SPEED>

Calculation: ANSTIME/ACDCALLS

ACD Calls

Description: The ACD calls that were queued to the skill and answered by an agent. ACD Calls does not include direct agent calls. ACD Calls does include ACD calls placed by an adjunct. Outbound predictive dialing is an example of a call placed by an adjunct.

Database item: ACDCALLS

Avg ACD Time

Description: The average talk time calculated for all ACD calls to the skill. The average talk time does not include hold time, or talk time on direct agent calls. The average talk time does include talk time of all outbound ACD calls placed by an adjunct. Outbound predictive dialing is an example of a call placed by an adjunct.

Calculation name: <AVG_ACD_TALK_TIME>

Calculation: ACDTIME/ACDCALLS

Aban Calls

Description: The total number of queued calls for each skill that abandoned before an agent answered. Aban Calls includes calls that are ringing at a voice terminal, and the number of outbound calls for each split/skill that abandoned at the far end before an agent answered. Aban Calls does not include direct agent calls.

Database item: ABNCALLS1-10

Avg Aban Time

Description: The average time a caller waited in a skill before hanging up.

Calculation name: <AVG_ABANDON_TIME>

Calculation: ABNTIME/ABNCALLS

Primary Agents Avail

Description: The total number of primary agents who are available to receive ACD calls in the skill.

Database item: AVAILABLE

Primary Agents Ringing

Description: The current number of primary agents that are available and have ACD calls ringing at their voice terminal but have not yet answered. Primary Agents Ringing includes direct agent calls. If the agent places a call or answers an extension call, the agent is shown in the AUX work state, rather than in the ringing state.

Database item: AGINRING

Primary Agents on ACD Calls

Description: The total number of primary agents that are connected to inbound and outbound ACD calls in each skill. Primary Agents on ACD Calls does not include direct agent calls.

Database item: ONACD

Primary Agents in ACW

Description: The number of primary agents who are in the after call work mode for skill. Primary Agents in ACW includes agents on ACWIN/ACWOUT calls, and agents in ACW not associated with an ACD call.

Database item: INACW

Primary Agents in Other

Description: The current number of primary agent positions that are doing other work. Agent positions show up as OTHER directly after the link to the communication server comes up, and directly after the agents log in before the CMS is notified of the agent's work state.

The agent did one of the following activities while in the Auto-in or Manual-In state:

- The agent put any call on hold and performed no further action

- The agent is on a direct agent call or in ACW for a direct agent call
- The agent is dialing to place a call or to activate a feature
- The agent has a ringing personal call queued through another split or skill, with no other activity

For a communication server without EAS, agents are logged into multiple splits and doing work for a split other than this one.

Database item: OTHER

Primary Agents in AUX

Description: The current number of primary agents who are in the AUX work mode for all skills including agents who are handling AUXIN or AUXOUT calls.

Database item: INAUX

Primary Agents Staffed

Description: The number of primary agents logged into the skill.

Database item: STAFFED

R1 Agents Ringing

Description: The number of Reserve 1 agents who have an ACD call ringing for this skill.

Database item: R1AGINRING

R1 Agents on ACD Calls

Description: The number of Reserve 1 agents who are on ACD calls for this skill.

Database item: R1ONACD

R1 Agents in ACW

Description: The number of Reserve 1 agents who are in ACW for this skill.

Database item: R1INACW

R1 Agents in Other

Description: The number of Reserve 1 agents who are doing other work for this skill while activated. R1OTHER does not include Reserve Level 1 Agents in R1OTHERSTBY.

Database item: R1OTHER

R1 Agents in AUX

Description: The number of Reserve 1 agents who are in AUX work for this skill. R1INAUX does not include the Reserve Level 1 Agents in R1INAUXSTBY.

Database item: R1INAUX

R1 Agents Staffed

Description: The total number of R1 agents logged in regardless of the skill state. R1 Agents Staffed requires Avaya Business Advocate.

Calculation: R1STAFFED + R1OTHERSTBY + R1INAUXSTBY

Status with Reserve Staffed Information report

Use the Status with Reserve Staffed Information report to simultaneously display real-time call-handling information on a single skill with a per agent listing. The per agent listing shows what role all staffed agents are in, and their time in the current work state. The quantity of primary (non-reserve) agents as well as Reserve Agents are recapped in real-time as to staffed, available (idle), with ringing calls, on ACD calls, in After Call Work, in Auxiliary Work and in Other states. This report helps the call center supervisor evaluate other ACD configuration alternatives which can be used to balance workloads and reduce abandoned calls.

This section includes the following topics:

- Report classification on page 95
- Report considerations on page 95
- Report database items location on page 95

- Report example on page 96

Report classification

This report is a *Real-time* report.

Report considerations

When you use this report, be aware of the following items:

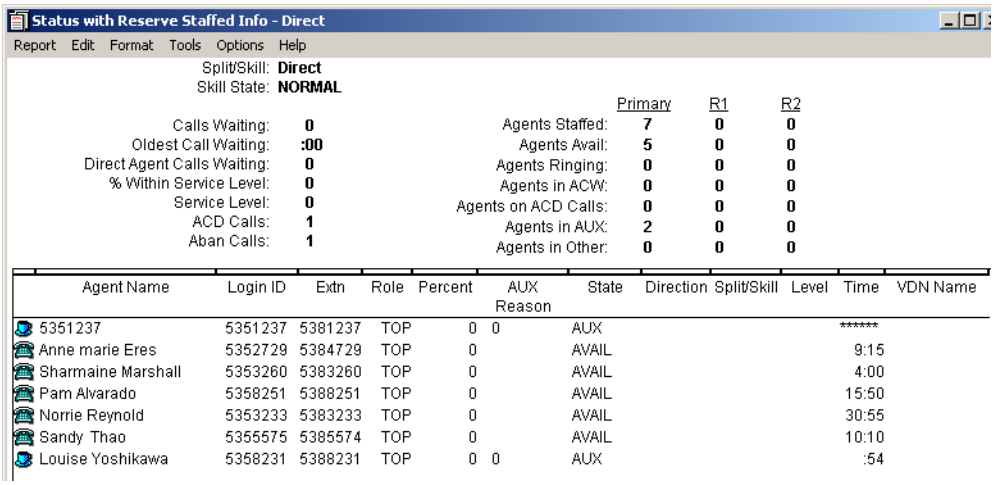
- This report is available with the EAS feature.
- This report provides the level for the agent's currently active skill. The ACD level can be any level from 1 to 16, or R1 or R2.
- The Percent within Service Level and Service Level fields will only be populated when the acceptable service level is administered on the Split/Skill Call Profile Setup window located under Call Center Administration.
- If you do not use Avaya Business Advocate, no data will appear under the R1 and R2 columns.

Report database items location

The Status with Reserve Staffed Information database items are stored in the Current Interval Split (csplit) table.

Report example

The following figure shows an example of a Status with Reserve Staffed Information report. For an explanation of the report fields, see Status with Reserve Staffed Information fields on page 96.



Status with Reserve Staffed Info - Direct

Report Edit Format Tools Options Help

Split/Skill: **Direct**
Skill State: **NORMAL**

			Primary	R1	R2
Calls Waiting:	**0**	Agents Staffed:	**7**	**0**	**0**
Oldest Call Waiting:	**:00**	Agents Avail:	**5**	**0**	**0**
Direct Agent Calls Waiting:	**0**	Agents Ringing:	**0**	**0**	**0**
% Within Service Level:	**0**	Agents in ACW:	**0**	**0**	**0**
Service Level:	**0**	Agents on ACD Calls:	**0**	**0**	**0**
ACD Calls:	**1**	Agents in AUX:	**2**	**0**	**0**
Aban Calls:	**1**	Agents in Other:	**0**	**0**	**0**

Agent Name	Login ID	Extn	Role	Percent	AUX Reason	State	Direction	Split/Skill	Level	Time	VDN Name
5351237	5351237	5381237	TOP	0	0	AUX				******	
Anne marie Eres	5352729	5384729	TOP	0		AVAIL				9:15	
Sharmaine Marshall	5353260	5383260	TOP	0		AVAIL				4:00	
Pam Alvarado	5358251	5388251	TOP	0		AVAIL				15:50	
Norrie Reynold	5353233	5383233	TOP	0		AVAIL				30:55	
Sandy Thao	5355575	5385574	TOP	0		AVAIL				10:10	
Louise Yoshikawa	5358231	5388231	TOP	0	0	AUX				:54	

Status with Reserve Staffed Information fields

This section describes the fields in the Status with Reserve Staffed Information report, and includes the following topics:

- Skill on page 98
- Skill State on page 98
- Calls Waiting on page 98
- Oldest Call Waiting on page 98
- Direct Agent Calls Waiting on page 98
- % Within Service Level on page 98
- Service Level on page 99
- ACD Calls on page 99
- Aban Calls on page 99
- Primary Agents Staffed on page 99
- Primary Agents Avail on page 99

- Primary Agents Ringing on page 100
- Primary Agents in ACW on page 100
- Primary Agents on ACD Calls on page 100
- Primary Agents in AUX on page 100
- Primary Agents in Other on page 100
- R1 Agents Staffed on page 101
- R1 Agents Avail on page 101
- R1 Agents Ringing on page 101
- R1 Agents in ACW on page 101
- R1 Agents on ACD Calls on page 101
- R1 Agents in AUX on page 102
- R1 Agents in Other on page 102
- R2 Agents Staffed on page 102
- R2 Agents Avail on page 102
- R2 Agents Ringing on page 102
- R2 Agents in ACW on page 103
- R2 Agents on ACD Calls on page 103
- R2 Agents in AUX on page 103
- R2 Agents in Other on page 103
- Agent Name on page 103
- Login ID on page 103
- Extn on page 104
- Role on page 104
- Percent on page 104
- AUX Reason on page 104
- State on page 104
- Direction on page 105
- Split/Skill on page 105
- Level on page 105
- Time on page 105
- VDN Name on page 106

Skill

Description: The name or number of the skill selected for the report.

Database item: Syn(SPLIT)

Skill State

Description: The current state of the skill, compared to the administered thresholds.

Database item: SKSTATE

Calls Waiting

Description: The number of skill ACD calls waiting to be answered. Calls Waiting includes calls that are in queue and calls that are ringing at an agent voice terminal. Calls Waiting does not include direct agent calls.

Calculation: INQUEUE + INRING

Oldest Call Waiting

Description: The length of time in seconds the oldest ACD skill call has waited in queue or ringing before being answered. Oldest Call Waiting does not include direct agent calls.

Database item: OLDESTCALL

Direct Agent Calls Waiting

Description: Number of Direct Agent calls that are queued or ringing to the agent.

Calculation: DA_INQUEUE + DA_INRING

% Within Service Level

Description: The percentage of ACD calls to the split/skill that were answered within the administered service level.

Database item: PERCENT_SERV_LVL_SPL

Service Level

Description: The current setting for the Acceptable Service Level in seconds as defined on the Call Center Administration Split/Skill Call Profile Setup window.

Database item: SERVICELEVEL

ACD Calls

Description: The ACD calls that were queued to the skill and answered by an agent. ACD Calls does not include direct agent calls. ACD Calls does include ACD calls placed by an adjunct. Outbound predictive dialing is an example of a call placed by an adjunct.

Database item: ACDCALLS

Aban Calls

Description: The total number of queued calls for each skill that abandoned before an agent answered. Aban Calls includes calls that are ringing at a voice terminal, and the number of outbound calls for each split/skill that abandoned at the far end before an agent answered. Aban Calls does not include direct agent calls.

Database item: ABNCALLS

Primary Agents Staffed

Description: The number of primary agents logged into the skill.

Database item: STAFFED

Primary Agents Avail

Description: The total number of primary agents who are available to receive ACD calls in the skill.

Database item: AVAILABLE

Primary Agents Ringing

Description: The current number of primary agents that are available and have ACD calls ringing at their voice terminal, but have not yet answered. ACD calls include direct agent calls. If the agent places a call or answers an extension call, the agent is shown in the AUX work state, rather than in the ringing state.

Database item: AGINRING

Primary Agents in ACW

Description: The number of primary agents who are in the after call work mode for the skill. Primary Agents in ACW includes agents on ACWIN/ACWOUT calls, and agents in ACW not associated with an ACD call.

Database item: INACW

Primary Agents on ACD Calls

Description: The total number of primary agents that are connected to inbound and outbound ACD calls in each skill. Primary Agents on ACD Calls does not include direct agent calls.

Database item: ONACD

Primary Agents in AUX

Description: The current number of primary agents who are in the AUX work mode for all splits/skills including agents who are handling AUXIN or AUXOUT calls.

Database item: INAUX

Primary Agents in Other

Description: The current number of primary agent positions that are doing other work. Agent positions show up as OTHER directly after the link to the communication server comes up, and directly after the agents log in before the CMS is notified of the agent's work state.

The agent did one of the following activities while in the Auto-in or Manual-In state:

- The agent put any call on hold and performed no further action

- The agent is on a direct agent call or in ACW for a direct agent call
- The agent is dialing to place a call or to activate a feature.
- The agent has a ringing personal call queued through another split or skill, with no other activity

For a communication server without EAS, agents are logged into multiple splits and doing work for a split other than this one.

Database item: OTHER

R1 Agents Staffed

Description: The total number of R1 agents logged in regardless of the skill state. R1 Agents Staffed requires Avaya Business Advocate.

Calculation: R1STAFFED + R1OTHERSTBY + R1INAUXSTBY

R1 Agents Avail

Description: The number of Reserve 1 agents who are available to take a call.

Database item: R1AVAILABLE

R1 Agents Ringing

Description: The number of Reserve 1 agents who have an ACD call ringing for this skill.

Database item: R1AGINRING

R1 Agents in ACW

Description: The number of Reserve 1 agents who are in ACW for this skill.

Database item: R1INACW

R1 Agents on ACD Calls

Description: The number of Reserve 1 agents who are on ACD calls for this skill.

Database item: R1ONACD

R1 Agents in AUX

Description: The number of Reserve 1 agents who are in AUX work for this skill. R1INAUX does not include the Reserve Level 1 Agents in R1INAUXSTBY.

Database item: R1INAUX

R1 Agents in Other

Description: The number of Reserve 1 agents who are doing other work for this skill while activated. R1OTHER does not include Reserve Level 1 Agents in R1OTHERSTBY.

Database item: R1OTHER

R2 Agents Staffed

Description: The total number of R2 agents logged in regardless of the skill state. R2 Agents Staffed requires Avaya Business Advocate.

Calculation: R2STAFFED + R2OTHERSTBY + R2INAUXSTBY

R2 Agents Avail

Description: The number of Reserve 2 agents who are available to take a call.

Database item: R2AVAILABLE

R2 Agents Ringing

Description: The number of Reserve 2 agents who have an ACD call ringing for this skill.

Database item: R2AGINRING

R2 Agents in ACW

Description: The number of Reserve 2 agents who are in ACW for this skill.

Database item: R2INACW

R2 Agents on ACD Calls

Description: The number of Reserve 2 agents who are on ACD calls for this skill.

Database item: R2ONACD

R2 Agents in AUX

Description: The number of Reserve 2 agents who are in AUX work for this skill. R2INAUX does not include the Reserve Level 2 Agents in R2INAUXSTBY.

Database item: R2INAUX

R2 Agents in Other

Description: The number of Reserve 2 agents who are doing other work for this skill while activated. R2OTHER does not include Reserve Level 2 Agents in R2OTHERSTBY.

Database item: R2OTHER

Agent Name

Description: The names of the agents assigned to the skill and logged in. If names have not been assigned in the Dictionary, login IDs are displayed

Database item: syn(LOGID)

Login ID

Description: The Login ID of the agent assigned to the skill and logged in.

Database item: LOGID

Extn

Description: The extension the agent logged in from.

Database item: EXTENSION

Role

Description: The Agent's service role for this SKILL, based on call handling preference and skill level.

Database item: ROLE

Percent

Description: The Agent's percent allocation for this split. Percent requires Avaya Business Advocate.

Database item: PERCENT

AUX Reason

Description: The reason the agent is in AUX on this skill.

Database item: AUXREASON

State

Description: The current work mode the agent is in. Some examples of agent states are AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, or UNSTAFF and the call direction. The call direction can be BLANK, IN, or OUT.

Database item: AWORKMODE

Direction

Description: The agent's direction on this skill. The direction is either IN or OUT.

Database item: DIRECTION

Split/Skill

Description: The split/skill associated with the call, or the ACW state. The ACW state occurs when an agent is either on a split/skill call, on a direct agent ACD call, or in the ACW state.

If an agent puts an ACD call on hold and makes an AUX call, this is the split of the ACD call on hold. For AUXIN calls and for AUXOUT calls made without an ACD call on hold, this is the split the agent has been logged into the longest. When the agent is available, all of the splits/skills the agent is available in are listed.

Database item: WORKSKILL

Level

Description: The skill associated with the call or the ACW, and the level associated with the skill when an agent is on a skill call, a direct agent call, or in ACW mode.

WORKSKILL is the OLDEST_LOGON:

- When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX, or with an AUXIN/AUXOUT call on hold
- When an agent is on an AUXIN call with an ACD call on hold
- When an agent is on an AUXOUT call with an ACD call on hold, this is the skill associated with the ACD call
- When an agent is available, in AUX, or in OTHER, this is blank

WORKSKLEVEL is the skill level (ranging from 1 to 16) or the reserve level (R1 or R2)

Database item: WORKSKLEVEL

Time

Description: The elapsed time since the last agent WORKMODE change for any split/skill. Time is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.

Database item: AGTIME

VDN Name

Description: The vector directory number (VDN) is associated with the ACD call in progress. If a name has been assigned to the VDN in the Dictionary, the name displays instead of the number.

VDN Name only shows data if you have purchased the Vectoring feature.

Database item: VDN

Appendix A: Calculating resource requirements

This section describes how a workforce planner can reduce the number of agents and improve the customer experience with Avaya Business Advocate.

This section includes the following topics:

- What is shrinkage? on page 107
- Shrinkage considerations on page 107
- Calculating resource requirements on page 108
- Obtaining the QuikStaff tool on page 108
- Example shrinkage scenario on page 109

What is shrinkage?

The staff value assumes that agents will be available 100% of the time to handle the proposed call workload. The reality is that agents are not available 100% of the time that they are paid to work. This reduction in their projected availability is called “shrinkage”. A workforce planner must plan for a higher number of schedules to account for this non-available time. Shrinkage is generally defined as the amount of paid time that an employee is not available to be on their phone.

Shrinkage considerations

While breaks and lunches are fairly standard, the amount of off-phone time devoted to meetings, training, paid and unpaid absences, tardiness and sick time can vary widely.

Another factor to consider is how off-phone work is accomplished. If Avaya Business Advocate is active, a call center might have a dedicated group for non-phone work. Some or all of this dedicated group are either Reserve1 or Reserve2 agents. Other call centers provide a set amount of time per day to be off the phones for administrative tasks and paperwork.

The more call centers that can separately take the same work, the more likely there will be a lack of uniformity in handling off-phone work. This lack of uniformity increases the potential for site-specific-shrinkage. The key to staffing success is to follow uniform work processes throughout the business.

Calculating resource requirements

The existing Erlang C staffing model only determines the number of agents needed to handle the work load. The problem with this model is no adjustments are made for productivity or availability of agents.

Shrinkage will vary by time of day, day of week and time of year. The QuikStaff tool allows you to fine-tune applicable shrinkage factors.

Obtaining the QuikStaff tool

Avaya recommends that you use the QuikStaff tool to determine shrinkage, and calculate call center resource requirements. The free software tool can easily deal with more than 9,999 busy hour calls.

To obtain the tool and operating instructions:

1. Go to www.thecallcenterschool.com.
2. Select **Tools and Resources**.
3. Download the QuikStaff tool and operating instructions.

Example shrinkage scenario

The QuikStaff tools default shrinkage factors are shown in the following table:

Item	Events	Amount	Rate	Percent
1	Breaks	30	Minutes per 8-hour work day	6.25%
2	Illness	24	Hours per year	1.15%
3	Holidays	56	Hours per year (7 days)	2.69%
4	Vacation	2	Weeks per year	3.85%
5	Meetings	2	Hours per month	1.15%
6	Training	2	Hours per month	1.15%
7	Non-productive	15	Minutes per 8-hour work day	3.13%
8	Other	15	Minutes per 8-hour work day	3.13%
Calculated shrinkage:				
Agent hours per week		40	Shrinkage percentage	22.5%
Agent hours per year		2080		

This default model resembles most call centers in the United States. Other parts of the world will usually have more observed holidays than the United States. The agents who are paid to handle inbound ACD calls are available 77.5% of their paid time. You must consider this 77.5% availability when calculating schedule requirements.

If you need 40 agents for a single call center to meet the 80/20 Service Level objective, the number of agents actually needed would be 40 divided by 0.775 (77.5%). This means 52 (rounded up from 51.61) agents are needed to support that call taking interval.

If we opted to manage three separate locations with equally shared traffic we would end up requiring either 58 or 59 agents (rounded up from 58.06) on staff to support that same call taking interval.

The formula for calculating schedule requirements is the base staff requirement divided by the productivity factor (Schedule Requirement = Base Staff Requirement / (1 - Shrinkage Factor)).

If there is a loaded annual cost of $20,000 per agent than in this example by either embracing the use of Avaya Business Advocate or consolidating three call centers in one Avaya Communication Manager instance we can avoid the $140,000 (59-52 = 7 @ $20K) labor premium of managing each center separately with equal call volumes.

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