



IP Office Contact Center Statistics counters

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COMPAS

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Counter type: Agent

Task: All

Presence

Counter	Name	Description	Type
totTLogin	Total time of presence	Gives the total time agents are present in the system. An agent is present in the system when he has logged in for telephony, e-mail or chat.	Dura
totTSignon	Total time signed on for telephony or e-mail	Gives the total time during which an agent is signed on to at least one agent group for telephony, e-mail or chat.	Dura
totTPause	Total Break Time time	Gives the total time agents are in Break Time. An agent activates the Break Time function. The agent does not receive any calls, e-mails or chat sessions.	Dura

Task: Voice

Calls

Number of calls

Counter	Name	Description	Type
totNNew	Total of calls (incoming and outgoing)	Counts all incoming and outgoing calls. Counts all calls whether they lead to a conversation or not.	Int
totNNew<-	Total of incoming calls	Counts all calls that meet the following requirement: incoming call. Counts all calls whether they lead to a conversation or not. Counts the calls that were routed through call diversion and were not signaled on the appropriate telephones / agents.	Int
totNNew<- Int	Total of incoming internal calls	Counts all incoming internal calls (within the PBX or network). External calls, i.e. via a line, are not counted. Counts all calls whether they lead to an established call or not.	Int
totNNew<-	Total of incoming	Counts all calls that meet the following requirements:	Int

Counter	Name	Description	Type
RC	calls via call distribution	incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not.	
totNNew<-RC per Topic	#Total of incoming calls via call distribution per topic	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into topics	Int
totNNew<-RC per AG	*Total of incoming calls via call distribution per agent group	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG).	Int
totNNew<-DCInt	Total of incoming internal calls	Counts all calls that meet the following requirements: incoming, internal (within the same PBX or network) and call to agent or call number. Counts all calls whether they lead to an established call or not.	Int
totNNew<-DCExt	Total of incoming external calls	Counts all calls that meet the following requirements: incoming, external (i.e. via trunk line) and to agent or call number. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RCCons	Total of incoming consultation calls via call distribution	Counts all calls that meet the following requirements: incoming, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not. Example: agent A is called and consults agent B. Agent A calls agent B via a topic. totNNew<-RCCons counts in the statistics of agent B. In case of a blind transfer to the topic and assignment to agent B, totNNew<-RCCons does not count for agent B.	Int
totNNew<-DCCons	Total of incoming consultation calls	Counts all calls that meet the following requirements: incoming, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNNew<-OD	Total of Dialer calls	Counts all calls initiated by the Dialer and distributed to the considered agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->	Total of outgoing calls	Counts all outgoing calls initiated by the agent. Outgoing and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Int	Total of outgoing internal calls	Counts all outgoing calls initiated by the agent. outgoing internally (within the PBX or network) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Ext	Total of outgoing external calls	Counts all outgoing calls initiated by the agent that meet the following requirements: outgoing externally (i.e. via a trunk line) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->RC	Total of outgoing calls via ACD	Counts all outgoing calls initiated by the agent. Outgoing, call initiated via topic call number and initiated by the agent. Calls by the agent to topics as well as outgoing ACD calls are counted. Counts all calls whether they lead to an established call or not.	Int

Counter	Name	Description	Type
totNNew->RCCons	Total of outgoing consultation calls via call distribution	Counts all calls that meet the following requirements: outgoing, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not.	Int
totNNew->DC	Total of outgoing non ACD calls	Counts all outgoing calls initiated by the agent. Outgoing, internal or external, call initiated by the agent and not assigned via call distribution. Counts all calls whether they lead to an established call or not.	Int
totNNew->DCCons	Total of outgoing consultation calls	Counts all calls that meet the following requirements: outgoing, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNRing	Sums of all calls that were signaled on the telephone.	Counts all calls that meet the following requirement: incoming call is signaled, diversions are eliminated. Counts all calls, regardless of whether the calls result in the conversation or not.	Int

Ring time total, average, and longest

Counter	Name	Description	Type
totTRing<-	Total ringing time of incoming calls	Sums up all incoming ringing times at the telephone. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-	Average ringing time	Determines the average incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-	Maximum ringing time	Gives the maximum incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC	Total ringing time via call distribution	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-RC	Average ringing time via call distribution	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-RC	Maximum ringing time via call distribution	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC per Topic	#Total of ringing times of incoming calls per topic	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time	Dura

Counter	Name	Description	Type
		is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into topics (See also totTRing<-RC)	
avgTRing<-RC per Topic	#Average ringing time of incoming calls via call distribution per topic	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into topics. (See also avgTRing<-RC).	Dura
maxTRing<-RC per Topic	#Maximum ringing time of incoming calls via call distribution per topic	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC per AG	*Total of ringing times of incoming calls via call distribution per agent group	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups. (See also totTRing<-RC)	Dura
avgTRing<-RC per AG	*Average ringing time of incoming calls via call distribution per agent group	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also avgTRing<-RC)	Dura
maxTRing<-RC per AG	*Maximum ringing time of incoming calls via call distribution per agent group	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also maxTRing<-RC)	Dura

Number of calls exceeding a defined ring time

Counter	Name	Description	Type
totNExp1<-RC	Total of incoming calls via call distribution that exceed the specified ringing time	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The ringing time threshold is configured with the application Configuration under Statistics Settings.	Int
totNExp1<-RC per Topic	#Total of incoming calls via call distribution that exceed the specified ringing time per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into topics (See also totNExp1<-RC)	Int
totNExp1<-	*Total of incoming	Counts all calls that meet the following requirements:	Int

Counter	Name	Description	Type
RC per AG	calls via call distribution that exceed the specified ringing time per agent group	incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG). (See also totNExp1<-RC)	
totNExp1<-DC	Total of incoming direct calls to agent or call number that exceed the specified ringing time	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the configured ringing time threshold. Counts all calls whether they lead to an established call or not.	Int

Number of unanswered calls

Counter	Name	Description	Type
totNAban<-	Total of abandoned incoming calls	Counts all calls that meet the following requirements: incoming and abandoned (i.e. the call does not lead to a conversation because either the caller hangs up or the agent rejects the call).	Int
totNAban<-Int	Total of internal abandoned calls	Counts all calls that meet the following requirements: incoming, internal (within the PBX or network) and not leading to a conversation.	Int
totNAban<-Ext	Total of external abandoned calls	Counts all calls that meet the following requirements: incoming, external (over trunk line) and not leading to a conversation.	Int
totNAban<-RC	Total of abandoned incoming calls via call distribution	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. It makes no difference whether the caller hangs up before the call is answered, the agent rejects the call or the ringing timeout has expired.	Int
totNAban<-RC per Topic	#Total of abandoned incoming calls via call distribution per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into topics (see also totNAban<-RC)	Int
totNAban<-RC per AG	*Total of abandoned incoming calls via call distribution per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into agent groups (AG). (see also totNAban<-RC)	Int
totNAban<-DC	Total of abandoned incoming calls to agent or call number	Counts all calls that meet the following requirements: incoming, to agent or call number and not leading to a conversation.	Int
totNAban->	Total of abandoned outgoing calls	Counts all calls that meet the following requirements: outgoing and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->Int	Total of abandoned outgoing internal calls	Counts all calls that meet the following requirements: outgoing, internal (within the PBX or network) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int

Counter	Name	Description	Type
totNAban->Ext	Total of abandoned outgoing external calls	Counts all calls that meet the following requirements: outgoing, external (over trunk line) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->RC	Total of abandoned outgoing calls via CD	Counts all calls that meet the following requirements: outgoing, initiated via topic call number and call did not lead to a conversation.	Int
totNAban->DC	Total of abandoned outgoing direct calls	Counts all calls that meet the following requirements: outgoing, internal or external direct calls (not via call distribution) that are not established.	Int
totNAban<-OD	Total of abandoned Dialer calls	Counts all calls that meet the following requirements: incoming, call initiated by Dialer and not established.	Int

Number of rejected calls

Counter	Name	Description	Type
totNRej<-RC	Total of rejected incoming calls via call distribution	Counts all calls that meet the following requirements: incoming, assigned by call distribution and rejected by the agent. This counter is active only on the Integral Enterprise (I55) PBX, a call can not be refused on the ACM PBX.	Int
totNRej<-RC per Topic	#Total of rejected incoming calls via call distribution per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and rejected by the agent. The counter is broken down into topics. This counter is active only on the Integral Enterprise (I55) PBX, a call can not be refused on the ACM PBX.	Int
totNRej<-RC per AG	*Total of rejected incoming calls via call distribution per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and rejected by the agent. The counter is broken down into agent groups (AG). This counter is active only on the Integral Enterprise (I55) PBX, a call can not be refused on the ACM PBX.	Int
totNRej<-OD	Total of rejected Dialer calls	Counts all calls that meet the following requirements: incoming, initiated by the Dialer, rejected by the called subscriber.	Int

Number of picked-up calls

Counter	Name	Description	Type
totNPickup<-	Total of calls picked up by an agent	Counts all calls to other agents that are picked up by the considered agent. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickup->	Total of calls picked up from an agent	Counts all calls picked up from considered agent. Other subscribers pick up these calls instead. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickupQueue<-	Total of calls picked up	Counts all calls in the queue that are picked up by an agent in the Realtime Information function before they	Int

Counter	Name	Description	Type
	from the queue	could be assigned.	

OUTCC calls

Counter	Name	Description	Type
totNNewOutCC	Total of outgoing calls via topic - OutCC	Counts all manually initiated outgoing topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer	Int
totNConvOutCC	Total of established outgoing calls via topic - OutCC	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where answered by the addressed destinations.	Int
totNAbanOutCC	Total of abandoned outgoing initiated via topic - OutCC	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where not leading to a conversation (with the addressed destination).	Int

Number of calls exceeding a defined ring timeout

Counter	Name	Description	Type
totNExp<-RC	Total of incoming calls via call distribution that exceed a specified ringing timeout	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The ringing timeout is defined for the agent group assigned with the topic configuration. The counter is also counting in case of simultaneous events, i.e. in the moment a call distributed to an agent the agent starts on outgoing call. In this case the call will also return to call distribution.	Int
totNExp<-RC per Topic	#Total of incoming calls via call distribution that exceed a specified ringing timeout per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into topics	Int
totNExp<-RC per AG	*Total of incoming calls via call distribution that exceed a specified ringing timeout per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into agent groups (AG).	Int
totNExp<-DC	Total of incoming calls to agent or call number that exceed a specified ringing timeout	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the ringing timeout. Counts all calls that are released after the ringing timeout. This ringing timeout is configured at the PBX.	Int

Number of calls with subscriber busy

Counter	Name	Description	Type
totNBusy<-	Total of incoming calls to agent already busy	Counts all calls that meet the following requirements: incoming, to agent already busy. These calls are either released, redirected or returned to call distribution. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy<-DCInt	Total of incoming internal calls to agent or call number with agent already busy	Counts all calls that meet the following requirements: incoming, internal, agent already busy, to agent or call number. These calls are either transferred, redirected to call distribution or released. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy<-DCExt	Total of incoming external calls to agent or call number with agent already busy	Counts all calls that meet the following requirements: incoming, external, agent already busy, to agent or call number. These calls are either transferred, redirected to call distribution or released. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy->DCInt	Total of outgoing internal calls to busy agent or call number	Counts all calls that meet the following requirements: outgoing, internal, destination busy, to agent or call number. These calls are either transferred, redirected to call distribution or released.	Int
totNBusy->DCExt	Total of outgoing external calls to busy subscriber	Counts all calls that meet the following requirements: outgoing, external, to busy destination outside of own PBX. These calls are released. This counter also counts if the call is released due to busy line.	Int
totNBusy<-OD	Total of incoming Dialer calls to agent already busy	Counts all calls that meet the following requirements: incoming and initiated by Dialer to agent already busy.	Int
totNBusyRet<-	Total of incoming calls that are returned to call distribution because of busy agent	Counts all calls that meet the following requirements: incoming, agent already busy, redirected to call distribution.	Int
totNBusyDrop<-	Total of incoming calls that are released because of busy agent	Counts all calls that meet the following requirements: incoming, to agent already busy and released. Calls that are returned to call distribution and released due to the CallFlow (external distribution) or full queue (internal distribution) are also counted here. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusyTone	Total of cases the agent hears busy tone	Counts all cases in which the telephone is connected to busy tone or a busy telephone is called. The following cases are counted: Busy agent or busy telephone is called, agent goes off-hook and hangs up without dialing, or the agent hangs up considerably later than the connected party. It is counted only if the agent hears busy tone for more than five (5) seconds, so that cases in which the subscriber hangs up before the agent are not counted. If the agent is connected to busy tone due to a topic overload, totNBusyTone does not count. This counter counts only on an Integral Enterprise (I55) PBX.	Int

Total time telephone connected with busy tone total, average, and longest

Counter	Name	Description	Type
totTBusyTone	Total time the agent hears busy tone	Sums up all times during which the agent hears busy tone. Only times exceeding 5 seconds are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
avgTBusyTone	Average time the agent hears busy tone	Determines the average time during which the agent hears busy tone. Only times exceeding 5 seconds are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
maxTBusyTone	Maximum time the agent hears busy tone	Gives the maximum time during which the agent hears busy tone. Only times exceeding 5 seconds are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Dura

Conversations and Wrap Up

Counter	Name	Description	Type
totNForcedJCode	Total of mandatory job codes entered after Wrap Up time has expired	Counts how often the agent enters a mandatory job code for the topic call after the Wrap Up time is over. No further calls are assigned to the agent during these times.	Int

Number of conversations

Counter	Name	Description	Type
totNConv<-	Total number of incoming established calls	Counts all established calls that meet the following requirements: incoming and answered. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-RC	Total number of incoming established calls via call distribution	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int

Counter	Name	Description	Type
totNConv<-RC per Topic	#Total number of incoming established calls via call distribution per topic	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into topics.	Int
totNConv<-RC per AG	*Total number of incoming established calls via call distribution per agent group	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into agent groups (AG).	Int
totNConv<-DCInt	Total number of internal incoming established calls to agent or call number	Counts all established calls that meet the following requirements: incoming, answered, internal and to agent or call number within the same PBX. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-DCExt	Total number of external incoming established calls to agent or call number	Counts all established calls that meet the following requirements: incoming, answered, external (over trunk line) and to agent or call number via trunk line. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-OD	Total of established Dialer calls	Counts all established calls that meet the following requirements: incoming and call initiated by the Dialer.	Int
totNConv->	Total of outgoing established calls	Counts all established calls that meet the following requirements: answered and outgoing.	Int
totNConv->Int	Total of outgoing internal established calls	Counts all established calls that meet the following requirements: answered, outgoing and internal (within the same PBX or network).	Int
totNConv->Ext	Total of outgoing external established calls	Counts all established calls that meet the following requirements: answered, outgoing and external (over trunk line).	Int

Counter	Name	Description	Type
totNConv->RC	Total of outgoing established calls via call distribution	Counts all established calls that meet the following requirements: answered, outgoing and initiated via topic call number.	Int
totNConv->DC	Total of outgoing established direct calls	Counts all established calls that meet the following requirements: answered, outgoing, direct calls (not via call distribution).	Int
totNConv->DCInt	Total number of internal outgoing established calls to agent or call number	Counts all established calls that meet the following requirements: outgoing, answered, internal and to agent or call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	Int
totNConv->DCExt	Total of all established outgoing calls with external numbers.	Counts all established calls that meet the following requirements: answered, outgoing external (over trunk line), call to external call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones (consultation) and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	Int
totNConv->RCCons	Total of outgoing calls via call distribution in consultation	Counts all established calls that meet the following requirements: answered, outgoing, assigned via call distribution and in consultation.	Int
totNConv->DCCons	Total of outgoing calls in consultation	Counts all established calls that meet the following requirements: answered, outgoing, call to agent or call number and in consultation.	Int
totNConvWait<=N	Total of established calls with waiting time <= N	Counts all calls that have not been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int

Counter	Name	Description	Type
totNConvWait>N<=M	Total of established calls with waiting time > N and <= M	Counts all calls that have been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N and less than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvWait>M	Total of established calls with waiting time > M	Counts all calls that have been in the queue of the topic and/or ringing at the telephone for more than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int

Number of processed conversations

Counter	Name	Description	Type
totNDone<-RC	Number of inbound ACD calls completed by agent.	Number of all calls completed by the agent that satisfy the following conditions: Inbound, allocated via call distribution and ended in the interval under consideration.	Int
totNDone->RC	Number of outbound ACD calls completed by agent.	Number of all calls completed by the agent that satisfy the following conditions: Outbound, initiated via a topic call number, and ended in the interval under consideration.	Int

Conversation time total, average, and longest

Counter	Name	Description	Type
totTConv<-	Total of incoming conversation times	Sums up all conversation times that meet the following requirement: incoming. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-RC	Total of incoming conversation times via call distribution	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-RC	Average of all incoming conversation times via call distribution	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-RC	Maximum of all incoming conversation times via call distribution	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Counter	Name	Description	Type
totTConv->	Total of all outbound conversation times	Totals all conversation times that satisfy the following conditions: Outbound. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv->	Average value of all outbound conversation times	Calculates the average value of all conversation times that satisfy the following conditions: Outbound. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv->	Maximum value of all outgoing conversation times	Shows the maximum value of all conversation times that satisfy the following conditions: Outbound. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv->RC	Total of outgoing conversation times via call distribution	Sums up all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv->RC	Average of all outgoing conversation times via call distribution	Determines the average of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv->RC	Maximum of all outgoing conversation times via call distribution	Gives the maximum of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-RC per Topic	#Total of incoming conversation times via call distribution per topic	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura
avgTConv<-RC per Topic	#Average of all incoming conversation times via call distribution per topic	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura

Counter	Name	Description	Type
maxTConv<-RC per Topic	#Maximum of all incoming conversation times via call distribution per topic	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura
totTConv<-RC per AG	*Total of incoming conversation times via call distribution per agent group	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
avgTConv<-RC per AG	*Average of all incoming conversation times via call distribution per agent group	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
maxTConv<-RC per AG	*Maximum of all incoming conversation times via call distribution per agent group	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
totTConv<-DCInt	Total of internal incoming conversation times to agent or call number	Sums up all conversation times that meet the following requirements: incoming, internal (within the same PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-DCInt	Average of all internal incoming conversation times to agent or call number	Determines the average of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-DCInt	Maximum of all internal incoming conversation times to agent or call number	Gives the maximum of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Counter	Name	Description	Type
totTConv<-DCExt	Total of external incoming conversation times to agent or call number	Sums up all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-DCExt	Average of all external incoming conversation times to agent or call number	Determines the average of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-DCExt	Maximum of all external incoming conversation times to agent or call number	Gives the maximum of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-OD	Total of incoming conversation times via Dialer	Sums up all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-OD	Average of all incoming conversation times via Dialer	Determines the average of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-OD	Maximum of all incoming conversation times via Dialer	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv->DCInt	Total of internal outgoing conversation times to agent or call number	Sums up all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv->DCInt	Average of all internal outgoing conversation times to agent or call number	Determines the average of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura

Counter	Name	Description	Type
maxTConv->DCInt	Maximum of all internal outgoing conversation times to agent or call number	Gives the maximum of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
totTConv->DCExt	Total of outgoing conversation times to external numbers	Sums up all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv->DCExt	Average of all outgoing conversation times to external numbers	Determines the average of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
maxTConv->DCExt	Maximum of all outgoing conversation times to external numbers	Gives the maximum of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura

Total of all calls with Wrap Up

Counter	Name	Description	Type
totNWrapUp	Total of all calls with Wrap Up	Counts an agent's incoming and outgoing conversations which are followed by Wrap Up time.	Int
totNWrapUp per Topic	#Total of established calls with Wrap Up time per topic	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into topics.	Int
totNWrapUp per AG	#Total of established calls with Wrap Up time per agent group	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into agent groups.	Int

Wrap Up total, average, and longest

Counter	Name	Description	Type
totTWrapUp	Total of Wrap Up times	Sums up an agent's Wrap Up times. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the counter totTWrapUp ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call; the conversation time of this established call, is determined with the counter totTConvWrapUp .	Dura
avgTWrapUp	Average Wrap Up time	Sums up an agent's average Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the avgTWrapUp counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
maxTWrapUp	Maximum Wrap Up time	Gives an agent's maximum Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the maxTWrapUp counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Wrap Up without call total, average, and longest

Counter	Name	Description	Type
totNWrapUpNoCall	Total of Wrap Ups initiated without a call	Counts all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated.	Int
totTWrapUpNoCall	Total of Wrap Up times initiated without a call	Sums up all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. totTWrap UpNoCall does not count if the agent requests manual Wrap Up while the system is waiting for a mandatory job code or during the Wrap Up time of the previous call. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
avgTWrapUpNoCall	Average Wrap Up time initiated without a call	Calculates the average Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Counter	Name	Description	Type
maxTWrapUpNoCall	Maximum Wrap Up time initiated without a call	Gives the maximum Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Wrap Up with mandatory job code average and longest

Counter	Name	Description	Type
totTForcedJCode	Total time mandatory job codes not entered after Wrap Up.	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times.	Dura
avgTForcedJCode	Average time mandatory job codes not entered after Wrap Up time	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
maxTForcedJCode	Maximum time mandatory job code not entered after Wrap Up time	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
totTForcedJCode per Topic	#Total time mandatory job codes not entered after Wrap Up, per topic	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
avgTForcedJCode per Topic	#Average time mandatory job codes not entered after Wrap Up, per topic	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
maxTForcedJCode per Topic	#Maximum time mandatory job codes not entered after Wrap Up time, per topic	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
totTForcedJCode per AG	*Total time mandatory job codes not entered after Wrap Up time, per agent group	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura

Counter	Name	Description	Type
avgTForcedJCode per AG	*Average time mandatory job codes not entered after Wrap Up, per agent group	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura
maxTForcedJCode per AG	*Maximum time mandatory job code not entered after Wrap Up time, per agent group	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura

Number of calls per job code

Counter	Name	Description	Type
totN per JCode	Total of calls per job code	Counts all calls to which the same job code is assigned by the agent.	Int
totN per JCode per Topic	#Total of calls per job code per topic	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into topics	Int
totN per JCode per AG	*Total of calls per job code per agent group	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into agent groups (AG).	Int

Number of job codes not entered

Counter	Name	Description	Type
totNNoJCode	Total of job codes not entered	Counts the cases in which the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. totNNoJCode per AG does not count if a job code is mandatory.	Int
totNNoJCode per Topic	#Total of job codes not entered per topic	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int
totNNoJCode per AG	*Total of job codes not entered per agent group	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
totTService<-RC	Total processing time via call distribution	Sums up an agent's conversation plus Wrap Up times for calls assigned to the telephone by call distribution. For mandatory job totTService<-RC increases until a job code is entered.	Dura
avgTService<-RC	Average processing time via call distribution	Determines an agent's average conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, avgTService<-RC is extended until the job code has been entered.	Dura
maxTService<-RC	Maximum processing time via call distribution	Gives an agent's maximum conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, maxTService<-RC is extended until the job code has been entered.	Dura
totTService<-RC per Topic	#Total processing time via call distribution per topic	Sums up an agent's conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, totTService<-RC per topic is extended until the job code has been entered. The counter is broken down into topics.	Dura
avgTService<-RC per Topic	#Average processing time via call distribution per topic	Determines an agent's average conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, avgTService<-RC per topic is extended until the job code has been entered. The counter is broken down into topics.	Dura
maxTService<-RC per Topic	#Maximum processing time via call distribution per topic	Gives an agent's maximum conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, maxTService<-RC per topic is extended until the job code has been entered. The counter is broken down into topics.	Dura
totTService<-RC per AG	*Total processing time via call distribution per agent group	Sums up an agent's conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, totTService<-RC per AG is extended until the job code has been entered. The counter is broken down into agent groups.	Dura
avgTService<-RC per AG	*Average processing time via call distribution, per agent group	Determines an agent's average conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, avgTService<-RC per AG is extended until the job code has been entered. The counter is broken down into agent groups.	Dura
maxTService<-RC per AG	*Maximum processing time via call distribution, per agent group	Gives an agent's maximum conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, maxTService<-RC per AG is extended until the job code has been entered. The counter is broken down into agent groups.	Dura

Counter	Name	Description	Type
totTService<-RC per JCode	Total of conversation and Wrap Up times via call distribution per job code	Sums up all the agent's conversation and Wrap Up times for routed calls assigned the same job code by the agent. For mandatory job totTService<-RC increases until a job code is entered.	Dura

Transferred calls

Counter	Name	Description	Type
totNTrans->	Total calls transferred by the agent	Counts all calls that are successfully transferred by the respective agent.	Int
totNTrans<-	Total calls transferred to the agent	Counts all calls transferred to the respective agent.	Int
totNTrans->DC	Number of transferred calls directly to an agent	Counts all calls transferred successfully by the respective agent, direct to an agent or to a telephone number.	Int
totNTrans->RC	Number of transferred calls via routing	Counts all calls transferred successfully by the respective agent using a topic number.	Int
totNTrans<-DC	Number of received direct transfers	Counts all calls successfully transferred directly to the respective agent or telephone number.	Int
totNTrans<-RC	Number of received transferred calls via routing	Counts all calls successfully transferred calls to the respective agent using a topic number.	Int
totNBlindTrans->	Number of blind transfers	Counts all calls successfully transferred by the respective agent, without connection during consultation call.	Int
totNBlindTrans<-	Number of received blind transfers	Counts all calls successfully transferred to the respective agent, without connection during consultation call.	Int
totNTrans->NonCC	Total calls transferred to non-call center destinations	Counts the following calls: The agent initiates a consultation call to a "non-Call Center destination" (i.e. an un-monitored subscriber of the same PBX or via a line to a subscriber of another PBX) and transfers the call (blind transfers included). The counter also counts if the transferred call is not established.	Int
totNTrans->Ext	Total calls transferred to external subscribers	Counts the following calls: The agent initiates a consultation call via a trunk line and transfers the call (blind transfers included). The counter also counts if the transferred call does not lead to a conversation.	Int

Availability for call distribution

Counter	Name	Description	Type
totTLogin	Total time of presence	Sums up all times during which the agent is present for PBX. An agent is considered present for the PBX when he is logged in on a telephone.	Dura
totTSignOn	Total time of availability for call distribution	Sums up all times during which the agent is signed on to at least one agent group and thus available for call distribution.	Dura
totTSignOn per AG	*Total time of availability for call distribution per agent group	Sums up all times during which the agent is signed on to at least one agent group. The counter is broken down into agent groups.	Dura
totTPause	Total Break Time time	Sums up all times during which the agent is signed off from call distribution with the Break Time function.	Dura
totTPause per ReasonCode	Total Break Time time code of reason	Sums up all times during which the agent is signed off from call distribution with the Break Time function and entered a code of reason. The counter is broken down into codes.	Dura
totTAvail	Total time of availability for call distribution	Sums up the times the agent is signed-on to at least one agent group, not in Wrap Up and in telephony state "avail".	Dura
%TOccupWrapUp	Percentage of connection time (wrap-up time included) to time of presence	Calculates the percentage value from the ratio between the total connection time (conversation time, hold time, and wrap-up time) and the time of presence of the agent.	Perc
%TOccup	Percentage of connection time (without wrap-up time) to time of presence	Calculates the percentage value from the ratio between the total connection time (conversation time and hold time) and the time of presence of the agent.	Perc

Calls on hold and during Wrap Up

Counter	Name	Description	Type
totNHold	Total of established calls put on hold by the agent	Counts all calls that are put on hold by the agent.	Int
totTHold	Total hold time	Sums up all times during which calls are put on hold by the agent.	Dura
avgTHold	Average hold time	Determines the average hold time of calls put on hold by the agent.	Dura
maxTHold	Maximum hold time	Gives the maximum hold time of calls put on hold by the agent.	Dura
totNAbanHold	Total of calls abandoned while on hold	Counts all calls that are abandoned by the other party while put on hold by the agent.	Int

Counter	Name	Description	Type
totNNewWrapUp	Total of calls during Wrap Up time	Counts all incoming and outgoing calls while the agent is in Wrap Up state.	Int
totNConvWrapUp	Total of answered calls during Wrap Up time	Counts all incoming and outgoing answered calls while the agent is in Wrap Up state.	Int
totTConvWrapUp	Total conversation time during Wrap Up time	Sums up all conversation times of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up time. Times a call is on hold are not counted.	Dura
avgTConvWrapUp	Average value of all conversation times during Wrap Up time	Calculates the average conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura
maxTConvWrapUp	Maximum value of all conversation times during Wrap Up time	Calculates the maximum conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura

Voice mails

Counter	Name	Description	Type
totNVM	Total of assigned voice mails	Counts all voice mails assigned to the agent by call distribution. All messages are counted whether they are played or not.	Int
totNAbanVM	Total of unplayed voice mails	Counts all voice mails assigned by call distribution and not played by the agent.	Int
totNRejVM	Total of rejected voice mails	Counts all voice mails assigned by call distribution and rejected by the agent. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNDoneVM	Total of played voice mails	Counts all voice mails assigned by call distribution and played by the agent.	Int

Preview Dialer

Counter	Name	Description	Type
totNPreview	Total number of preview events	In preview dialer mode, all events are counted where a call job is offered to an agent of the campaign under consideration for initiation, no matter if a connection was established with the destination subscriber or not.	Int
totTPreview	Total time in preview state	In preview dialer mode, all times a call job is offered to an agent of the campaign under consideration for initiation are added , no matter if a connection was established with the destination subscriber or not.	Dura
avgTPreview	Average time in preview state	In preview dialer mode, the average time a call job is offered to an agent of the campaign under consideration for initiation is calculated, no matter if a connection was established with the destination subscriber.	Dura
maxTPreview	Maximum time in preview state	In preview dialer mode, the maximum time a call job is offered to an agent of the campaign under consideration for initiation is calculated, no matter if a connection was established with the destination subscriber.	Dura
totNPreviewRej	Number of rejected preview events	In preview dialer mode, all events are counted where a call job is offered to an agent of the campaign under consideration for initiation, but where the agent rejects this call job and initiation is thus prevented.	Int

Assists

Counter	Name	Description	Type
totNAssistsReq	Number of requested supervisor supports	Total of all supervisor support (supervisor emergency, supervisor assistance) requested by the agent.	Int

Task: E-Mail

E-mails

Number of e-mails

Counter	Name	Description	Type
totNNew	New e-mails	Counts all e-mails to the agent no matter if the mails are processed or not. Counts in all the intervals in which the e-mail is available and unread in agent's inbox.	Int
totNNew per Topic	#Number of new e-mails per topic	Counts all e-mails to the agent no matter if the mails are processed or not. Counts in all the intervals in which the e-mail is available and unread in agent's inbox. The counter is broken down into topics.	Int
totNNew per AG	*Number of new e-mails per AG	Counts all e-mails to the agent no matter if the mails are processed or not. Counts in all the intervals in which the e-mail is available and unread in agent's inbox. The counter is broken down into agent groups.	Int

Time e-mails are not opened total, average, and longest

Counter	Name	Description	Type
avgTAlert	Average time e-mails not opened	Calculates the average time e-mails remain unopened by the agent.	Dura
maxTAlert	Maximum time e-mails not opened	Gives the maximum time e-mails remain unopened by the agent.	Dura
totTAlert per Topic	#Total time e-mails not opened per topic	Sums up the times e-mails remain unopened by the agent. The counter is broken down into topics.	Dura
avgTAlert per Topic	#Average time e-mails not opened per topic	Calculates the average time e-mails remain unopened by the agent. The counter is broken down into topics.	Dura
maxTAlert per Topic	#Maximum time e-mails not opened per topic	Gives the maximum time e-mails remain unopened by the agent. The counter is broken down into topics.	Dura
totTAlert per AG	*Total time e-mails not opened per AG	Sums up the times e-mails remain unopened by the agent. The counter is broken down into agent groups.	Dura
avgTAlert per AG	*Average time e-mails not opened per AG	Calculates the average time e-mails remain unopened by the agent. The counter is broken down into agent groups.	Dura
maxTAlert per AG	*Maximum time e-mails not opened per AG	Gives the maximum time e-mails remain unopened by the agent. The counter is broken down into agent groups.	Dura

Number of unprocessed e-mails

Counter	Name	Description	Type
totNUnt	Number of unprocessed e-mails	Counts all e-mails that were not processed nor opened by the respective agent. E-mails are returned to the topic Mailbox after the max. time to accept was exceeded (by the agent) or if the agent deletes the e-mail.	Int
totNUnt per Topic	#Number of unprocessed e-mails per topic	Counts all e-mails that were not processed nor opened by the respective agent. E-mails are returned to the topic Mailbox after the max. time to accept was exceeded (by the agent) or if the agent deletes the e-mail.	Int
totNUnt per AG	*Number of unprocessed e-mails per AG	Counts all e-mails that were not processed nor opened by the respective agent. E-mails are returned to the topic Mailbox after the max. time to accept was exceeded (by the agent) or if the agent deletes the e-mail.	Int

Number of e-mails exceeding timeout

Counter	Name	Description	Type
totNExp	Number of e-mails exceeding the max. time to accept	Counts all e-mails to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow.	Int
totNExp per Topic	#Number of e-mails exceeding the max. time to accept per topic	Counts all e-mails to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow. The counter is broken down into topics.	Int
totNExp per AG	*Number of e-mails exceeding the max. time to accept per AG	Counts all e-mails to the agent that exceed the max. control time. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow. The counter is broken down into agent groups.	Int

Number of completed e-mails

Counter	Name	Description	Type
totNDone	*Number of e-mails completed by agents	Number of e-mails completed by the agent. Open e-mails which were deleted by the agent are not counted.	Int
totNDone per Topic	#Number of e-mails completed by agents per topic	Number of e-mails completed by the agent. The counter is broken down into topics. Open e-mails which were deleted by the agent are not counted.	Int
totNDone per AG	*Number of e-mails completed by agents	Number of e-mails completed by the agent. The counter is broken down into agent groups. Open e-mails which were deleted by the agent are not counted.	Int

Processed e-mails

Number of processed e-mails

Counter	Name	Description	Type
totNWork	Number of processed e-mails	Counts all e-mails opened and closed by the agent. E-mails that have been deleted by the agent after opening are counted too. Counts in all the intervals in which the e-mail is available and unread in agent's inbox.	Int
totNWork per Topic	#Number of processed e-mails per topic	Counts all e-mails processed and edited by the agent. E-mails that have been deleted by the agent after opening are counted too. The counter is broken down into topics.	Int
totNWork per AG	*Number of processed e-mails per AG	Counts all e-mails processed and edited by the agent. E-mails that have been deleted by the agent after opening are counted too. The counter is broken down into agent groups.	Int
totNWorkWait<=N	Number of processed e-mails with waiting time <= N Seconds	Counts all e-mails that did not wait longer than a set time N in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>N<=M	Number of processed e-mails with waiting time > N and = M seconds	Counts all e-mails that waited longer than a set time N and shorter than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>M	Number of processed e-mails with waiting time > M seconds	Counts all e-mails that waited longer than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
totTWork	Total processing time	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
avgTWork	Average processing time	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura

Counter	Name	Description	Type
maxTWork	Maximum processing time	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
totTWork per Topic	#Total processing time per topic	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
avgTWork per Topic	#Average processing time per topic	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
maxTWork per Topic	#Maximum processing time per topic	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
totTWork per AG	*Total processing time per AG	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into agent groups.	Dura
avgTWork per AG	*Average processing time per AG	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into agent groups.	Dura
maxTWork per AG	*Maximum processing time per AG	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into agent groups.	Dura

Deferred E-mails

Counter	Name	Description	Type
totNDeferred	Number of deferred e-mails	Counts all e-mails that have been deferred. In case an agent defers more than one time the same e-mail, the counter counts not again. In case of deferring the e-mail after the e-mail was delegated, the counter counts like a new e-mail.	Int
totTDeferred	Total deferring time	Sums up all times e-mails were deferred by an agent. In case the deferring agent was logged off in the meantime this time contributes too.	Dura
avgTDeferred	Average deferring time	Calculates the average time e-mails were deferred by an agent. In case the deferring agent was logged off in the meantime this time contributes too.	Dura
maxTDeferred	Maximum deferring time	Gives the maximum time an e-mail was deferred by an agent. In case the deferring agent was logged off in the meantime this time contributes too.	Dura

Answered e-mails

Counter	Name	Description	Type
totNAnswered	Number of answered e-mails	Counts the number of e-mails which are answered by an agent. In case the agent send more than one answer per e-mail, only the first answer contributes to this counter.	Int
totTAnswered	Total answering time	Sums up all times until answering the e-mail. The time between opening an e-mail and sending the first answer contributes to this counter.	Dura
avgTAnswered	Average answering time	the average duration between opening an e-mail and sending the first answer.	Dura
maxTAnswered	Maximum answering time	Gives the maximum time during opening an e-mail and sending the first answer.	Dura

Number of e-mails per job code

Counter	Name	Description	Type
totN per JCode	Number of e-mails per job code	Gives the number of e-mails assigned the same job code by the agent.	Int
totN per JCode per Topic	#Number of e-mails per job code per topic	Gives the number of e-mails assigned the same job code by the agent. The counter is broken down into topics.	Int
totN per JCode per AG	*Number of e-mails per job code per AG	Gives the number of e-mails assigned the same job code by the agent. The counter is broken down into agent groups.	Int

Delegated e-mails

Counter	Name	Description	Type
totNDelegate->	Number of e-mails forwarded by the agent	Counts all e-mails transferred by the agent to a call center destination (agent, topic).	Int
totNDelegate<-	Number of e-mails forwarded to the agent	Counts all e-mails transferred to the agent.	Int

Availability for distribution

Counter	Name	Description	Type
totTLogin	Total time of presence	Sums up the times agents are present for the system. The system considers an agent present once he logged in on the system with the UI application.	Dura
totTSignOn	Total time signed-on for e-mail	Sums up the times an agent is signed-on to at least one agent group for e-mails.	Dura
totTSignOn per AG	*Total time signed-on for e-mail per AG	Sums up the times an agent is signed-on to at least one agent group for e-mails. The counter is broken down into agent groups.	Dura
totTPause	Total Break Time time	Sums up the Break Time times of agents. An agent activates the Break Time function. No further e-mails are distributed to the agent. The processing time of an open e-mail is stopped.	Dura
totTPause per ReasonCode	Total Break Time time code of reason	Sums up the times, in which the agent activated the function Break Time in the UI of the system and entered a reason for the break. The value is broken down into the code of reason.	Dura

Task: Chat

Chat requests

Number of chat requests

Counter	Name	Description	Type
totNNew	Incoming chats	Count all incoming chats for the agent, regardless of whether the chats have been processed or not. The counter counts in all intervals in which the chat request was not accepted.	Int
totNNew per Topic	#Incoming chats per topic	Count all incoming chats for the agent, regardless of whether the chats have been processed or not. The counter counts in all intervals in which the chat request was not accepted. The counter is broken into topics.	Int

Not processed chat requests

Times of not processed chat requests

Counter	Name	Description	Type
totTAlert	Total time unanswered chats	Sums the time the chat request had not been accepted by the agent.	Dura
avgTAlert	Average time unanswered chats	Calculates the average time chat remain unaccepted by the agent.	Dura
maxTAlert	Maximum time unanswered chats	Gives the maximum number of agents signed-on to the agent group of the system for chats.	Dura
totTAlert per Topic	#Total time chats not accepted per topic	Sums up the times chat requests remain unprocessed by the agent. The counter is broken down into topics.	Dura
avgTAlert per Topic	#Average time unprocessed chats per topic	Calculates the average time chat request remain unprocessed by the agent. The counter is broken down into topics.	Dura
maxTAlert per Topic	#Maximum time unprocessed chats per topic	Gives the maximum time a chat request of the respective agent remained unprocessed. The counter is broken into topics.	Dura

Number of not processed chat requests

Counter	Name	Description	Type
totNUnt	Number of non-processed chats	Counts chat request that were not processed or deleted by the respective agent.	Int
totNUnt per Topic	#Number of unprocessed chats per topic	Counts the chat requests assigned to the agent, but were not accepted or deleted by him. The counter is broken down into topics.	Int

Number of chat requests with acceptance timeout

Counter	Name	Description	Type
totNExp	Number of chats exceeding the max. time to accept	Counts all chat requests to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the chat request according to the task flow.	Int
totNExp per Topic	#Number of chats exceeding the max. time to accept per topic	Counts all chat requests to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the chat request according to the task flow. The counter is broken down into topics.	Int

Processed chat requests

Number of chat requests in process

Counter	Name	Description	Type
totNWork	Number of processed Chats	Count all chat requests that have been processed by the agent. The counter counts in all the intervals in which a chat request was processed by the agent.	Int
totNWork per Topic	#Number of processed chats per topic	Counts all chat requests processed by the agent. Counts in all the intervals in which the chat request is processed by the agent. The counter is broken down into topics.	Int
totNWorkWait<=N	Number of processed chats with waiting time <= N Seconds	Counts all chat requests that did not wait longer than a set time N in the queue of the topic and/or pended at an agent. Chats that waited in the queue are counted as well as chats that could be directly assigned to an available agent.	Int
totNWorkWait>N<=M	Number of processed chats with waiting time > N and <= M seconds	Counts all chat requests that did wait between the set time N and M in the queue of the topic and/or pended at an agent. Chats that waited in the queue are counted as well as chats that could be directly assigned to an available agent.	Int
totNWorkWait>M	Number of processed chats with waiting time > M seconds	Count all chat requests, which have waited at least until the set time M in the queue of the topic and/or pended at an agent. Chats that waited in the queue are counted as well as chats that could be directly assigned to an available agent.	Int

Processing times

Counter	Name	Description	Type
totTWork	Total processing time	Sums up all times the agent needs for processing chats. The duration between accepting or deleting a chat by the agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out these times are not counted as processing time.	Dura
avgTWork	Average processing time	Calculates the average time the agent needs for processing chats. The duration between opening and closing or deleting a chat by the agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out these times are not counted as processing time.	Dura
maxTWork	Maximum processing time	Gives the maximum time the agent needs for processing chats. The duration between opening and closing or deleting a chat request by the agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out these times are not counted as processing time.	Dura
totTWork per Topic	#Total processing time per topic	Gives the maximum processing time of chat requests of the respective topic. The duration between opening and closing a chat request by an agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out (the chat is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
avgTWork per Topic	#Average processing time per topic	Calculates the average time the agent needs for processing chat requests. The duration between opening and closing or deleting a chat request by the agent is called processing time. If the active chat request is interrupted by the agent or if the agent logs out (the chat request is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
maxTWork per Topic	#Maximum processing time per topic	Gives the maximum processing time of chat requests of the respective topic. The duration between opening and closing a chat request by an agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out (the chat is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura

Tranfered chat requests

Counter	Name	Description	Type
totNDelegate->	Number of chats forwarded by the agent	Counts all chat requests transferred by the agent to a call center destination (agent, topic).	Int
totNDelegate<-	Number of chats forwarded to the agent	Counts all chats transferred to the agent.	Int

Chat requests per jobcode

Counter	Name	Description	Type
totN per JCode	Number of chats per job code	Gives the number of chats assigned the same job code by the agent.	Int
totN per JCode per Topic	#Number of chats per job code per topic	Gives the number of chats assigned the same job code by the agent. The counter is broken down into topics.	Int

Completed chat requests

Counter	Name	Description	Type
totNDone	Number of chats completed by agents	Number of chats completed by the agent. Chat which were deleted by the agent are not counted.	Int
totNDone per Topic	#Number of chats completed by agents per topic	Number of chats completed by the agent. The counter is broken down into topics. Accepted chats which were deleted by the agent are not counted.	Int

Availability for distribution

Counter	Name	Description	Type
totTLogin	Total time of presence	Sums up the times agents are present for the system. The system considers an agent present once he logged in on the system with the UI application.	Dura
totTSignOn	Total time signed-on for chat	Sums up the times an agent is signed-on to at least one agent group for chat.	Dura
totTSignOn per AG	*Total time signed-on for chat per AG	Sums up the times an agent is signed-on to at least one agent group for chats. The counter is broken down into agent groups.	Dura
totTPause	Total Break Time time	Sums up the Break Time times of agents. An agent activates the Break Time function. No further chats are distributed to the agent. The processing time of an open chat is stopped.	Dura
totTPause per ReasonCode	Total Break Time time code of reason	Sums up the times, in which the agent activated the function Break Time in the UI of the system and entered a reason for the break. The value is broken down into the code of reason.	Dura

Counter type: telephone

Task: Voice

Calls

Number of calls

Counter	Name	Description	Type
totNNew	Total of calls (incoming and outgoing)	Counts all incoming and outgoing calls. Counts all calls whether they lead to an established call or not.	Int
totNNew<-	Total of incoming calls	Counts all calls that meet the following requirement: incoming call. Counts all calls whether they lead to an established call or not. Counts the calls that were routed through call diversion and were not signaled on the appropriate telephones / agents.	Int
totNNew<- Int	Total of incoming internal calls	Counts all incoming internal calls (within the PBX or network). External calls, i.e. via a line, are not counted. Counts all calls whether they lead to an established call or not.	Int
totNNew<- RC	Total of incoming calls via call distribution	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not.	Int
totNNew<- RC per Topic	#Total of incoming calls via call distribution per topic	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into topics	Int
totNNew<- RC per AG	*Total of incoming calls via call distribution per agent group	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG).	Int
totNNew<- DCInt	Total of incoming internal calls	Counts all calls that meet the following requirements: incoming, internal (within the same PBX or network) and call to agent or call number. Counts all calls whether they lead to an established call or not.	Int
totNNew<- DCExt	Total of incoming external calls	Counts all calls that meet the following requirements: incoming, external (i.e. via trunk line) and to agent or call number. Counts all calls whether they lead to an established call or not.	Int

Counter	Name	Description	Type
totNNew<-RCCons	Total of incoming consultation calls via call distribution	Counts all calls that meet the following requirements: incoming, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not. Example: agent A is called and consults agent B. Agent A calls agent B via a topic. totNNew<-RCCons counts in the statistics of agent B. In case of a blind transfer to the topic and assignment to agent B, totNNew<-RCCons does not count for agent B.	Int
totNNew<-DCCons	Total of incoming consultation calls	Counts all calls that meet the following requirements: incoming, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNNew<-OD	Total of Dialer calls	Counts all calls initiated by the Dialer and distributed to the considered agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->	Total of outgoing calls	Counts all outgoing calls initiated by the agent. Outgoing and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Int	Total of outgoing internal calls	Counts all outgoing calls initiated by the agent. outgoing internally (within the PBX or network) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Ext	Total of outgoing external calls	Counts all outgoing calls initiated by the agent that meet the following requirements: outgoing externally (i.e. via a trunk line) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->RC	Total of outgoing calls via ACD	Outgoing, call initiated via topic call number and initiated by the agent. Calls by the agent to topics as well as outgoing ACD calls are counted. Counts all calls whether they lead to an established call or not.	Int
totNNew->RCCons	Total of outgoing consultation calls via call distribution	Counts all calls that meet the following requirements: outgoing, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not.	Int
totNNew->DC	Total of outgoing calls	Counts all outgoing calls initiated by the agent. Outgoing, internal or external, call initiated by the agent and not assigned via call distribution. Counts all calls whether they lead to an established call or not.	Int
totNNew->DCCons	Total of outgoing consultation calls	Counts all calls that meet the following requirements: outgoing, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNRing	Sums of all calls that were signaled on the telephone.	Counts all calls that meet the following requirement: incoming call is signaled, diversions are eliminated. Counts all calls, regardless of whether the calls result in the conversation or not.	Int

Ring time total, average, and longest

Counter	Name	Description	Type
totTRing<-	Total ringing time of incoming calls	Sums up all incoming ringing times at the telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-	Average ringing time	Determines the average incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-	Maximum ringing time	Gives the maximum incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC	Total ringing time via call distribution	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-RC	Average ringing time via call distribution	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-RC	Maximum ringing time via call distribution	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC per Topic	#Total of ringing times of incoming calls per topic	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into topics (See also totTRing<-RC)	Dura
avgTRing<-RC per Topic	#Average ringing time of incoming calls via call distribution per topic	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into topics. (See also avgTRing<-RC).	Dura
maxTRing<-RC per Topic	#Maximum ringing time of incoming calls via call distribution per topic	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura

Counter	Name	Description	Type
totTRing<-RC per AG	*Total of ringing times of incoming calls via call distribution per agent group	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups. (See also totTRing<-RC)	Dura
avgTRing<-RC per AG	*Average ringing time of incoming calls via call distribution per agent group	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also avgTRing<-RC)	Dura
maxTRing<-RC per AG	*Maximum ringing time of incoming calls via call distribution per agent group	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also maxTRing<-RC)	Dura

Number of calls exceeding a defined ring time

Counter	Name	Description	Type
totNExp1<-RC	Total of incoming calls via call distribution that exceed the specified ringing time	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The ringing time threshold is configured with the application Configuration under Statistics Settings.	Int
totNExp1<-RC per Topic	#Total of incoming calls via call distribution that exceed the specified ringing time per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into topics (See also totNExp1<-RC)	Int
totNExp1<-RC per AG	*Total of incoming calls via call distribution that exceed the specified ringing time per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG). (See also totNExp1<-RC)	Int
totNExp1<-DC	Total of incoming direct calls to agent or call number that exceed the specified ringing time	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the configured ringing time threshold. Counts all calls whether they lead to an established call or not.	Int

Number of unanswered calls

Counter	Name	Description	Type
totNAban<-	Total of abandoned incoming calls	Counts all calls that meet the following requirements: incoming and abandoned (i.e. the call does not lead to a conversation because either the caller hangs up or the agent rejects the call).	Int
totNAban<-Int	Total of internal abandoned calls	Counts all calls that meet the following requirements: incoming, internal (within the PBX or network) and not leading to a conversation.	Int
totNAban<-Ext	Total of external abandoned calls	Counts all calls that meet the following requirements: incoming, external (over trunk line) and not leading to a conversation.	Int
totNAban<-RC	Total of abandoned incoming calls via call distribution	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. It makes no difference whether the caller hangs up before the call is answered, the agent rejects the call or the ringing timeout has expired.	Int
totNAban<-RC per Topic	#Total of abandoned incoming calls via call distribution per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into topics (see also totNAban<-RC)	Int
totNAban<-RC per AG	*Total of abandoned incoming calls via call distribution per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into agent groups (AG). (see also totNAban<-RC)	Int
totNAban<-DC	Total of abandoned incoming calls to agent or call number	Counts all calls that meet the following requirements: incoming, to agent or call number and not leading to a conversation.	Int
totNAban->	Total of abandoned outgoing calls	Counts all calls that meet the following requirements: outgoing and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->Int	Total of abandoned outgoing internal calls	Counts all calls that meet the following requirements: outgoing, internal (within the PBX or network) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->Ext	Total of abandoned outgoing external calls	Counts all calls that meet the following requirements: outgoing, external (over trunk line) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->RC	Total of abandoned outgoing calls via CD	Counts all calls that meet the following requirements: outgoing, initiated via topic call number and call did not lead to a conversation.	Int
totNAban->DC	Total of abandoned outgoing direct calls	Counts all calls that meet the following requirements: outgoing, internal or external direct calls (not via call distribution) that are not established.	Int

Counter	Name	Description	Type
totNAban<-OD	Total of abandoned Dialer calls	Counts all calls that meet the following requirements: incoming, call initiated by Dialer and not established.	Int

Number of rejected calls

Counter	Name	Description	Type
totNRej<-RC	Total of rejected incoming calls via call distribution	Counts all calls that meet the following requirements: incoming, assigned by call distribution and rejected by the agent. This counter is active only on the Integral Enterprise (I55) PBX, a call can not be refused on the ACM PBX.	Int
totNRej<-RC per Topic	#Total of rejected incoming calls via call distribution per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and rejected by the agent. The counter is broken down into topics. This counter is active only on the Integral Enterprise (I55) PBX, a call can not be refused on the ACM or IPO.	Int
totNRej<-RC per AG	*Total of rejected incoming calls via call distribution per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and rejected by the agent. The counter is broken down into agent groups (AG). This counter is active only on the Integral Enterprise (I55) PBX, a call can not be refused on the ACM or IPO.	Int
totNRej<-OD	Total of rejected Dialer calls	Counts all calls that meet the following requirements: incoming, initiated by the Dialer, rejected by the called subscriber.	Int

Number of picked-up calls

Counter	Name	Description	Type
totNPickup<-	Total of calls picked up by an agent	Counts all calls to other agents that are picked up by an agent. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickup->	Total of calls picked up from an agent	Counts all calls picked up from the agent. Other subscribers pick up these calls instead. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickupQueue<-	Total of calls picked up from the queue	Counts all calls in the queue that are picked up by an agent in the Realtime Information function before they could be assigned.	Int

OUTCC calls

Counter	Name	Description	Type
totNNewOutCC	Total of outgoing calls via topic - OutCC	Counts all manually initiated outgoing topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer	Int
totNConvOutCC	Total of established outgoing calls via topic - OutCC	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where answered by the addressed destinations.	Int
totNAbanOutCC	Total of abandoned outgoing initiated via topic - OutCC	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where not leading to a conversation (with the addressed destination).	Int

Number of calls exceeding a defined ring timeout

Counter	Name	Description	Type
totNExp<-RC	Total of incoming calls via call distribution that exceed a specified ringing timeout	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The ringing timeout is defined for the agent group assigned with the topic configuration. The counter is also counting in case of simultaneous events, i.e. in the moment a call distributed to an agent the agent starts on outgoing call. In this case the call will also return to call distribution.	Int
totNExp<-RC per Topic	#Total of incoming calls via call distribution that exceed a specified ringing timeout per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into topics	Int
totNExp<-RC per AG	*Total of incoming calls via call distribution that exceed a specified ringing timeout per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into agent groups (AG).	Int
totNExp<-DC	Total of incoming calls to agent or call number that exceed a specified ringing timeout	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the ringing timeout. Counts all calls that are released after the ringing timeout. This ringing timeout is configured at the PBX.	Int

Number of calls with subscriber busy

Counter	Name	Description	Type
totNBusy<-	Total of incoming calls to agent already busy	Counts all calls that meet the following requirements: incoming, to agent already busy. These calls are either released, redirected or returned to call distribution. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy<-DCInt	Total of incoming internal calls to agent or call number with agent already busy	Counts all calls that meet the following requirements: incoming, internal, agent already busy, to agent or call number. These calls are either transferred, redirected to call distribution or released. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy<-DCExt	Total of incoming external calls to agent or call number with agent already busy	Counts all calls that meet the following requirements: incoming, external, agent already busy, to agent or call number. These calls are either transferred, redirected to call distribution or released. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy->DCInt	Total of outgoing internal calls to busy agent or call number	Counts all calls that meet the following requirements: outgoing, internal, destination busy, to agent or call number. These calls are either transferred, redirected to call distribution or released.	Int
totNBusy->DCExt	Total of outgoing external calls to busy subscriber	Counts all calls that meet the following requirements: outgoing, external, to busy destination outside of own PBX. These calls are released. This counter also counts if the call is released due to busy line.	Int
totNBusy<-OD	Total of incoming Dialer calls to agent already busy	Counts all calls that meet the following requirements: incoming and initiated by Dialer to agent already busy.	Int
totNBusyRet<-	Total of incoming calls that are returned to call distribution because of busy agent	Counts all calls that meet the following requirements: incoming, agent already busy, redirected to call distribution.	Int
totNBusyDrop<-	Total of incoming calls that are released because of busy agent	Counts all calls that meet the following requirements: incoming, to agent already busy and released. Calls that are returned to call distribution and released due to the CallFlow (external distribution) or full queue (internal distribution) are also counted here. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusyTone	Total of cases the agent hears busy tone	Counts all cases in which the telephone is connected to busy tone or a busy telephone is called. The following cases are counted: Busy agent or busy telephone is called, agent goes off-hook and hangs up without dialing, or the agent hangs up considerably later than the connected party. It is counted only if the agent hears busy tone for more than five (5) seconds, so that cases in which the subscriber hangs up before the agent are not counted. If the agent is connected to busy tone due to a topic overload, totNBusyTone does not count. This counter counts only on an Integral Enterprise (I55) PBX.	Int

Total time telephone connected with busy tone total, average, and longest

Counter	Name	Description	Type
totTBusyTone	Total time the agent hears busy tone	Sums up all times during which the agent hears busy tone. Only times exceeding 5 seconds are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
avgTBusyTone	Average time the agent hears busy tone	Determines the average time during which the agent hears busy tone. Only times exceeding 5 seconds are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
maxTBusyTone	Maximum time the agent hears busy tone	Gives the maximum time during which the agent hears busy tone. Only times exceeding 5 seconds are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Dura

Conversations and Wrap Up

Counter	Name	Description	Type
totNForcedJCode	Total of mandatory job codes entered after Wrap Up time has expired	Counts how often the agent enters a mandatory job code for the VDN after the Wrap Up time is over. No further calls are assigned to the agent during these times.	Int

Number of conversations

Counter	Name	Description	Type
totNConv<-	Total number of incoming established calls	Counts all established calls that meet the following requirements: incoming and answered. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-RC	Total number of incoming established calls via call distribution	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int

Counter	Name	Description	Type
totNConv<-RC per Topic	#Total number of incoming established calls via call distribution per topic	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into topics.	Int
totNConv<-RC per AG	*Total number of incoming established calls via call distribution per agent group	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into agent groups (AG).	Int
totNConv<-DCInt	Total number of internal incoming established calls to agent or call number	Counts all established calls that meet the following requirements: incoming, answered, internal and to agent or call number within the same PBX. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-DCExt	Total number of external incoming established calls to agent or call number	Counts all established calls that meet the following requirements: incoming, answered, external (over trunk line) and to agent or call number via trunk line. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-OD	Total of established Dialer calls	Counts all established calls that meet the following requirements: incoming and call initiated by the Dialer.	Int
totNConv->	Total of outgoing established calls	Counts all established calls that meet the following requirements: answered and outgoing.	Int
totNConv->Int	Total of outgoing internal established calls	Counts all established calls that meet the following requirements: answered, outgoing and internal (within the same PBX or network).	Int
totNConv->Ext	Total of outgoing external established calls	Counts all established calls that meet the following requirements: answered, outgoing and external (over trunk line).	Int

Counter	Name	Description	Type
totNConv->RC	Total of outgoing established calls via call distribution	Counts all established calls that meet the following requirements: answered, outgoing and initiated via topic call number.	Int
totNConv->DC	Total of outgoing established direct calls	Counts all established calls that meet the following requirements: answered, outgoing, direct calls (not via call distribution).	Int
totNConv->DCInt	Total number of internal outgoing established calls to agent or call number	Counts all established calls that meet the following requirements: outgoing, answered, internal and to agent or call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	Int
totNConv->DCExt	Total of all established outgoing calls with external numbers.	Counts all established calls that meet the following requirements: answered, outgoing external (over trunk line), call to external call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones (consultation) and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	Int
totNConv->RCCons	Total of outgoing calls via call distribution in consultation	Counts all established calls that meet the following requirements: answered, outgoing, assigned via call distribution and in consultation.	Int
totNConv->DCCons	Total of outgoing calls in consultation	Counts all established calls that meet the following requirements: answered, outgoing, call to agent or call number and in consultation.	Int
totNConvWait<=N	Total of established calls with waiting time <= N	Counts all calls that have not been in the queue of the topic and/or ringing at the telephone not longer than an adjustable time N before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int

Counter	Name	Description	Type
totNConvWait>N<=M	Total of established calls with waiting time > N and <= M	Counts all calls that have been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N and less than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvWait>M	Total of established calls with waiting time > M	Counts all calls that have been in the queue of the topic and/ or ringing at the telephone for more than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int

Number of processed conversations

Counter	Name	Description	Type
totNDone<-RC	Number of inbound ACD calls completed by agent.	Number of all calls completed by the agent that satisfy the following conditions: Inbound, allocated via call distribution and ended in the interval under consideration.	Int
totNDone->RC	Number of outbound ACD calls completed by agent.	Number of all calls completed by the agent that satisfy the following conditions: Outbound, initiated via a topic call number, and ended in the interval under consideration.	Int

Conversation time total, average, and longest

Counter	Name	Description	Type
totTConv<-	Total of incoming conversation times	Sums up all conversation times that meet the following requirement: incoming. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-RC	Total of incoming conversation times via call distribution	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-RC	Average of all incoming conversation times via call distribution	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-RC	Maximum of all incoming conversation times via call distribution	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Counter	Name	Description	Type
totTConv->	Total of all outbound conversation times	Totals all conversation times that satisfy the following conditions: Outbound. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv->	Average value of all outbound conversation times	Calculates the average value of all conversation times that satisfy the following conditions: Outbound. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv->	Maximum value of all outgoing conversation times	Shows the maximum value of all conversation times that satisfy the following conditions: Outbound. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv->RC	Total of outgoing conversation times via call distribution	Sums up all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv->RC	Average of all outgoing conversation times via call distribution	Determines the average of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv->RC	Maximum of all outgoing conversation times via call distribution	Gives the maximum of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-RC per Topic	#Total of incoming conversation times via call distribution per topic	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics.	Dura
avgTConv<-RC per Topic	#Average of all incoming conversation times via call distribution per topic	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics.	Dura

Counter	Name	Description	Type
maxTConv<-RC per Topic	#Maximum of all incoming conversation times via call distribution per topic	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics.	Dura
totTConv<-RC per AG	*Total of incoming conversation times via call distribution per agent group	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
avgTConv<-RC per AG	*Average of all incoming conversation times via call distribution per agent group	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
maxTConv<-RC per AG	*Maximum of all incoming conversation times via call distribution per agent group	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
totTConv<-DCInt	Total of internal incoming conversation times to agent or call number	Sums up all conversation times that meet the following requirements: incoming, internal (within the same PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-DCInt	Average of all internal incoming conversation times to agent or call number	Determines the average of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-DCInt	Maximum of all internal incoming conversation times to agent or call number	Gives the maximum of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Counter	Name	Description	Type
totTConv<-DCExt	Total of external incoming conversation times to agent or call number	Sums up all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-DCExt	Average of all external incoming conversation times to agent or call number	Determines the average of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-DCExt	Maximum of all external incoming conversation times to agent or call number	Gives the maximum of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-OD	Total of incoming conversation times via Dialer	Sums up all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-OD	Average of all incoming conversation times via Dialer	Determines the average of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-OD	Maximum of all incoming conversation times via Dialer	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv->DCInt	Total of internal outgoing conversation times to agent or call number	Sums up all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv->DCInt	Average of all internal outgoing conversation times to agent or call number	Determines the average of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura

Counter	Name	Description	Type
maxTConv->DCInt	Maximum of all internal outgoing conversation times to agent or call number	Gives the maximum of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
totTConv->DCExt	Total of outgoing conversation times to external numbers	Sums up all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv->DCExt	Average of all outgoing conversation times to external numbers	Determines the average of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
maxTConv->DCExt	Maximum of all outgoing conversation times to external numbers	Gives the maximum of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura

Total of all calls with Wrap Up

Counter	Name	Description	Type
totNWrapUp	Total of all calls with Wrap Up	Counts an agent's incoming and outgoing conversations which are followed by Wrap Up time.	Int
totNWrapUp per Topic	#Total of established calls with Wrap Up time per topic	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into topics.	Int
totNWrapUp per AG	#Total of established calls with Wrap Up time per agent group	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into agent groups.	Int

Wrap Up total, average, and longest

Counter	Name	Description	Type
totTWrapUp	Total of Wrap Up times	Sums up an agent's Wrap Up times. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the totTWrapUp counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call; the conversation time of this established call, is determined with the counter totTConvWrapUp .	Dura
avgTWrapUp	Average Wrap Up time	Sums up an agent's average Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the avgTWrapUp counter ends nonetheless. WrapUp times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
maxTWrapUp	Maximum Wrap Up time	Gives an agent's maximum Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the maxTWrapUp counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Wrap Up without call total, average, and longest

Counter	Name	Description	Type
totNWrapUpNoCall	Total of Wrap Ups initiated without a call	Counts all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated.	Int
totTWrapUpNoCall	Total of Wrap Up times initiated without a call	Sums up all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. totTWrapUpNoCall does not count if the agent requests manual Wrap Up while the system is waiting for a mandatory job code or during the Wrap Up time of the previous call. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
avgTWrapUpNoCall	Average Wrap Up time initiated without a call	Calculates the average Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Counter	Name	Description	Type
maxTWrapUpNoCall	Maximum Wrap Up time initiated without a call	Gives the maximum Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Wrap Up with mandatory job code average and longest

Counter	Name	Description	Type
totTForcedJCode	Total time mandatory job codes not entered after Wrap Up.	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times.	Dura
avgTForcedJCode	Average time mandatory job codes not entered after Wrap Up time	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
maxTForcedJCode	Maximum time mandatory job code not entered after Wrap Up time	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
totTForcedJCode per Topic	#Total time mandatory job codes not entered after Wrap Up, per topic	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into topics.	Dura
avgTForcedJCode per Topic	#Average time mandatory job codes not entered after Wrap Up, per topic	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics.	Dura
maxTForcedJCode per Topic	#Maximum time mandatory job codes not entered after Wrap Up time, per topic	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics.	Dura
totTForcedJCode per AG	*Total time mandatory job codes not entered after Wrap Up time, per agent group	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura

Counter	Name	Description	Type
avgTForcedJCode per AG	*Average time mandatory job codes not entered after Wrap Up, per agent group	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura
maxTForcedJCode per AG	*Maximum time mandatory job code not entered after Wrap Up time, per agent group	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura

Number of calls per job code

Counter	Name	Description	Type
totN per JCode	Total of calls per job code	Counts all calls to which the same job code is assigned by the agent.	Int
totN per JCode per Topic	#Total of calls per job code per topic	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into topics.	Int
totN per JCode per AG	*Total of calls per job code per agent group	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into agent groups (AG).	Int

Number of job codes not entered

Counter	Name	Description	Type
totNNoJCode	Total of job codes not entered	Counts the cases in which the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. totNNoJCode per AG does not count if a job code is mandatory.	Int
totNNoJCode per Topic	#Total of job codes not entered per topic	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int
totNNoJCode per AG	*Total of job codes not entered per agent group	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
totTService<-RC	Total processing time via call distribution	Sums up an agent's conversation plus Wrap Up times for calls assigned to the telephone by call distribution. For mandatory job totTService<-RC increases until a job code is entered.	Dura
avgTService<-RC	Average processing time via call distribution	Determines an agent's average conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, avgTService<-RC is extended until the job code has been entered.	Dura
maxTService<-RC	Maximum processing time via call distribution	Gives an agent's maximum conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, maxTService<-RC is extended until the job code has been entered.	Dura
totTService<-RC per Topic	#Total processing time via call distribution per topic	Sums up an agent's conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, totTService<-RC per topic is extended until the job code has been entered. The counter is broken down into topics.	Dura
avgTService<-RC per Topic	#Average processing time via call distribution per topic	Determines an agent's average conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, avgTService<-RC per topic is extended until the job code has been entered. The counter is broken down into topics.	Dura
maxTService<-RC per Topic	#Maximum processing time via call distribution per topic	Gives an agent's maximum conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, maxTService<-RC per topic is extended until the job code has been entered. The counter is broken down into topics.	Dura
totTService<-RC per AG	*Total processing time via call distribution per agent group	Sums up an agent's conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, totTService<-RC per AG is extended until the job code has been entered. The counter is broken down into agent groups.	Dura
avgTService<-RC per AG	*Average processing time via call distribution, per agent group	Determines an agent's average conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, avgTService<-RC per AG is extended until the job code has been entered. The counter is broken down into agent groups.	Dura
maxTService<-RC per AG	*Maximum processing time via call distribution, per agent group	Gives an agent's maximum conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, maxTService<-RC per AG is extended until the job code has been entered. The counter is broken down into agent groups.	Dura

Counter	Name	Description	Type
totTService<-RC per JCode	Total of conversation and Wrap Up times via call distribution per job code	Sums up all the agent's conversation and Wrap Up times for routed calls assigned the same job code by the agent. For mandatory job totTService<-RC increases until a job code is entered.	Dura

Transferred calls

Counter	Name	Description	Type
totNTrans->	Total calls transferred by the agent	Counts all calls that are successfully transferred by the respective agent.	Int
totNTrans<-	Total calls transferred to the agent	Counts all calls transferred to the respective agent.	Int
totNTrans->DC	Number of transferred calls directly to an agent	Counts all calls transferred successfully by the respective agent, direct to an agent or to a telephone number.	Int
totNTrans->RC	Number of transferred calls via routing	Counts all calls transferred successfully by the respective agent using a topic number.	Int
totNTrans<-DC	Number of received direct transfers	Counts all calls successfully transferred directly to the respective agent or telephone number.	Int
totNTrans<-RC	Number of received transferred calls via routing	Counts all calls successfully transferred calls to the respective agent using a topic number.	Int
totNBlindTrans->	Number of blind transfers	Counts all calls successfully transferred by the respective agent, without connection during consultation call.	Int
totNBlindTrans<-	Number of received blind transfers	Counts all calls successfully transferred to the respective agent, without connection during consultation call.	Int
totNTrans->NonCC	Total calls transferred to non-call center destinations	Counts the following calls: The agent initiates a consultation call to a "non-Call Center destination" (i.e. an un-monitored subscriber of the same PBX or via a line to a subscriber of another PBX) and transfers the call (blind transfers included). The counter also counts if the transferred call is not established.	Int
totNTrans->Ext	Total calls transferred to external subscribers	Counts the following calls: The agent initiates a consultation call via a trunk line and transfers the call (blind transfers included). The counter also counts if the transferred call does not lead to a conversation.	Int

Availability for call distribution

Counter	Name	Description	Type
totTLogin	Total time of presence	Sums up all times during which the agent is present for PBX. An agent is considered present for the PBX when he is logged in on a telephone.	Dura
totTLogin per Agent	*Total time of presence per agent	Sums up all times during which an agent is logged in on this telephone of the PBX.	Dura
totTSignOn	Total time of availability for call distribution	Sums up all times during which the agent is signed on to at least one agent group and thus available for call distribution.	Dura
totTSignOn per AG	*Total time of availability for call distribution per agent group	Sums up all times during which the agent is signed on to at least one agent group. The counter is broken down into agent groups.	Dura
totTPause	Total Break Time time	Sums up all times during which the agent is signed off from call distribution with the Break Time function.	Dura
totTPause per ReasonCode	Total Break Time time code of reason	Sums up all times during which the agent is signed off from call distribution with the Break Time function and entered a code of reason. The counter is broken down into codes.	Dura
totTAvail	Total time of availability for call distribution	Sums up the times the agent is signed-on to at least one agent group, not in Wrap Up and in telephony state "avail".	Dura
%TOccupWrapUp	Percentage of connection time (with wrap-up time) to time of presence	Calculates the percentage value from the ratio between the total connection time (conversation time, hold time, and wrap-up time) and the time of presence of the agent.	Perc
%TOccup	Percentage of connection time (without wrap-up time) to time of presence	Calculates the percentage value from the ratio between the total connection time (conversation time and hold time) and the time of presence of the agent.	Perc

Calls on hold and during Wrap Up

Counter	Name	Description	Type
totNHold	Total of established calls put on hold by the agent	Counts all calls that are put on hold by the agent.	Int
totTHold	Total hold time	Sums up all times during which calls are put on hold by the agent.	Dura
avgTHold	Average hold time	Determines the average hold time of calls put on hold by the agent.	Dura
maxTHold	Maximum hold time	Gives the maximum hold time of calls put on hold by the agent.	Dura

totNAbanHold	Total of calls abandoned while on hold	Counts all calls that are abandoned by the other party while put on hold by the agent.	Int
totNNewWrapUp	Total of calls during Wrap Up time	Counts all incoming and outgoing calls while the agent is in Wrap Up state.	Int
totNConvWrapUp	Total of answered calls during Wrap Up time	Counts all incoming and outgoing answered calls while the agent is in Wrap Up state.	Int
totTConvWrapUp	Total conversation time during Wrap Up time	Sums up all conversation times of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up time. Times a call is on hold are not counted.	Dura
avgTConvWrapUp	Average value of all conversation times during Wrap Up time	Calculates the average conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura
maxTConvWrapUp	Maximum value of all conversation times during Wrap Up time	Calculates the maximum conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura

Voice mails

Counter	Name	Description	Type
totNVM	Total of assigned voice mails	Counts all voice mails assigned to the agent by call distribution. All messages are counted whether they are played or not.	Int
totNAbanVM	Total of unplayed voice mails	Counts all voice mails assigned by call distribution and not played by the agent.	Int
totNRejVM	Total of rejected voice mails	Counts all voice mails assigned by call distribution and rejected by the agent. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNDoneVM	Total of played voice mails	Counts all voice mails assigned by call distribution and played by the agent.	Int

Preview Dialer

Counter	Name	Description	Type
totNPreview	Total number of preview events	In preview dialer mode, all events are counted where a call job is offered to an agent of the campaign under consideration for initiation, no matter if a connection was established with the destination subscriber or not.	Int
totTPreview	Total time in preview state	In preview dialer mode, all times a call job is offered to an agent of the campaign under consideration for initiation are added , no matter if a connection was established with the destination subscriber or not.	Dura
avgTPreview	Average time in preview state	In preview dialer mode, the average time a call job is offered to an agent of the campaign under consideration for initiation is calculated, no matter if a connection was established with the destination subscriber.	Dura
maxTPreview	Maximum time in preview state	In preview dialer mode, the maximum time a call job is offered to an agent of the campaign under consideration for initiation is calculated, no matter if a connection was established with the destination subscriber.	Dura
totNPreviewRej	Number of rejected preview events	In preview dialer mode, all events are counted where a call job is offered to an agent of the campaign under consideration for initiation, but where the agent rejects this call job and initiation is thus prevented.	Int

Assists

Counter	Name	Description	Type
totNAssistsReq	Number of requested supervisor supports	Total of all supervisor support (supervisor emergency, supervisor assistance) requested by the agent.	Int

Counter type: Team

Task: All

Counter	Name	Description	Type
minNLogin	Minimum number of present agents	Gives the minimum number of agents of the team in the regarded interval was present, i.e. it was logged on indifferently whether they were signed in an agent group or not.	Int

Task: Voice

Calls

Number of calls

Counter	Name	Description	Type
totNNew	Total of calls (incoming and outgoing)	Counts all incoming and outgoing calls. Counts all calls whether they lead to an established call or not.	Int
totNNew<-	Total of incoming calls	Counts all calls that meet the following requirement: incoming call. Counts all calls whether they lead to an established call or not. Counts the calls that were routed through call diversion and were not signaled on the appropriate telephones / agents.	Int
totNNew<-Int	Total of incoming internal calls	Counts all incoming internal calls (within the PBX or network). External calls, i.e. via a line, are not counted. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RC	Total of incoming calls via call distribution	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RC per Topic	#Total of incoming calls via call distribution per topic	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into topics	Int
totNNew<-RC per AG	*Total of incoming calls via call distribution per agent group	Counts all calls that meet the following requirements: incoming and assigned by call distribution. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG).	Int

Counter	Name	Description	Type
totNNew<-DCInt	Total of incoming internal calls	Counts all calls that meet the following requirements: incoming, internal (within the same PBX or network) and call to agent or call number. Counts all calls whether they lead to an established call or not.	Int
totNNew<-DCExt	Total of incoming external calls	Counts all calls that meet the following requirements: incoming, external (i.e. via trunk line) and to agent or call number. Counts all calls whether they lead to an established call or not.	Int
totNNew<-RCCons	Total of incoming consultation calls via call distribution	Counts all calls that meet the following requirements: incoming, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not. Example: agent A is called and consults agent B. Agent A calls agent B via a topic. totNNew<-RCCons counts in the statistics of agent B. In case of a blind transfer to the topic and assignment to agent B, totNNew<-RCCons does not count for agent B.	Int
totNNew<-DCCons	Total of incoming consultation calls	Counts all calls that meet the following requirements: incoming, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNNew<-OD	Total of Dialer calls	Counts all calls initiated by the Dialer and distributed to the considered agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->	Total of outgoing calls	Counts all outgoing calls initiated by the agent. Outgoing and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Int	Total of outgoing internal calls	Counts all outgoing calls initiated by the agent. outgoing internally (within the PBX or network) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->Ext	Total of outgoing external calls	Counts all outgoing calls initiated by the agent that meet the following requirements: outgoing externally (i.e. via a trunk line) and call initiated by the agent. Counts all calls whether they lead to an established call or not.	Int
totNNew->RC	Total of outgoing calls via ACD	Counts all outgoing calls initiated via topic. Outgoing, call initiated via topic call number and initiated by the agent with dial button in Telephony application as well as calls initiated in as call back in Abandoned list. Call Jobs initiated at the agent by outbound dialer (type preview/direct) also counted. Counts all calls whether they lead to an established call or not.	Int
totNNew->RCCons	Total of outgoing consultation calls via call distribution	Counts all calls that meet the following requirements: outgoing, assigned via call distribution and in consultation. Counts all calls whether they lead to an established call or not.	Int
totNNew->DC	Total of outgoing calls	Counts all outgoing calls initiated by the agent. Outgoing, internal or external, call initiated by the agent and not assigned via call distribution. Counts all calls whether they lead to an established call or not.	Int

Counter	Name	Description	Type
totNNew->DCCons	Total of outgoing consultation calls	Counts all calls that meet the following requirements: outgoing, call to agent or call number and consultation call. Counts all calls whether they lead to an established call or not.	Int
totNRing	Sums of all calls that were signaled on the telephone.	Counts all calls that meet the following requirement: incoming call is signaled, diversions are eliminated. Counts all calls, regardless of whether the calls result in the conversation or not.	Int

Ring time total, average, and longest

Counter	Name	Description	Type
totTRing<-	Total ringing time of incoming calls	Sums up all incoming ringing times at the telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-	Average ringing time	Determines the average incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-	Maximum ringing time	Gives the maximum incoming ringing time for telephones. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC	Total ringing time via call distribution	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
avgTRing<-RC	Average ringing time via call distribution	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
maxTRing<-RC	Maximum ringing time via call distribution	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC per Topic	#Total of ringing times of incoming calls per topic	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into topics (See also totTRing<-RC)	Dura

Counter	Name	Description	Type
avgTRing<-RC per Topic	#Average ringing time of incoming calls via call distribution per topic	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into topics. (See also avgTRing<-RC).	Dura
maxTRing<-RC per Topic	#Maximum ringing time of incoming calls via call distribution per topic	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted.	Dura
totTRing<-RC per AG	*Total of ringing times of incoming calls via call distribution per agent group	Sums up all ringing times at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups. (See also totTRing<-RC)	Dura
avgTRing<-RC per AG	*Average ringing time of incoming calls via call distribution per agent group	Determines the average ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also avgTRing<-RC)	Dura
maxTRing<-RC per AG	*Maximum ringing time of incoming calls via call distribution per agent group	Gives the maximum ringing time at the telephones. The ringing times have to meet the following requirements: incoming and assigned by call distribution. Ringing time is the period during which a call is signaled at a telephone. Second calls are also counted. The counter is broken down into agent groups (AG). (See also maxTRing<-RC)	Dura

Number of calls exceeding a defined ring time

Counter	Name	Description	Type
totNExp1<-RC	Total of incoming calls via call distribution that exceed the specified ringing time	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The ringing time threshold is configured with the application Configuration under Statistics Settings.	Int
totNExp1<-RC per Topic	#Total of incoming calls via call distribution that exceed the specified ringing time per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into topics (See also totNExp1<-RC)	Int

Counter	Name	Description	Type
totNExp1<-RC per AG	*Total of incoming calls via call distribution that exceed the specified ringing time per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding a ringing time threshold. Counts all calls whether they lead to an established call or not. The counter is broken down into agent groups (AG). (See also totNExp1<-RC)	Int
totNExp1<-DC	Total of incoming direct calls to agent or call number that exceed the specified ringing time	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the configured ringing time threshold. Counts all calls whether they lead to an established call or not.	Int

Number of unanswered calls

Counter	Name	Description	Type
totNAban<-	Total of abandoned incoming calls	Counts all calls that meet the following requirements: incoming and abandoned (i.e. the call does not lead to a conversation because either the caller hangs up or the agent rejects the call).	Int
totNAban<-Int	Total of internal abandoned calls	Counts all calls that meet the following requirements: incoming, internal (within the PBX or network) and not leading to a conversation.	Int
totNAban<-Ext	Total of external abandoned calls	Counts all calls that meet the following requirements: incoming, external (over trunk line) and not leading to a conversation.	Int
totNAban<-RC	Total of abandoned incoming calls via call distribution	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. It makes no difference whether the caller hangs up before the call is answered, the agent rejects the call or the ringing timeout has expired.	Int
totNAban<-RC per Topic	#Total of abandoned incoming calls via call distribution per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into topics (see also totNAban<-RC)	Int
totNAban<-RC per AG	*Total of abandoned incoming calls via call distribution per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and abandoned. The counter is broken down into agent groups (AG). (see also totNAban<-RC)	Int
totNAban<-DC	Total of abandoned incoming calls to agent or call number	Counts all calls that meet the following requirements: incoming, to agent or call number and not leading to a conversation.	Int
totNAban->	Total of abandoned outgoing calls	Counts all calls that meet the following requirements: outgoing and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int

Counter	Name	Description	Type
totNAban->Int	Total of abandoned outgoing internal calls	Counts all calls that meet the following requirements: outgoing, internal (within the PBX or network) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->Ext	Total of abandoned outgoing external calls	Counts all calls that meet the following requirements: outgoing, external (over trunk line) and call did not lead to a conversation. It makes no difference whether the agent cancels the call while ringing or whether the called subscriber rejects the call.	Int
totNAban->RC	Total of abandoned outgoing calls via CD	Counts all calls that meet the following requirements: outgoing, initiated via topic call number and call did not lead to a conversation.	Int
totNAban->DC	Total of abandoned outgoing direct calls	Counts all calls that meet the following requirements: outgoing, internal or external direct calls (not via call distribution) that are not established.	Int
totNAban<-OD	Total of abandoned Dialer calls	Counts all calls that meet the following requirements: incoming, call initiated by Dialer and not established.	Int

Number of rejected calls

Counter	Name	Description	Type
totNRej<-RC	Total of rejected incoming calls via call distribution	Counts all calls that meet the following requirements: incoming, assigned by call distribution and rejected by the agent. This counter is active only on the Integral Enterprise (I55) PBX, a call can not be refused on the ACM PBX.	Int
totNRej<-RC per Topic	#Total of rejected incoming calls via call distribution per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and rejected by the agent. The counter is broken down into topics. This counter is active only on the Integral Enterprise (I55) PBX, a call can not be refused on the ACM PBX.	Int
totNRej<-RC per AG	*Total of rejected incoming calls via call distribution per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and rejected by the agent. The counter is broken down into agent groups (AG). This counter is active only on the Integral Enterprise (I55) PBX, a call can not be refused on the ACM PBX.	Int
totNRej<-OD	Total of rejected Dialer calls	Counts all calls that meet the following requirements: incoming, initiated by the Dialer, rejected by the called subscriber.	Int

Number of picked-up calls

Counter	Name	Description	Type
totNPickup<-	Total of calls picked up by an agent	Counts all calls to other agents that are picked up by an agent. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickup->	Total of calls picked up from an agent	Counts all calls picked up from the agent. Other subscribers pick up these calls instead. Counter doesn't count when the call is picked up by the Realtime Information function in the UI.	Int
totNPickupQueue<-	Total of calls picked up from the queue	Counts all calls in the queue that are picked up by an agent in the Realtime Information function before they could be assigned.	Int

OUTCC calls

Counter	Name	Description	Type
totNNewOutCC	Total of outgoing calls via topic - OutCC	Counts all manually initiated outgoing topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer	Int
totNConvOutCC	Total of established outgoing calls via topic - OutCC	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where answered by the addressed destinations.	Int
totNAbanOutCC	Total of abandoned outgoing initiated via topic - OutCC	Counts all manually initiated topic calls by the agent, call backs from Abandoned list for topics and call jobs of type preview/direct dialer which where not leading to a conversation (with the addressed destination).	Int

Number of calls exceeding a defined ring timeout

Counter	Name	Description	Type
totNExp<-RC	Total of incoming calls via call distribution that exceed a specified ringing timeout	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The ringing timeout is defined for the agent group assigned with the topic configuration. The counter is also counting in case of simultaneous events, i.e. in the moment a call distributed to an agent the agent starts on outgoing call. In this case the call will also return to call distribution.	Int
totNExp<-RC per Topic	#Total of incoming calls via call distribution that exceed a specified ringing timeout per topic	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into topics	Int

Counter	Name	Description	Type
totNExp<-RC per AG	*Total of incoming calls via call distribution that exceed a specified ringing timeout per agent group	Counts all calls that meet the following requirements: incoming, assigned by call distribution and exceeding the ringing timeout. Counts all calls that are returned to call distribution after the ringing timeout. The counter is broken down into agent groups (AG).	Int
totNExp<-DC	Total of incoming calls to agent or call number that exceed a specified ringing timeout	Counts all calls that meet the following requirements: incoming, to agent or call number and exceeding the ringing timeout. Counts all calls that are released after the ringing timeout. This ringing timeout is configured at the PBX.	Int

Number of calls with subscriber busy

Counter	Name	Description	Type
totNBusy<-	Total of incoming calls to agent already busy	Counts all calls that meet the following requirements: incoming, to agent already busy. These calls are either released, redirected or returned to call distribution. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy<-DCInt	Total of incoming internal calls to agent or call number with agent already busy	Counts all calls that meet the following requirements: incoming, internal, agent already busy, to agent or call number. These calls are either transferred, redirected to call distribution or released. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy<-DCExt	Total of incoming external calls to agent or call number with agent already busy	Counts all calls that meet the following requirements: incoming, external, agent already busy, to agent or call number. These calls are either transferred, redirected to call distribution or released. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy->DCInt	Total of outgoing internal calls to busy agent or call number	Counts all calls that meet the following requirements: outgoing, internal, destination busy, to agent or call number. These calls are either transferred, redirected to call distribution or released.	Int
totNBusy->DCExt	Total of outgoing external calls to busy subscriber	Counts all calls that meet the following requirements: outgoing, external, to busy destination outside of own PBX. These calls are released. This counter also counts if the call is released due to busy line.	Int
totNBusy<-OD	Total of incoming Dialer calls to agent already busy	Counts all calls that meet the following requirements: incoming and initiated by Dialer to agent already busy.	Int
totNBusyRet<-	Total of incoming calls that are returned to call distribution because of busy agent	Counts all calls that meet the following requirements: incoming, agent already busy, redirected to call distribution.	Int

Counter	Name	Description	Type
totNBusyDrop<-	Total of incoming calls that are released because of busy agent	Counts all calls that meet the following requirements: incoming, to agent already busy and released. Calls that are returned to call distribution and released due to the CallFlow (external distribution) or full queue (internal distribution) are also counted here. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusyTone	Total of cases the agent hears busy tone	Counts all cases in which the telephone is connected to busy tone or a busy telephone is called. The following cases are counted: Busy agent or busy telephone is called, agent goes off-hook and hangs up without dialing, or the agent hangs up considerably later than the connected party. It is counted only if the agent hears busy tone for more than five (5) seconds, so that cases in which the subscriber hangs up before the agent are not counted. If the agent is connected to busy tone due to a topic overload, totNBusyTone does not count. This counter counts only on an Integral Enterprise (I55) PBX.	Int

Total time telephone connected with busy tone total, average, and longest

Counter	Name	Description	Type
totTBusyTone	Total time the agent hears busy tone	Sums up all times during which the agent hears busy tone. Only times exceeding 5 seconds are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
avgTBusyTone	Average time the agent hears busy tone	Determines the average time during which the agent hears busy tone. Only times exceeding 5 seconds are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
maxTBusyTone	Maximum time the agent hears busy tone	Gives the maximum time during which the agent hears busy tone. Only times exceeding 5 seconds are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Dura

Conversations and Wrap Up

Counter	Name	Description	Type
totNForcedJCode	Total of mandatory job codes entered after Wrap Up time has expired	Counts how often the agent enters a mandatory job code for the topic after the Wrap Up time is over. No further calls are assigned to the agent during these times.	Int

Number of conversations

Counter	Name	Description	Type
totNConv<-	Total number of incoming established calls	Counts all established calls that meet the following requirements: incoming and answered. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-RC	Total number of incoming established calls via call distribution	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-RC per Topic	#Total number of incoming established calls via call distribution per topic	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into topics.	Int
totNConv<-RC per AG	*Total number of incoming established calls via call distribution per agent group	Counts all established calls that meet the following requirements: incoming, answered and assigned by call distribution. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. The counter is broken down into agent groups (AG).	Int
totNConv<-DCInt	Total number of internal incoming established calls to agent or call number	Counts all established calls that meet the following requirements: incoming, answered, internal and to agent or call number within the same PBX. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int

Counter	Name	Description	Type
totNConv<-DCExt	Total number of external incoming established calls to agent or call number	Counts all established calls that meet the following requirements: incoming, answered, external (over trunk line) and to agent or call number via trunk line. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted.	Int
totNConv<-OD	Total of established Dialer calls	Counts all established calls that meet the following requirements: incoming and call initiated by the Dialer.	Int
totNConv->	Total of outgoing established calls	Counts all established calls that meet the following requirements: answered and outgoing.	Int
totNConv->Int	Total of outgoing internal established calls	Counts all established calls that meet the following requirements: answered, outgoing and internal (within the same PBX or network).	Int
totNConv->Ext	Total of outgoing external established calls	Counts all established calls that meet the following requirements: answered, outgoing and external (over trunk line).	Int
totNConv->RC	Total of outgoing established calls via call distribution	Counts all established calls that meet the following requirements: answered, outgoing and initiated via topic call number.	Int
totNConv->DC	Total of outgoing established direct calls	Counts all established calls that meet the following requirements: answered, outgoing, direct calls (not via call distribution).	Int
totNConv->DCInt	Total number of internal outgoing established calls to agent or call number	Counts all established calls that meet the following requirements: outgoing, answered, internal and to agent or call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	Int

Counter	Name	Description	Type
totNConv->DCExt	Total of all established outgoing calls with external numbers.	Counts all established calls that meet the following requirements: answered, outgoing external (over trunk line), call to external call number. In the case of consultation calls a maximum of two established calls is counted: the first call between the two telephones (consultation) and the second between the original caller and the telephone to which the call is transferred. If the two telephones do not contact each other (blind transfer), only one call is counted. For technical reasons, a call is counted as an established call in the outgoing traffic on analog trunk lines as soon as a line is seized, even if no connection is established.	Int
totNConv->RCCons	Total of outgoing calls via call distribution in consultation	Counts all established calls that meet the following requirements: answered, outgoing, assigned via call distribution and in consultation.	Int
totNConv->DCCons	Total of outgoing calls in consultation	Counts all established calls that meet the following requirements: answered, outgoing, call to agent or call number and in consultation.	Int
totNConvWait<=N	Total of established calls with waiting time <= N	Counts all calls that have not been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvWait>N<=M	Total of established calls with waiting time > N and <= M	Counts all calls that have been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N and less than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int
totNConvWait>M	Total of established calls with waiting time > M	Counts all calls that have been in the queue of the topic and/or ringing at the telephone for more than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. Direct calls to the agent call number are counted as well.	Int

Number of processed conversations

Counter	Name	Description	Type
totNDone<-RC	Number of inbound ACD calls completed by agent.	Number of all calls completed by the agent that satisfy the following conditions: Inbound, allocated via call distribution and ended in the interval under consideration.	Int

Counter	Name	Description	Type
totNDone->RC	Number of outbound ACD calls completed by agent.	Number of all calls completed by the agent that satisfy the following conditions: Outbound, initiated via a topic call number, and ended in the interval under consideration.	Int

Conversation time total, average, and longest

Counter	Name	Description	Type
totTConv<-	Total of incoming conversation times	Sums up all conversation times that meet the following requirement: incoming. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-RC	Total of incoming conversation times via call distribution	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-RC	Average of all incoming conversation times via call distribution	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-RC	Maximum of all incoming conversation times via call distribution	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv->	Total of all outbound conversation times	Totals all conversation times that satisfy the following conditions: Outbound. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv->	Average value of all outbound conversation times	Calculates the average value of all conversation times that satisfy the following conditions: Outbound. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv->	Maximum value of all outgoing conversation times	Shows the maximum value of all conversation times that satisfy the following conditions: Outbound. The conversation times on the telephone are considered. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Counter	Name	Description	Type
totTConv->RC	Total of outgoing conversation times via call distribution	Sums up all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv->RC	Average of all outgoing conversation times via call distribution	Determines the average of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv->RC	Maximum of all outgoing conversation times via call distribution	Gives the maximum of all conversation times that meet the following requirements: outgoing and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-RC per Topic	#Total of incoming conversation times via call distribution per topic	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura
avgTConv<-RC per Topic	#Average of all incoming conversation times via call distribution per topic	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura
maxTConv<-RC per Topic	#Maximum of all incoming conversation times via call distribution per topic	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into topics	Dura
totTConv<-RC per AG	*Total of incoming conversation times via call distribution per agent group	Sums up all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
avgTConv<-RC per AG	*Average of all incoming conversation times via call distribution per agent group	Determines the average of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura

Counter	Name	Description	Type
maxTConv<-RC per AG	*Maximum of all incoming conversation times via call distribution per agent group	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by call distribution. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. The counter is broken down into agent groups (AG).	Dura
totTConv<-DCInt	Total of internal incoming conversation times to agent or call number	Sums up all conversation times that meet the following requirements: incoming, internal (within the same PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-DCInt	Average of all internal incoming conversation times to agent or call number	Determines the average of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-DCInt	Maximum of all internal incoming conversation times to agent or call number	Gives the maximum of all conversation times that meet the following requirements: incoming, internal (within the PBX or network) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-DCExt	Total of external incoming conversation times to agent or call number	Sums up all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConv<-DCExt	Average of all external incoming conversation times to agent or call number	Determines the average of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<-DCExt	Maximum of all external incoming conversation times to agent or call number	Gives the maximum of all conversation times that meet the following requirements: incoming, external (over trunk line) and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv<-OD	Total of incoming conversation times via Dialer	Sums up all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Counter	Name	Description	Type
avgTConv<- OD	Average of all incoming conversation times via Dialer	Determines the average of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConv<- OD	Maximum of all incoming conversation times via Dialer	Gives the maximum of all conversation times that meet the following requirements: incoming and assigned by Dialer. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
totTConv-> DCInt	Total of internal outgoing conversation times to agent or call number	Sums up all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv-> DCInt	Average of all internal outgoing conversation times to agent or call number	Determines the average of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
maxTConv-> DCInt	Maximum of all internal outgoing conversation times to agent or call number	Gives the maximum of all conversation times that meet the following requirements: outgoing, internal and to agent or call number. All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
totTConv-> DCExt	Total of outgoing conversation times to external numbers	Sums up all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura
avgTConv-> DCExt	Average of all outgoing conversation times to external numbers	Determines the average of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura

Counter	Name	Description	Type
maxTConv->DCExt	Maximum of all outgoing conversation times to external numbers	Gives the maximum of all conversation times that meet the following requirements: outgoing and to external number (not via call distribution). All conversation times at a telephone are taken into account. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. For outgoing calls on analog trunk lines the ringing time counts as part of the conversation time.	Dura

Total of all calls with Wrap Up

Counter	Name	Description	Type
totNWrapUp	Total of all calls with Wrap Up	Counts an agent's incoming and outgoing conversations which are followed by Wrap Up time.	Int
totNWrapUp per Topic	#Total of established calls with Wrap Up time per topic	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into topics.	Int
totNWrapUp per AG	#Total of established calls with Wrap Up time per agent group	Counts an agent's incoming and outgoing established calls which are followed by Wrap Up time. The counter is broken down into agent groups.	Int

Wrap Up total, average, and longest

Counter	Name	Description	Type
totTWrapUp	Total of Wrap Up times	Sums up an agent's Wrap Up times. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the totTWrapUp counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call; the conversation time of this established call, is determined with the counter totTConvWrapUp.	Dura
avgTWrapUp	Average Wrap Up time	Sums up an agent's average Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the avgTWrapUp counter ends nonetheless. WrapUp times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Counter	Name	Description	Type
maxTWrapUp	Maximum Wrap Up time	Gives an agent's maximum Wrap Up time. Wrap Up times are counted for both incoming and outgoing routed calls. If a mandatory job code is not entered at the end of the Wrap Up time, the maxTWrapUp counter ends nonetheless. Wrap Up times taken without a call are not counted here. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Wrap Up without call total, average, and longest

Counter	Name	Description	Type
totNWrapUpNoCall	Total of Wrap Ups initiated without a call	Counts all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated.	Int
totTWrapUpNoCall	Total of Wrap Up times initiated without a call	Sums up all Wrap Ups initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. totTWrapUpNoCall does not count if the agent requests manual Wrap Up while the system is waiting for a mandatory job code or during the Wrap Up time of the previous call. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
avgTWrapUpNoCall	Average Wrap Up time initiated without a call	Calculates the average Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura
maxTWrapUpNoCall	Maximum Wrap Up time initiated without a call	Gives the maximum Wrap Up time initiated by an agent without a call. Counts only if the agent is not on the phone when the Wrap Up time is initiated. If the agent takes a break during the Wrap Up time, the Wrap Up time ends when the break is initiated. If the agent is on a call during the Wrap Up time, then the Wrap Up time continues to be counted during the established call.	Dura

Wrap Up with mandatory job code average and longest

Counter	Name	Description	Type
totTForcedJCode	Total time mandatory job codes not entered after Wrap Up.	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times.	Dura

Counter	Name	Description	Type
avgTForcedJCode	Average time mandatory job codes not entered after Wrap Up time	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
maxTForcedJCode	Maximum time mandatory job code not entered after Wrap Up time	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
totTForcedJCode per Topic	#Total time mandatory job codes not entered after Wrap Up, per topic	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
avgTForcedJCode per Topic	#Average time mandatory job codes not entered after Wrap Up, per topic	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
maxTForcedJCode per Topic	#Maximum time mandatory job codes not entered after Wrap Up time, per topic	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into topics	Dura
totTForcedJCode per AG	*Total time mandatory job codes not entered after Wrap Up time, per agent group	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered by the agent. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura
avgTForcedJCode per AG	*Average time mandatory job codes not entered after Wrap Up, per agent group	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura
maxTForcedJCode per AG	*Maximum time mandatory job code not entered after Wrap Up time, per agent group	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. No further calls are assigned to the agent during these times. The counter is broken down into agent groups (AG).	Dura

Number of calls per job code

Counter	Name	Description	Type
totN per JCode	Total of calls per job code	Counts all calls to which the same job code is assigned by the agent.	Int
totN per JCode per Topic	#Total of calls per job code per topic	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into topics	Int
totN per JCode per AG	*Total of calls per job code per agent group	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into agent groups (AG).	Int

Number of job codes not entered

Counter	Name	Description	Type
totNNoJCode	Total of job codes not entered	Counts the cases in which the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. totNNoJCode per AG does not count if a job code is mandatory.	Int
totNNoJCode per Topic	#Total of job codes not entered per topic	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int
totNNoJCode per AG	*Total of job codes not entered per agent group	Counts how often the agent does not enter a job code although this is expected by the system. The system is waiting for a job code if Job code is configured and enabled for the topic, and if the agent has the privilege Job code input but not Mandatory job code input. The counter totNNoJCode per AG does not count if a job code is mandatory.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
totTService<-RC	Total processing time via call distribution	Sums up an agent's conversation plus Wrap Up times for calls assigned to the telephone by call distribution. For mandatory job totTService<-RC increases until a job code is entered.	Dura
avgTService<-RC	Average processing time via call distribution	Determines an agent's average conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, avgTService<-RC is extended until the job code has been entered.	Dura
maxTService<-RC	Maximum processing time via call distribution	Gives an agent's maximum conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, maxTService<-RC is extended until the job code has been entered.	Dura

Counter	Name	Description	Type
totTService<-RC per Topic	#Total processing time via call distribution per topic	Sums up an agent's conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, totTService<-RC per topic is extended until the job code has been entered. The counter is broken down into topics.	Dura
avgTService<-RC per Topic	#Average processing time via call distribution per topic	Determines an agent's average conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, avgTService<-RC per topic is extended until the job code has been entered. The counter is broken down into topics.	Dura
maxTService<-RC per Topic	#Maximum processing time via call distribution per topic	Gives an agent's maximum conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, maxTService<-RC per topic is extended until the job code has been entered. The counter is broken down into topics.	Dura
totTService<-RC per AG	*Total processing time via call distribution per agent group	Sums up an agent's conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, totTService<-RC per AG is extended until the job code has been entered. The counter is broken down into agent groups.	Dura
avgTService<-RC per AG	*Average processing time via call distribution, per agent group	Determines an agent's average conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, avgTService<-RC per AG is extended until the job code has been entered. The counter is broken down into agent groups.	Dura
maxTService<-RC per AG	*Maximum processing time via call distribution, per agent group	Gives an agent's maximum conversation plus Wrap Up times for calls assigned to the telephone by call distribution. If a job code is mandatory, maxTService<-RC per AG is extended until the job code has been entered. The counter is broken down into agent groups.	Dura
totTService<-RC per JCode	Total of conversation and Wrap Up times via call distribution per job code	Sums up all the agent's conversation and Wrap Up times for routed calls assigned the same job code by the agent. For mandatory job totTService<-RC increases until a job code is entered.	Dura

Transferred calls

Counter	Name	Description	Type
totNTrans->	Total calls transferred by the agent	Counts all calls that are successfully transferred by the respective agent.	Int
totNTrans<-	Total calls transferred to the agent	Counts all calls transferred to the respective agent.	Int

Counter	Name	Description	Type
totNTrans->DC	Number of transferred calls directly to an agent	Counts all calls transferred successfully by the respective agent, direct to an agent or to a telephone number.	Int
totNTrans->RC	Number of transferred calls via routing	Counts all calls transferred successfully by the respective agent using a topic number.	Int
totNTrans<-DC	Number of received direct transfers	Counts all calls successfully transferred directly to the respective agent or telephone number.	Int
totNTrans<-RC	Number of received transferred calls via routing	Counts all calls successfully transferred calls to the respective agent using a topic number.	Int
totNBlindTrans->	Number of blind transfers	Counts all calls successfully transferred by the respective agent, without connection during consultation call.	Int
totNBlindTrans<-	Number of received blind transfers	Counts all calls successfully transferred to the respective agent, without connection during consultation call.	Int
totNTrans->NonCC	Total calls transferred to non-call center destinations	Counts the following calls: The agent initiates a consultation call to a "non-Call Center destination" (i.e. an un-monitored subscriber of the same PBX or via a line to a subscriber of another PBX) and transfers the call (blind transfers included). The counter also counts if the transferred call is not established.	Int
totNTrans->Ext	Total calls transferred to external subscribers	Counts the following calls: The agent initiates a consultation call via a trunk line and transfers the call (blind transfers included). The counter also counts if the transferred call does not lead to a conversation.	Int

Availability for call distribution

Counter	Name	Description	Type
totTLogin	Total time of presence	Sums up all times during which the agent is present for PBX. An agent is considered present for the PBX when he is logged in on a telephone.	Dura
totTSignOn	Total time of availability for call distribution	Sums up all times during which the agent is signed on to at least one agent group and thus available for call distribution.	Dura
totTSignOn per AG	*Total time of availability for call distribution per agent group	Sums up all times during which the agent is signed on to at least one agent group. The counter is broken down into agent groups.	Dura
totTPause	Total Break Time time	Sums up all times during which the agent is signed off from call distribution with the Break Time function.	Dura

Counter	Name	Description	Type
totTPause per ReasonCode	Total Break Time time code of reason	Sums up all times during which the agent is signed off from call distribution with the Break Time function and entered a code of reason. The counter is broken down into codes.	Dura
totTAvail	Total time of availability for call distribution	Sums up the times the agent is signed-on to at least one agent group, not in Wrap Up and in telephony state "avail".	Dura
%TOccupWrapUp	Percentage of connection time (with wrap-up time) to time of presence	Calculates the percentage value from the ratio between the total connection time (conversation time, hold time, and wrap-up time) and the time of presence of the agent.	Perc
%TOccup	Percentage of connection time (without wrap-up time) to time of presence	Calculates the percentage value from the ratio between the total connection time (conversation time and hold time) and the time of presence of the agent.	Perc

Availability in the team

Counter	Name	Description	Type
totNLogin	Number of logged in agents	Counts the number of different logged in agents of a team in the considered time interval. In case agents logged off and logged in again in the considered interval the counter does not count twice.	Int
maxNPause	Maximum number of agents in Break Time at the same time	Counts the number of agents of the team being in state Break Time at the same time.	Int

Calls on hold and during Wrap Up

Counter	Name	Description	Type
totNHold	Total of established calls put on hold by the agent	Counts all calls that are put on hold by the agent.	Int
totTHold	Total hold time	Sums up all times during which calls are put on hold by the agent.	Dura
avgTHold	Average hold time	Determines the average hold time of calls put on hold by the agent.	Dura
maxTHold	Maximum hold time	Gives the maximum hold time of calls put on hold by the agent.	Dura
totNAbanHold	Total of calls abandoned while on hold	Counts all calls that are abandoned by the other party while put on hold by the agent.	Int
totNNewWrapUp	Total of calls during Wrap Up time	Counts all incoming and outgoing calls while the agent is in Wrap Up state.	Int

Counter	Name	Description	Type
totNConvWrapUp	Total of answered calls during Wrap Up time	Counts all incoming and outgoing answered calls while the agent is in Wrap Up state.	Int
totTConvWrapUp	Total conversation time during Wrap Up time	Sums up all conversation times of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or WrapUp. Times a call is on hold are not counted.	Dura
avgTConvWrapUp	Average value of all conversation times during Wrap Up time	Calculates the average conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura
maxTConvWrapUp	Maximum value of all conversation times during Wrap Up time	Calculates the maximum conversation time of calls that meet the following requirements: incoming or outgoing, agent in Wrap Up. All conversation times at a telephone are taken into account. Conversation time is the duration between switching through the connection and the end of the conversation or Wrap Up. Times a call is on hold are not counted.	Dura

Voice mails

Counter	Name	Description	Type
totNVM	Total of assigned voice mails	Counts all voice mails assigned to the agent by call distribution. All messages are counted whether they are played or not.	Int
totNAbanVM	Total of unplayed voice mails	Counts all voice mails assigned by call distribution and not played by the agent.	Int
totNRejVM	Total of rejected voice mails	Counts all voice mails assigned by call distribution and rejected by the agent. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNDoneVM	Total of played voice mails	Counts all voice mails assigned by call distribution and played by the agent.	Int

Task Service Factor

Counter	Name	Description	Type
TSF	Task service factor in percent	Gives the task service factor in percent. The TSF is the ratio of calls leading to a conversation before a configurable waiting time is over (TSF threshold of the team configuration) in relation to the total of all assigned calls.	Perc
totNTSF	Task service factor in number of calls	Gives the task service factor in the number of calls.	Int

Preview Dialer

Counter	Name	Description	Type
totNPreview	Total number of preview events	In preview dialer mode, all events are counted where a call job is offered to an agent of the campaign under consideration for initiation, no matter if a connection was established with the destination subscriber or not.	Int
totTPreview	Total time in preview state	In preview dialer mode, all times a call job is offered to an agent of the campaign under consideration for initiation are added , no matter if a connection was established with the destination subscriber or not.	Dura
avgTPreview	Average time in preview state	In preview dialer mode, the average time a call job is offered to an agent of the campaign under consideration for initiation is calculated, no matter if a connection was established with the destination subscriber.	Dura
maxTPreview	Maximum time in preview state	In preview dialer mode, the maximum time a call job is offered to an agent of the campaign under consideration for initiation is calculated, no matter if a connection was established with the destination subscriber.	Dura
totNPreviewRej	Number of rejected preview events	In preview dialer mode, all events are counted where a call job is offered to an agent of the campaign under consideration for initiation, but where the agent rejects this call job and initiation is thus prevented.	Int

Assists

Counter	Name	Description	Type
totNAssistsReq	Number of requested supervisor supports	Total of all supervisor support (supervisor emergency, supervisor assistance) requested by the agent.	Int

Task: E-Mail

E-mails

Number of e-mails

Counter	Name	Description	Type
totNNew	New e-mails	Counts all e-mails to the agent no matter if the mails are processed or not. Counts in all the intervals in which the e-mail is available and unread in agent's inbox.	Int
totNNew per Topic	#Number of new e-mails per topic	Counts all e-mails to the agent no matter if the mails are processed or not. Counts in all the intervals in which the e-mail is available and unread in agent's inbox. The counter is broken down into topics.	Int
totNNew per AG	*Number of new e-mails per AG	Counts all e-mails to the agent no matter if the mails are processed or not. Counts in all the intervals in which the e-mail is available and unread in agent's inbox. The counter is broken down into agent groups.	Int

Time e-mails are not opened total, average, and longest

Counter	Name	Description	Type
avgTAlert	Average time e-mails not opened	Calculates the average time e-mails remain unopened by the agent.	Dura
maxTAlert	Maximum time e-mails not opened	Gives the maximum time e-mails remain unopened by the agent.	Dura
totTAlert per Topic	#Total time e-mails not opened per topic	Sums up the times e-mails remain unopened by the agent. The counter is broken down into topics.	Dura
avgTAlert per Topic	#Average time e-mails not opened per topic	Calculates the average time e-mails remain unopened by the agent. The counter is broken down into topics.	Dura
maxTAlert per Topic	#Maximum time e-mails not opened per topic	Gives the maximum time e-mails remain unopened by the agent. The counter is broken down into topics.	Dura
totTAlert per AG	*Total time e-mails not opened per AG	Sums up the times e-mails remain unopened by the agent. The counter is broken down into agent groups.	Dura
avgTAlert per AG	*Average time e-mails not opened per AG	Calculates the average time e-mails remain unopened by the agent. The counter is broken down into agent groups.	Dura
maxTAlert per AG	*Maximum time e-mails not opened per AG	Gives the maximum time e-mails remain unopened by the agent. The counter is broken down into agent groups.	Dura

Number of unprocessed e-mails

Counter	Name	Description	Type
totNUnt	Number of unprocessed e-mails	Counts all e-mails that were not processed nor opened by the respective agent. E-mails are returned to the topic Mailbox after the max. time to accept was exceeded (by the agent) or if the agent deletes the e-mail.	Int
totNUnt per Topic	#Number of unprocessed e-mails per topic		Int
totNUnt per AG	*Number of unprocessed e-mails per AG		Int

Number of e-mails exceeding timeout

Counter	Name	Description	Type
totNExp	Number of e-mails exceeding the max. time to accept	Counts all e-mails to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow.	Int
totNExp per Topic	#Number of e-mails exceeding the max. time to accept per topic	Counts all e-mails to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow. The counter is broken down into topics.	Int
totNExp per AG	*Number of e-mails exceeding the max. time to accept per AG	Counts all e-mails to the agent that exceed the max. control time. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow. The counter is broken down into agent groups.	Int

Number of completed e-mails

Counter	Name	Description	Type
totNDone	*Number of e-mails completed by agents	Number of e-mails completed by the agent. Open e-mails which were deleted by the agent are not counted.	Int
totNDone per Topic	#Number of e-mails completed by agents per topic	Number of e-mails completed by the agent. The counter is broken down into topics. Open e-mails which were deleted by the agent are not counted.	Int
totNDone per AG	*Number of e-mails completed by agents	Number of e-mails completed by the agent. The counter is broken down into agent groups. Open e-mails which were deleted by the agent are not counted.	Int

Processed e-mails

Number of processed e-mails

Counter	Name	Description	Type
totNWork	Number of processed e-mails	Counts all e-mails opened and closed by the agent. E-mails that have been deleted by the agent after opening are counted too. Counts in all the intervals in which the e-mail is available and unread in agent's inbox.	Int
totNWork per Topic	#Number of processed e-mails per topic	Counts all e-mails processed and edited by the agent. E-mails that have been deleted by the agent after opening are counted too. The counter is broken down into topics.	Int
totNWork per AG	*Number of processed e-mails per AG	Counts all e-mails processed and edited by the agent. E-mails that have been deleted by the agent after opening are counted too. The counter is broken down into agent groups.	Int
totNWorkWait<=N	Number of processed e-mails with waiting time <= N Seconds	Counts all e-mails that did not wait longer than a set time N in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>N<=M	Number of processed e-mails with waiting time > N and = M seconds	Counts all e-mails that waited longer than a set time N and shorter than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>M	Number of processed e-mails with waiting time > M seconds	Counts all e-mails that waited longer than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
totTWork	Total processing time	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
avgTWork	Average processing time	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura

Counter	Name	Description	Type
maxTWork	Maximum processing time	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
totTWork per Topic	#Total processing time per topic	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
avgTWork per Topic	#Average processing time per topic	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
maxTWork per Topic	#Maximum processing time per topic	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
totTWork per AG	*Total processing time per AG	Sums up all times the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into agent groups.	Dura
avgTWork per AG	*Average processing time per AG	Calculates the average time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into agent groups.	Dura
maxTWork per AG	*Maximum processing time per AG	Gives the maximum time the agent needs for processing e-mails. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into agent groups.	Dura

Deferred E-mails

Counter	Name	Description	Type
totNDeferred	Number of deferred e-mails	Counts all e-mails that have been deferred. In case an agent defers more than one time the same e-mail, the counter counts not again. In case of deferring the e-mail after the e-mail was delegated, the counter counts like a new e-mail.	Int
totTDeferred	Total deferring time	Sums up all times e-mails were deferred by an agent. In case the deferring agent was logged off in the meantime this time contributes too.	Dura
avgTDeferred	Average deferring time	Calculates the average time e-mails were deferred by an agent. In case the deferring agent was logged off in the meantime this time contributes too.	Dura
maxTDeferred	Maximum deferring time	Gives the maximum time an e-mail was deferred by an agent. In case the deferring agent was logged off in the meantime this time contributes too.	Dura

Answered e-mails

Counter	Name	Description	Type
totNAnswered	Number of answered e-mails	Counts the number of e-mails which are answered by an agent. In case the agent send more than one answer per e-mail, only the first answer contributes to this counter.	Int
totTAnswered	Total answering time	Sums up all times until answering the e-mail. The time between opening an e-mail and sending the first answer contributes to this counter.	Dura
avgTAnswered	Average answering time	the average duration between opening an e-mail and sending the first answer.	Dura
maxTAnswered	Maximum answering time	Gives the maximum time during opening an e-mail and sending the first answer.	Dura

Number of e-mails per job code

Counter	Name	Description	Type
totN per JCode	Number of e-mails per job code	Gives the number of e-mails assigned the same job code by the agent.	Int
totN per JCode per Topic	#Number of e-mails per job code per topic	Gives the number of e-mails assigned the same job code by the agent. The counter is broken down into topics.	Int
totN per JCode per AG	*Number of e-mails per job code per AG	Gives the number of e-mails assigned the same job code by the agent. The counter is broken down into agent groups.	Int

Delegated e-mails

Counter	Name	Description	Type
totNDelegate->	Number of e-mails forwarded by the agent	Counts all e-mails transferred by the agent to a call center destination (agent, topic).	Int
totNDelegate<-	Number of e-mails forwarded to the agent	Counts all e-mails transferred to the agent.	Int

Availability for distribution

Counter	Name	Description	Type
totTLogin	Total time of presence	Sums up the times agents are present for the system. The system considers an agent present once he logged in on the system with the UI application.	Dura
totTSignOn	Total time signed-on for e-mail	Sums up the times an agent is signed-on to at least one agent group for e-mails.	Dura
totTSignOn per AG	*Total time signed-on for e-mail per AG	Sums up the times an agent is signed-on to at least one agent group for e-mails. The counter is broken down into agent groups.	Dura
totTPause	Total Break Time time	Sums up the Break Time times of agents. An agent activates the Break Time function. No further e-mails are distributed to the agent. The processing time of an open e-mail is stopped.	Dura
totTPause per ReasonCode	Total Break Time time code of reason	Sums up the times, in which the agent activated the function Break Time in the UI of the system and entered a reason for the break. The value is broken down into the code of reason.	Dura

E-mail Service Factor

Counter	Name	Description	Type
ASF	Task Service Factor in percent	Calculates the Task Service Factor in percent for the respective team. The time evaluated for the TSF starts with the arrival of an e-mail at an agent and ends when the mail is opened. By the agent deleted e-mails are not considered here.	Perc
totNASF	Number of e-mails for the ASF	Gives the number of e-mails used for calculating the TSF for the team. Counts for the interval during which the e-mail was opened or the threshold exceeded, depending on which happens first. By the agent deleted e-mails are not considered here.	Int

Task: Chat

Chat requests

Number of chat requests

Counter	Name	Description	Type
totNNew	Incoming chats	Count all incoming chats for the agent, regardless of whether the chats have been processed or not. The counter counts in all intervals in which the chat request was not accepted.	Int
totNNew per Topic	#Incoming chats per topic	Count all incoming chats for the agent, regardless of whether the chats have been processed or not. The counter counts in all intervals in which the chat request was not accepted. The counter is broken into topics.	Int

Not processed chat requests

Times of not processed chat requests

Counter	Name	Description	Type
totTAlert	Total time unanswered chats	Sums the time the chat request had not been accepted by the agent.	Dura
avgTAlert	Average time unanswered chats	Calculates the average time chat remain unaccepted by the agent.	Dura
maxTAlert	Maximum time unanswered chats	Gives the maximum number of agents signed-on to the agent group of the system for chats.	Dura
totTAlert per Topic	#Total time chats not accepted per topic	Sums up the times chat requests remain unprocessed by the agent. The counter is broken down into topics.	Dura
avgTAlert per Topic	#Average time unprocessed chats per topic	Calculates the average time chat request remain unprocessed by the agent. The counter is broken down into topics.	Dura
maxTAlert per Topic	#Maximum time unprocessed chats per topic	Gives the maximum time a chat request of the respective agent remained unprocessed. The counter is broken into topics.	Dura

Number of not processed chat requests

Counter	Name	Description	Type
totNUnt	Number of non-processed chats	Counts chat request that were not processed or deleted by the respective agent.	Int
totNUnt per Topic	#Number of unprocessed chats per topic	Counts the chat requests assigned to the agent, but were not accepted or deleted by him. The counter is broken down into topics.	Int

Number of chat requests with acceptance timeout

Counter	Name	Description	Type
totNExp	Number of chats exceeding the max. time to accept	Counts all chat requests to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the chat request according to the task flow.	Int
totNExp per Topic	#Number of chats exceeding the max. time to accept per topic	Counts all chat requests to the agent that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the chat request according to the task flow. The counter is broken down into topics.	Int

Processed chat requests

Number of chat requests in process

Counter	Name	Description	Type
totNWork	Number of processed Chats	Count all chat requests that have been processed by the agent. The counter counts in all the intervals in which a chat request was processed by the agent.	Int
totNWork per Topic	#Number of processed chats per topic	Counts all chat requests processed by the agent. Counts in all the intervals in which the chat request is processed by the agent. The counter is broken down into topics.	Int
totNWorkWait<=N	Number of processed chats with waiting time <= N Seconds	Counts all chat requests that did not wait longer than a set time N in the queue of the topic and/or pended at an agent. Chats that waited in the queue are counted as well as chats that could be directly assigned to an available agent.	Int
totNWorkWait>N<=M	Number of processed chats with waiting time > N and <= M seconds	Counts all chats that did not wait longer than a set time N in the queue of the topic and/or pended at an agent. Chats that waited in the queue are counted as well as chats that could be directly assigned to an available agent.	Int
totNWorkWait>M	Number of processed chats with waiting time > M seconds	Count all chat requests, which have until the start of processing no longer than an adjustable time N waited in the queue of the topic and / or located with the agent. There are both chat requests that have been waiting in the queue, as well as those who were immediately assigned, because an agent was free.	Int

Processing times

Counter	Name	Description	Type
totTWork	Total processing time	Sums up all times the agent needs for processing chats. The duration between accepting or deleting a chat by the agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out these times are not counted as processing time.	Dura
avgTWork	Average processing time	Calculates the average time the agent needs for processing chats. The duration between opening and closing or deleting a chat by the agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out these times are not counted as processing time.	Dura
maxTWork	Maximum processing time	Gives the maximum time the agent needs for processing chats. The duration between opening and closing or deleting a chat request by the agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out these times are not counted as processing time.	Dura
totTWork per Topic	#Total processing time per topic	Gives the maximum processing time of chat requests of the respective topic. The duration between opening and closing a chat request by an agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out (the chat is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
avgTWork per Topic	#Average processing time per topic	Calculates the average time the agent needs for processing chat requests. The duration between opening and closing or deleting a chat request by the agent is called processing time. If the active chat request is interrupted by the agent or if the agent logs out (the chat request is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura
maxTWork per Topic	#Maximum processing time per topic	Gives the maximum processing time of chat requests of the respective topic. The duration between opening and closing a chat request by an agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out (the chat is reactivated after the agent logs in again) these times are not counted as processing time. The counter is broken down into topics.	Dura

Tranfered chat requests

Counter	Name	Description	Type
totNDelegate->	Number of chats forwarded by the agent	Counts all chat requests transferred by the agent to a call center destination (agent, topic).	Int
totNDelegate<-	Number of chats forwarded to the agent	Counts all chats transferred to the agent.	Int

Chat requests per jobcode

Counter	Name	Description	Type
totN per JCode	Number of chats per job code	Gives the number of chats assigned the same job code by the agent.	Int
totN per JCode per Topic	#Number of chats per job code per topic	Gives the number of chats assigned the same job code by the agent. The counter is broken down into topics.	Int

Chat service factor

Counter	Name	Description	Type
ASF	Task Service Factor in percent	Calculates the Task Service Factor in percent for the respective team. The time evaluated for the TSF starts with the arrival of a chat request at an agent and ends when the chat is accepted. By the agent deleted chats are not considered here.	Perc
totNASF	Number of chats for the ASF	Gives the number of chats used for calculating the TSF for the team. Counts for the interval during which the chat was accepted or the threshold exceeded, depending on which happens first. By the agent deleted chats are not considered here.	Int

Completed chat requests

Counter	Name	Description	Type
totNDone	Number of chats completed by agents	Number of chats completed by the agent. Chat which were deleted by the agent are not counted.	Int
totNDone per Topic	#Number of chats completed by agents per topic	Number of chats completed by the agent. The counter is broken down into topics. Accepted chats which were deleted by the agent are not counted.	Int

Availability for distribution

Counter	Name	Description	Type
totTSignOn per AG	*Total time signed-on for chat per AG	Sums up the times an agent is signed-on to at least one agent group for chats. The counter is broken down into agent groups.	Dura
totTPause per ReasonCode	Total Break Time time code of reason	Sums up the times, in which the agent activated the function Break Time in the UI of the system and entered a reason for the break. The value is broken down into the code of reason.	Dura

Counter type: Topic

Task: Voice

Reporting from caller's point of view

Counter	Name	Description	Type
totNIncome	Total of incoming calls to topic	Counts all first calls to the topic. Not counted are calls transferred by agents, calls distributed to the topic due to topic overflow, calls re-assigned via call distribution or IVR (Automatic Agent). Calls initiated via an outbound dialer campaign or OUTCC-generated calls are not counted either.	Int
totNSucc	Total of successful calls to topic	Counts all calls answered by an agent, an automatic agent (IVR), or an external destination. It can be determined with the UI configuration under "Special settings", when a connection with an external destination is considered successful. Only initial connections are counted. Transferred calls are not counted. The counter counts always within the interval in which the call contributes to totNIncome.	Int
totNSucc<N	Total of successful calls with waiting time < n seconds	Counts all calls initially answered by an agent, an automatic agent (IVR), or an external destination within n seconds (default 20 s, can be configured per topic with the topic statistics basic value for totConvWait<N). Only initial connections are counted. Transferred calls are not counted. The counter counts always within the interval in which the call contributes to totNIncome.	Int
totNLost	Total of lost calls to a topic	Counts all calls that do not lead to a conversation with an agent, an automatic agent (IVR), or an external destination. It can be determined with the UI configuration under "Special settings", when a connection with an external destination is considered lost. It does not matter if the caller hangs up while in the queue or after the call is assigned to an agent, automatic agent (IVR) or external destination or switched busy by the system. The counter counts always within the interval in which the call contributes to totNIncome.	Int
totNLost<N	Total of lost calls with cancellation time < n seconds	Counts all calls lost within n seconds (default 5 s, can be configured per topic with the topic statistics basic value for totNAban<N). It does not matter if the caller hangs up while in the queue or after the call is assigned to an agent, automatic agent (IVR) or external destination or switched busy by the system. The counter counts always within the interval in which the call contributes to totNIncome.	Int

Counter	Name	Description	Type
CSF	Customer Service Factor in percent	Gives the customer service factor in percent. The customer service factor is the ratio of successful calls that were established during a configurable waiting time (TSF threshold) and the total of all incoming calls (totNIncome). Successful calls are connections with an agent, an automatic agent (IVR) or an external destination (if thus configured with the UI configuration under "Special settings"). Callers that hang up within 5 seconds before the call is answered are not counted. For the calculation of the service factor the time after welcome announcement until answering is considered. The counter counts always within the interval in which the call contributes to totNIncome.	Perc
totNIncomeLT	Total of incoming calls to the last topic	Counts all calls to the respective topic, assigned or ended within that topic. Considered are: calls to the topic, calls assigned to the topic due to an overflow and calls transferred to the topic. Calls re-assigned to the topic after an elapsed ringing timeout are not counted. Calls initiated via an outbound dialer campaign or OUTCC-generated calls are also not counted.	Int
totNSuccLT	Total of successful calls to the last topic	Counts all the calls answered by agent, automatic agent (IVR) or external destination within the respective topic. It can be determined with the UI configuration under "Special settings", when a connection with an external destination is considered successful.	Int
totNSuccLT<N	Total of successful calls with waiting time < n seconds to the last topic.	Counts all the calls answered by agent, automatic agent (IVR) or external destination within n seconds (default 20 s, can be configured per topic with the topic statistics basic value for totNConvWait<N) within the respective topic.	Int
totNLostLT	Total of lost calls to the last topic	Counts all the calls within the respective topic ended without a conversation with an agent, an automatic agent (IVR), or an external destination. It can be determined with the UI configuration under "Special settings", when a connection with an external destination is considered lost. It does not matter if the caller hangs up while in the queue or after the call is assigned to an agent, automatic agent (IVR) or external destination or switched busy by the system.	Int
totNLostLT<N	Total of lost calls with cancellation time < n seconds to the last topic	Counts all the calls ended within n seconds (default 5 s, can be configured per topic with the topic statistics basic value for totNABan<N) without conversation within the considered topic. It does not matter if the caller hangs up while in the queue or after the call is assigned to an agent, automatic agent (IVR) or external destination or switched busy by the system.	Int

Counter	Name	Description	Type
CSFLT	Customer Service Factor in percent in the last topic	Calculates the customer service factor in percent. The customer service factor is the ratio of successful calls that lead to a conversation during a configurable waiting time (TSF threshold) within the considered topic and the total of all incoming calls (totNincomeLT) within the considered topic. Successful calls are connections with an agent, an automatic agent (IVR) or an external destination (if thus configured with the UI configuration under "Special settings"). Callers that hang up within 5 seconds before the call is answered (short abandoned) are not counted. Service factor calculation considers the interval from the end of the first welcome message until answering.	Perc

Calls

Counter	Name	Description	Type
totNNew	Total of calls to a topic	Inbound: Counts all incoming calls to the topic under consideration. All calls that dialed the topic directly or were transferred or routed to the topic are counted. Also voice messages distributed via call distribution will be counted.	Int
totNOutCC	Total of outgoing calls via topic	Counts all manually initiated outgoing Topic calls for the considered topic. Calls initiated by the agent in the contact bar via dial button as well as call back in realtime element Abandoned list are counted. Call jobs initiated by dialer of type preview or direct also counted	Int
totNRR	Total of calls to a topic via call distribution	Counts all calls to the topic that did not dial the topic directly, but were redirected to the topic by call distribution. Possible reasons are: a) the agent was signed-off due elapsed ringing timeout, b) the call is rejected by the agent and returned to call distribution, c) it is counted for external call distribution if the call is returned to call distribution due to a busy external destination, d) in case of a topic-topic overflow programmed for the CallFlow (in this case totNRR counts in the overflow topic).	Int
totNTrans<-	Total of calls transferred to the topic	Counts all calls that were originally assigned to another topic but transferred to the topic concerned by an agent. It is also counted if the call to the topic is not established.	Int
totNTrans<- per Topic	#Total of calls transferred to the topic concerned per topic	Counts all calls that were originally assigned to topic n but transferred to the topic concerned by an agent. It is also counted if the call to the topic is not established.	Int
totNRedial	Number of redials for topic	Counts all calls of callers to the respective topic whose first call was not established and who called the topic again during the calculated period (default=30 minutes). Anonymous callers are not counted.	Int

Counter	Name	Description	Type
totNCallersRedial	Number of redialing callers for topic	Counts all callers to the respective topic whose first call was not established and who called the topic again during the calculated period (default=30 minutes). Anonymous callers are not counted.	Int
totNNewOD	Total of calls to topic initiated by the Dialer	Counts all calls to the topic initiated by the Dialer. Topic overflows and rerouted calls are not taken into account.	Int

Calls to agents

Counter	Name	Description	Type
totNAg	Total of calls	Counts all calls to the topic assigned to agents (the call is signaled at the telephone) whether they are established or not.	Int
totNExp1	Total of calls exceeding a specified ringing time	Counts all calls to the topic that were assigned to agents and rang for more than the specified ringing time, no matter if the calls are answered or not.	Int
totTRingAg	Total ringing time	Sums up the ringing times of all agents of the topic concerned. Ringing time is the period during which a call is signaled at a telephone. The ringing time ends as soon as one of the following events occurs: a) the call is answered by the agent, b) the caller hangs up before the call is answered, c) the call is picked up by another agent, d) the agent is signed off due to ringing timeout and call is returned to call distribution.	Dura
avgTRingAg	Average ringing time	Determines the average ringing time of all calls to agents of the topic concerned. Ringing time is the period during which a call is signaled at a telephone.	Dura
maxTRingAg	Maximum ringing time	Gives the maximum ringing time of all calls to agents of the topic concerned. Ringing time is the period during which a call is signaled at a telephone.	Dura
totNExp	Total of calls exceeding a specified ringing timeout	Counts all calls to the topic concerned that were assigned to an agent but not answered until ringing timeout. The agent is signed off from the system and the call returned to call distribution. The counter is also counting in case of simultaneous events, i.e. in the moment a call distributed to an agent the agent starts on outgoing call. In this case the call will also return to call distribution, but the agent is not signed off.	Int
totNAbanAg	Total of calls not answered by agent	Counts all calls to agents of the respective topic that are not established because: a) the caller hangs up while the call is ringing, i.e. before it could be answered by the agent, b) the call is not answered and returned to call distribution after the ringing timeout elapsed.	Int

Conversation and Wrap Up

Wait time until answer

Counter	Name	Description	Type
avgTConvWait	Average waiting time until answering	Determines the average waiting time of all calls to the topic under consideration, that are either answered or picked up by another agent. The considered time starts when the call enters the topic (time in the queue including time of the welcome announcement) and ends when an agent answers (ringing time at the agent is included). If the call is returned to call distribution before it is answered, the counter continues to count. If a call that dials in to topic 1 and is transferred by call distribution to topic 2 before it is answered, e.g. due to an elapsed ringing timeout, the following happens: avgTConvWait does not count for topic 1, avgTConvWait counts the total time for topic 2, that is from the arrival of the call at topic 1 until it is answered.	Dura
maxTConvWait	Maximum waiting time until answering	Gives the maximum waiting time of all calls to the topic, that are either answered or picked up by another agent. The considered time starts when the call enters the topic (time in the queue including time of the welcome announcement) and ends when an agent answers (ringing time at the agent is included). If the call is returned to call distribution before it is answered, the counter continues to count. If a call that dials in to topic 1 and is transferred by call distribution to topic 2 before it is answered, e.g. due to an elapsed ringing timeout, the following happens: maxTConvWait does not count for topic 1, counts the total time for topic 2, that is from the arrival of the call at topic 1 until it is answered.	Dura
totNConvWait<=N	Total of established calls with waiting time <= N	Counts all calls that have not been in the queue of the topic and/or ringing at a telephone for more than an adjustable time N before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. If several topics are passed before the call is answered then the whole waiting time is counted (included welcome announcement time and ringing time at the agent). This counter counts only in the topic where the call was answered.	Int

Counter	Name	Description	Type
totNConvWait>N<=M	Total of established calls with waiting time > N and <= M	Counts all calls that have been in the queue of the topic and/ or ringing at the telephone for more than an adjustable time N and less than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. If several topics are passed before the call is answered then the whole waiting time is counted (included welcome announcement time and ringing time at the agent). This counter counts only in the topic where the call was answered.	Int
totNConvWait>M	Total of established calls with waiting time > M	Counts all calls that have been in the queue of the topic and/ or ringing at the telephone for more than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted. If several topics are passed before the call is answered then the whole waiting time is counted (included welcome announcement time and ringing time at the agent). This counter counts only in the topic where the call was answered.	Int
totNConvWaitLT<=N	Total of established calls with waiting time in the last topic <= N	Counts all calls that have been in the queue of the last routed topic and/ or ringing at the telephone for less than an adjustable time N before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNConvWaitLT>N<=M	Total of established calls with waiting time in the last topic > N and <= M	Counts all calls that have been in the queue of the last routed topic and/ or ringing at the telephone for more than an adjustable time N and less than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNConvWaitLT>M	Total of established calls with waiting time in the last topic > M	Counts all calls that have been in the queue of the last routed topic and/ or ringing at the telephone for more than an adjustable time M before being answered. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totTConvWaitLT	Total of waiting time until conversation in last topic	Count the waiting time of all conversations, which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura
avgTConvWaitLT	Average waiting time until conversation in last topic	Count the average waiting time of all conversations, which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura

Counter	Name	Description	Type
maxTConvWaitLT	Maximum waiting time until conversation in last topic	Count the maximum waiting time of all conversations, which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura

Conversations and conversation times for agent

Counter	Name	Description	Type
totNConvAg	Total of established calls to agents	Counts all incoming calls to the topic assigned via call distribution and answered by agents. Incoming calls to topics are counted as well as calls initiated by the Dialer.	Int
totTConvAg	Total conversation time	Sums up all conversation times of the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConvAg	Average conversation time	Determines the average conversation time of the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConvAg	Maximum conversation time	Gives the maximum conversation time of the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Conversations and conversation times for outgoing topic calls - OUTCC

Counter	Name	Description	Type
totNConvOutCC	Total of established outgoing calls - OutCC	Counts all outgoing calls via the respective topic answered by the addressed destinations. This counter contains calls initiated by the agent in contact bar with dial button as well call initiated in the realtime element "Abandoned Call list" as well call jobs initiated by Outbound dialer of type preview or direct	Int
totTConvOutCC	Total conversation time (outgoing via topic - OutCC)	Sums up the conversation times of all outbound CC calls of the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
avgTConvOutCC	Average conversation time (outgoing via topic - OutCC)	Determines the average conversation time of all outbound CC calls of the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura
maxTConvOutCC	Maximum conversation time (outgoing via topic - OutCC)	Shows the maximum conversation time of all outbound CC calls of the respective topic. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold.	Dura

Wrap Up

Counter	Name	Description	Type
totNWrapUp	Total of all calls with Wrap Up	Counts all established calls concerning the respective topic which are followed by Wrap Up time.	Int
totTWrapUp	Total Wrap Up time	Sums up the Wrap Up times of all established calls of the respective topic. If a mandatory job code is not entered at the end of the Wrap Up time, totTWrapUp ends nonetheless.	Dura
avgTWrapUp	Average Wrap Up time	Determines the average Wrap Up time of all established calls of the respective topic. If a mandatory job code is not entered at the end of the Wrap Up time, avgTWrapUp ends nonetheless.	Dura
maxTWrapUp	Maximum Wrap Up time	Gives the maximum Wrap Up time of all established calls of the respective topic. If a mandatory job code is not entered at the end of the Wrap Up time, maxTWrapUp ends nonetheless.	Dura

Job code

Counter	Name	Description	Type
totN per JCode	Total of calls per job code	Counts all calls to which the same job code is assigned by the agent.	Int
totNNoJCode	Total of job codes not entered	Counts all cases of the respective topic in which the agent does not enter a job code although this is expected by the system. totNNoJCode does not count if a job code is mandatory.	Int
totNForcedJCode	Total of mandatory job codes entered after Wrap Up time has expired	Counts how often the agent enters a mandatory job code for the considered topic after the Wrap Up time is over. No further calls are assigned to the agent during these times.	Int
avgTForcedJCode	Average time mandatory job codes not entered after Wrap Up time	Determines the average time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
maxTForcedJCode	Maximum time mandatory job code not entered after Wrap Up time	Gives the maximum time after the Wrap Up time is over, the agent takes to enter a mandatory job code for the topic. The recorded time starts with the end of the Wrap Up time and ends with the input of the mandatory job code or if the agent logs out. No further calls are assigned to the agent during these times.	Dura
totTForcedJCode	Total time mandatory job codes not entered after Wrap Up.	Sums up the times after Wrap Up time is over, during which a mandatory job code is not entered. No further calls are assigned to the agent during these times.	Dura

Calls on hold and during Wrap Up

Counter	Name	Description	Type
totTHold	Total hold time	Sums up all times during which calls are put on hold by the agent.	Dura
avgTHold	Average hold time	Determines the average hold time of calls put on hold by the agent.	Dura
maxTHold	Maximum hold time	Gives the maximum hold time of calls put on hold by the agent.	Dura

Processing time total, average, and longest

Counter	Name	Description	Type
totTService	Total processing time	Sums up the conversation plus Wrap Up times of all calls of the respective topic. If a job code is mandatory, totTService is extended until the job code has been entered.	Dura
avgTService	Average processing time	Determines the average conversation plus Wrap Up time of all calls of the respective topic. If a job code is mandatory, avgTService is extended until the job code has been entered.	Dura
maxTService	Maximum processing time	Gives the maximum conversation plus Wrap Up time of all calls of the respective topic. If a job code is mandatory, maxTService is extended until the job code has been entered.	Dura

Calls in the queue

Counter	Name	Description	Type
totNQueued	Total number of calls in the queue	Counts all calls to the respective topic which cannot be assigned to an agent directly and are therefore queued. If a call is returned to the queue due to an elapsed ringing timeout and because no other agent is available, the counter counts again. totNQueued also counts if a welcome message is played to the caller before the call is switched through.	Int
totNQueuedAnn	Total of calls in the queue with announcement	Counts all calls which were connected to at least one announcement (VEA or IVR) while in the queue. totNQueuedAnn also counts if a welcome message is played to the caller before the call is switched through.	Int
totNQueuedIVR	Total of calls in the queue with IVR	Counts all calls that are connected to an IVR when being queued. totNQueuedIVR is a special case of totNQueuedAnn. The counter does not count if the IVR script is configured as Automatic Agent.	Int
totNQueuedNoAnn	Total of calls in the queue without announcement	Counts all calls that were not connected to any announcement while being queued.	Int

Counter	Name	Description	Type
avgTQueued	Average waiting time in the queue	Determines the average waiting time of all calls in the queue of the respective topic in minutes and seconds. It does not matter whether the call was connected to an announcement or not.	Dura
maxTQueued	Maximum waiting time in the queue	Determines the maximum waiting time of all calls in the queue of the respective topic in minutes and seconds. It does not matter whether the call was connected to an announcement or not.	Dura
avgTQueuedAnn	Average waiting time in the queue with announcement	Determines the average waiting time of all calls to the respective topic that were connected at least to one announcement. The waiting time is given in minutes and seconds.	Dura
maxTQueuedAnn	Maximum waiting time in the queue with announcement	Gives the maximum waiting time of all calls of the respective topic that were connected at least to one announcement. The waiting time is given in minutes and seconds.	Dura
avgTQueuedIVR	Average waiting time in the queue with IVR	Determines the average waiting time of all calls of the respective topic that were connected at least to one IVR script. The waiting time is given in minutes and seconds.	Dura
maxTQueuedIVR	Maximum waiting time in the queue with IVR	Gives the maximum waiting time of all calls of the respective topic that were connected at least to one IVR script. The waiting time is given in minutes and seconds.	Dura
avgTQueuedNoAnn	Determines the average waiting time of all calls in the queue of the topic not connected to an announcement in minutes and seconds.	Determines the average waiting time of all calls in the queue of the topic not connected to an announcement in minutes and seconds.	Dura
maxTQueuedNoAnn	Maximum waiting time in the queue without announcement	Gives the maximum waiting time of all calls in the queue of the topic not connected to an announcement in minutes and seconds.	Dura
totNPickupQueue	Total of calls picked up from the queue	Counts all calls in the queue that are picked up by an agent before they could be assigned.	Int
totNAbanQueued	Number of calls that were placed in the queue.	Counts all the calls that have not led to a conversation (with an agent or an external target), because the caller hangs up before allocation of the query in the queue.	Int

Welcome announcement

Counter	Name	Description	Type
totNWelcome	Total of calls in the queue with welcome announcement	Counts all calls the were connected to a welcome announcement (no matter if VEA or IVR) while in the queue.	Int
totTWelcome	Total welcome announcement time in the queue	Determines the total welcome announcement time of all calls in the queue of the respective topic. The welcome announcement time is given in minutes and seconds.	Dura
avgTWelcome	Average welcome announcement time in the queue	Determines the average welcome announcement time of all calls to queue of the topic concerned. The welcome announcement time is given in minutes and seconds.	Dura
maxTWelcome	Maximum welcome announcement time in the queue	Determines the maximum welcome announcement time of all calls to queue of the topic concerned. The welcome announcement time is given in minutes and seconds.	Dura

Unanswered calls

Counter	Name	Description	Type
totNAban	Total of abandoned calls	Counts all calls not leading to a conversation (with an agent or an external destination). totNAban counts if: a) the caller hangs up before the call is answered (while in the queue or ringing at the agent), b) the agent is signed off from the system due to an elapsed ringing timeout and the call returned to call distribution, c) the system releases the call or d) the call is assigned to an external destination that does not answer or is busy.	Int
totNAbanOutCC	Total of abandoned outgoing calls via topic	Counts all calls (initiated manually by agent in telephone, call back from abandoned list or preview dialer call job) not leading to a conversation (with the addressed destination).	Int
totNAbanWait<=N	Total of abandoned calls <= N	Counts all calls that do not lead to a conversation with an agent or an external destination and which have been queuing and/or ringing at the telephone for less than an adjustable time N.	Int
totNAbanWait>N<=M	Total of abandoned calls > N and <= M	Counts all calls that do not lead to a conversation with an agent or an external destination and which have been queuing and/or ringing at the telephone for more than an adjustable time N and a maximum adjustable time M.	Int
totNAbanWait>M	Total of abandoned calls > M	Counts all calls that do not lead to a conversation with an agent or an external destination and which have been queuing and/or ringing at the telephone for more than an adjustable time M.	Int

Counter	Name	Description	Type
totNAbanOD	Total of abandoned Dialer calls	Counts all Dialer calls that do not lead to a conversation with an agent. totNAbanOD counts the following cases. a) the destination subscriber cannot be reached , b) the destination subscriber is busy, c) in case of a drop (there is no avail agent after the destination subscriber has been reached).	Int

Wait time of unanswered calls

Counter	Name	Description	Type
avgTAbanWait	Average waiting time of abandoned calls	Determines the average waiting time of all calls to a topic that are not answered. The ringing time at the agent is included (the counter counts until the call is abandoned by the caller and not only until it leaves the queue).	Dura
maxTAbanWait	Maximum waiting time of abandoned calls	Gives the maximum waiting time of all calls of a topic that are not answered. The ringing time at the agent is included (the counter counts until the call is abandoned by the caller and not only until it leaves the queue).	Dura
totTAbanWaitLT	Total of waiting time of of abandoned calls in last topic	Count the total of waiting time of abandoned calls which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura
avgTAbanWaitLT	Average of waiting time of of abandoned calls in last topic	Count the avarage of waiting time of abandoned calls which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura
maxTAbanWaitLT	Maximum of waiting time of of abandoned calls in last topic	Count the maximum of waiting time of abandoned calls which accumulated up to the inquiry in the queue of the last topic (LT) and/or with the subscriber called. Calls from the queue as well as calls directly assigned to a free agent are counted.	Dura

Number of rejected calls

Counter	Name	Description	Type
totNRej	Sum of all incoming calls rejected by the agent.	Counts all calls that meet the following requirements: incoming, assigned by call distribution and rejected by the agent. This counter is active only on the Integral Enterprise (I55) PBX, a call can not be refused on the PBX type ACM or IPO.	Int

Overload

Counter	Name	Description	Type
totNOverl	Total of calls during overload	Counts all calls to the topic under consideration released by the system, i.e. connected to busy tone. All calls are counted that are distributed to Drop element as destination within the CallFlow. totNOverl does not count if a caller is connected to busy tone because there are no more free lines to the PBX. The number of these calls cannot be recorded here. The number totOverl is contained in the totNAban counter.	Int

Overload total, average, and longest

Counter	Name	Description	Type
totTOverl	Total overload time	Sums up the times during which the topic is in the state of overload, i.e. during which the topic cannot accept further calls (even if no calls come in). totTOverl counts only for internal call distribution, i.e. if the PBX distributes the calls. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
avgTOverl	Average overload time	Determines the average time the topic is in overload, i.e. the topic cannot accept additional calls. avgTOverl counts only for internal call distribution, i.e. if the Integral Enterprise (I55) PBX distributes the calls.	Dura
maxTOverl	Maximum overload time	Determines the maximum time the topic is in overload, i.e. the topic cannot accept additional calls. maxTOverl counts only for internal call distribution, i.e. if the PBX distributes the calls. This counter is active only on the Integral Enterprise (I55) PBX.	Dura

Task Service Factor

Counter	Name	Description	Type
TSF	Task service factor in percent	Gives the task service factor in percent. The TSF is the ratio of calls leading to a conversation (totNTSF+) before a configurable waiting time(TSF threshold) in relation to the total of all calls (totNTSF). It is configurable if short abandoned calls contribute to TSF. The default value for the min. waiting time in queue for calls contributing to TSF is set to 0. It can be configured system wide or per topic.	Perc
totNTSF	Total number of calls for the TSF	Determines the total number of calls for the calculation of the TSF. All calls to the topic as well as all calls returned to the queue of the topic are counted. In the topic statistics, totNTSF cannot be crosschecked with totNNew plus totNRr because the information for the TSF is saved to the interval the positive or negative evaluation is completed.	Int
totNTSF+	Number of positive calls for the TSF	Determines the number of positive calls for the calculation of the TSF. Calls are considered 'positive' if they are answered within a configurable waiting time (TSF threshold, can be configured per topic). It makes no difference whether the call was queued or not. If a configured welcome announcement is active, its duration time will not be considered.	Int

Acceptance level

Counter	Name	Description	Type
%AcceptLevel	Accessibility in percent	The acceptance level is the ratio of calls that led to a conversation, and the sum of all incoming calls. Short abandoned calls, i.e. calls which have waited less than N seconds, are not included. The value is given in percent.	Perc

First Call Resolution

Counter	Name	Description	Type
FCR	First Call Resolution in Percent	FCR measures the percentage of customer issued calls that are resolved in one call. An inquiry is a succession of calls to the same topic from the same customer with each gap between call less than a chosen time interval (Default: 72 hours). If a customer calls again within the configured period then this is considered an unsuccessful FCR. With every call from this customer within this gap the period starts new. FCR is calculated as the rate of number of positive FCR calls (totNFCR+) and the Total number of all calls (totNFCR). Every call from each customer contributes only one time to each gap. Only calls with known caller number contribute to the calculation of FCR. In case of topic overflow the call contributes for FCR in the last routed topic. In case after connection an agent transfers the call to another topic the call contributes not in the transferred topic. Calls which are distributed to external destinations are handled like calls to agents. Calls, which are routed to an IVR script type "Automatic Agent", contribute to FCR of the considered topic. In case the call is transferred by the IVR script type "Automatic Agent" and customer issue is resolved in that call, do not contribute to FCR; in this case the calculation of FCR will be done in the transfer topic.	Perc
totNFCR	Total number of calls for FCR	Measures the total number of calls contributing to the calculation of FCR. Counts all calls which have dialed in to the respective topic or which are rerouted again in waiting field. Every call from each customer contributes only one time to each gap. Only calls with known caller number contribute to the calculation of FCR.	Int
totNFCR+	Number of positive calls for FCR	Measures the number of positive calls contributing to the calculation of FCR. A 'positive FCR Call' is customer issued calls that are resolved in one call. If a customer calls again within a configure period this counter does not count. After this configured time gab the period starts new for FCR. Only calls with known caller number contribute to the calculation of FCR.	Int

Transferred calls

Counter	Name	Description	Type
totNRouted->	Number of calls overflowing from the topic to another	Sums up all calls that originally dialed the topic or were initiated from the topic but rerouted to another topic by the call distribution.	Int
totNTrans->	Total of calls transferred from the topic to other topics	Sums up all calls first assigned to the topic concerned and then transferred to other topics by an agent. Note: in a PBX network, counts only if transferred within the same PBX.	Int

Counter	Name	Description	Type
totNTrans-> per Topic	#Total of calls transferred from this topic to other topics, per topic	Sums up all calls that are first assigned to the topic concerned and then transferred to other topics.	Int

External destinations

Counter	Name	Description	Type
totNExtDest	Total of calls to external destinations	Counts all calls to the respective topic assigned to external destinations. Please note that if an internal call number is configured for an external destination calls to this number are not counted here.	Int
totNQueuedExtDest	Total of calls to external destinations from the queue	Counts all calls of the respective topic that were queued first and then assigned to an external destination. Please note that if an internal call number is configured for an external destination calls to this number are not counted here.	Int
totNConvExtDest	Total of established calls for external destinations	Counts all established calls of the respective topic answered by external destinations. Please note that if an internal call number is configured for an external destination calls to this number are not counted here.	Int
totNAbanExtDest	Total of calls not answered by external destinations	Counts all calls to the respective topic that were assigned to external destinations but not answered (caller hangs up, external destination is busy or does not answer). Please note that if an internal call number is configured for an external destination calls to this number are not counted here.	Int

AutoAgent

Counter	Name	Description	Type
totNConvAutoAg	Number of AutoAgent calls to topic	Counts all calls to the respective topic processed by a IVR script of type AutoAgent. These calls are not contained in totNAban.	Int

Calls via last agent

Counter	Name	Description	Type
totNReqLastAg	Number of calls requested via last agent routing	Counts all calls of the topic under consideration that have requested the last agent routing.	Int
totNServLastAg	Number of served last agent routing calls	Counts all calls of the topic under consideration that have requested the last agent routing and have been answered by last agent routing.	Int
totNNoServLastAg	Number of unserved last agent routing calls	Counts all calls of the topic under consideration that have requested the last agent routing but have not been answered by last agent routing.	Int

Abandoned Call list

Counter	Name	Description	Type
totNCallListExt	Total of entries in the call list due to external termination	Counts all calls entered in the call list of the respective topic because the caller released the call before it was established.	Int
totNCallListSys	Total of calls released by the system and thus entered in the call list	Counts all calls entered in the call list of the respective topic because call distribution rejected the call. The call was released due to the programmed CallFlow.	Int
totNCallListConv	Total of calls from the call list processed later	Counts all calls in the call list of the respective topic that led to a conversation at a later call.	Int

Voice mails

Counter	Name	Description	Type
totNRecVM	Total of recorded voice mails	Counts all recorded voice mails. A caller leaves a voice mail on the IVR.	Int
totNVMAg	Total of voice mails assigned to be played	Counts all voice mails assigned to an agent by call distribution. All voice mails are counted whether the agent plays them completely or not.	Int
totNAbanVMAg	Total of unplayed voice mails	Counts all voice mails assigned by call distribution that are not played by the agent.	Int
totNDoneVMAg	Total of played voice mails	Counts all voice mails assigned by call distribution and played by the agent.	Int

Task: E-Mail

New e-mails

E-mails arriving during interval

Counter	Name	Description	Type
totNNew	Number of new e-mails in the system	Number of new e-mails. New e-mails entering the topic are counted as well as e-mails returned by the administrator from trash into the considered topic.	Int
totNRr	Number of e-mails rerouted to the topic queue	Counts all e-mails that are rerouted to the topic by mail distribution due to an exceeded max. time to accept.	Int
totNDelegate<-	Number of e-mails transferred to the topic	Counts all e-mails assigned to another topic first but transferred to the topic under consideration by an agent.	Int
totNDelegate<- per Topic	#Number of e-mails transferred to the topic per topic	Counts all e-mails assigned to another topic but transferred to the topic under consideration by an agent. The counter is broken down into topics. The number is broken down into source topics.	Int
totNRouted<-	Number of e-mails routed to the topic	Counts all e-mails transferred to this topic by the routing process (task flow).	Int

Number of e-mails present at the beginning of the interval

Counter	Name	Description	Type
totNProcIn	Number of e-mails present at the beginning of the interval	Counts all e-mails for this topic which are not completed or deleted during the previous interval. E-Mails which are queued at topic or unopen or open in agent inbox at the end of the previous interval are contributing and so still uncompleted at begin at the considered interval.	Int

Not completed e-mails

E-mails not completed during interval

Counter	Name	Description	Type
totNDeleted	Number of deleted e-mails	Counts all e-mails that are not processed or not finished, i.e. e-mails are moved into trash and not rerouted to the topic. E-mails from Overview can be deleted by the administrator. Read or unread e-mails can be deleted by an Agent.	Int
totNDelegate->	Number of e-mails transferred to other topics	Sums up all e-mails first assigned to the topic under consideration but then transferred to another topic by an agent.	Int
totNDelegate-> per Topic	#Number of e-mails transferred to other topics per topic	Sums up all e-mails first assigned to the topic under consideration but then transferred to another topic by an agent. The counter is broken down into destination topics.	Int

Counter	Name	Description	Type
totNRouted->	Number of e-mails routed from the topic	Counts all e-mails transferred from this topic to other topics by the routing process (task flow).	Int

E-mails not completed at the end of the interval

Counter	Name	Description	Type
totNProcOut	Number of e-mails present at the end of the interval	Counts all e-mails for this topic which are not completed or deleted during the considered interval. E-Mails which are queued at topic or unopen or open in agent inbox at the end of the considered interval are contributing.	Int

Completed e-mails

Number of completed e-mails

Counter	Name	Description	Type
totNDoneAgent	Number of e-mails completed by agents	Counts all e-mails completed during this interval. Counted are e-mails that are moved to Closed after being processed. Open e-mails which were deleted by the agent are not counted.	Int
totNDoneExt	Number of e-mails completed by external destinations	Counts all e-mails completed by external destinations during this interval. Open e-mails which were deleted by the agent are not counted.	Int
totNDoneToday	Number of e-mails completed on the day of receipt	Counts all e-mails completed during this interval and received on the same day. Open e-mails which were deleted by the agent are not counted.	Int
totNDone<=N	Number of completed e-mails with a gross handling time <= N hours	Counts all e-mails completed during this interval and in a time less or equal than threshold N. Open e-mails which were deleted by the agent are not counted.	Int
totNDone>N<=M	Number of completed e-mails with a gross handling time > N and = M hours	Counts all e-mails completed during this interval in a time less than threshold M and more than threshold N. Open e-mails which were deleted by the agent are not counted.	Int
totNDone>M	Number of completed e-mails with a gross handling time > M hours	Counts all e-mails completed during this interval in a time longer than threshold M. Open e-mails which were deleted by the agent are not counted.	Int

Total processing time of completed e-mails

Counter	Name	Description	Type
totTDone	Total processing time of completed e-mails	Sums up the processing times of e-mails completed during this interval (internally completed only).	Dura
avgTDone	Average processing time of completed e-mails	Calculates the average processing time of e-mails completed during this interval (internally completed only).	Dura
maxTDone	Maximum processing time of completed e-mails	Calculates the maximum processing time of e-mails completed during this interval (internally completed only).	Dura

Service level

Number of completed e-mails from point of view of customer

Counter	Name	Description	Type
totNSucc	Number of e-mails completed successfully as seen by customer	Number of successfully processed e-mails. For transfers the counter counts only for the original topic of the mail. Open e-mails which were deleted by the agent are not counted.	Int
totNLost	Number of irrevocably unclosed e-mails	Counts all deleted e-mails that were not processed and closed. For transfers the counter counts only for the original topic of the mail.	Int

Handling times of completed e-mails

Counter	Name	Description	Type
totTHandIGros	Total gross handling time of completed e-mails	Sumps up the gross handling times of e-mails completed during this interval. Gross handling time is the time difference between the arrival of the mail in the system and completion of the mail.	Dura
totTHandINet	Total net handling time of completed e-mails	Sumps up the net handling times of e-mails completed during this interval. Net handling time is the time difference between the arrival of the mail in the system and completion of the mail, reduced by the blocking period of the original topic during the interval.	Dura
avgTHandIGros	Average gross handling time of completed e-mails	Average gross handling time of e-mails completed during this interval. Gross handling time is the time difference between the arrival of the mail in the system and completion of the mail.	Dura
avgTHandINet	Average net handling time of completed e-mails	Average net handling time of e-mails completed during this interval. Net handling time is the time difference between the arrival of the mail in the system and completion of the mail, reduced by the blocking period of the original topic during the interval.	Dura
maxTHandIGros	Maximum gross handling time of completed e-mails	Maximum gross handling time of e-mails completed during this interval. Gross handling time is the time difference between the arrival of the mail in the system and completion of the mail.	Dura

Counter	Name	Description	Type
maxTHandINet	Maximum net handling time of completed e-mails	Maximum net handling time of e-mails completed during this interval. Net handling time is the time difference between the arrival of the mail in the system and completion of the mail, reduced by the blocking period of the original topic during the interval.	Dura

E-mail Service Factor

Counter	Name	Description	Type
ESF	E-mail Service Factor in percent	Calculates the E-mail Service Factor in percent for the respective topic. ESF is based on the net handling time. E-mails deleted by the administrator or by the agent are not taken into account.	Perc
totNESF	Number of e-mails for the ESF	Gives the number of e-mails used for the calculation on the ESF. E-mails deleted by the administrator or by the agent are not taken into account.	Int
totNESF+	Number of positively evaluated e-mails for the ESF	Gives the number of e-mails that were evaluated positively. Positive means that the net handling time is below the ESF threshold. E-mails deleted by the administrator or by the agent are not taken into account.	Int

E-mails at agents

Counter	Name	Description	Type
totNAg	Number of e-mails routed to agents	Counts all e-mails distributed to agents from the topic Mailbox of the respective topic. totNAg counts in all the intervals in which the e-mail is available and unread in agent's inbox.	Int
totNExp	Number of e-mails exceeding the max. time to accept	Counts all e-mails of the respective topic exceeding the max. time to accept by agents. After the max. time to accept is exceeded the system redistributes the e-mails according to the task flow.	Int
totTAlertAg	Total time e-mails unread	Sums up the times e-mails of the respective topic remained unread at agents.	Dura
avgTAlertAg	Average time e-mail unread	Calculates the average time e-mails of the respective topic remained unread at agents.	Dura
maxTAlertAg	Maximum time e-mail unread	Gives the longest time an e-mail of the respective topic remained unread at an agent.	Dura

E-mails being processed

Number of e-mails being processed

Counter	Name	Description	Type
totNWork	Number of e-mails being processed	Counts all e-mails of the respective topic processed by agents. E-mails that have been deleted by the agent after opening (and processing) are counted too.	Int

Wait times

Counter	Name	Description	Type
avgTWait	Average time until processing	Calculates the average time e-mails of the respective topic remained unopened. Starts counting as soon as the e-mail arrives in the system until it is opened by the agent.	Dura
maxTWait	Maximum time until processing	Gives the maximum time an e-mail of the respective topic remained unopened. Starts counting as soon as the e-mail arrives in the system until it is opened by the agent.	Dura

Processing times

Counter	Name	Description	Type
totTWork	Total processing time	Sums up the processing times of e-mails of the respective topic. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
avgTWork	Average processing time	Calculates the average processing time of e-mails of the respective topic. The duration between opening and closing or deleting an e-mail by the agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura
maxTWork	Maximum processing time	Gives the maximum processing time of e-mails of the respective topic. The duration between opening and closing or deleting an e-mail by an agent is called processing time. If the active e-mail is interrupted by the agent or if the agent logs out (the e-mail is reactivated after the agent logs in again) these times are not counted as processing time.	Dura

Answered e-mails

Counter	Name	Description	Type
totNAnswered	Number of answered e-mails	Counts the number of e-mails which are answered by an agent. In case the agent send more than one answer per e-mail, only the first answer contributes to this counter.	Int
totTAnswered	Total answering time	Sums up all times until answering the e-mail. The time between opening an e-mail and sending the first answer contributes to this counter.	Dura
avgTAnswered	Average answering time	Calculates the average duration between opening an e-mail and sending the first answer.	Dura
maxTAnswered	Maximum answering time	Gives the maximum time during opening an e-mail and sending the first answer.	Dura

E-mails in topic queue

Counter	Name	Description	Type
totNQueued	Number of e-mails in the topic Mailbox	Counts all e-mails of the respective topic in the topic Mailbox and not distributed immediately to an agent.	Int
avgTQueued	Average time in the topic Mailbox	Calculates the average time e-mails remain in the topic Mailbox of the respective topic.	Dura
maxTQueued	Maximum time in the topic Mailbox	Gives the maximum time an e-mail remained in the topic Mailbox of the respective topic.	Dura

E-mails with ticket ID

Counter	Name	Description	Type
totNTicketID	Number of e-mails with ticket ID	Counts all initial e-mails to the respective topic with a ticket ID. If the mail is distributed to the topic via e-mail distribution, the mail does not count here. The counter does not count forwarded e-mails.	Int

Task: Chat

Incoming chat requests

In the time interval incoming chat requests

Counter	Name	Description	Type
totNNew	Number of new chats	Number of new incoming chat requests into the system.	Int
totNNRr	Number of chats rerouted to the topic queue	Counts all chats that are rerouted to the topic by mail distribution due to an exceeded max. time to accept.	Int
totNDelegate<-	Number of chats transferred to the topic	Counts all chats assigned to another topic but transferred to the topic under consideration by an agent.	Int
totNDelegate<- per Topic	#Number of chats transferred to the topic per topic	Counts all chat requests assigned to another topic but transferred to the topic under consideration by an agent. The number is broken down into source topics.	Int
totNRouted<-	Number of chats routed to the topic	Counts all chat requests that were forwarded by the routing process (task flow) into the considered topic.	Int

Not processed chat requests

In the time interval not completed chat requests

Counter	Name	Description	Type
totNDeleted	Number of deleted chats	Counts all chat requests that are not processed and completed. The counter counts, in case the chat request from the administrator in the folder Overview is deleted and thus moved to the folder Trash (if the chat request in the subject or the agent is located) or deleted a chat request in the folder input from the agent.	Int
totNExp	Number of chats exceeding the max. time to accept	Counts all chat request to the topic that exceed the max. time to accept. After the max. time to accept is exceeded the system redistributes the chat requests according to the task flow.	Int
totNDelegate->	Number of chats transferred to other topics	Sums up all chat requests first assigned to the topic under consideration but then transferred to another topic by an agent.	Int
totNDelegate-> per Topic	#Number of chats transferred to other topics per topic	Sums up all chats first assigned to the topic under consideration but then transferred to another topic by an agent. The counter is broken down into destination topics.	Int
totNRouted->	Number of chats routed from the topic	Counts all chats transferred from this topic to other topics by the routing process (task flow).	Int

Completed chat requests

Number of completed chat requests

Counter	Name	Description	Type
totNDoneAgent	Number of completed chats from the agent	Counts all chat requests, in the considered time interval is completed. Accepted chat requests, which were then deleted by the agent do not count here.	Int
totNDone<=N	Number of completed chats with a processing time <= N	Counts all chats completed during this interval and in a time less than threshold N. Accepted chats which were deleted by the agent are not counted.	Int
totNDone>N<=M	Number of processed chats with waiting time > N and <= M	Counts all chats completed during this interval with waiting time less or equal than threshold M and more than threshold N. Accepted chats which were deleted by the agent are not counted.	Int
totNDone>M	Number of processed chats with waiting time > M	Counts all chats completed during this interval in a time longer than threshold M. Accepted chats which were deleted by the agent are not counted.	Int

Total processing time of the completed chat requests

Counter	Name	Description	Type
totTDone	Total processing time of completed chats	Sums up the processing times of chats completed during this interval	Dura
avgTDone	Average total processing time of completed chats.	Calculates the average processing time of chats completed during this interval.	Dura
maxTDone	Maximum processing time of completed chats	Calculates the maximum processing time of chats completed during this interval	Dura

Chat service factor

Counter	Name	Description	Type
TSF	Service Factor in percent	Calculates the Task Service Factor in percent for the respective topic. The time evaluated for the TSF starts with the arrival of a chat request at the topic and ends when the chat is accepted by the agent. Chats deleted by the agent are not considered here.	Perc
totNTSF	Number of chats for the TSF	Calculates the number of chat requests for the calculation of the TSF. This does not include chats, which were deleted by the administrator or agent.	Int
totNTSF+	Number of positively evaluated chats for the TSF	Calculates the number of chat request, which are positively evaluated. It is positive if the acceptance period is below the TSF threshold. This does not include chats, which were deleted by the administrator or agent.	Int

Chat requests to agents

Counter	Name	Description	Type
totNAg	Number of routed chats to agents	Counts all chat requests distributed to agents from the respective topic. totNAg counts in all the intervals in which the chat request is available and unread in agent's inbox.	Int
totTAlertAg	Total time chat unread	Sums up the times chats of the respective topic remained unaccepted at agents.	Dura
avgTAlertAg	Average time unread chats	Calculates the average of the times in which chat requests in the topic under consideration were not accepted by agents.	Dura
maxTAlertAg	Maximum time chat unread	Gives the longest time a chat request of the respective topic remained unprocessed at an agent.	Dura

Processed chat requests

Number of chat requests in process

Counter	Name	Description	Type
totNWork	Number of processed chats	Counts all chat requests of the respective topic processed by agents. Chat requests that have been deleted by the agent after accepting (and processing) are counted too.	Int

Wait times

Counter	Name	Description	Type
avgTWait	Average time until processing	Calculates the average time chat requests of the respective topic remained unprocessed. Starts counting as soon as the chat request arrives in the system until it is accepted by the agent.	Dura
maxTWait	Maximum time until processing	Gives the maximum time a chat request of the respective topic remained unprocessed. Starts counting as soon as the chat arrives in the system until it is accepted by the agent.	Dura

Processing times

Counter	Name	Description	Type
totTWork	Total processing time	Sums up all times the agent needs for processing chats. The duration between accepting or deleting a chat by the agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out these times are not counted as processing time.	Dura
avgTWork	Average processing time	Calculates the average time the agent needs for processing chats. The duration between opening and closing or deleting a chat by the agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out these times are not counted as processing time.	Dura

Counter	Name	Description	Type
maxTWork	Maximum processing time	Gives the maximum time the agent needs for processing chats. The duration between opening and closing or deleting a chat request by the agent is called processing time. If the active chat is interrupted by the agent or if the agent logs out these times are not counted as processing time.	Dura

Chat requests in queue

Counter	Name	Description	Type
totNQueued	Number of chats in queue	Counts all chats of the respective topic in the topic queue and not immediately distributed to an agent.	Int
avgTQueued	Average time in queue	Calculates the average time chats remain in the topic queue of the respective topic.	Dura
maxTQueued	Maximum time in queue	Gives the maximum time a chat request remained in the topic queue of the respective topic.	Dura

Counter type: AgentGroup

Task: Voice

Calls

Counter	Name	Description	Type
totN	Total of calls	Counts all calls assigned to agents of this agent group either via the dialed topic or due to an overflow to this agent group (internal call distribution on the Integral Enterprise (I55) PBX).	Int
totNTrans->	Total of calls transferred to other topics by an agent of the respective agent group	Counts all calls that are transferred to other topics by an active agent of the agent group.	Int
totNTrans-> per Topic	#Total of calls transferred to other topics by an agent of the respective agent group, per topic	Counts all calls that are transferred to other topics by an active agent of the agent group. The counter is broken down into topics.	Int

ACD calls

Counter	Name	Description	Type
totNNew	Total of calls	Counts all calls which are assigned to an agent of this agent group. The caller hears ringing tone. Not answered Calls contribute also.	Int
totNNew per Topic	#Total of calls per topic	Counts all calls that are assigned to an agent of this agent group. The caller hears the ringing tone. Not answered Calls contribute also. The counter is broken down into topics	Int

Unanswered calls

Counter	Name	Description	Type
totNAban	Total of abandoned calls	Counts all calls that did not lead to a conversation with an agent.	Int
totNAban per Topic	#Total of abandoned calls per topic	Counts all calls that did not lead to a conversation with an agent of this agent group. The counter is broken down into topics.	Int

Counter	Name	Description	Type
totNAbanWait<=N	Total of abandoned calls <= N	Counts all calls that did not lead to a conversation with an agent of this agent group and which have not been queuing and/or ringing at the telephone for more than an adjustable time n. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNAbanWait<=N per Topic	#Total of abandoned calls <= N, per topic	Counts all calls that did not lead to a conversation with an agent of this agent group and which have not been queuing and/or ringing at the telephone for more than an adjustable time N. The counter is broken down into topics. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNAbanWait>N<=M	Total of abandoned calls > N and <= M	Counts all calls that did not lead to a conversation with an agent of this agent group and which have been queuing and/or ringing at the telephone for more than an adjustable time N and up to an adjustable time M. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNAbanWait>N<=M per Topic	#Total of abandoned calls > N and <= M, per topic	Counts all calls that did not lead to a conversation with an agent of this agent group and which have been queuing and/or ringing at the telephone for more than an adjustable time N and up to an adjustable time M. The counter is broken down into topics. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNAbanWait>M	Total of abandoned calls > M	Counts all calls that did not lead to a conversation with an agent of this agent group and which have been queuing and/or ringing at the telephone for more than an adjustable time M. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNAbanWait>M per Topic	#Total of abandoned calls > M, per topic	Counts all calls that did not lead to a conversation with an agent of this agent group and which have been queuing and/or ringing at the telephone for more than an adjustable time M. Calls from the queue as well as calls assigned directly to a free agent are counted. Calls from the queue as well as calls directly assigned to a free agent are counted	Int
totNExp	Total of calls that are returned to call distribution after ringing timeout	Counts all calls of the agent group concerned, that are assigned to an agent and redirected to call distribution after ringing timeout. The counter can count repeatedly, i.e. if a call is not answered by two agents of the same agent group successively, the counter counts both events. The counter is also counting in case of simultaneous events, i.e. in the moment a call distributed to an agent the agent starts on outgoing call. In this case the call will also return to call distribution.	Int

Wait time of unanswered calls

Counter	Name	Description	Type
avgTAbanWait	Average waiting time of abandoned calls	Determines the average waiting time of abandoned calls assigned to agents of this agent group. The total waiting time consists of ringing time plus time in the queue.	Dura
maxTAbanWait	Maximum waiting time of abandoned calls, per topic	Gives the maximum waiting time of abandoned calls assigned to agents of this agent group. The total waiting time consists of ringing time plus time in the queue.	Dura
avgTAbanWait per Topic	#Average waiting time of abandoned calls, per topic	Determines the average waiting time of abandoned calls assigned to agents of this agent group. The counter is broken down into topics. The total waiting time consists of ringing time plus time in the queue.	Dura
maxTAbanWait per Topic	#Maximum waiting time of abandoned calls, per topic	Gives the maximum waiting time of abandoned calls assigned to agents of this agent group. The counter is broken down into topics. The total waiting time consists of ringing time plus time in the queue.	Dura

ACD conversations

Counter	Name	Description	Type
totNConv	Total of established calls	Counts all calls that were assigned to an agent of this agent group and led to an established call.	Int
totNConv per Topic	#Total of established calls, per topic	Counts all calls that were assigned to an agent of this agent group and led to an established call. The counter is broken down into topics	Int

Conversation time average and maximum

Counter	Name	Description	Type
avgTConv	Average conversation time	Determines the average conversation time of all established calls assigned to agents of this agent group by call distribution. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Direct calls to the agent or call number are not counted.	Dura
maxTConv	Maximum conversation time	Gives the maximum conversation time of all established calls assigned to agents of this agent group by call distribution. Conversation time is the period between establishing the connection and the end of the call, minus the times the call is on hold. Direct calls to the agent or call number are not counted.	Dura

Average and longest wait time of answered calls

Counter	Name	Description	Type
totNConvWait<=N	Total of established calls with waiting time <= N	Counts all calls that have not been in the queue of the topic and/or ringing at the telephone for more than an adjustable time N before being answered. The counter is broken down into topics.	Int
totNConvWait>N<=M	Total of established calls with waiting time > N and <= M	Counts all calls that have been in the queue of the topic and/ or ringing at the telephone for more than an adjustable time N and less than an adjustable time m before being answered. The counter is broken down into topics.	Int
totNConvWait>M	Total of established calls with waiting time > M	Counts all calls that have been in the queue of the topic and/ or ringing at the telephone for more than an adjustable time m before being answered. The counter is broken down into topics.	Int
avgTConvWait	Average waiting time of answered calls	Determines the average waiting time of answered calls. The total waiting time consists of ringing time at the agent plus time in the queue. The counter is broken down into topics.	Dura
maxTConvWait	Maximum waiting time of answered calls	Gives the maximum waiting time of answered calls. The total waiting time consists of ringing time at the agent plus time in the queue. The counter is broken down into topics.	Dura
totNConvWait<=N per Topic	#Total of established calls with waiting time <= N, per topic	Counts all calls that have not been queuing and/or ringing at an agent for more than an adjustable time N. Calls that have been queuing as well as calls assigned directly to a free agent are counted. The counter is broken down into topics.	Int
totNConvWait>N<=M per Topic	#Total of established calls with waiting time >N and <= M, per topic	Counts all calls that have been queuing and/or ringing at an agent for more than an adjustable time N and up to an adjustable time M. Calls that have been queuing as well as calls assigned directly to a free agent are counted. The counter is broken down into topics.	Int
totNConvWait>M per Topic	#Total of established calls with waiting time > m seconds, per topic	Counts all calls that have been queuing and/or ringing at an agent for more than an adjustable m. Calls that have been queuing as well as calls assigned directly to a free agent are counted. The counter is broken down into topics.	Int
avgTConvWait per Topic	#Average waiting time of answered calls, per topic	Determines the average waiting time of answered calls. The total waiting time consists of ringing time at the agent plus time in the queue. The counter is broken down into topics.	Dura
maxTConvWait per Topic	#Maximum waiting time of answered calls, per topic	Gives the maximum waiting time of answered calls. The total waiting time consists of ringing time at the agent plus time in the queue. The counter is broken down into topics.	Dura

Job code

Counter	Name	Description	Type
totN per CCode	Total of calls per job code	Counts all calls to which the same job code is assigned by the agent.	Int
totN per JCode per Topic	#Total of calls per job code per topic	Counts all calls to which the same job code is assigned by the agent. The counter is broken down into topics	Int

Task Service Factor

Counter	Name	Description	Type
TSF	Task service factor in percent	Determines the task service factor in percent. The TSF is the ratio of calls leading to a conversation before a configurable ringing time is over (TSF threshold of the team configuration) in relation to the total of all calls assigned to agents of the agent group.	Perc
totNTSF	Task service factor in number of calls	Gives number of calls assigned to agents of the agent group contributing to the task service factor.	Int

Voice mails

Counter	Name	Description	Type
totNVM	Total of voice mails assigned to be played	Counts all voice mails assigned to an agent of this agent group by call distribution. All messages are counted whether the agent plays the message or not.	Int
totNAbanVM	Total of unplayed voice mails	Counts all voice mails assigned to an agent of this agent group by call distribution that are not played by the agent.	Int
totNDoneVM	Total of played voice mails	Counts all voice mails assigned to an agent of this agent group by call distribution and played by the agent.	Int

Availability for call distribution

Counter	Name	Description	Type
avgNSignOn	Average number of signed-on agents	Determines the average number of agents of the agent group signed-on to call distribution. In accordance with the rounding method used, values are rounded up from 0,05.	Int
maxNSignOn	Maximum number of signed-on agents	Gives the maximum number of agents of the agent group signed-on to call distribution.	Int
minNSignOn	Minimum number of signed-on agents	Gives the minimum number of agents of the agent group signed-on to call distribution.	Int

Task: E-Mail

E-mails

Counter	Name	Description	Type
totN	Number of e-mails	Counts all e-mails distributed to the respective agent group.	Int
totNDelegate->per Topic	#Total of e-mails transferred to another topic by agents of this agent group per topic	Counts all e-mails transferred to a certain topic by active agents of this agent group. The counter is broken down into topics.	Int
totNUnt	Number of unprocessed e-mails	Counts all e-mails not processed by the respective agent group and redistributed to the topic Mailbox by e-mail distribution. The mails either exceeded the max. time to accept by the agent or were rejected by the agent.	Int
totNUnt per Topic	#Number of unprocessed e-mails of an AG per topic	Counts all e-mails not processed by the respective agent group and redistributed to the topic Mailbox by e-mail distribution. The mails either exceeded the max. time to accept by the agent or were rejected by the agent. The counter is broken down into topics.	Int
totNExp	Number of e-mails exceeding the max. time to accept	Counts all e-mails distributed to the respective agent group exceeding the max. control time. After the max. time to accept is exceeded the system redistributes the mails according to the task flow. The counter counts repeatedly, i.e. if two successive agents of an agent group do not process an e-mail, both events are counted.	Int

Processed e-mails

Counter	Name	Description	Type
totNWork	Number of processed e-mails	Counts all e-mails distributed to the respective agent group and processed.	Int
totNWork per Topic	#Number of processed e-mails per topic	Counts all e-mails distributed to the respective agent group and processed. The counter is broken down into topics.	Int

Processing time total, average, and longest

Counter	Name	Description	Type
avgTWork	Average processing time	Calculates the average processing time of e-mails of the respective agent group. The duration between opening and closing an e-mail is called processing time. If the active e-mail is interrupted by the agent, if the agent logs out (the e-mail is reactivated after the agent logs in again) or if the agent is in Break Time these times are not counted as processing time.	Dura

maxTWork	Maximum processing time	Gives the maximum processing time of an e-mail of the respective agent group. The duration between opening and closing an e-mail is called processing time. If the active e-mail is interrupted by the agent, if the agent logs out (the e-mail is reactivated after the agent logs in again) or if the agent is in Break Time these times are not counted as processing time.	Dura
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Wait time until answer average and longest

Counter	Name	Description	Type
totNWorkWait<=N	Number of processed e-mails with waiting time = N seconds	Counts all e-mails that did not wait longer than a set time N in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>N<=M	Number of processed e-mails with waiting time > N and = M seconds	Counts all e-mails that waited longer than a set time N and shorter than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
totNWorkWait>M	Number of processed e-mails with waiting time > M seconds	Counts all e-mails that waited longer than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an available agent.	Int
avgTWait	Average waiting time until processing	Calculates the average waiting time of e-mails of the respective agent group. The duration between the arrival of an e-mail at an agent and its opening is called waiting time.	Dura
maxTWait	Maximum waiting time until processing	Gives the maximum waiting time of an e-mail of the respective agent group. The duration between the arrival of an e-mail at an agent and its opening is called waiting time.	Dura
totNWorkWait<=N per Topic	#Number of processed e-mails with waiting time = N Seconds per topic	Counts all e-mails that waited longer than a set time N in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an avail agent. The counter is broken down into topics.	Int
totNWorkWait>N<=M per Topic	#Number of processed e-mails with waiting time > N and = M seconds per topic	Counts all e-mails that waited longer than a set time N and shorter than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an avail agent. The counter is broken down into topics.	Int
totNWorkWait>M per Topic	#Number of processed e-mails with waiting time > M seconds per topic	Counts all e-mails that waited longer than a set time M in the queue of the topic and/or pended at an agent. E-mails that waited in the queue are counted as well as e-mails that could be directly assigned to an avail agent. The counter is broken down into topics.	Int

Counter	Name	Description	Type
avgTWait per Topic	#Average waiting time until processing per topic	Calculates the average waiting time of e-mails between their arrival at an agent and their opening. The counter is broken down into topics.	Dura
maxTWait per Topic	#Maximum waiting time until processing per topic	Gives the maximum waiting time of an e-mail between its arrival at an agent and its opening. The counter is broken down into topics.	Dura

Job code

Counter	Name	Description	Type
totN per JCode	Number of e-mails per job code	Counts all e-mails assigned the same job code by agents of the respective agent group.	Int
totN per JCode per Topic	#Number of e-mails per job code per topic	Counts all e-mails assigned the same job code by agents of the respective agent group. The counter is broken down into topics.	Int

E-mail Service Factor

Counter	Name	Description	Type
ASF	Agent Service Factor in percent	Calculates the e-mail Service Factor of the respective agent group in percent. The time evaluated for the ASF starts with the arrival of an e-mail at an agent and ends when the mail is opened. By the agent deleted e-mails are not considered here.	Perc
totNASF	Number of e-mails for the ASF	Gives the number of e-mails used for the calculation on the ASF. By the agent deleted e-mails are not considered here.	Int

Availability for distribution

Counter	Name	Description	Type
avgNSignOn	Average number of agents signed-on to e-mail	Calculates the average number of agents signed-on to the agent group of the system for e-mails. In accordance with the rounding method, numbers are rounded up from 0,05 on.	Int
maxNSignOn	Maximum number of agents signed-on to e-mail	Gives the maximum number of agents signed-on to the agent group of the system for e-mails.	Int
minNSignOn	Minimum number of agents signed-on to e-mail	Gives the minimum number of agents signed-on to the agent group of the system for e-mails.	Int

Task: Chat

Availability for distribution

Counter	Name	Description	Type
avgNSignOn	Average number of agents signed-on to chat	Calculates the average number of agents signed-on to the agent group of the system for chats. In accordance with the rounding method, numbers are rounded up from 0,05 on.	Int
maxNSignOn	Maximum number of agents signed-on to chat	Gives the maximum number of agents signed-on to the agent group of the system for chat.	Int
minNSignOn	Minimum number of agents signed-on to chat	Gives the minimum number of agents signed-on to the agent group of the system for chats.	Int

Counter type: Trunk

Task: Voice

Incoming

Counter	Name	Description	Type
totNBusy<-	Total of incoming trunk lines seized	Counts all incoming, seized B channels of the line. Incoming occupancy means that the PBX is called externally on this line. The total is given for the whole line, not broken down into B channels. This counter is active only on the Integral Enterprise (I55) PBX.	Int
maxNBusy<-	Maximum number of incoming B channels seized simultaneously	Determines the maximum number of incoming B channels of the line under consideration seized simultaneously. Incoming occupancy means that the PBX is called externally on this line. This counter is active only on the Integral Enterprise (I55) PBX.	Int
minNBusy<-	Minimum number of incoming B channels seized simultaneously	Determines the minimum number of incoming B channels of the line under consideration seized simultaneously. Incoming occupancy means that the PBX is called externally on this line. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy<-RC	Total of incoming trunk lines seized (routed calls)	Counts all incoming seizures of B channels of the line under consideration, that are assigned to agents or queued by call distribution. Incoming occupancy means that the PBX is called externally on this line. The total is given for the whole line, not broken down into B channels. Calls that are connected to busy tone due to an overload are not counted. This counter is active only on the Integral Enterprise (I55) PBX.	Int
maxNBusy<-RC	Maximum number of incoming B channels of the trunk line seized simultaneously (routed calls)	Determines the maximum number of incoming B channels of the line under consideration seized simultaneously. Only calls that are assigned to agents or queued by call distribution are counted. Incoming occupancy means that the PBX is called externally on this line. Calls that are connected to busy tone due to an overload are not counted. This counter is active only on the Integral Enterprise (I55) PBX.	Int

Counter	Name	Description	Type
minNBusy<-RC	Minimum number of incoming B channels of the trunk line seized simultaneously (routed calls)	Determines the minimum number of incoming B channels of the line under consideration seized simultaneously. Only calls that are assigned to agents or queued by call distribution are counted. Incoming occupancy means that the PBX is called externally on this line. Calls that are connected to busy tone due to an overload are not counted. This counter is active only on the Integral Enterprise (I55) PBX.	Int
maxTBusy<-	Total time the maximum number of incoming B channels of the trunk line seized	Determines for how long the maximum number of incoming B channels (maxNBusy<-) of the respective line is seized. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
maxTBusy<-RC	Total time the maximum number of incoming B channels of the trunk line seized (routed calls)	Determines for how long the maximum number of incoming B channels (maxRCBel<-) of the respective line is seized. Only calls that are assigned to agents or queued by call distribution are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Dura

Outgoing

Counter	Name	Description	Type
totNBusy->	Total of outgoing trunk lines seized	Counts all outgoing seizures of B channels of the trunk line. Outgoing seizure means that an external call is initiated on this line. The total is given for the whole line, not broken down into B channels. This counter is active only on the Integral Enterprise (I55) PBX.	Int
maxNBusy->	Maximum number of outgoing B channels seized simultaneously	Determines the maximum number of outgoing B channels of the trunk line seized simultaneously. Outgoing seizure means that an external call is initiated on this line. This counter is active only on the Integral Enterprise (I55) PBX.	Int
minNBusy->	Minimum number of outgoing B channels seized simultaneously	Determines the minimum number of outgoing B channels of the trunk line seized simultaneously. Outgoing seizure means that an external call is initiated on this line. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusy->RC	Total of outgoing trunk lines seized (routed calls)	Counts all outgoing seizures of B channels of the trunk line to call distribution (e.g. calls from the Dialer). The total is given for the whole line, not broken down into B channels. This counter is active only on the Integral Enterprise (I55) PBX.	Int
maxNBusy->RC	Maximum number of outgoing B channels of the trunk line seized simultaneously (routed calls)	Determines the maximum number of outgoing B channels of the trunk line to call distribution (e.g. calls from the Dialer), seized simultaneously. This counter is active only on the Integral Enterprise (I55) PBX.	Int

Counter	Name	Description	Type
minNBusy->RC	Minimum number of outgoing B channels of the trunk line seized simultaneously (routed calls)	Determines the minimum number of outgoing B channels of the trunk line to call distribution (e.g. calls from the Dialer) seized simultaneously. This counter is active only on the Integral Enterprise (I55) PBX.	Int
maxTBusy->	Total time the maximum number of outgoing B channels of the trunk line seized	Determines for how long the maximum number of outgoing B channels (maxNBusy->) of the respective line is seized. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
maxTBusy->RC	Total time the maximum number of outgoing B channels of the trunk line seized (routed calls)	Determines for how long the maximum number of outgoing B channels (maxNBusy->RC) of the respective line is seized. This counter is active only on the Integral Enterprise (I55) PBX.	Dura

Counter type: System

Task: Voice

Counter	Name	Description	Type
totNBusyTr	Total of trunk lines seized	Counts the cases in which all trunk lines known to the system are seized simultaneously. If all trunk lines of the PBX are known to the system, this counter counts the cases in which the PBX is busy for further incoming and outgoing calls. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNBusyTr per PBX	Total of trunk lines seized per PBX	Counts the cases in which all trunk lines of a PBX known by the system are seized simultaneously. If all trunk lines of the PBX are known to the system, this counter counts the cases in which the PBX is busy for further incoming and outgoing calls. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totTBusyTr	Total time during which all trunk lines are seized	Sums up the times during which all trunk lines known to the system are seized simultaneously. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
totTBusyTr per PBX	Total time during which all trunk lines are seized per PBX	Sums up the times during which all trunk lines of a PBX known by the system are seized simultaneously. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
maxTBusyTr	Maximum time during which all trunk lines are seized	Determines the maximum time during which all trunk lines known to the system are seized simultaneously. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
maxTBusyTr per PBX	Maximum time during which all trunk lines are seized per PBX	Determines the maximum time during which all trunk lines of a PBX known by the system are seized simultaneously. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
maxNBusyTrPorts	Maximum number of seized B channels of all trunk lines	Determines the maximum number of B channels of all trunk lines seized simultaneously during a period of time. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totTMaxBusyTrPorts	Total time the maximum number of B channels of all trunk lines is seized	Gives the total time during which the maximum number of B channels of all trunk lines is seized. This counter is active only on the Integral Enterprise (I55) PBX.	Dura

Counter	Name	Description	Type
maxTMaxBusyTrPorts	Maximum time the maximum number of B channels of all trunk lines is seized	Determines the maximum time during which the maximum number of B channels of all trunk lines is seized. This counter is active only on the Integral Enterprise (I55) PBX.	Dura
totNBusyOverlTo	Total of calls to busy topics	Sums up all topic overloads, i.e. the number of cases customers dial a topic and are connected to busy tone.	Int
totNBusy<-DCExt	Total of calls to busy agents	Counts all external calls (without call distribution) that are rejected because the agent called is busy. All external incoming calls either to agent or call number are counted. This counter is active only on the Integral Enterprise (I55) PBX.	Int
totNAbanTo	Total of abandoned calls of all topics	Counts the calls of all topics that are abandoned (totNAban).	Int
%NAbanTo	Percentage of abandoned calls of all topics	Determines the percentage of all calls of all topics that are abandoned.	Perc
%NConvAg<-RC	Percentage of assigned calls of all topics	Determines the percentage of incoming calls via call distribution that are established. The assigned calls of all topics are counted here.	Perc
avgNSignOn	Average number of signed-on agents	Determines the average number of agents signed on to the system.	Int
totNReqLastAg	Number of calls requested via last agent routing	Counts all calls that have requested the last agent routing.	Int
totNServLastAg	Number of served last agent routing calls	Counts all calls that have requested the last agent routing and have been answered by last agent routing.	Int
totNNoServLastAg	Number of unserved last agent routing calls	Counts all calls that have requested the last agent routing but have not been answered by last agent routing.	Int

Counter type: Skill

Task: Voice

Counter	Name	Description	Type
totNReqSkills	Number of skill combinations requested by calls	Counts the number of calls per skill combination no matter how and where the skill combination was defined (topic, Telephony, CallFlow).	Int
totNRedSkills	Number of reduced skill combinations	Counts the number of calls per skill combination with reduced skill combination.	Int
totNServSkills	Number of successfully processed skill combinations	Counts the number of calls per skill combination that could be successfully processed without reducing the skill combination.	Int
totNNoServSkills	Number of unprocessed skill combinations	Counts the number of calls per skill combination that were released before processing.	Int
totNRrReqSkills	Number of skill combinations necessary through rerouting	Counts the number of calls per skill combination requested through rerouting, i.e. new queuing or topic-topic overflow.	Int
totNOverfReqSkills	Number of skill combinations necessary through topic overflow	Counts the number of calls per skill combination necessary through topic overflow.	Int

Task: E-Mail

Counter	Name	Description	Type
totNReqSkills	Number of skill combinations necessary for e-mails	Counts the number of e-mails per skill combination that were released before processing.	Int
totNRedSkills	Number of reduced skill combinations	Counts the number of e-mails per skill combination with reduced skill combination.	Int
totNServSkills	Number of successfully processed skill combinations	Counts the number of e-mails per skill combination that could be successfully processed without reducing the skill combination.	Int
totNNoServSkills	Number of unprocessed skill combinations	Counts the number of e-mails per skill combination that were released before processing.	Int
totNRrReqSkills	Number of skill combinations necessary through rerouting	Counts the number of e-mails per skill combination necessary through rerouting.	Int
totNOverfReqSkills	Number of skill combinations necessary through topic overflow	Counts the number of e-mails per skill combination necessary through topic overflow.	Int

Counter type: OutboundDialer

Task: Voice

Counter	Name	Description	Type
totTDialActive	Total active dialing time	Sums up the times during which the Dialer initiates connections, i.e. tries to establish calls with the target subscribers. This time ends if either the called subscriber answers or the connection is canceled when the caller does not answer within the configured ringing time. The agents' conversation times are not counted if the connection is successful.	Dura
totNInit	Total of initiated calls	Counts all calls initiated by the Dialer for campaign or agent.	Int
totNInitToDo	Total of initiated calls still to do	Counts all calls that still have to be initiated by the Dialer for campaign or agent.	Int
%NInitToDo	Percentage of initiated calls still to do	Percentage of calls that still have to be initiated, determined by the total of initiated calls still to do and the number of call jobs for campaign or agent.	Perc
avgNTries	Average number of dialing attempts for a job	Determines the average number of dialing attempts until the job is completed (either RPC-qualified, number of maximum dialing attempts reached or configured active time exceeded).	Int
maxNTries	Maximum number of dialing attempts until connection established	Determines the maximum number of dialing attempts until the job is completed (either RPC-qualified, number of maximum dialing attempts reached or configured active time exceeded).	Int
totNClosure	Total closures	Counts the established calls initiated by the Dialer for campaign or agent and that resulted in a conversation with an agent. Calls that have been qualified with ""RPC"" by the agent are also counted.	Int
totNRPC	Total RPC contacts	Counts the established calls initiated by the Dialer that reach the target person and are qualified as 'RPC' (Right Party contacts) by the agent with a Telephony.	Int

Counter	Name	Description	Type
totNDrop	Total of initiated established calls, no agent available, call released	Counts the number of initiated established calls released by the system because no agent is available (dropped calls).	Int
%NDrop	Percentage of initiated established calls, no agent available, call released	Determines the percentage of initiated established calls released by the system because no agent was available in proportion to the number of initiated calls.	Perc
totNQueued	Total of initiated established calls, no agent available, call queued	Counts the number of initiated established calls queued because no agent was available.	Int
%NQueued	Percentage of initiated established calls, no agent available, call queued	Determines the percentage of initiated established calls queued because no agent was available in proportion to the number of initiated calls.	Perc
totNBusyDest	Total of initiated calls to busy destination	Counts the number of initiated calls to a busy destination call number.	Int
%NBusyDest	Percentage of initiated calls to busy destination	Determines the percentage of initiated calls to a busy destination call number.	Perc
totNNotReachedDest	Total of initiated calls not answered	Counts the number of initiated calls not answered by the called party within a configured ringing time.	Int
%NNotReachedDest	Percentage of initiated calls not answered	Determines the percentage of initiated calls not answered by the called party within a configured ringing time.	Perc
totNOnHook<N	Total of initiated established calls released by external subscriber within n seconds	Counts the number of initiated established calls released within a configurable time n after the beginning of the call.	Int
%NOnHook<N	Percentage of initiated established calls abandoned by called subscriber within n seconds	Determines the percentage of initiated established calls abandoned within a configurable time n after the beginning of the call by the subscriber called.	Perc
totNCancelDest	Total of initiated calls abandoned before assignment	Counts the number of initiated calls abandoned by the target subscriber before the call can be assigned to an agent.	Int
%NCancelDest	Percentage of initiated calls abandoned before assignment	Determines the percentage of initiated calls abandoned by the target subscriber before the call can be assigned to an agent.	Perc

Counter	Name	Description	Type
totNContactFailed	Total of initiated calls not answered by agent	Counts the number of initiated calls assigned to an agent but not answered by the agent.	Int
%NContactFailed	Percentage of initiated calls not answered by agent	Determines the percentage of initiated calls assigned to an agent but not answered by the agent.	Perc
totNBusyAg	Total of initiated calls agent busy	Counts the number of initiated calls assigned to a busy agent (agent has e.g. initiated a new call or is called at the same time).	Int
%NBusyAg	Percentage of initiated calls agent busy	Determines the percentage of initiated calls assigned to a busy agent (agent has e.g. initiated a new call).	Perc
totNPreview	Total number of preview events	In preview dialer mode, all events are counted where a call job is offered to an agent of the campaign under consideration for initiation, no matter if a connection was established with the destination subscriber or not.	Int
totNPreviewRej	Number of rejected preview events	In preview dialer mode, all events are counted where a call job is offered to an agent of the campaign under consideration for initiation, but where the agent rejects this call job and initiation is thus prevented.	Int
totTPreview	Total time in preview state	In preview dialer mode, all times a call job is offered to an agent of the campaign under consideration for initiation are added, no matter if a connection was established with the destination subscriber or not.	Dura
avgTPreview	Average time in preview state	In preview dialer mode, the average time a call job is offered to an agent of the campaign under consideration for initiation is calculated, no matter if a connection was established with the destination subscriber.	Dura
maxTPreview	Maximum time in preview state	In preview dialer mode, the maximum time a call job is offered to an agent of the campaign under consideration for initiation is calculated, no matter if a connection was established with the destination subscriber.	Dura

Counter type: IVR

Task: Voice

Counter	Name	Description	Type
totNBusyPort	Total of busy IVR ports	Counts all busy IVR ports of all IVR lines. The total is given for all IVR lines and not broken down into IVR ports.	Int
minNFreePort	Minimal of available IVR ports	Gives the minimum number of IVR ports of all IVR lines busy at the same time. The number is output for all IVR lines and is not broken down according to IVR ports.	Int
maxNBusyPort	Maximum number of IVR ports busy simultaneously	Gives the maximum number of IVR ports of all IVR lines busy at the same time.	Int
minNBusyPort	Minimum number of IVR ports busy simultaneously	Gives the minimum number of IVR ports of all IVR lines busy at the same time.	Int
maxTBusyPort	Maximum time maximum number of IVR ports busy	Determines how long the maximum number of IVR ports was busy simultaneously.	Dura

Counter type: PabxLocation

Task: Voice

Counter	Name	Description	Type
totNNetRel-> per PBX	Network overflows from one PBX to other PBXs	Counts the number of calls that overflow from the PBX under consideration to other PBXs of the network. The counter is broken down into target PBXs.	Int
totNNetRel-> per PBX per Topic	Network overflows to a PBX from other PBXs, per topic	Counts the number of calls that overflow from the PBX under consideration to other PBXs of the network. The counter is broken down into target PBXs and topics.	Int
totNNetRel<- per PBX	Network overflows to a PBX from other PBXs	Counts the number of calls that overflow to a PBX from other PBXs of the network.	Int

