Call Center Management Information System

297-2671-340

CC MIS Supervisor's Guide

Standard 297-2671-340.03.06

CC MIS Maintenance Release 3.2

Supervisor's Interface User's Guide

NORTEL
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CC MIS Supervisor's User Guide

Supervisor's Interface

CC MIS Maintenance Release 3.2

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About this Guide

This is the Supervisor's User Guide for CC MIS (NTP 297-2671-340). This guide should be used in conjunction with other NTPs issued in support of CC MIS.

Scope

This guide is intended to be used by supervisors who are new to the CC MIS product. It provides these users with the basic steps and information needed to gain quick access to all of the major functions available to a supervisor terminal.

This guide does not cover the System Administration functions. Information concerning the use of these functions is presented in the *CC MIS System Administrator User's Guide*, NTP 297-2671-345.

This guide contains information needed by a supervisor using a Call Center Management Information System (CC MIS) linked to an MSL-100 (Meridian 1 Options 111-211) switch or a DMS-100 or DMS 500 switch supporting the 32 or 35 MIS ACD data stream and ACD-MIS Interface Specification, Version 6 or 9.

Note: The switch supporting CC MIS, either the MSL-100 or the DMS-100, is called a DMS-ACD throughout this book.

References

The following Northern Telecom documents contain additional information to supplement this document:

For more information on ACD, refer to the following Northern Telecom Publications (NTP):

- ACD Product Guide (NTP 297-2041-010)
- ACD Server Product Guide (NTP 297-2041-011)
- ACD Planning and Engineering Guide (NTP 297-2041-101)
- ACD Planning and Engineering Guide - Canada (NTP 297-2041-104)

- ACD Administration Guide (NTP 297-2041-301)
- ACD Translations (NTP 297-2041-350)
- ACD Maintenance Guide (NTP 297-2041-500)
- ACD Trouble Locating and Clearing Procedures (NTP 297-2041-503)
- M5212 ACD Set General Description (NTP 297-2041-900)
- ACD End-User Load Management (NTP 297-2041-901)
- Network ACD General Description (up to BCS 34) (NTP 555-8101-100)

For more information on CC MIS, refer to the following NTPs:

Maintenance (Host) NTPs:

- Call Center MIS System Description (NTP 297-2671-150)
- Call Center MIS Release Notes (NTP 297-2671-211)
- Call Center MIS Maintenance and Administration Guide (NTP 297-2671-545)

Supervisor Interface NTPs:

- Call Center MIS Getting Started (Quick Start) Guide (NTP 297-2671-175)
- Call Center MIS System Administrator User's Guide (NTP 297-2671-345)

Miscellaneous NTPs:

- Call Center MIS MAX 3.5 to CC MIS Conversion Guide (NTP 297-2671-220)
- Call Center MIS RT-100 Report Conversion Guide (NTP 297-2671-310)
- Call Center MIS Conversion to RT-100 Stand-alone Guide (NTP 297-2671-210)

CC MIS Release 3.0 features

The following features are available in Release 3.0.

- Automatic Position Reassignment (APR) - (Optional)
- BCS 35 support
- Enhanced Agent and Group status - (Optional)
- Shift and 24 hour statistics
- Increased Report Definitions (up to 500)
- Windows based Configuration Control screens (Load Management)
- One Partition

Optional 3.0 features

The following features are optional purchases. This document or related CC MIS documents address these features. Verify with the distributor that your system is equipped with one or all of the features.

- Multiple Partitions
- Dual Data Links
- Language Options
- Link Redundancy
- Disk Mirroring
- Terminal Capacity

Maintenance Release 3.1 features

The following features and enhancements were added and made in Maintenance Release 3.1.

- Flexible DN Formatting
- Group Ordering
- Real-time Display Refresh
- Employee ID
- Increase in ACD group and ACD-DN fields
- Changes to statistics name and headings

Maintenance Release 3.2 features

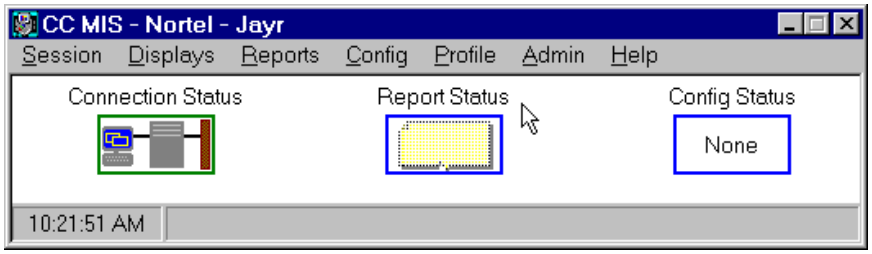
The following features and enhancements were added and made in Maintenance Release 3.2.

- Agent Forced Timers
- SNMP
- Modified Admin screens
- Two New System Reports (Alarms and Schedules)
- Enhancement to Spectrum Data
- Enhancement in display of ACD Group Names in screens and reports
- New ACD-DN key fields: AGT ID and AGT NAME

How to use this guide

This guide provides procedures to supervisors using the Windows interface. This guide follows the layout of the CC MIS Main window, with the first chapter on the Sessions, then next on Displays, and so on. The Admin function is described in NTP 297-2671-345, *CC MIS System Administrator User's Guide*. Supervisor's new to the CC MIS system should refer to the *CC MIS Getting Started Guide*, NTP 297-2671-175.

CC MIS Main window



Screen captures used in this guide

The sample screens used in this guide where captured from the CC MIS product running in Windows 95. If you are using Windows 3.1, your screens will have a slightly different appearance. However, both versions of the screens function in the same manner.

1

CC MIS Windows Interface

This chapter provides information on the following:

- *Introduction*
- *Using the mouse and keyboard*
- *Working in the Windows interface*
- *Logging into CC MIS*
- *Online Help*
- *CC MIS Training Mode*

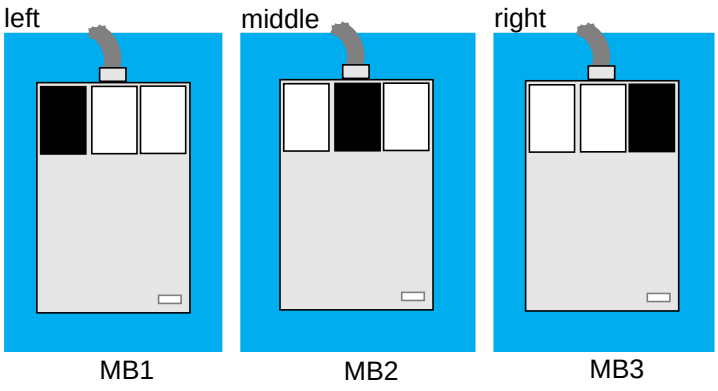
Introduction

This chapter introduces the components of the Call Center Management Information System (CC MIS). Information is provided on using the mouse, windows, and menus when running the CC MIS windows interface, as well as the procedures for logging in and out of CC MIS. If you are new to CC MIS or Windows, you should review the *CC MIS Getting Started Guide* and Windows Online tutorial.

Using the mouse

The mouse is a tool that is used to select menu options and fields on the screen. In essence, the mouse allows you to simply point and click to make a selection. The mouse shown in the illustration in Figure 1-1 is a three button mouse.

Figure 1.1 Three button mouse



Two Button Mouse:
Button designations on a two button mouse are: Left (MB1) and Right (MB2). MB3 is not used in CC MIS.

Key terms

Procedures in this guide are presented in steps. Within these steps you may be instructed to double-click MB1 or press MB1 and drag the mouse.

When using a mouse you will need to know the terms listed below:

Pressing - Pushing and holding down a mouse button

Clicking - Quickly pressing and releasing the mouse button

Dragging - Pressing a mouse button while moving the mouse

Moving - Moving the mouse without pressing a button

Releasing - Letting go of the mouse button

Double-Clicking - Quickly pressing and releasing the mouse button twice

A key term when using multiple windows is:

Focus - The area or window on the display that is active to input

Mouse cursor

The mouse has a cursor (pointer) that indicates its position on the screen. This mouse cursor is displayed in the shape of an arrow (for example, ). When the mouse is moved, the mouse cursor moves in the same direction across the screen.

Working in Windows

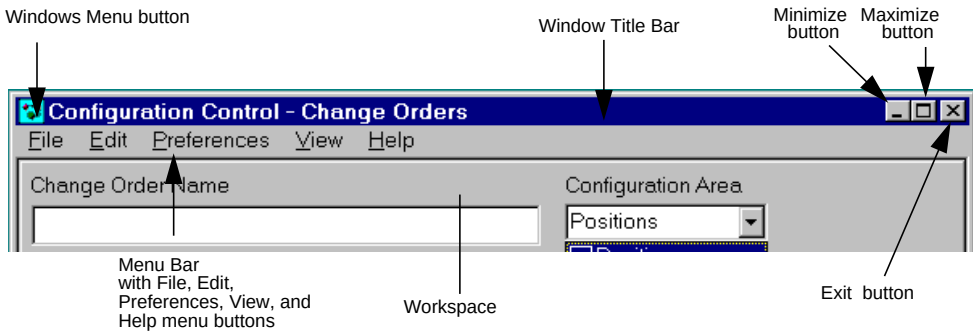
The Windows interface is significantly different from text-based applications. Data is displayed in screens that can be selected using the mouse. In Windows, you can open multiple screens, allowing you to view displays, logs, and reports on your display at the same time. The window that you are currently working in is referred to as the active window.

The screens in the Windows interface contain components such as the menu bar and pulldown menus. This section provides a complete overview of the Windows environment.

Screen layout and components

Screens in the Windows interface may contain a title bar, menu bar, window menu button, help button, maximize and minimize buttons, and workspace. A typical CC MIS screen layout and components are shown in Figure 1-2.

Figure 1.2 Screen layout



Description of components

The following descriptions refer to the components identified in the figure above.

Title Bar - Contains the title of the window. Click MB1 in this area of the screen to bring this window to the front (move in focus).

Menu Bar - Contains the menu buttons (names) for this window. Click MB1 on a menu button to view the associated pulldown menu and options. (Note: Not all screens have menus.)

Help - Click MB1 on the Help menu button to view Help information.

Window menu - This menu is used to effect the screen properties (such as size) and for moving the screen. This menu is also known as the Control menu.

Minimize - Click on this button to iconify the window.

Maximize - Click on this button to increase the size of the screen to fill the entire display area.

Workspace - The area where the data is displayed and inputs are made.

Using scroll bars

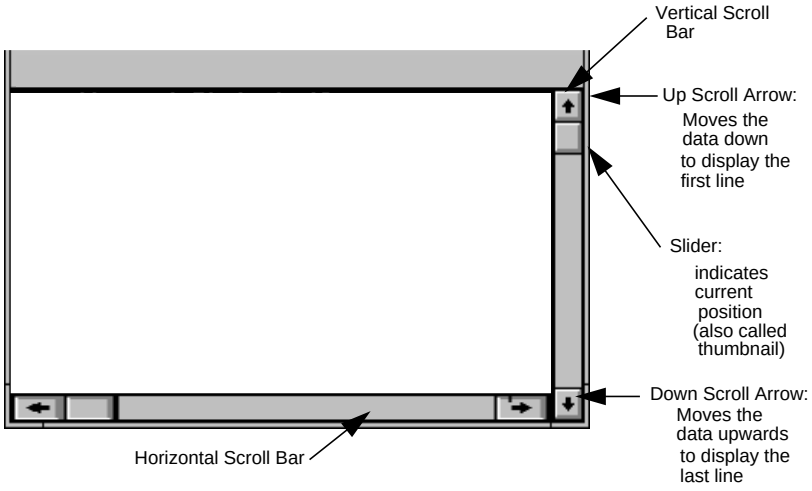
Scroll bars allow you to view data that may be hidden due to the limitations of a screen size. This happens when the contents of the screen are larger than the screen itself. When this occurs, scroll bars appear on the display to allow you to gain access to the hidden information.

By pressing MB1 on the arrow on top of the scroll bar, the contains of the screen moves downward until the first line or portion of the screen is displayed. (Clicking, instead of pressing, the mouse causes the information to move one step.)

Pressing MB1 on the bottom arrow causes the data in the Workspace of the screen to move upwards, revealing hidden data.

The components of a scroll bar are shown in Figure 1-3.

Figure 1.3 Scroll bars



Viewing pulldown menus

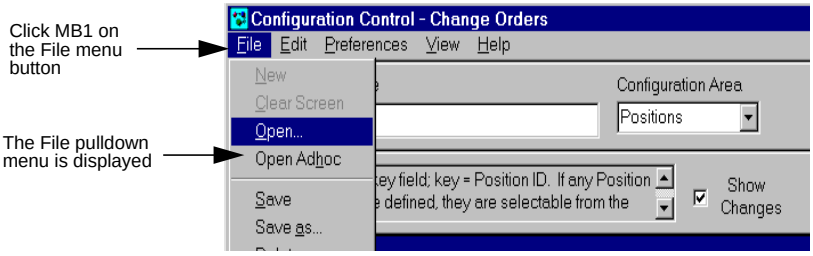
Commands and options are selected from pulldown menus. These menus are displayed by clicking MB1 on the associated menu button.

Selection from menu bar

The menu bar contains menu buttons. When present, the selection of a menu button causes an associated pulldown menu to appear. The pulldown menu contains commands and available options.

The menu bar, menu button, and pulldown menu are shown in Figure 1-4.

Figure 1.4 Pulldown menus

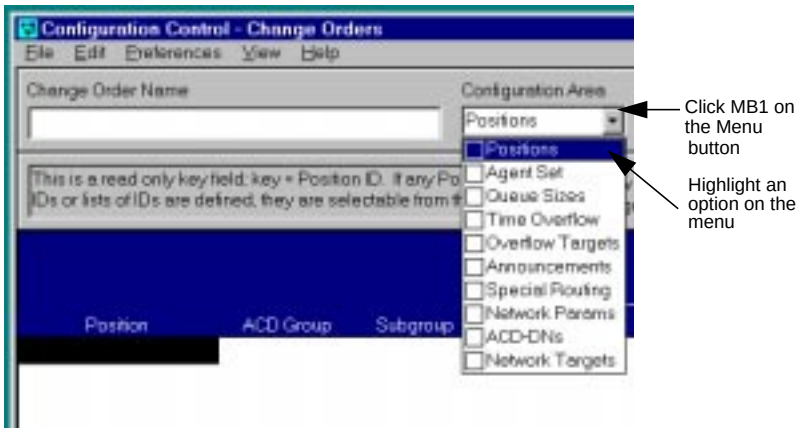


Selection from within screen (workspace menu button)

Some of the Configuration Control windows in CC MIS have menu buttons located within the workspace of the screen. Selecting the menu button results in an associated pulldown menu being displayed. This type of pull-down usually contains valid entries or ranges for a particular field.

The workspace menu button and pulldown menu are shown below.

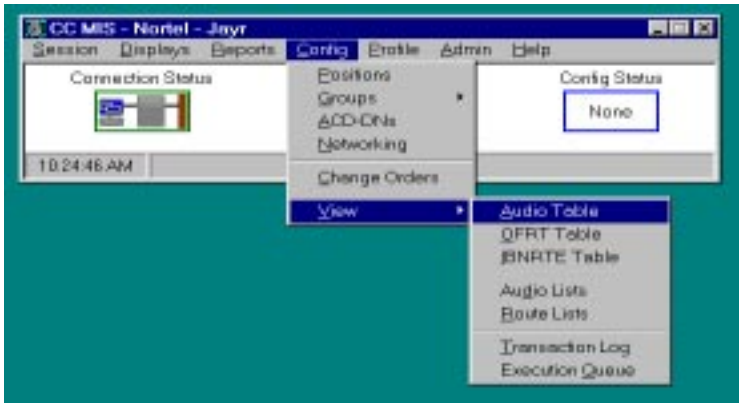
Figure 1.5 Workspace menus



Cascade menus

Some menu items have an right arrow next to the option name. This indicates that selection of this option will result in a second (cascade) menu being displayed. An example of a cascade menu is shown below.

Figure 1.6 Cascade menus



Keyboard accelerators

Some menu items have accelerators next to the option name. Accelerators are key sequences that can be entered from the keyboard to execute that option or command. In CC MIS, most keyboard accelerators are the underlined letters (for example, on the Admin button, the accelerator is A).

Pressing the Alt key on your keyboard and the A key displays the Admin drop down menu.

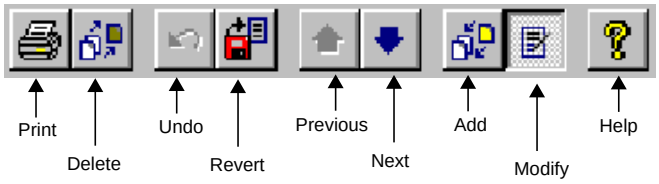
Dialog box

Some menu items have three periods next to the option name. This indicates that selection of this option will result in a dialog box or secondary screen being displayed.

Dialog boxes are used to provide the additional information to the user and require a response in the form of clicking on an OK or Cancel button. Some dialog boxes request the user to input additional information or to select an item.

Tool Bar

A tool bar appears on some of the screens in CC MIS. The icons in the tool bar serve as short cuts to access menu functions.



Online Help

Help is available from any window within the CC MIS. The help systems provides information about using the CC MIS product and its screens to perform functions.

Accessing the help function

The steps listed below explain how to enter the Help function.

steps Accessing the Help function

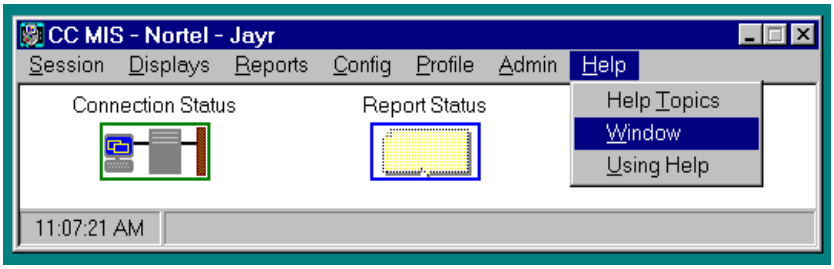
1. On the CC MIS Main window, select **Help** command.

2. The Help menu appears. Select the desired Help option.

Help options

There are three options: Help Topics, Window, and Using Help. The figure below shows the Help menu selected on the CC MIS Main menu.

Figure 1.7 Help menu

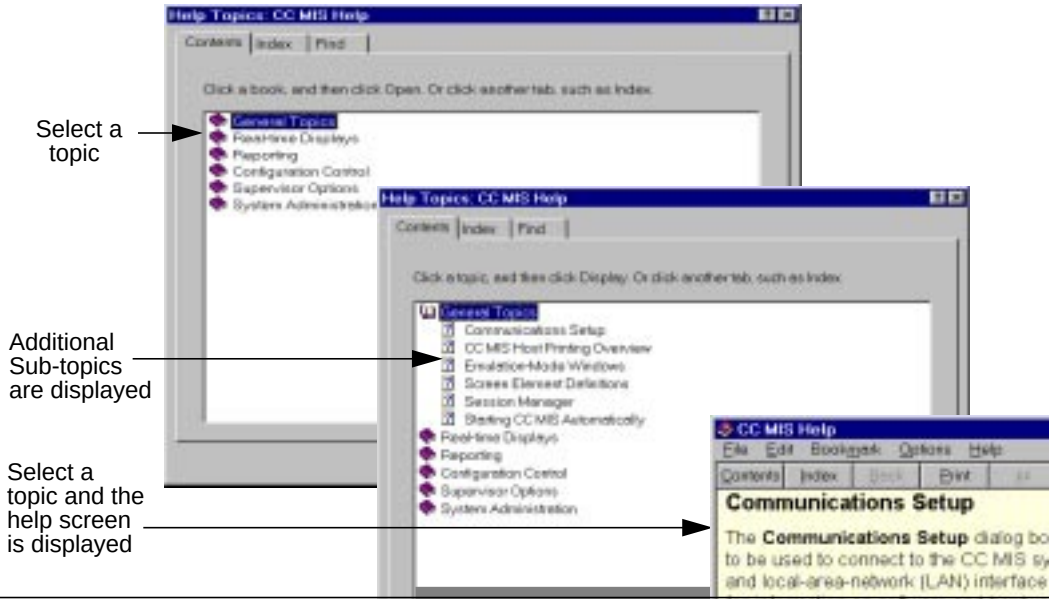


The three help options are described below.

Help Topics

Selection of the Help Topics option causes the screen in the figure below to appear.This window contains a listing of all of the Help topics available for CC MIS. Help topics are nested. Double-click on one of the options and additional topics related to the one selected are listed under that topic. Select a sub-topic and a help screen appears containing information on that topic.

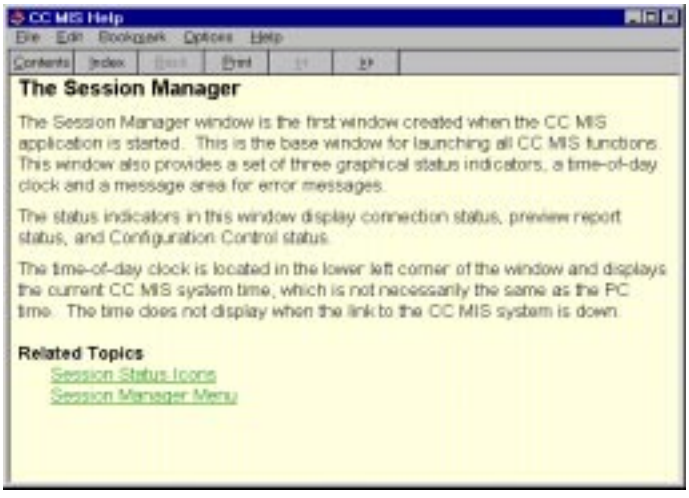
Figure 1.8 Help index screen



Window

Selecting the Window option from the Help menu causes a screen to appear containing information specific to the window currently displayed on your terminal. An example of this screen is shown below.

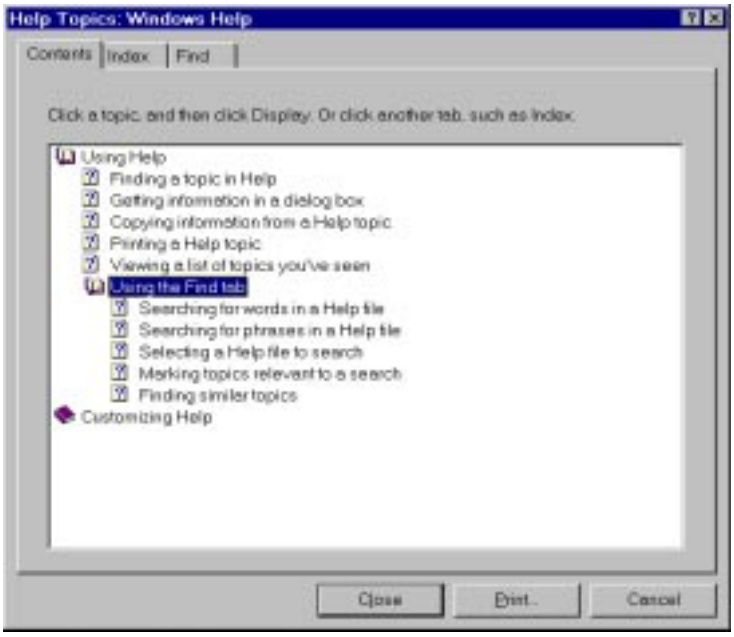
Figure 1.9 Help on window



Using Help

Selecting the Using Help option from the Help menu causes a screen to appear containing information concerning the procedures specific to the function that is opened. An example of this screen is shown below.

Figure 1.10 Using help



This screen provides access to information on how to use the Windows help function. It also allows for the customization of the help screens.

Training Mode

Training mode is used as an initial mode to learn the operation of the CC MIS application. With multiple partitions, one partition can be left in the training mode for training purposes, while the other partitions can be converted to precut or product modes.

The switch simulator

In order to provide a complete training capability, CC MIS contains an automatic call distribution (ACD) switch simulator. The CC MIS system functions as if it were connected to a switch. A partition running in the training mode must have a connection to the Simulator link.

Note: In this mode, the CC MIS partition is not connected to the DMS - ACD (live link).

Simulator capabilities

Supervisors and those with system administrator privileges are able to:

- observe real -time displays that reflect the call activity generated by the simulator
- print reports containing historical data that is based on call traffic data generated by the simulator
- issue configuration control functions and observe their results

Identifying values assigned to the simulator

The simulator is datafilled as follows:

- The call rate is 500 to 5,000 calls per hour.
- Calls will be abandoned in a normal distribution after 30 seconds.
- Call profiles are defined so that all of the capabilities of a live switch are simulated. The following event types may occur in the call patterns:
  - ACD calls are received.
  - Agents process calls.
  - Calls are put on hold.
  - Directory number (DN) calls are received and processed
  - Outgoing DN calls are generated.
  - Calls are released with the Not Ready or the Release key.
  - Agent force outs, walkaways, and line -of -business codes are generated.

Exiting the training mode

When the partition transitions from the training mode to precut mode, all data created and stored in training mode is cleared.

The simulator is no longer available once the partition is in the product mode. The simulator can only be reactivated by reconfiguring the partition to put it back in the training mode.

CAUTION

Lost Information

Any data stored in the databases during the precut or production modes is lost when going back into the training mode.

2

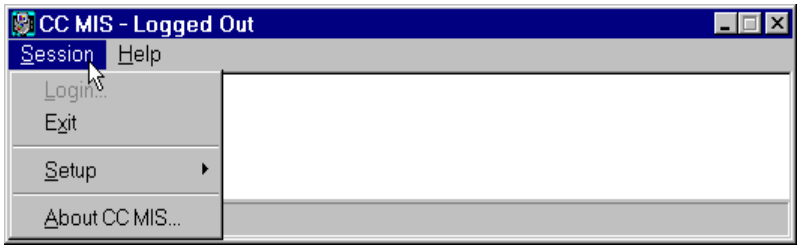
Sessions - Logging into CC MIS

This chapter provides information on the following:

- *Introduction*
- *Logging into CC MIS*
- *Logging out of CC MIS*
- *When the system goes down*
- *Defining Communications*
- *About CC MIS*

Introduction

This chapter describes the Sessions function on the CC MIS Main window.



Supervisors with profiles established in CC MIS can log in to any supervisor position. Only one session per supervisor ID can run at a time.

If you are logged into one position and you try to log in at a different position, you must either override your original login, causing the CC MIS system to log you out of the original session; or cancel your login attempt and return to the position at which you are already logged in.

Login to CC MIS

The steps below guide you through the login onto the CC MIS terminal. The steps are explained in detail in the paragraphs that follow.

steps Logging into CC MIS

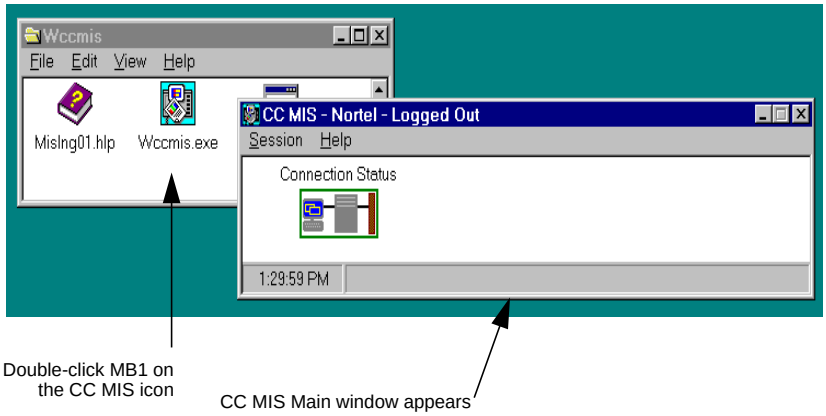
1. Double-click on the CC MIS icon.
2. The CC MIS Main window appears.
3. Click on **Session** and select **Login.**
4. The Login window appears.
5. Enter your supervisor ID *[and password if required]*
6. Identify your preferences.
7. Click on the OK button.

Double-click on the CC MIS icon

After MS Windows is running on your PC, a window containing the CC MIS icon should be accessible on your display. The first step to logging in is to double-click MB1 on the CC MIS icon.

This action is shown in the figure below.

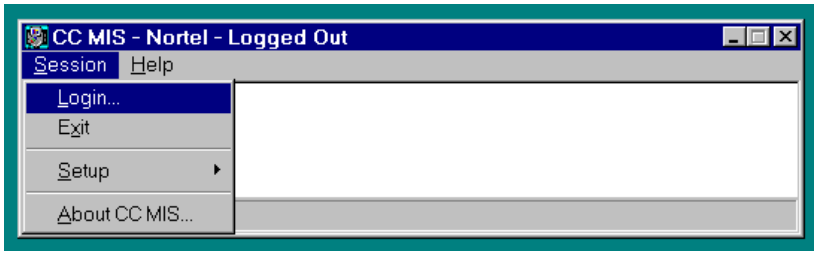
Figure 2.1 CC MIS icon



Click on Session and select Login option

After the CC MIS Main window appears, click on the Session menu button and select the Login option. The Session pulldown menu is shown in the figure below.

Figure 2.2 Session menu



Enter supervisor ID and password *(as required)*

The CC MIS Login screen is displayed. Enter the supervisor ID (and password if required). Click on the OK button.

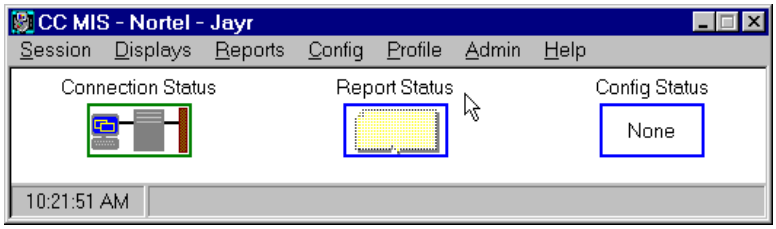
Figure 2.3 CC MIS login screen

Note: If you have previously logged in, the supervisor ID will be displayed (as shown above). In this case, you need to enter your password (if any) then press the Return key. (***Note:*** If you or someone else are already logged in to a session, you will be prompted to override the previous session. If you select Yes, the previous session is terminated.)

CC MIS Main window is displayed

The CC MIS Main window is displayed after successful login. The CC MIS Main window is the access point for entering all CC MIS applications. From this window you can access Displays, Reports, Configuration Control, Profile, System Administration, and Online Help functions. This window also provides visual indication of the Connection, Report, and Configuration status.

Figure 2.4 CC MIS Main window



Logging out

To logout from your session, use the steps listed below.

steps Logging out of CC MIS

1. Return to the main window.
2. Select **Session / Logout**.
3. The CC MIS session is ended.

Exiting CC MIS

Use the steps below to exit CC MIS.

steps Exiting CC MIS

1. From the main window.
2. Select **Session / Exit**.
3. The CC MIS program is terminated and removed from display.

When the system goes down

If CC MIS goes down, your session terminates. In this instance, the Connection Status icon border goes from green (operational) to red (non-operational), and the message, Host Process Terminated, is displayed.

When the system comes back up, the Connection Status icon goes from red to green. However, the message, Host Process Terminated, continues to display. The message explains the need to log in to supervisors who may have been away from their terminal when the system went down.

Defining communications (Setup screen)

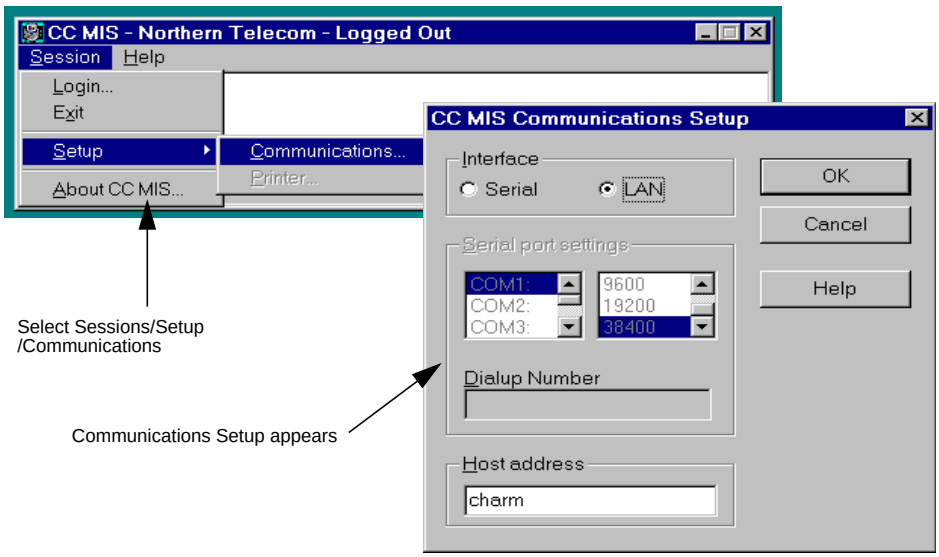
The communication parameters are defined at installation. Should you need to redefine these parameters you can do so by accessing the Communications Setup screen. You access this screen using the steps below.

steps Defining communications

1. Return to the CC MIS Main window.
2. Click on **Session** and select **Setup/Communications**
3. The Communications Setup window appears.
4. Enter changes.
5. Click on the OK button.

The CC MIS Communication Setup window is shown below. The settings are: Interface (Serial or LAN connected), Serial port settings (port and baud rate), Maintenance Dialup Number, and Host Address (Host I.P. address for LAN connection).

Figure 2.5 Communications Setup



Defining printers (Printer Setup screen)

The printer setup is defined at installation. Should you need to redefine these parameters you can do so by accessing the Printer Setup screen. You access the Printers Setup screen using the steps below.

steps Defining printers

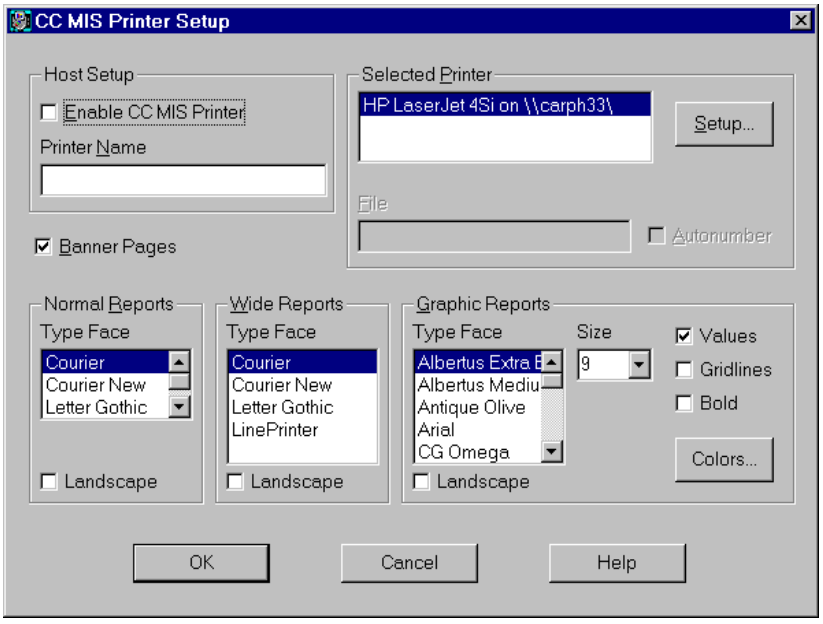
1. Return to the CC MIS Main window.
2. Click on **Session** and select **Setup/Printers**.
3. The Printers Setup window appears.
4. Enter changes.
5. Click on the OK button.

This window is used to configure printers (already configured for the Windows environment) to receive CC MIS reports. Once configured, any supervisor will be able to send jobs to that printer. These are referred to as "pc attached" printers.

Note: Jobs sent to these printers take longer to print.

The CC MIS Printers Setup window is shown below.

Figure 2.6 Printers Setup



Printer Setup field descriptions

Host Setup - This area allows you to enable or disable the CC MIS host printer feature. If enabled, enter a printer name.

Selected Printer - This area allows you to select the printer to which CC MIS reports are printed. This list will contain all defined windows printers. (Printers that are configured for file requires entries in the File and Autonumber fields.)

File - Provides directory and file name for printing to file.

Autonumber - When enabled, the extension to the file name is autonumbered (.000, .001, and etc.).

Normal Reports - Allows you to define the way tabular reports are printed. Select the desired font and orientation.

Wide Reports - (More than 80 characters) Allows you to define the way tabular reports are printed. Select the desired font and orientation.

Graphic Reports - Allows you to define the way graphical reports are printed. Select the desired font, size, colors, and orientation.

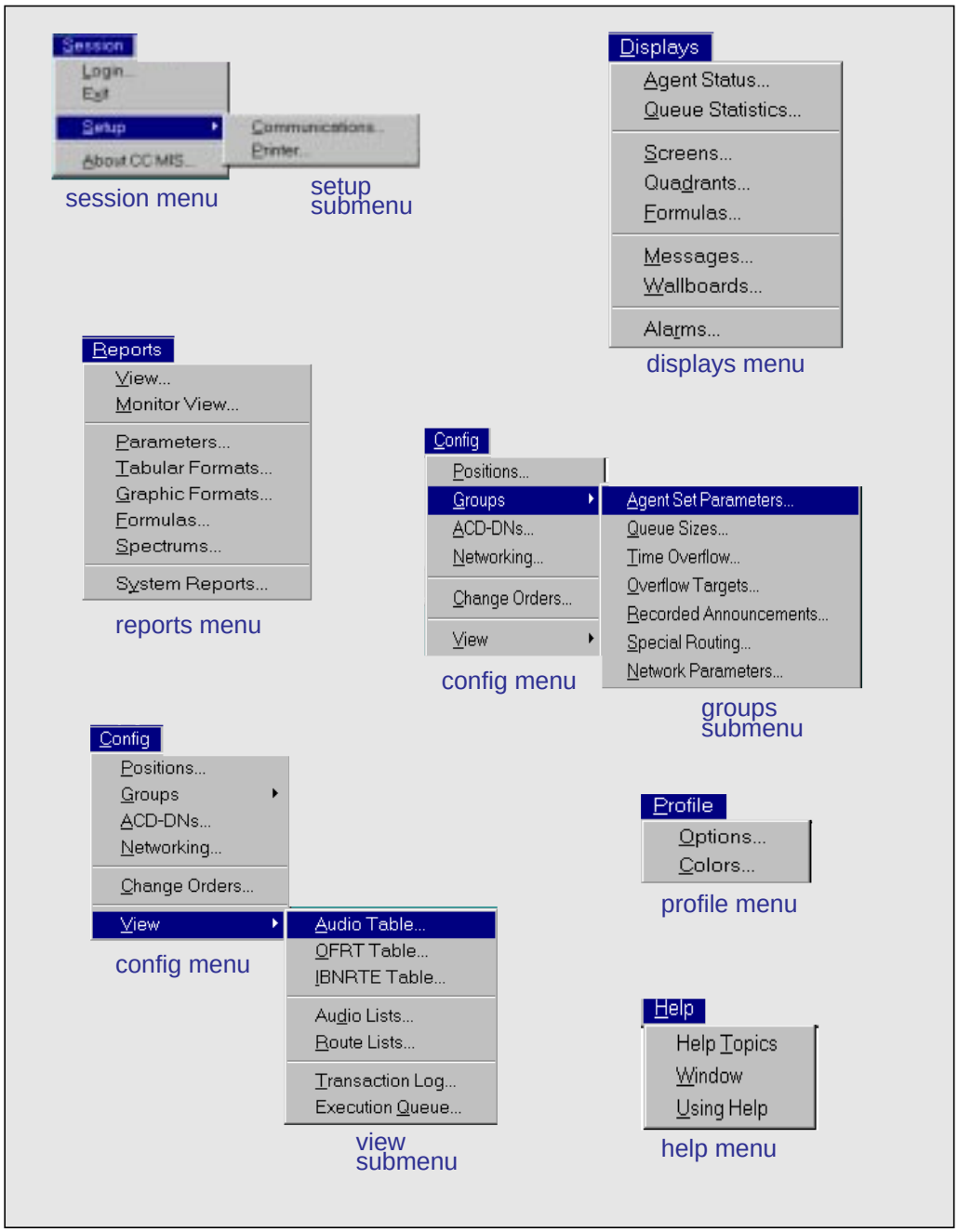
Banner Pages - When enabled, prints a banner page to identify owner of job. (Automatically disabled when printing to file.)

Product Information

To learn about the version of CC MIS you are using or to view the Host IP address, you can display the About CC MIS box. To view this box, simply select the Sessions/About CC MIS option from the CC MIS Main window.

Figure 2.7 About CC MIS

Figure 2.8 Windows menus quick reference



3

Displays

This chapter provides information on the following:

- *Types of displays*
- *Procedures common to display screens*
- *Agent Status display*
- *Queue Statistics display*
- *Messages and Wallboard displays*
- *Alarms (SNMP)*

Introduction

This chapter describes the Displays function on the CC MIS Main window.

Note: The Wallboards and Messages options are described in Chapter 4. Creating custom formulas is described in Appendix C, *Tutorial* in the appendices of this guide.

This chapter provides information about using CC MIS real-time displays and is organized into the following sections:

- Types of displays - Describes the types of real-time displays.
- Procedures common to display screens - Provides procedures common to display screens at the supervisor terminal.
- Agent Status display - Provides procedures for using the Agent Status display including both the Agent Detail and ACD Group Detail windows.
- Queue Statistics display - Provides procedures for using the Queue Statistics display.
- Messages and Wallboards - Provides procedures for using the wallboard (see Chapter 4).
- Alarms - Access point for SNMP feature in the Supervisor's Interface.

Types of displays

CC MIS provides the following types of real-time displays: Agent Status and Queue Statistics.

Agent Status display

The Agent Status display provides the status of each position in an ACD group. CC MIS updates the information on the display as soon it is notified by the ACD switch. You can select the way the display provides you with information about each position, allowing you to review position status in the way most comfortable for you.

Queue Statistics display

The Queue Statistics display provides you with statistics that reflect the efficiency with which an ACD group handles the call load. A standard Queue Statistics display is provided so that you can view commonly needed information about the groups you supervise.

In addition, you can create your own display to view information specific to your ACD operation. The display you create is based on the statistics collected by CC MIS, standard formulas provided by CC MIS, and formulas created by your system administrators to support your ACD operation.

By providing real-time displays that can be customized, CC MIS gives you the flexibility you need to manage your ACD operation. In addition, as ACD switch software capabilities increase, the CC MIS is able to easily and efficiently provide you with new statistics for these software capabilities.

Qualities of the Queue Statistics and Agent Status displays

The following table compares the qualities of the Queue Statistics and Agent Status displays.

Table 3-1: Qualities of Queue Statistics and Agent Status displays

Quality	Queue Statistics Display	Agent Status Display
Information provided	Real-time data on ACD groups	Real-time data on ACD positions
Information update cycle	2 to 60 seconds, as defined by the *Update Rate* field in the supervisor profile. Reflects data for previous 10 minutes	As the ACD position changes state of operation

Table 3-1: Qualities of Queue Statistics and Agent Status displays

Quality	Queue Statistics Display	Agent Status Display
Possible formats	Tabular or graphic	Tabular Agent and Group Detail windows in the Windows interface if software option is enabled.
Customiz-able	Yes	No

Accessing Displays

The Queue Statistics and Agent Status displays are both accessed from the Displays menu on the CC MIS Main window. Use the steps below to access the displays menu.

steps **Accessing the Displays menu**

To access the CC MIS real-time displays:

1. From the CC MIS Main window, click on **Displays**.

2. The Displays pulldown menu appears.

Procedures common to display screens

This section contains procedures common to display screens at the supervisor terminal. These procedures pertain to the Agent Status display, the Queue Statistics display, and any customized queue statistics display you create.

Printing the displays

While in a display, follow the steps in the steps below to print the display. The display prints on the local printer.

Note: There may be a different printer defined for graphic or tabular reports and displays.

steps Printing a display

From a real-time display:

1. Select the **File / Print** option.
2. Identify the local printer in the Printer setup, then click OK.

Clearing the displays

While in a display, follow the steps below to clear the display from your screen.

steps Clearing a display

To exit a display:

1. From the display window, select **File / Exit**.
2. The system returns to the Main window.

Selecting colors for the displays

You can set the colors for the elements of a display. Use the steps below to select colors for the elements of a display.

steps Selecting colors for displays

From the CC MIS Main window:

1. Select **Displays** then select either **Agent Status** or **Queue Statistics**.
2. From the display, select **Preferences / Colors**.
3. The system displays the Color Selection box.
4. Identify screen element, foreground color, and background color, then click on OK.

Monitoring another supervisor

You can observe the displays of another supervisor if you have the Display option Monitor selected in your Privilege Level definition. This feature is useful to supervisors when a peer is absent from their workstation and someone else must monitor the activity of the agents and queue for which the supervisor is responsible.

Note: When monitoring another supervisor's display in scope view, the display will be limited to the scope restrictions of the supervisor ID you are monitoring. (This is transparent if both you and the supervisor you are monitoring have a global scope restriction.)

Use the steps below to monitor another supervisor's display.

steps Monitoring supervisors

To monitor another supervisor's display:

1. From the display window, select **Monitor / Set Supervisor ID**.

2. The Supervisor to Monitor ? box is displayed.

3. Identify the supervisor to be monitored, then click OK.

4. Select **Monitor / Monitor On**.

5. The supervisor's display will appear on your screen.

When the Monitor On option is selected, a check mark is placed next to the option. This check mark indicates that the data displayed is from the supervisor being monitored. To return to your own display, select the Monitor / Monitor On option again. The check mark id removed. This indicates that the monitor option is off.

Agent Status display

The Agent Status display provides information about the status of each position in an ACD group. This display allows the supervisor to see the type of call the agent is currently handling, the agents that are logged in, the agents on walkaway, and others.

The Windows interface allows you to set preferences for

- information presented in the display

  position only
  position and agent name
  position and status
  position, agent name, and status
  time in state
  login time

- layout of the display, either horizontal or vertical
- font
- the colors in which position status are displayed on the screen
- hold time preference

Note: During CC MIS start-up, the status of agents who are logged in will be set to Not Ready. This status will change as further phone activity occurs.

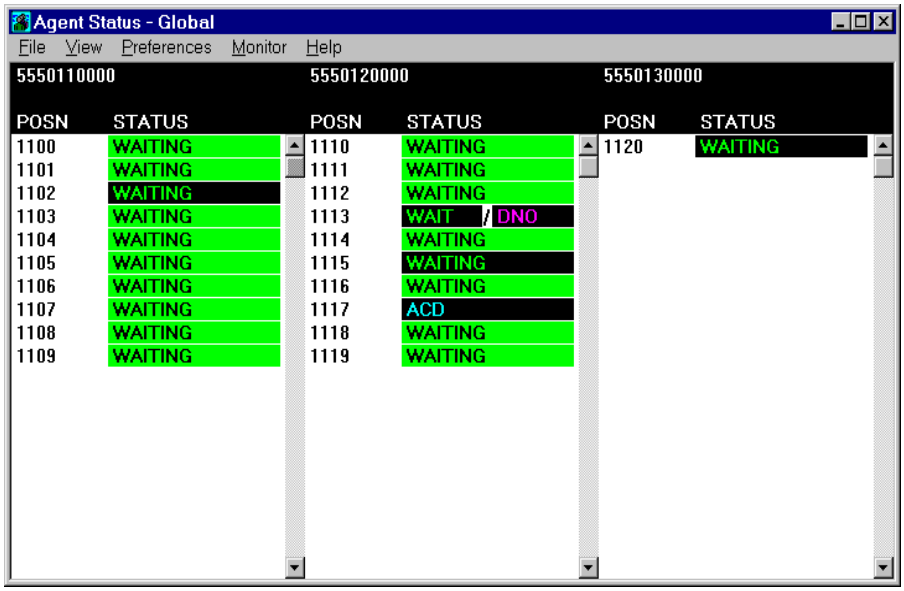
If the Display option Monitor is selected in your Privilege Level definition, you can monitor another supervisor's display.

Examples of the Agent Status display

The figure below shows the Agent Status display.

Figure 3.1 Agent Status displays

Horizontal layout



Vertical layout

Possible states of an agent position

The table below lists the possible states of an ACD agent position.

Table 3-2: Possible states of an agent position

Position State	Description
SPARE	No agent is logged into the position.
FORCED	The agent has been forced out. A timer is displayed to indicate the length of time in the FORCED state.
ACD	The agent is active on an ACD call.
NOT RDY	The agent is in the Not Ready state. ***Note:*** During CC MIS start-up, the status of agents who are logged in will be set to Not Ready. This status will change as further phone activity occurs.
WAITING	The agent is waiting and available for a call.
WAIT/DNI	The agent is active on a DN incoming call.
WAIT/DNO	The agent is active on a DN outgoing call.
NRDY/DNI	The agent entered the Not Ready state while on a DN incoming call.
NRDY/DNO	The agent entered the Not Ready state while on a DN outgoing call.
NRDY/DNIH	The agent entered the Not Ready state and has a DN incoming call on hold.
NRDY/ DNOH	The agent entered the Not Ready state and has a DN outgoing call on hold.
ACDHOLD	The agent has an ACD call on hold.
WAIT/DNIH	The agent has put a DN IN call on hold.
WAIT/DNOH	The agent has put a DN OUT call on hold.
ACD/DNIH	The agent is currently handling an ACD call and a DN incoming call is on hold.
ACD/DNOH	The agent is currently handling an ACD call and a DN outgoing call is on hold.
ACDH/DNI	The agent is currently handling a DN incoming call and an ACD call is on hold.
ACDH/DNO	The agent is currently handling a DN outgoing call and an ACD call is on hold.

Table 3-2: Possible states of an agent position

Position State	Description
ACDH/DNIH	The agent has an ACD call on hold and a DN incoming call on hold.
ACDH/ DNOH	The agent has an ACD call on hold and a DN outgoing call on hold.
VARWRAP	The agent has released an ACD call and variable wrap-up mode was entered.
WALK nnn	The agent entered a walkaway code. ***Note:*** "nnn" is the 3-digit walkaway code entered by the agent, unless this code is defined through Walkaway Code Definition. In this case, the 3-letter abbreviation defined for this walkaway code appears.
nnn/DNI	The agent entered a walkaway code and has an incoming DN call. ***Note:*** "nnn" is the 3-digit walkaway code entered by the agent, unless this code is defined through Walkaway Code Definition. In this case, the 3-letter abbreviation defined for this walkaway code appears.
nnn/DNO	The agent entered a walkaway code and has an outgoing DN call. ***Note:*** "nnn" is the 3-digit walkaway code entered by the agent, unless this code is defined through Walkaway Code Definition.
nnn/DNIH	The agent entered a walkaway code and has an incoming DN call on hold. ***Note:*** "nnn" is the 3-digit walkaway code entered by the agent, unless this code is defined through Walkaway Code Definition.
nnn/DNOH	The agent entered a walkaway code and has an outgoing DN call on hold. ***Note:*** "nnn" is the 3-digit walkaway code entered by the agent, unless this code is defined through Walkaway Code Definition.
VWRP/DNI	The agent entered variable wrap-up mode and is active on a DN incoming call.

Table 3-2: Possible states of an agent position

Position State	Description
VWRP/DNO	The agent entered variable wrap-up mode and is active on a DN outgoing call.
VWRP/DNIH	The agent entered variable wrap-up mode and has put a DN IN call on hold.
VWRP/ DNOH	The agent entered variable wrap-up mode and has put a DN OUT call on hold.

Note: The first DN key activated is tracked. Subsequent DN key activations (made while the first is still activated) are not tracked. This means that the first activation must be released prior to the second DN key activation, in order for the second activation to be tracked in displays and reports.

Accessing and viewing the Agent Status display

Perform the steps below to access the Agent Status display.

steps Accessing the Agent Status display

To access the Agent Status displays:

1. From the CC MIS Main window, click on **Displays/ Agent Status**.
2. The Agent Status display appears.

Changing or controlling the Agent Status display

When using the Agent Status display, you can control the

- positions by setting the view to supervisor, group, or global; or if enabled in your profile, monitoring another supervisor
- information by setting your preferences
- layout by selecting your preference

Setting the view

You can select one of three possible views through the Agent Status View menu:

- Subgroup
- Scope
- Global

Note: Select Group List and View List Items Only options are available only in Windows.

Views available to supervisors are determined by the access provided by the system administrator when creating your profile. The table below identifies the effect of selecting each view on the display itself or the statistics presented in the display.

Table 3-3: Effect of selecting a view - Agent Status

By selecting this view...	The system displays ...
Subgroup	Agent status for positions assigned to a single subgroup within your scope. While in this view, a function key appears on the display (in Text) that allows access to other subgroups. You can only view other subgroups in your scope. (In Windows, a menu item is enabled.)
Scope	Agent status for all positions assigned to subgroups defined in your scope.
Global	Agent status for all positions defined at the DMS-ACD.
New Subgroup	Choose subgroup box displays available subgroups from which to select. (Option is selectable only if Subgroup view is selected.)
Select Group List (Windows)	Select ACD Group List box containing a list of defined ACD Group lists. The groups will be listed in the order defined in the Group list (which is setup by a supervisor with system administrator privilege using **Admin / List**).
View List Items Only (Windows)	When checked, only the groups in both the list and supervisor's scope are displayed on the screen. ***Note:*** If Global view is selected, then only the groups in the selected list are displayed. When not checked, the Groups that are not in the selected list will be added to the display alphabetically after the list ordered Groups.

Accessing the View menu

In the Windows interface, you access the View menu by selecting the View pulldown menu from the Agent Status display. (In the Text interface, the View menu is accessed by pressing the *[Commands]* function key from the Agent Status display.)

Note: If a position has not been assigned to a subgroup in the datafill of the DMS, it will be assigned to subgroup 0. Positions in subgroup 0 can always be viewed in Global view from both the Text and Windows interface. However, in Text, these positions can also be viewed in Subgroup or Scope views if the supervisor's scope is set to Global scope.

Your default view

You set the default view in your profile. CC MIS uses this view when you first login and access your Agent Status display. The default can be either subgroup/group, scope, or global. During a session, you can change this default to another view. You will see the change by logging out of the current session and logging back into CC MIS.

Your default list options

You set the default list options in your profile. CC MIS uses this view when you first login and access your Agent Status display. The default is selected from a drop list (in Windows) of available default Group Lists on the Profile Maintenance screen. Additionally, you can set the default to view only list items. During a session, you can change this default. You will see the change by logging out of the current session and logging back in to CC MIS.

Accessing Configuration Control while in Agent Status display

You can access Configuration Control while the Agent Status display is on your screen. This feature allows you to move agents from group to group. For the Windows interface, you accomplish this by using multiple windows. Access the Agent Status display in one window, then access the Configuration Control functions in another window.

steps Accessing configuration control

To access configuration control while in Agent display:

1. From the CC MIS Main window, click on **Config.**
2. The Config menu appears.
3. Select the desired configuration control option.

Additional capabilities provided by the Windows interface

The Windows interface allows you to control the fonts used for displays, the information provided in the Agent Status Display, and the layout of the display.

Selecting fonts for the displays

The Windows interface allows you to select fonts for the displays. You identify the font used in the display through the Preferences menu. You identify the font, font style, and size.

Controlling the information presented in the display

You identify the information to appear for each position in the group through the Preferences menu. You can select States, Names, Hold Time, Durations, or Login Times, or desired combinations of these selections.
If you do not select States, the color in which the position number appears indicates the state of the position. You define the colors for each state through the **Preferences / Color** menu item.

The table below defines the fields that can appear on the Agent Status display.

Table 3-4: Possible fields in Agent Status display

Field	Description
ACD GROUP	The ACD group that is being viewed.
POSN	The position ID of the physical phone set. ***Note:*** Clicking on an agent position ID results in a permanent agent detail window being displayed.
STATUS	The state of the position. Note: This field is highlighted if it exceeds the threshold.
DURATIONS (Windows only)	Real-time timer that indicates the time period (in minutes and seconds) that an agent has been in the current state. ***Note:*** The "Hold Time" option on the Preference menu affects the way the time is displayed in the Duration field. If "Hold Time" is enabled, each time the ACD or DN call is placed on hold, the timer resets and begins counting. An underline (_) is used to differentiate hold time from total ACD or DN call time.

Table 3-4: Possible fields in Agent Status display

Field	Description
AGENT NAME	The name of the agent logged into the position. ***Note:*** Only 15 characters of the agent name appear (in Text), although 16 can be used in the agent definition. In Windows, the number of characters that appear depends on the font, characters used, and window size.
LOGIN (Windows only)	The Login field is displayed when the login option is selected from the Preferences menu. This field displays the time of day the agent logged in. This field is always displayed in the right most column.

Controlling the layout of the display

You select the layout of the display through the Preferences menu. A vertical layout presents the information for the ACD group in one column. A horizontal layout presents the information for the ACD group in multiple columns across the display.

Scroll bars allow you to scroll through the groups and through each group independently.

Note: The size of the window and the amount of information requested for each position determine the number of columns (groups) that appear in a vertical layout and the number of columns used to display information for one group in the horizontal layout.

Showing elapsed time for agent positions

The CC MIS system tracks the length of time an agent position spends in each state. To view this information in the Agent Status display, select the Duration option from the Preferences menu.

This field is always displayed in the Agent Detail window (accessed by clicking on the agent position) and on Agent Status display printouts. By selecting this option, a new field labeled Duration displays. For each agent position, the Duration field displays two timers: one for primary ACD activity and one for secondary DN activity. CC MIS uses the following conventions for this field:

- Timers do not appear for positions in the SPARE state.
- The timer uses the color assigned to the activity or call-type. It never uses the threshold color.

- Timers show the total elapsed time of an ACD or DN call and includes any time the call spent on hold. In addition, thresholds do not reset these timers. The Hold Time preference alters this field by showing the hold time duration.
- The Hold Time preference alters this field by showing the hold time duration.

Timer format

The timers show minutes and seconds (mm:ss), updating each second. When a position is in a state for more than 99 minutes and 59 seconds, the timer tracks tens of seconds. For example, the timer increments in the following sequence: 99:58, 99:59, 100:00, 100:01, 100:19, etc.

In the unlikely event that a position is in a state for more than 999 minutes and 59 seconds, the timer tracks minutes only (for example, 1000:, 1001:, 1002:, etc). Durations larger than 166 hours (6.91 days) display as ****:

Hold Time

The Hold Time option is selected from the Preferences menu. The Hold Time option affects the way the time is displayed in the Duration field. When enabled, each time the ACD or DN call is placed on hold, the timer resets and begins counting. An underline (_) is used to differentiate hold time from total ACD or DN call time. After the hold state is terminated, the timer reverts to displaying the total call duration.

As shown in the table below, if Hold is enabled, the Duration field displays both the total elapsed time of ACD or DN call and the current total elapsed time of ACD or DN call. The hold time is underlined (for example, 00:45/ 00:20). If Hold is not enabled, the Duration field displays the total elapsed time of ACD or DN call.

Table 3-5: Summary of Duration field (Hold Time)

Hold	ACD or DN active call	ACD or DN held
Yes	Total elapsed time of ACD or DN call.	Current total elapsed time of ACD or DN call hold period.
No	Total elapsed time of ACD or DN call.	Total elapsed time of ACD or DN call.

The Hold Time preference option is saved with other Preference menu options when the Save command is selected.

steps Setting duration field & hold time

From the Agent Status display:

1. Select the **Preferences / Duration** option.

2. If desired, select the **Preferences / Hold Time** option.

3. Save the display by selecting the **Preferences / Save** option.

Note: This step ensures that the duration field appears in the Agent Status display when you log into the CC MIS system.

How to interpret the Duration field

The following examples guide you in interpreting this field.

Example 1.

POSITION	STATUS	DURATION
6800	WAITING	00:05

Agent Position 6800 has been waiting for an ACD call for 5 seconds.

Example 2.

POSITION	STATUS	DURATION
6801	ACDH/DNO	00:45/00:20

Agent Position 6801 has had an ACD call on hold for 45 seconds and has been on an outgoing call on their secondary DN for 20 seconds. (The Hold Time option is enabled.)

Example 3.

POSITION	STATUS	DURATION
6802	SPARE	
6804	FORCED	

Agent Position 6802 functions as a spare position; consequently, no timer exists for this position. The agent at position 6804 did not answer an ACD call presented, so the switch forced out this position; consequently, no timer exists for this position.

Example 4.

POSITION	STATUS	DURATION
6803	WAIT/DNO	03:30/02:15

Agent Position 6803 has been waiting for an ACD call for 3 minutes and 30 seconds and has been on an outgoing call on their secondary DN for 2 minutes and 15 seconds.

Example 5.

POSITION	STATUS	DURATION
6803	WAIT/DNO	03:30/02:15

Agent Position 6803 has been waiting for an ACD call for 3 minutes and 30 seconds and has been on an outgoing call on their secondary DN for 2 minutes and 15 seconds.

Example 6.

POSITION	STATUS	DURATION
6804	NRDY/DNO	105:4/15:22

Agent position 6804 has been in NRDY for 105 minutes and more than 40 seconds, but has been on their secondary DN for 15 minutes and 22 seconds.

Figure 3.2 Agent Status w/ Duration and Hold Time

Permanent Agent Detail window

The Windows interface allows you to display a permanent Agent Detail window by positioning the cursor on an agent position ID in the Agent Status window and single-clicking the right mouse button. The figure below shows an example of the Agent Detail window.

Figure 3.3 Permanent Agent Detail

Note: The Agent Status window can be temporarily displayed by pressing and holding the left mouse button.

Options menu

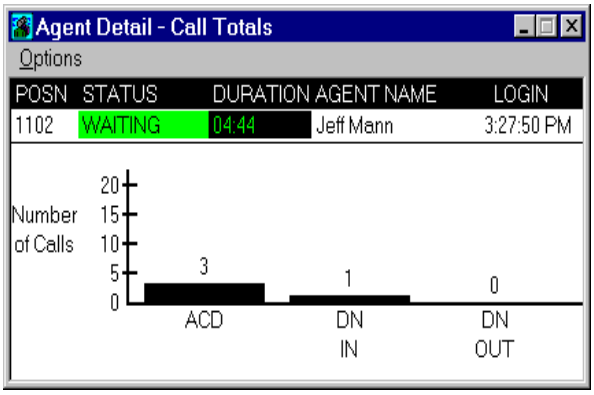
The graphical real-time statistics that are available on the Options menu are listed in the table below.

Table 3-6: Agent Detail Options menu statistics

Statistics	Description
Call Totals	Displays an agent's call total statistics since login.
Average Durations	Displays an agent's average call duration statistics since login.
Time Allocations	Displays the percentage of time an agent has been in particular states since login.

When a statistic type is selected from the Options menu, the data is computed from the real-time database and is output in a bar graph in the Agent Detail window. A checkmark appears beside an option that has been selected. To remove the graphical display portion of the screen, re-select the option. Select the Exit option to close the Detail window. The figure below is an example of the Agent Detail window when the Call Totals option has been selected.

Figure 3.4 Agent Detail - Call Totals



Call Totals option

This option causes the call data normally reported in the Agent Summary Standard Tabular Management Report to be added to the lower portion of the Agent Detail window. The call data that appears includes the following:

- ACD - Number of Calls Answered (CALLS ANSWD)
- DN IN - Number of Incoming DN Calls (IN DN CALLS)
- DN OUT - Number of Outgoing DN Calls (OUT DN CALLS)

Average Durations option

This option causes the call and duration statistics normally reported in the Agent Summary Standard Tabular Management Report to be added to the lower portion of the Agent Detail window. The data that appears includes the following:

- ACD - Average ACD Talk Time (AVG ACD TALK TIME)
- DN IN - Average Incoming DN Call Time (AVG DN IN TIME)
- DN OUT - Average Outgoing DN Call Time (AVG DN OUT TIME)
- NOT RDY - Average Not Ready Time (AVG NOT RDY TIME)

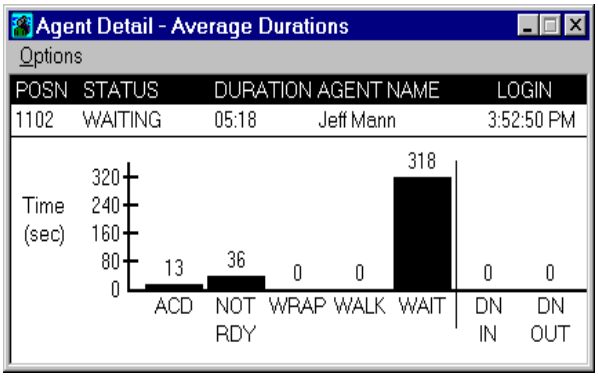
The WAIT statistic is normally reported in the ACD-Group by Agent Performance Report. This statistic is the Average Time Spent Waiting for Calls (AVG WAIT TIME).

WRAP is a new Agent Statistic field that is calculated from the new agent internal data fields "Num of Wrap-ups" and "Total Wrap Time". WRAP is the Average Variable Wrap-up Time (AVG WRAP TIME).

The WALK statistic field is calculated from the internal data fields "Num Walk Periods" and "Total Walk Time". WALK is the Average Walk Period Time (AVG WALK TIME). To prevent the WALK statistic from dominating the graphical output, it can be reported either textually or graphically. It will be displayed in a text format if it is greater than 1.5 times the largest statistic value being displayed, or greater than 10 times the smallest statistic value and greater than the largest statistic value being displayed.

The figure below shows an example of the Agent Detail window when the Average Durations option has been selected.

Figure 3.5 Agent Detail - Average Durations



Note: The NOT RDY statistic field is reported in a text format, an upward arrow is displayed instead of the bar. The value appears above the arrow.

Time Allocation option

This option causes the time allocation statistics normally reported in the Agent Summary Standard Tabular Management Report to be added to the lower portion of the Agent Detail window. The call data that appears includes:

- ACD - Percentage of Staffed Time Worked (WORK STAFFED %)
- DN IN - Percentage of Staffed Time on Incoming DN Calls (DN IN %)
- DN OUT - Percentage of Staffed Time on Outgoing DN Calls (DN OUT %)
- NOT RDY - Percentage of Staffed Time Spent Not Ready (NOT RDY %)

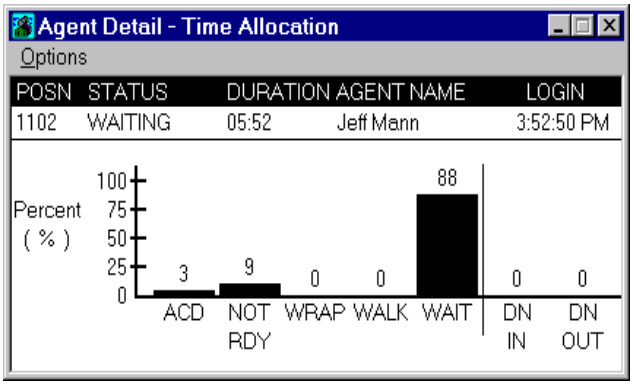
WRAP is a new Agent Statistic field that is calculated from the new agent internal data field Total Wrap Time and the existing data field Staffed Time. WRAP is the Percentage of Time Spent in Wrap-up (WRAP TIME %).

WALK is the statistic field that is the percentage Staffed Time spent in walkaway (WALK TIME %). It is calculated from previously existing Agent internal data fields Total Walk Time and Staffed Time.

WAIT is a new statistic field that is calculated from the existing agent internal data fields Wait Time and Staffed Time. It is the Percentage of Staffed Time Spent Waiting for Calls (WAIT TIME %).

The figure below shows an example of the Agent Detail window when the Time Allocation option has been selected.

Figure 3.6 AgentDetail-TimeAllocation

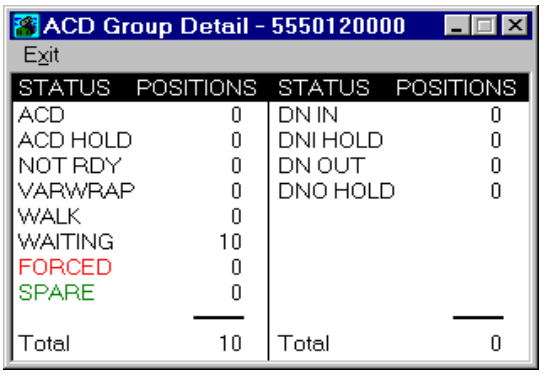


Note: ACD statistics (ACD, NOT RDY, WRAP, WALK, and WAIT) will always add up to 100% (+/- 1% round-off error). the DN statistics (DN IN and DN OUT) will add up to less than or equal to 100%. ACD and DN Time Allocation are mutually exclusive of one another.

ACD Group detail window

The Windows interface also allows you to display a permanent ACD Group Detail window by positioning the cursor on an ACD Group ID in the Agent Status window and clicking the right mouse button. The figure below is an example of the ACD Group Detail window.

Figure 3.7 ACD Group Detail



The colors for the states in the STATUS field are the same as the non-threshold color for each state in the STATUS field of the Agent Status display. The colors for the POSITIONS field and Total line are controlled by the definition for "Normal Text" in Profile/Colors window.

Select the Exit option to close the window and return to the Agent status screen.

Queue Statistics display

The Queue Statistics display provides information about the efficiency with which an ACD group is handling calls.

Note: If the Display option Monitor is selected in your Privilege Level definition, you can monitor another supervisor's display. Refer to the section, "Procedures common to display screens" for information about using the monitor feature.

Real-time display enhancement

In Release 3.1, the real-time queue statistics displays (24 hr, Shift, and 10 minute) are no longer reset to zero when CC MIS is shutdown or a partition is stopped. These statistics are restored (to the values at shutdown) immediately following system or partition start-up. This only applies to controlled shutdowns - shutting the system down through the Maintenance interface, setting a partition to "stopped", or power down with an initialized UPS. During this shut down, all real-time queue statistics (including 10-minute, 24 hr, and shift) is stored on a per ACD group basis and is written out to a file on disk. Statistics which reflect current values that are not affected by the 10-minute, 24 hr, or shift data are not stored in this file during the shutdown. This includes: position counts, threshold values, and queue sizes and expected delays. The position counts, queue sizes, and expected delays are filled by the switch and may be set to zero. The threshold values are set to current values from CC MIS definitions.

Note: The 24 hr and shift will be reset to zero automatically if the system is down across the midnight or shift boundary, respectively. The 10 minute statistics will be reset to zero if the system is down longer than 10 minutes.

Data associated with positions are not stored in the file. All position data (displayed on Agent Status displays) will be reset on start-up based on information received from the switch. An exception is when a partition is activated (set to "running") after being in the stopped mode and the link was already active. The position status data will reflect the current known state for the position. However, the state timers and login times will reflect the time at which the partition was activated.

Standard display formats

There are four standard Queue Statistics display formats:

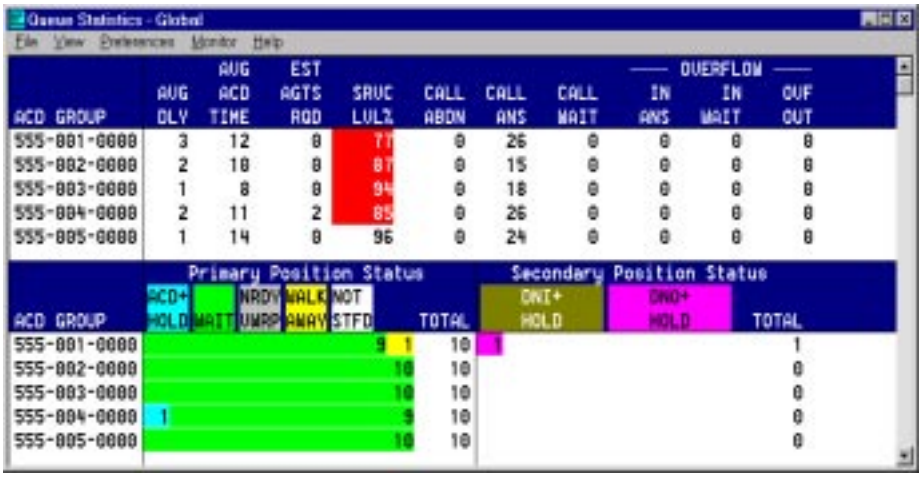
- Standard Tabular Queue
- Standard Graphic Queue
- Graphic Grade of Service
- ACD Group Summary

Standard Queue displays

The figures below show the standard Queue Statistics displays for the Windows interface.

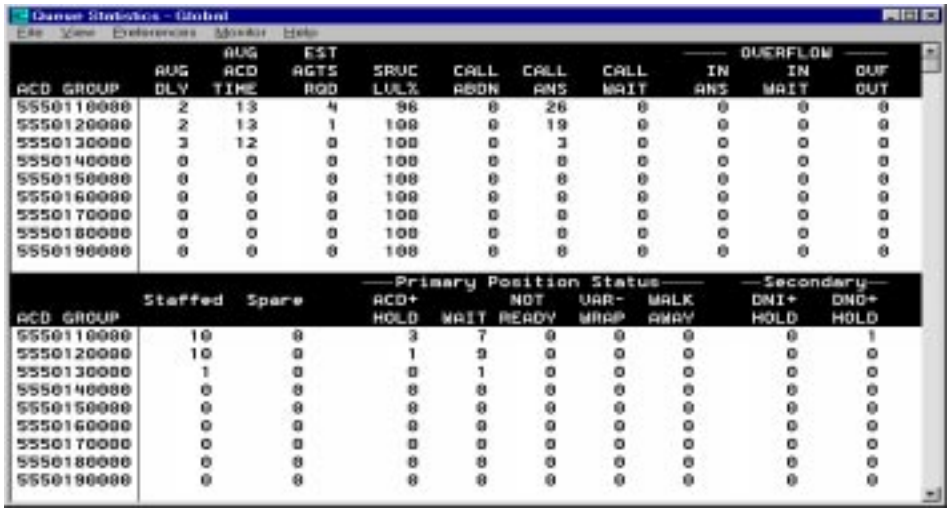
The following is an example of the Standard Graphic Queue Statistics display.

Figure 3.8 Standard Graphic Queue Statistics



The figure below is an example of the Standard Tabular Queue Statistics display.

Figure 3.9 Standard Tabular Queue Statistics



Graphic Grade of Service Display

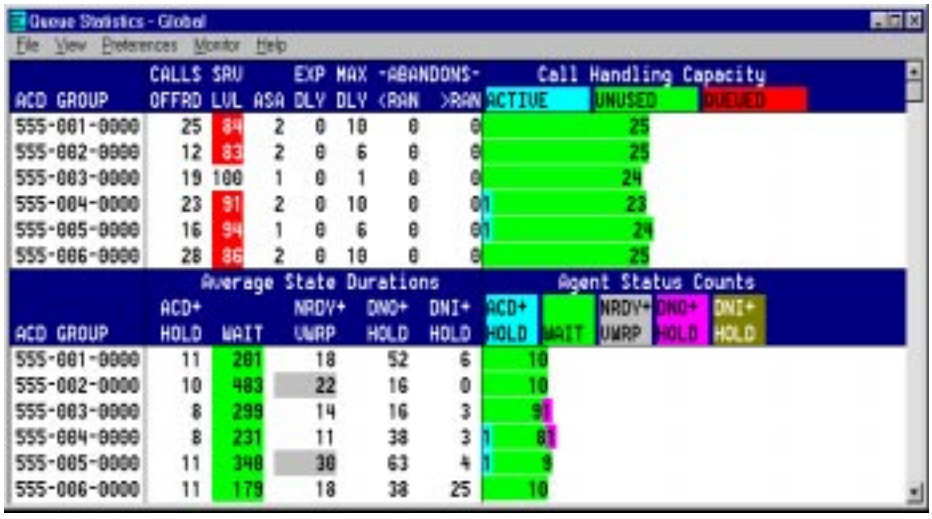
The Graphic Grade of Service display illustrates the performance of the agents based on threshold values that have been set in the Threshold Definition screen of Parameter Administration.

Figure 3.10 Graphic Grade of Service

ACD Group Summary Display

The figure below provides an example of the ACD Group Summary display.

Figure 3.11 ACD Group Summary



Fields in the standard Queue Statistics displays

The table below lists and defines the fields that are reported on through the standard Queue Statistics displays.

Table 3-7: Field descriptions for standard Queue Statistics display

Field	Description
Abandons < RAN	The number of calls abandoned before RAN. (ABND BEFR RAN) Calls Abandoned + Calls Abd LgclQ - Num Abd After RAN
Abandons > RAN	The number of calls abandoned after RAN. Num Abd After RAN
ACD+Hold	Number of positions currently active on an ACD call. Posns ACD + Posns ACDH
ACD Group	Group that is being viewed.
Agent Status Counts - ACD	The number of positions currently active on an ACD call. Posn ACD + Posns ACDH
Agent Status Counts - WAIT	Number of positions waiting for an ACD call to be presented. Posns WAIT
Average ACD Time	Amount of time spent on each call. ACD Call Time Calls Completed
Average Answer Delay under threshold	Average ACD call time if less than or equal to ACD talk objective. (ACD <= OBJ) (ACD Talk Threshold x Calls Completed - ACD Call Time) >0< 1 x (ACD Call Time / Calls Completed)
Average Answer Delay over threshold	Average speed of answer if greater than the ACD talk objective. (ACD Call Time + 1 - Calls Completed x ACD Talk Threshold) >0<1x (ACD Call Time/Calls Completed)

Table 3-7: Field descriptions for standard Queue Statistics display

Field	Description
Average Call Duration under threshold	Average speed of answer if less than or equal to the delay objective. (Delay Objective x Calls Answered - Total Answer Delay) > 0<1 x (Total Answer Delay/ Calls Answered)
Average Call Duration over threshold	Average speed of answer if greater than the delay objective. (Total Answer Delay + 1 - Calls Answered x Delay Objective) >0< x (Total Answer Delay/ Calls Answered)
Average Answer Delay	Delay experienced by callers before the call was answered. TotalAnswerDelay CallsAnswered
Average State Durations - ACD	Average ACD call duration. The average length of time from when a call is answered to when it is released, including time spent with the call on hold. ACD Call Time CallsCompleted
Average State Durations - DNIN	Average incoming DN call time. The average amount of time that an agent spent on an incoming DN call. Incoming DN Time DN Calls In
Average State Durations - DNOUT	Average outgoing DN call time. The average amount of time that an agent spent on an out-going DN call. Incoming DN Time DN Calls In
Average State Durations - NRDY VWRP	Average not ready/variable wrapup time. The average length of time that an agent spends in not ready state or variable wrapup periods between ACD calls. Not Ready Time + Var Wrap Time Num Not Rdy Calls + Num Var Wrapups

Table 3-7: Field descriptions for standard Queue Statistics display

Field	Description
Average State Durations - WAIT	Average wait time. The average length of time that an agent spends in not ready state between ACD calls. Wait Time / Calls Answered
Calls Abandoned	Number of callers that hung up before reaching an agent. CallsAbandoned
Calls Abandoned after threshold	Number of calls abandon after threshold Num Abd After Thrsh
Calls Abandoned before threshold	Number of calls abandon before threshold. Calls Abandoned - Num Abd After Thrsh
Calls Answered	Number of calls answered by agents assigned to the queue. Calls Answered
Call Handling Capacity - ACTIVE	The current number of active ACD calls including those ACD calls which have been placed on hold. Posns ACD + Posns ACDH
Call Handling Capacity - UNUSED	The total available incoming ACD call capacity. This consists of agent positions and queue slots available to receive ACD calls. Max CallQ Size + Agents Available - Calls Queued
Calls Offered	The number of calls offered to the ACD group. CallsOffered
Call Handling Capacity - QUEUED Calls Waiting	The total number of calls waiting in both the physical and logical call queues of the ACD group. (CALLS WAITG) Calls Queued + Logically Queued

Table 3-7: Field descriptions for standard Queue Statistics display

Field	Description
DNI+ HOLD	The number of positions currently active on an incoming DN call or on hold. Posns DNI + Posns DNIH
DNO+ HOLD	The number of positions currently active on an outgoing DN call or on hold. Posns DNO + Posns DNOH
EXP DLY	Expected delay. This predicts how long the last call placed in queue will wait before being answered. (EXP DLY) BusyTime/CallsAnswered x (CallsQueued + Logically Queued) / Posns Staffed
Staffed	Number of positions staffed by agents. Posns Staffed
MAX DLY	The longest time that a caller waited in queue. (MAX DLY) Max Answer Delay < Max Abandon Delay
NOT READY	Number of positions in the not ready state. Posns NRDY
NRDY VWRP	Number of positions in the not ready and variable wrapup state. (POSNS NRDY VWRP) Posns NRDY + Posns VWRP
Number Agents Required	The number of agents required to handle the current call volume based on the desired delay objective, actual ACD call time, and the number of calls in the system. (NO. AGNT REQD) $\frac{(\text{Calls Queued} + \text{Posns ACD} + \text{Posns ACDH}) \times \text{ACD Call Time}}{\text{Calls Completed} \times \text{Delay Objective}}$
Overflow in Answer	Number of answered calls that overflowed into the group. Num TOF In Calls

Table 3-7: Field descriptions for standard Queue Statistics display

Field	Description
Overflow in Wait	Number of current overflowed calls waiting to be answered. Logically Queued
Overflow out	Number of calls that have overflowed to another ACD group. Num TOF Out Calls
Service Level	Percentage of calls answered and abandoned within the number of seconds specified by the Telephone Service Factor threshold. (SRV LVL %) $\frac{100 - (\text{Num Ans After Thrsh} + \text{Num Abd After Thrsh}) \times 100}{\text{Calls Answered} + \text{Calls Abandoned}}$
Spare	Number of positions not staffed by an agent. Posns Spare + Posns FORCED
VAR-WRAP	Number of positions in variable wrapup state. Posns VWRP
Waiting	Number of positions waiting for an ACD call to be presented. Posns WAIT
Walkaway	Number of positions in walkaway state. Posns Walkaway

Accessing and viewing the Queue Statistics display

Perform the steps below to access the default Queue Statistics display. The Default Display field of your profile determines the format of the Queue Statistics display. The System Administrator determines the default when creating your profile. If you have access to your profile, you can change the default.

steps Accessing the Queue Statistics display

From the CC MIS Main window:

1. Select the **Displays / Queue Statistics** option.
   The Queue Statistics display appears.

2. You can select a view for the display by selecting **View** then the desired view option.

Setting the default Queue Statistics display

The System Administrator determines the default when creating your profile. If you have access to your profile, you can reset the default. Perform the steps below to set the default Queue Statistics display.

steps Setting the default display

From the CC MIS Main window:

1. Select **Profile / Options**.
   The system displays the Profile Maintenance screen.

2. Set the format. At the Default Display screen, highlight the specific format by clicking the down arrow. (If no choices appear when you click on the arrow, no formats for this category are defined.)

3. To save the newly defined default, from the Profile Maintenance menu, select **File / Save**. Read the information box, and click ok.

4. To exit from the menu select **File / Exit**. Read the information box, and click ok.

5. To use the new setting as your default immediately, logout of your session, and then login.

Changing or controlling the Queue Statistics display

There are three things you can change or control when using the Queue Statistics display:

- the groups on which statistics are displayed
- the format in which statistics are displayed
- the list elements that are displayed
- the statistics that are displayed

When using the Queue Statistics display, you can control

- *groups* by setting the view to Single Group, Scope, Global, or New ACD-Group; or if enabled in your privilege level definition, monitoring another supervisor
- *format* by setting it to
  - one of the four standard formats
  - a public format
  - a personal format
- *list* by setting to the desired group list
- *statistics* that are displayed by using a public format or private format, rather than one of the standard formats

Setting the view

You can select one a view through the View menu. Views available to supervisors are determined by the access provided by the System Administrator when creating your privilege level definition. The table below identifies the effect of selecting each view on the display or the statistics presented in the display.

Table 3-8: Effect of selecting a view - Queue Statistics

By selecting this view...	The system displays ...
Single Group	Queue statistics for one of the ACD groups in your scope.
Scope	Queue statistics for all ACD groups in your scope.

Table 3-8: Effect of selecting a view - Queue Statistics

By selecting this view...	The system displays ...
Global	Queue statistics for all ACD groups defined at the DMS-ACD.
New ACD Group	Queue statistics for another ACD group in your scope. (Only available in Single Group view.)
New Display Format	Queue statistics in another format, either standard, public or personal
Select Group List	List of defined ACD Groups. The groups are listed in the order they were defined in the Group List.
View List Items Only	When selected (checked), only the groups in both the list and supervisor's scope are displayed on the screen. ***Note:*** If Global view is selected, then only the groups in the selected list are displayed. When not selected, the Groups that are not in the selected list will be added to the display alphabetically after the list ordered groups.

Accessing the View menu

In the Windows interface, you access the View menu by selecting the View pulldown menu from the Queue Statistics display.

Your default view

You set the default view in your profile. CC MIS uses this view when you first login and access your Queue Statistics display. The default can be either subgroup/group, scope, or global.

Note: For group or scope views, statistics for the whole group are displayed even though the supervisor's scope may be limited to a portion (subgroup) of the group.

During a session, you can change this default to another view. You will see the change by logging out of your current session and logging back in.

Note: In order to access a group view, you must have a group member list defined in your profile. To access global view it must be enabled in your profile.

Your default group list

You set the default group list in your profile. CC MIS uses this view when you first login and access your Queue Statistics display. You can filter the contents of the list using the View List Items Only option. This results in only the groups in both the list and supervisor's scope being displayed on the screen.

Controlling the format

The format of the display refers to the manner in which the statistics are presented, tabular or graphic, and the statistics presented in the display. Unlike the Agent Status display, the Queue Statistics display can be customized. Therefore, you can create formats in addition to the standard formats provided with the system. By customizing the display, you select the statistics presented in the display, add meaningful names to the statistics, and choose whether to display the information in tabular or graphic format.

Your default Queue Statistics format

You set the default format of the display in your profile. CC MIS uses this format when you first login and access your Queue Statistics display. The default can be either a standard format, a public format, or a personal format. During a session, you can change this default to another format. You will see the change by logging out of your current session and then logging back in.

Changing the display format without changing the default

While you are in a session, you can change the format temporarily; that is, changing the format until you logout, or change the format again. You change the format through the **View / New Display Format** command in Windows and [Commands] / Select another screen format in Text. If you change the display format without changing the default, and you logout, CC MIS reverts to your default Queue Statistics display when you establish another session.

Accessing Configuration Control from Queue Statistics display

To access Configuration Control while you are in the Queue Statistics display, you must have one or more of the Configuration Control options that pertain to ACD groups enabled in your privilege level definition. This feature allows you to change ACD group parameters.

For the Windows interface, you accomplish this by using multiple windows on your screen. You access the Queue Statistics display in one window, and access the Configuration Control functions in another window.

Creating your own Queue Statistics display

You can create your own Queue Statistics display to identify the information presented in the display and its location on the screen. In order to create your own personal Queue Statistics display, you must have the Display option Personal formats selected in your privilege level. This option allows you to create, modify, and delete personal display formats using the Quadrant Definition and Screen Definition modes.

Note: If you are defining or modifying public formats, you must have the Display option Public formats selected in your privilege level, and you must have System Administrator status.

Overview of the process

There are three basic steps to creating your own Queue Statistics display; defining formulas, defining quadrants, and defining screens. The following paragraphs describe the basic process of creating your own Queue Statistics display.

Defining formulas

First you define any formulas you need to collect the data you want in your display. You do not need to create formulas; you can use any of the existing statistics collected by CC MIS. (Steps for creating custom formulas are presented in Appendix C, *Tutorial*.)

Note: You must be defined as a System Administrator to define formulas and have the Display option Formulas selected in your privilege level.

Defining quadrants

In this step, you define the way the information will be presented in a quadrant. There are two quadrant sizes: full and half screen. There are two types of layout: tabular and graphic.

You have the option of using public quadrants, defined by system administrators, or using your own quadrants. When you create your own quadrant, it is categorized as personal. You can define a total of five personal quadrants.

Note: You must have System Administrator status to define or modify public quadrants. Refer to NTP 297-2671-345, S*ystem Administrator User's Guide* for procedures and information about defining public quadrants.

Defining screens

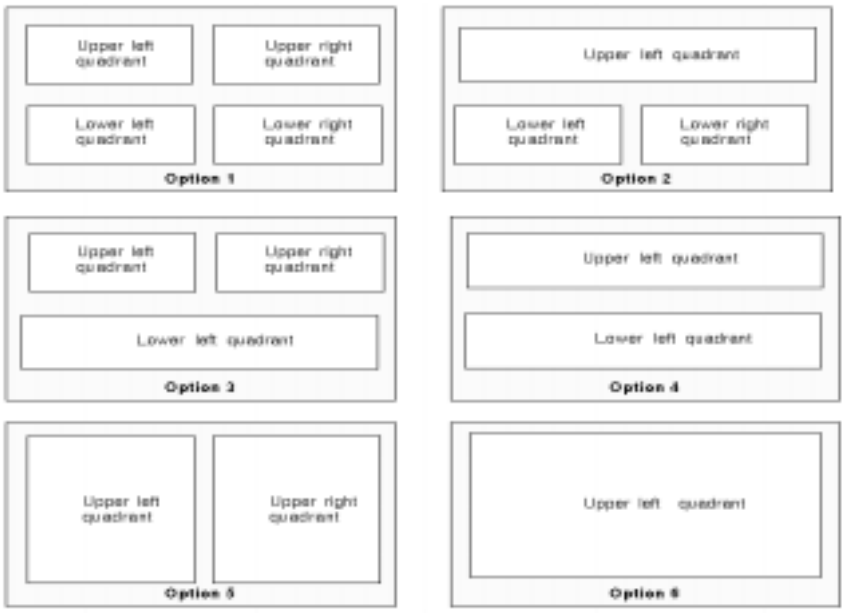
In this step, you name your display, and position the quadrants in the display. You have the option of using public screen definitions or using your own. When you create your own screen definition, it is categorized as personal. You can define up to five personal screens.

Note: You must have System Administrator status to define or modify public screen displays. Refer to NTP 297-2671-345, *System Administrator User's Guide* for procedures and information about defining public screen displays.

Defining a tabular quadrant

By defining a quadrant, you identify the contents and layout of the information used in a display. Up to four quadrants can be placed in one display. Figure shows how quadrants fit together to form a display.

Figure 3.12 Quadrant options



For each quadrant, you identify its size and layout. The table below defines the possible sizes and layout style for a quadrant.

Table 3-9: Quadrant definition options

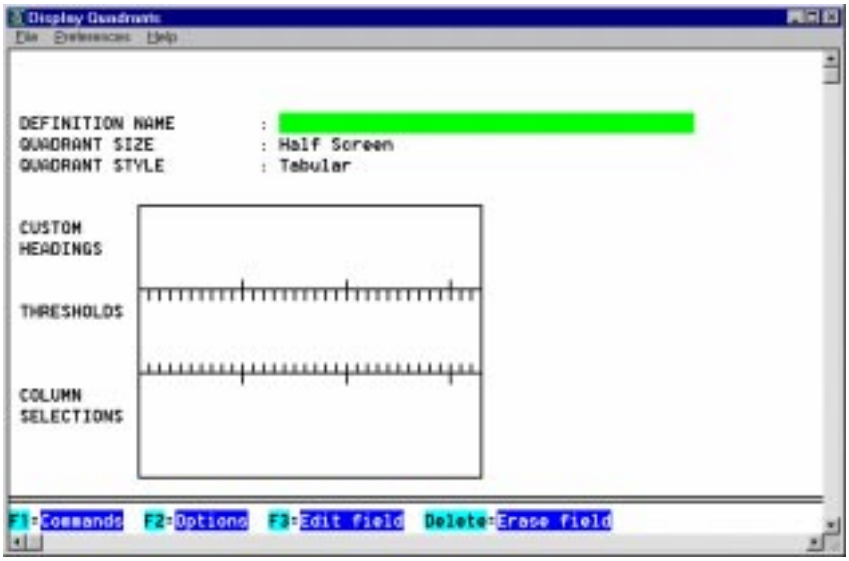
A quadrant that is ...	Results in ...
Half screen	Using half the width of the screen (32 characters) and the ability to use the quadrant in any of the four possible screen locations.

Table 3-9: Quadrant definition options

A quadrant that is ...	Results in ...
Full screen	Using the entire width of the screen (64 characters) and the ability to use the quadrant in the upper left or lower left screen locations only.
Tabular	Displaying the information numerically in columns.
Graphic	Displaying the information in bar graphs.

The figure below shows the Quadrant Definition screens for tabular quadrants.

Figure 3.13 Tabular Quadrant



Fields used to create tabular quadrants

Table provides a list and description of the fields you must edit when defining a quadrant in tabular form. Use function keys to edit these fields.

Table 3-10: Fields used to create tabular quadrants

Field	Description
(Language)	Defines the language in which the definition name is being entered. (Does not appear if multiple languages is disabled.)

Table 3-10: Fields used to create tabular quadrants

Field	Description
Definition name	Is the name used in menus to identify the quadrant. This name should be unique and is limited to 40 characters.
Quadrant size	Determines the size of the quadrant, half or full screen. Use the function keys to select the size from the options menu.
Quadrant style	Determines the style of the quadrant, tabular or graphic. Use the function keys to select the style from the options menu.
Custom headings	Provides a heading for the tabular columns. You can create your own headings here or use the existing headings.

Table 3-10: Fields used to create tabular quadrants

Field	Description
Thresholds	By filling in this section of the screen, you assign thresholds to one or more of the statistics in your tabular quadrant. **Note 1:** You must enter at least one statistic in the Column Selection field before you can assign it a threshold. **Note 2:** Thresholds are defined on a group basis and in Threshold definition. These thresholds have no relation to DMS ACD thresholds. The following are values for the threshold field: ***Type:*** >Group Threshold, or <Group Threshold Possible Values 1. TLK = ACD Talk 2. NTR = Not Ready 3. IDL = Wait 4. DNI = DN Talk - incoming 5. DNO = DN Talk - outgoing 6. DLY = Delay Objective 7. SRV = Service Objective 8. ASA = Average Answer Delay 9. CIQ = Calls Waiting 10. SC = Short Call 11. WLK = Walkaway 12. HLD = Hold 13. SDI = Short DN In 14. SDO = Short DN Out 15. UD1 = User Defined threshold 1 16. UD2 = User Defined threshold 2 17. UD3 = User Defined threshold 3 18. UD4 = User Defined threshold 4 19. UD5 = User Defined threshold 5 ***Note:*** UD1 - UD5 are defined in **Admin/Threshold** >Constant Threshold, or <Constant Threshold Possible Values Numeric: 0 through 9999 ***Color:*** Choose from the available colors, depending on your terminal type. The "XXXX" in the color subfield shows the foreground and background color that was selected.
Column selections	Choose any combination of standard and custom formulas. Use function keys to make selections in this field.

Defining a tabular quadrant

Perform the steps below to define a tabular quadrant.

steps Defining tabular quadrants

1. From the CC MIS Main window, select **Displays** / **Quadrants**.

2. Enter Custom Headings.

a. Highlight the Custom Headings field (using the keyboard).
b. Press the Edit field key.
c. Type the headings for the data fields.
   Note: Align the headings with the data fields.
d. Press the End Editing key.

3. Enter Column Selections.

a. Highlight the Column Selection field (using the keyboard).
b. Press the Change field key.
c. From the listing, highlight the appropriate data field.
d. Repeat for each data field.
e. Press the Finished key.

4. Enter the thresholds for the data fields.

a. Highlight the Thresholds field (using the keyboard).
b. Press the Change field key.
c. Highlight the first data field.
d. Press the Options key and select the threshold. If you select a constant threshold, you must also type the threshold value.
e. Repeat for each data field.
f. Press the Finished key.

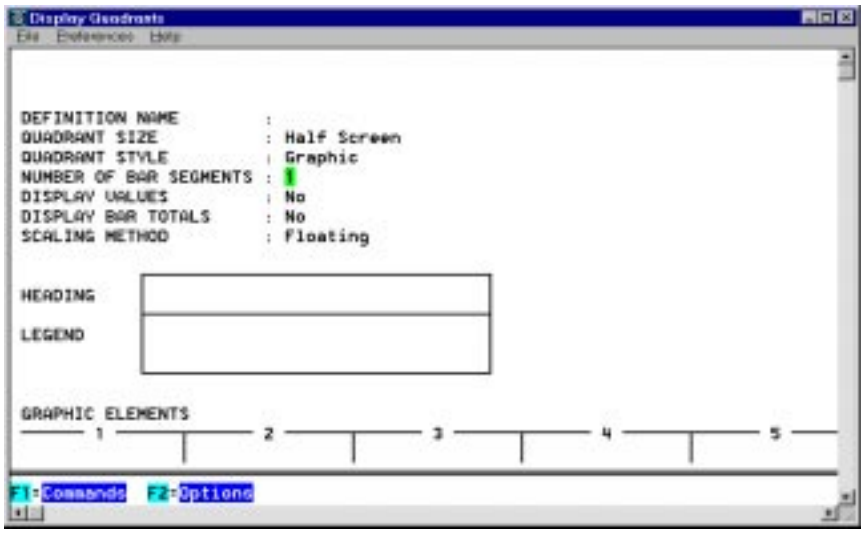
5. Save the quadrant

a. Press the [Commands] key and select Save as a new personal quadrant.
b. Select Exit (without saving changes).

Graphical quadrants

The figure below shows the Quadrant Definition screens for graphical quadrants.

Figure 3.14 GraphicQuadrant



Fields used to create graphical quadrants

The table below provides a list and description of the fields you must edit when defining a graphic quadrant. Use function keys to edit these fields.

Table 3-11: Fields used to create graphical quadrants

Field	Description
(Language)	Defines the language in which the definition name is being entered. (Does not appear if multiple languages is disabled.)
Definition name	Is the name used in menus to identify the quadrant. This name should be unique, and is limited to 40 characters.
Quadrant size	Determines the size of the quadrant, half or full screen. Use the function keys to select the size from the options menu.
Quadrant style	Determines the style of the quadrant, tabular or graphic. Use the function keys to select the style from the options menu.

Table 3-11: Fields used to create graphical quadrants

Field	Description
Number of bar segments	This field determines the number of bar segments and graphic elements that appear in the screen. Choose between 1-5 bars.
Display values	Choosing Yes displays data values at the end of each bar segment. Choosing No displays bar segments only.
Display bar totals	Choosing Yes displays the total bar value to the right of the display. Choosing No does not display totals.
Scaling method	This field defines how the bars are scaled. Fixed Choosing this method causes all bars to be scaled to a fixed value. If you choose this method, you must define the value by the AT prompt that appears. Use this method when the statistics vary widely over time but rarely exceed a maximum value or for situations where the maximum is know (for example, percentages). Stepped Choosing this method causes all of the groups in a current view to be scanned for one with the maximum bar total. If you choose this method, you must define the step value at the BY prompt that appears. Bars will be scaled to a multiple of this value. Use this method when the statistics fluctuate widely over time. Floating Choosing this method causes the highest bar total to be drawn to take up all available quadrant width. Other bars are scaled to this maximum. Use this method whenever the total value is relatively static over time.
Heading	This field allows you to specify a one line heading which appears at the top of the graphic quadrant.
Legend	This field is optional. It allows you to enter text to serve as a legend. Use up to two lines of text per bar segment.
Graphic elements	Accesses a menu of predefined formulas. Select the [Options] key to access the menu. When you select a formula, its name appears in the field.

Defining a graphical quadrants

Perform the steps below to define a graphical quadrant.

steps Defining graphical quadrants

1. From the CC MIS Main window, select **Displays** / **Quadrants**.

2. The Display Quadrants screen is displayed

Complete the following:

a. Enter the Definition Name.
b. Specify a Quadrant Size (Half Screen or Full Screen).
c. Specify a Quadrant Style (Graphic).
   (The fields in the display change to specify graphical quadrants.)
d. Specify the Number of Bar Segments (value 1 - 5).
e. Specify whether or not to display values (yes/no).
f. Specify whether to display Bar Totals (yes/no).
g. Specify one of the following for the scaling method:
   Fixed, Floating, or Stepped.
h. If desired, in the Heading field, enter a one-line heading.
i. Modify the legend text using the function keys.
j. Select the formulas and color schemes using the [Options] key for the Graphic Elements fields. (This key changes color but only when the field is empty.)

3. Save the quadrant.

4. Press Commands, then Save as a new personal quadrant.

Saving your quadrant as a public or personal quadrant

Public quadrants are available to all supervisors, while personal quadrants are available only to you. Only System Administrators can create public quadrants. To create a personal quadrant, save your definition as a personal quadrant using the [Commands] menu.

Options provided by the [Commands] menu

When defining a quadrant, the [Commands] menu provides the following functions as shortcuts:

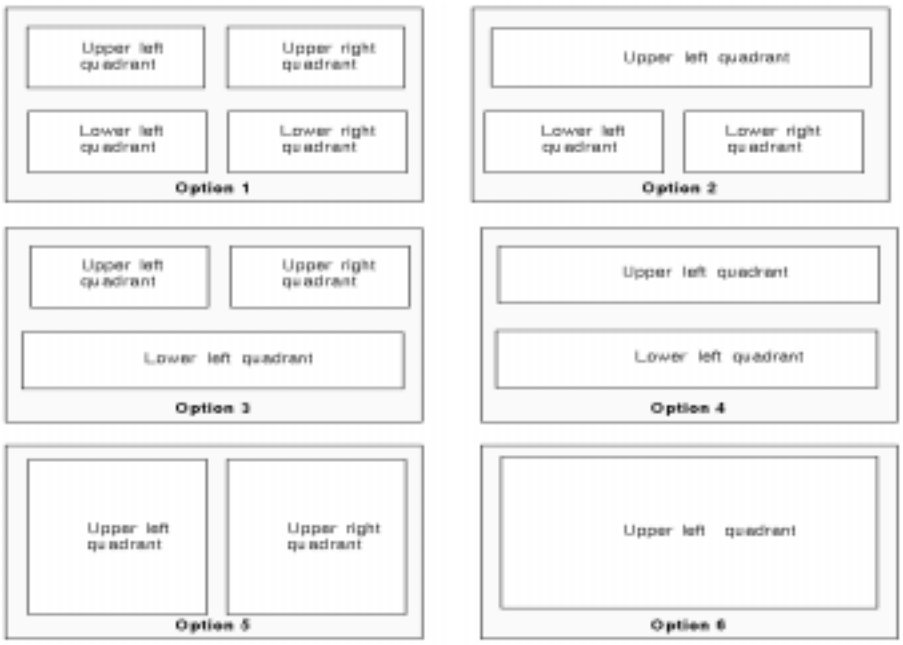
- reading an existing quadrant
- undoing changes to quadrant
- overwrite an existing quadrant
- delete an existing quadrant

Defining a screen

After defining your quadrant, you position the quadrants on a screen. The size of a quadrant must be considered when placing the quadrant on the screen. When defining a screen, the following guidelines apply:

- Full screen quadrants can be placed only in either the upper or lower left areas of the screen.
- Lower screen quadrants can be defined only if a quadrant is placed above it. In addition, the lower screen quadrant is optional. If there is only an upper quadrant, the system automatically extends the display to the bottom of the screen.

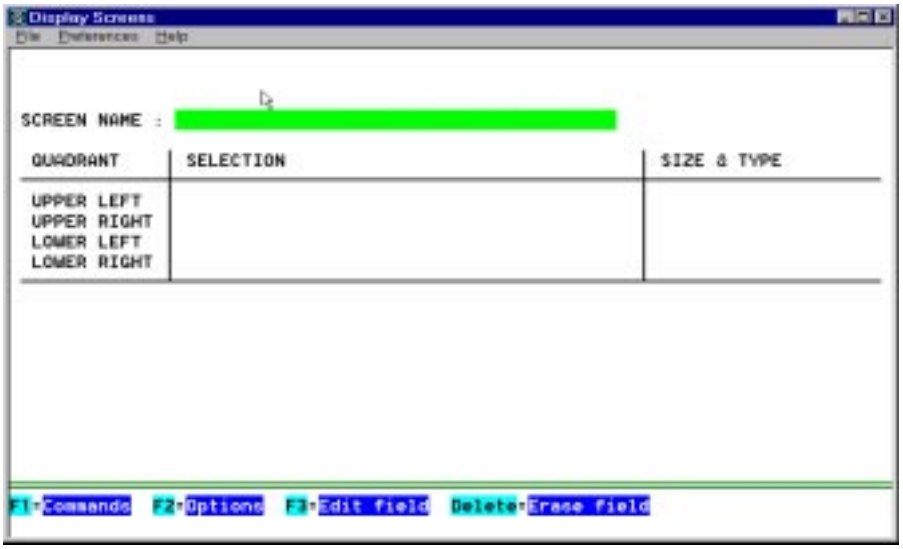
When you are defining a screen, you can use any standard quadrant, public quadrant, or personal quadrant. The illustration below shows how quadrants fit together.



Using existing screen definitions

When you are defining a screen, you can read an existing screen definition and modify it to meet your needs. You can also update an existing definition by overwriting it. These functions are provided through the Commands menu.

Figure 3.15 Screen Definition display



Fields used to create a screen definition

Table provides a list and description of the fields that need to be edited when defining a screen. Use function keys to edit these fields. Steps for creating a screen are presented below.

Table 3-12: Field descriptions for Screen Definition display

Field	Description
(Language)	Defines the language in which the definition name is being entered.
Screen name	This name identifies the display in menus. Choose a name that best describes the custom real-time display. Use the Edit Field key to enter the screen name.
Selection	Highlight the location of your choice, and enter the quadrant name. The Options key provides a list of available quadrant definitions. (Refer to the listing and examples of Standard Quadrants below.)

Table 3-12: Field descriptions for Screen Definition display

Field	Description
Size & type	This field is automatically filled with parameters associated with the quadrant that you selected. ***Note:*** You cannot edit this field.

Standard Quadrants

When defining a screen, there are standard quadrants available from the Options menu in the Screen Definition window. These quadrants are listed and examples of each are shown below:

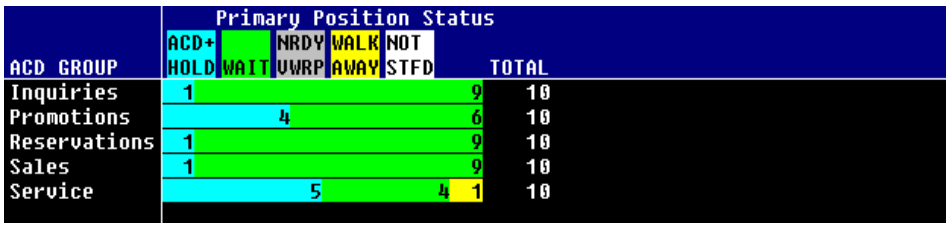
- Standard Queue Statistics

ACD GROUP	AVG DLY	AVG ACD TIME	EST AGTS RQD	SRVC LVL%	CALL ABDN	CALL ANS	CALL WAIT	OVERFLOW IN ANS	OVERFLOW IN WAIT	OVERFLOW OVF OUT
Inquiries	2	12	4	98	0	108	0	0	0	0
Promotions	2	11	2	98	0	96	0	0	0	0
Reservations	2	12	0	93	0	114	0	0	0	0
Sales	2	10	2	98	0	90	0	0	0	0
Service	2	12	1	95	0	94	0	0	0	0

- Standard Position Status Counts - Tabular

ACD GROUP	Staffed	Spare	Primary Position Status ACD+ HOLD	WAIT	NOT READY	VAR- WRAP	WALK AWAY	Secondary DNI+ HOLD	DNO+ HOLD
Inquiries	10	0	0	10	0	0	0	0	0
Promotions	10	0	2	8	0	0	0	0	0
Reservations	10	0	2	8	0	0	0	0	0
Sales	10	0	4	6	0	0	0	0	4
Service	10	0	4	6	0	0	0	0	3

- Primary Position Status Counts - Graphic



• Service Level - Graphic

ACD GROUP	Service Level
Inquiries	95
Promotions	97
Reservations	98
Sales	96
Service	97

• Calls Abandoned - Graphic

ACD GROUP	Calls Abandoned: Before Thresh	After Thresh
Inquiries		
Promotions		
Reservations		
Sales		
Service		

• Average Call Duration - Graphic

ACD GROUP	Average Call Duration: Under Thresh	Over Thresh
Inquiries	13	
Promotions	11	
Reservations	11	
Sales	10	
Service	11	

• Average Answer Delay - Graphic

ACD GROUP	Average Answer Delay: Under Thresh	Over Thresh
Inquiries	2	
Promotions	2	
Reservations	2	
Sales	2	
Service	1	

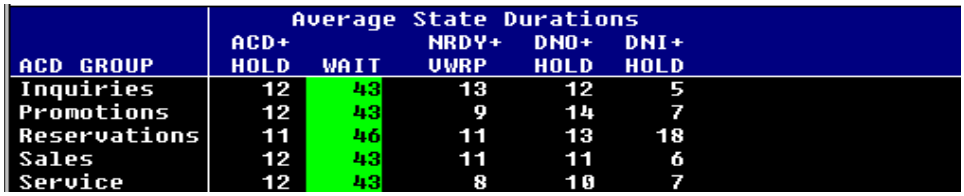
• Incoming Call Statistics - Graphic

ACD GROUP	CALLS OFFRD	SRV LVL	ASA	EXP DLY	MAX DLY	-ABANDONS- <RAN	>RAN
Inquiries	102	97	2	0	11	0	0
Promotions	95	97	2	0	10	0	0
Reservations	95	95	2	0	10	0	0
Sales	103	93	2	0	10	0	0
Service	106	95	2	0	10	0	0

• Call Handling Capacity - Graphic

ACD GROUP	Call Handling Capacity: ACTIVE	UNUSED	QUEUED
Inquiries	2	23	
Promotions		25	
Reservations	1	23	
Sales	2	22	
Service	1	24	

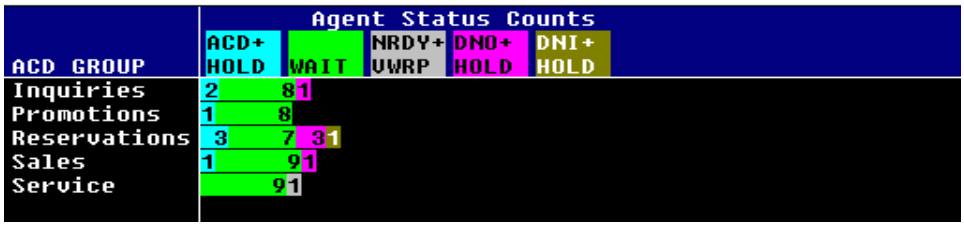
• Average State Durations - Tabular



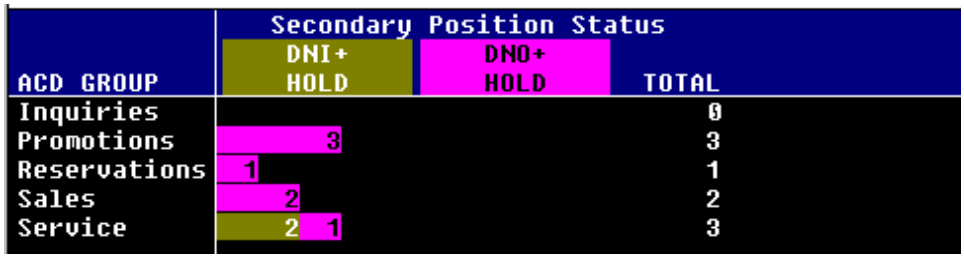
Average State Durations

ACD GROUP	ACD+ HOLD	WAIT	NRDY+ VWRP	DNO+ HOLD	DNI+ HOLD
Inquiries	12	43	13	12	5
Promotions	12	43	9	14	7
Reservations	11	46	11	13	18
Sales	12	43	11	11	6
Service	12	43	8	10	7

• Agent Status Counts - Graphic



• Seconday Position Status - Graphic



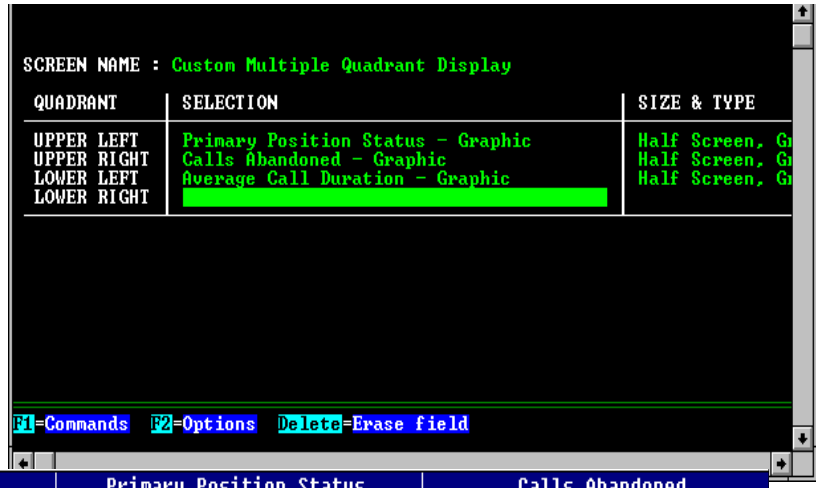
Secondary Position Status

ACD GROUP	DNI+ HOLD	DNO+ HOLD	TOTAL
Inquiries			0
Promotions		3	3
Reservations	1		1
Sales		2	2
Service		2 1	3

Combining Quadrants

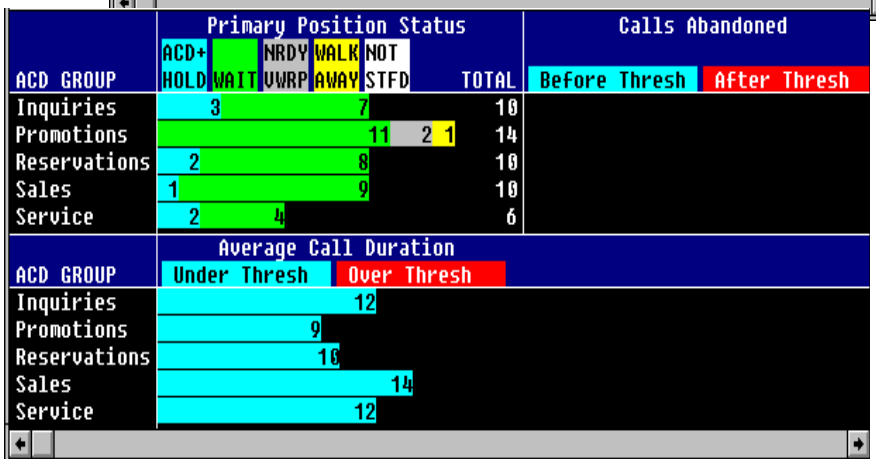
The illustration below shows how quadrants can be combined to create a multiple quadrant display.

To create a multiple quadrant display, specify the quadrants on the Display Screens window.



The custom display can then be viewed on the Queue Statistics window by selecting View/ New Format.

Select the display from the list and click OK.



Defining a Screen

You can create your own screen using the steps below. After the screen is defined and you have exited the Displays Screen window, you can view the new screen by selecting **View/New Format** from the Queue Statistics Display.

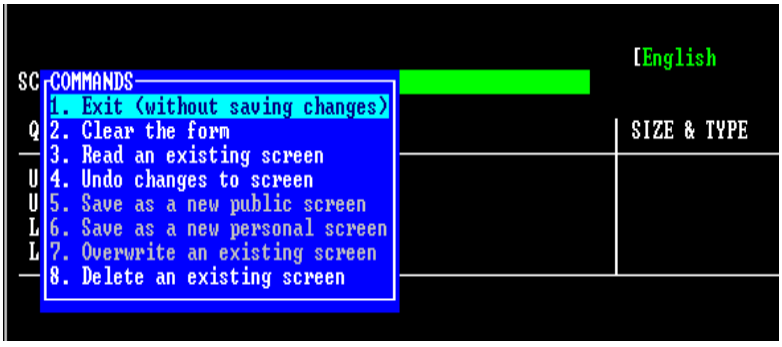
steps Defining a screen

1. From the CC MIS Main window, select **Displays** / **Screens**.

2. Press the Edit Field key to enter the Screen Name. After the name is entered, press the Edit Field key again.

3. Press the Options key to select the quadrant. Repeat this step for each quadrant to be included in the screen.

4. Press the Commands key, and select Save as a New Personal Screen.



5. Select Exit (without saving changes).

Viewing a custom display

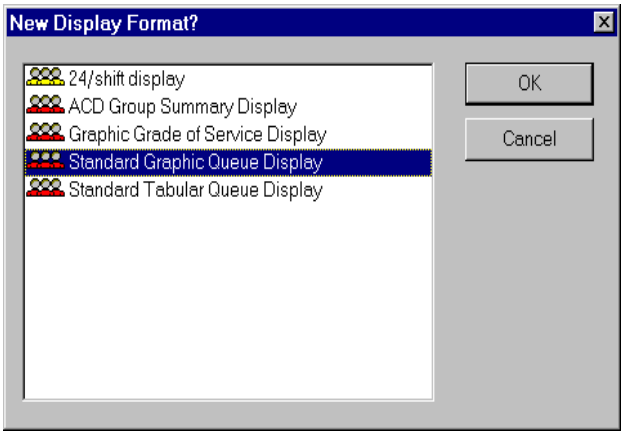
After you have defined a new display, you can view the new display using the steps below.

steps

Viewing a custom display

1. From the Queue Statistics Display, select **View / New Display format**.

2. At the New Display Format? box, select the screen.



3. Click on ok.

4. The display area on the Queue Statistics display is redrawn with the selected format.

Setting your default to view a custom display

If you desire to have your custom display appear as your default, use the steps below to set your default to view your custom display.

steps Setting default to view a custom display

1. From the main window, select **Profile / Options**. The system displays the Profile Maintenance screen.

2. Select the default display. At the Default Display screen, click on the down arrow to highlight your format.

3. Save the default settings.

a. From the Profile Maintenance menu, select **File / Exit**.
b. Read the information box, and click ok.
c. To use the new setting as your default immediately, logout of your session, and then log in.

4. Exit from the profile maintenance screen.

a. From the Profile Maintenance menu, select **File / Exit**.
b. Read the information box, and click ok.
c. To use the new setting as your default immediately, logout of your session, and then log in.

Alarms

The Alarms option is displayed only if the SNMP feature is enabled and you have supervisor access privileges to this feature.

Note: Due to the technical nature of the SNMP feature, a background in network management and the SNMP protocol is recommended for administrators and users of this feature.

About SNMP

The Simple Network Management Protocol (SNMP) is a standard Internet protocol that allows a Network Management System (NMS) to gather status information from devices in a network. These devices typically include hubs, routers, bridges and computers. The definition of the data made available to the NMS by the devices is called a Management Information Base (MIB), and for these standard devices a standard MIB is defined and is named MIB-2.

CC MIS supports MIB-2 for the management of the CC MIS computing platform as well as two custom MIB definitions for the management of the CC MIS entity running on this platform. One of the custom MIBs allows the NMS to monitor the status of the ACD groups on which the CC MIS system is collecting information.

This feature provides the capability to a CC MIS customer to somewhat automate the monitoring of the CC MIS system and ACD call center operation.

Supervisor access to SNMP

The Alarms Definition window is the starting point for all SNMP-related activities at the partition level, including:

- alarm definition and maintenance,
- SNMP community setup and maintenance, and
- SNMP MIB file transfer

From this window, you can setup up to 100 standard or custom statistics to be monitored for each ACD group in the partition. The setup of each statistic includes threshold and alarm information. The information defined for each Alarm Definition is what is provided to a Network Management System (NMS) when it queries for the CC MIS Partition MIB entries.

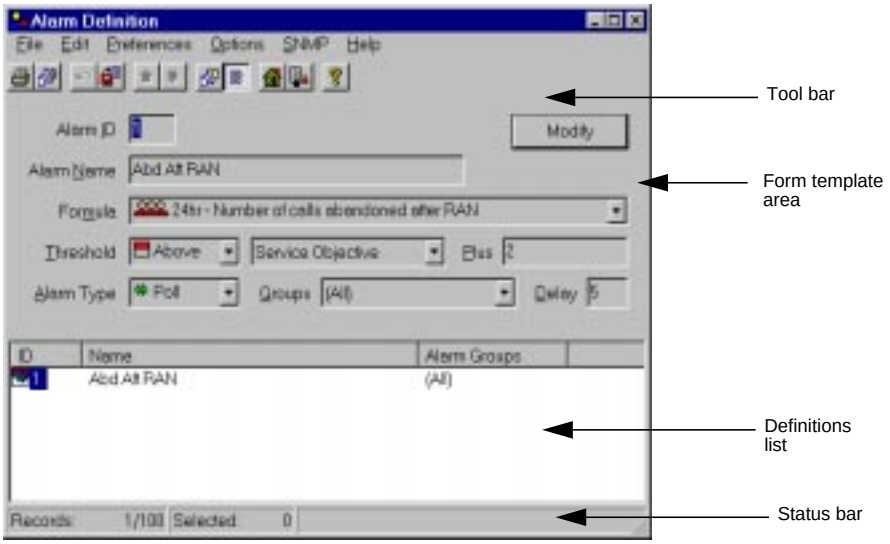
Use the steps below to access the Alarm Definition window.

steps Accessing the Alarms definition screen

1. From the CC MIS Main window, select **Displays**.
2. The Displays pulldown menu is displayed.
3. Select the **Alarms** option.
4. The Alarms Definition window is displayed.

The Alarms Definition screen is shown in the figure below.

Figure 3.16 Alarm definition



Description

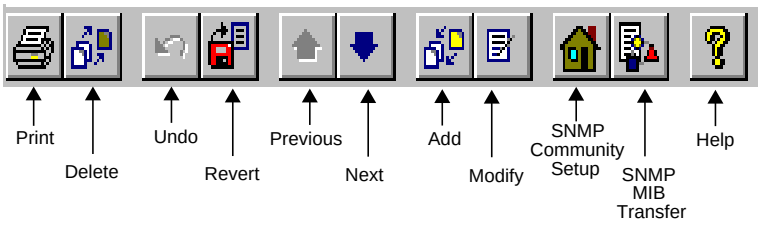
The Alarm Definition window consists of four major components; tool bar, status bar, form template and a definitions list.

Tool bar

The tool bar is the row of buttons across the top of the window that provides shortcuts to many of the commands available on the window's menu.

Tool-tip windows are displayed for a short time when the mouse cursor is positioned over one of the tool bar buttons. The window contains a brief description of the function performed by the particular button.

Figure 3.17 Alarm tool bar



Status bar

The status bar appears at the bottom of the window and consists of three sections. The first section indicates the number of records defined and the maximum number allowed. The second section indicates the number of records currently selected in the definitions list. The third section is for displaying status and progress messages.

Form template

The form template consists of the fields in the top half of the screen which are used for entering and modifying the fields which make up an alarm definition. The definitions list in the bottom half of the screen displays a scrollable list of currently defined alarm definitions. Any or all of the fields in the definition may be displayed as a column in the definitions list. The only restriction is that the ID column must always appear in the first column. As columns are added or removed, the columns will automatically resize themselves to provide a best fit for the current width of the window.

The fields in this template are described below:

Field	Description
Alarm ID	A unique alarm ID number. Range is 1 to 100.
Alarm Name	The name assigned to the alarm definition. This name can consist of from 1 to 30 characters excluding the vertical bar character (|).
Formula	The standard or custom formula used to compute the statistic value upon which the alarm condition is based.

Field	Description
Threshold Level	This field determines whether the computed value for the statistic should cause an alarm condition if its value rises above or falls below the threshold value defined for the alarm. The two possible values for this field are: Above — An alarm condition starts when the statistic value begins to exceed the threshold value and ends when the statistic value falls below the threshold value. Below — An alarm condition starts when the statistic value falls below the threshold value and ends when the statistic value rises back above the threshold value.
Threshold Type	The type of threshold to apply to the statistic value. This can be any of the available ACD group thresholds (as defined via Threshold Definition) or the following special threshold type: (Zero) — The threshold value is defined solely by the constant value entered in the “Plus” field (see below).
Plus	This field defines a numeric value to be added to the value of the ACD group threshold selected in the “Threshold Type” field to arrive at the threshold value used for determining when the statistic value indicates an alarm state. This constant component of the alarm threshold can be any signed 32-bit number (-2,147,483,647 through 2,147,483,647). This constant threshold component allows the implementation of multi-level alarms by defining multiple alarm definitions which differ only in the “Plus” and “Alarm Type” field values.
Alarm Type	This field determines the type of alarm (SNMP trap) to be generated by this alarm definition. The four possibilities are: Poll — No trap is generated. The NMS must poll the CC MIS system to get the statistic value periodically. Minor — An “acdMinorStart” trap is sent when the statistic value enters into the alarm condition and an “acdMinorEnd” trap is sent when the statistic value leaves the alarm condition. Major — An “acdMajorStart” trap is sent when the statistic value enters into the alarm condition and an “acdMajorEnd” trap is sent when the statistic value leaves the alarm condition. Critical — An “acdCriticalStart” trap is sent when the statistic value enters into the alarm condition and an “acdCriticalEnd” trap is sent when the statistic value leaves the alarm condition.

Field	Description
Alarm Delay	This field sets a delay period in seconds from the time that an alarm condition is first detected until the time that an SNMP trap is sent. If the alarm condition clears within this delay period, no trap will be sent. This delay value also applies to the clearing of an alarm condition. The maximum delay value is 999 seconds.
Alarm Groups	This field determines which ACD groups should cause traps to be generated. The field will contain the names of all currently defined ACD group lists (as defined in List Definition mode) and the special “(All)” selection. If a list is selected, only the groups in the specified list definition will cause traps to be generated. If “(All)” is selected, all ACD groups will cause traps to be generated.

Definition List

The definitions list in the bottom half of the screen displays a scrollable list of currently defined alarm definitions. The Alarm Definition window can be resized so that the number of definitions displayed in the alarm definition list can be adjusted by the user.

Click on a column header (for example Name) to display a popup menu which allows you to add, delete, or replace the columns in the list view.

Any or all of the fields in the definition may be displayed as a column in the definitions list. The only restriction is that the ID column must always appear in the first column. As columns are added or removed, the columns will automatically resize themselves to provide a best fit for the current width of the window.

Mode of operation

The operation of the Alarm Definition window is indicated by the label on the button in the upper right corner of the window. The two modes of operation are **modify** and **add**. The initial mode is set to add mode if there are no alarm definitions currently defined. Otherwise, the modify mode is selected.

Modify mode

In the **modify** mode, entering the alarm ID of an existing alarm definition record in the Alarm ID field, or selecting a record in the alarm definitions list, causes the selected record to be read into the current form so that it can be changed.

By selecting multiple records in the definitions list, the same change can be made to one or more fields of all selected records. The visual indication of which fields are to be changed by a modify operation, the background color of each field indicates whether or not it contains changes.

As records are selected in the definitions list, the last record selected becomes the current record and is denoted by a dotted rectangle surrounding the record's key value.

As the current record changes, the contents of the current record are loaded into the template fields until the first field has been modified. After that, new records can be added to the set but the current record contents will not be displayed in the template fields.

The second section of the status bar at the bottom of the window indicates the current number of records selected. When the Modify button is clicked or the Enter key is pressed, the form fields are validated and selected records are updated with the changed field values. The third section of the status bar will display the progress of the modify operation.

The Revert button (or **Edit/Revert** command) can be used to discard all changes that have been made prior to pressing the Modify button. After the Modify button has been pressed, all changes are made to the database and the revert command is disabled.

Existing records can also be deleted from the system while in modify mode by selecting the record or records to be deleted in the definitions list and selecting the **File/Delete** command or pressing the Delete tool bar button.

Add mode

In add mode the fields in the window are used to define new alarm definition records. Since all fields are sent to the database during an add operation, all fields will be displayed using the background color that denotes a changed field.

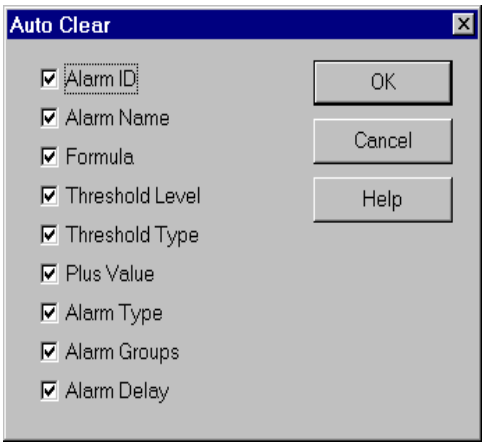
A new record will be created each time the Add button is clicked or the Enter key is pressed subject to validation of the form field values. If an attempt is made to add a new alarm definition record whose Alarm ID field matches one already in the database, a warning will be given to the user asking if the record should be replaced.

After the new record is added, the form fields are cleared based on the current auto-clear settings (see the description of the Options/Auto Clear menu item).

If a record is selected in the definitions list while the current mode is Add mode, then the mode is automatically switched to modify mode and the selected record is loaded into the template fields.

The auto-clear settings used during add mode are defined through the following dialog which is accessed via the Options/Auto Clear command: Auto Clear Settings Dialog Box.

Figure 3.18 Auto clear dialog



Every field in the Alarm Definitions window is represented by a checkbox in the Auto Clear dialog. Each field that is checked in the Auto Clear dialog will be cleared (or reset to the default value) each time the “Add” button is pressed to send the new record to the database. Fields which are unchecked will retain their last value.

Alarm window menu options

The Alarm Definition window contains the following menu commands: File, Edit, Preferences, Options, SNMP, and Help.

Menu options for each menu are described below.

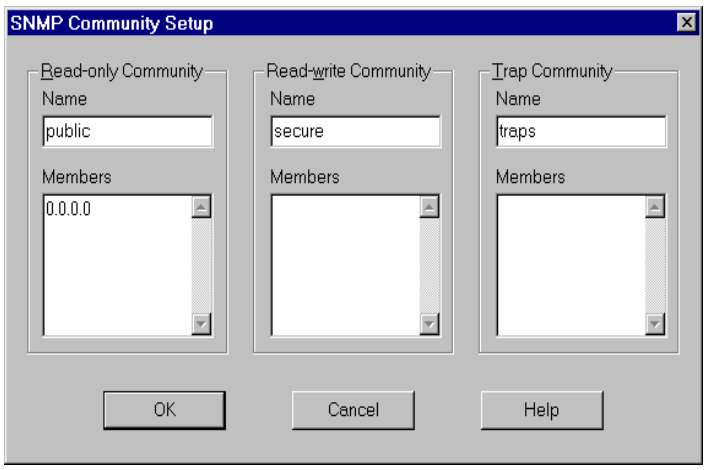
Menu Item	Action
File Menu	
Delete	Deletes all currently selected alarm definitions. If there are multiple definitions selected the user will be asked to confirm the multiple deletion operation.
Print	Generates the Alarm Definitions system report and sends it to the current supervisor's default tabular printer.
Exit	Closes the window.
Edit Menu	
Undo	Undoes the previous editing action in any of the editable fields in the window. This command will be grayed if there is nothing to be undone.
Revert	This command is available only in modify mode after one or more fields have been changed and before the changes have been committed to the database. The command causes all changes to be discarded and the alarm definition marked as the "current" definition to be re-loaded into the form.
Preferences Menu	
Save	Saves the current window location and size, the current column selections in the definitions list, and the current auto-clear settings.
Options Menu	
Auto Clear...	Displays the "Auto Clear Settings" dialog box. This dialog box determines which fields will be cleared after a new record is sent to the database while in add mode.
Previous	Moves selection to the previous record in the alarm definitions list.
Next	Moves selection to the next record in the alarm definitions list.
Add	Switches the current operational mode to "add" mode.
Modify	Switches the current operational mode to "modify" mode.

Menu Item	Action
SNMP Menu	
Community Setup	Displays the SNMP Community Setup dialog allowing the user to define the IP addresses of the Network Management Systems which may access the Partition MIB for this partition.
MIB Transfer	Displays the SNMP MIB Transfer dialog which allows the user to transfer the MIB definition file(s) to the user's PC so that it can be loaded into the user's Network Management System.

SNMP Community Setup

The SNMP Community Setup window is used to define the access rights for Network Management Systems wishing to access the CC MIS Partition MIB for this partition. This window is shown in the figure below.

Figure 3.19 SNMP community setup



This screen displays the current settings for each of the three communities defined by CC MIS. When a CC MIS partition is created, the community names are defaulted to public, secure, and traps for the read-only, read-write, and traps communities respectively.

The members list for the read-only community is set to 0.0.0.0, while the other two members lists are empty.

Community names can be any string of characters, between 1 and 15 characters in length (excluding the vertical bar character [|]). The community definitions can not be saved if any community names are left completely empty.

The members lists will accept any valid IP address, including 0.0.0.0 in either of the read-only or read-write community definitions. The 0.0.0.0 IP address will not be allowed in the trap community. This special IP address is used allow any SNMP manager to access the MIB variables provided the proper community name is used. A limit of 100 IP addresses is allowed in each of the members lists.

steps Accessing the Community Setup screen

1. From the Alarms Definition window, select **SNMP/Community Setup**.

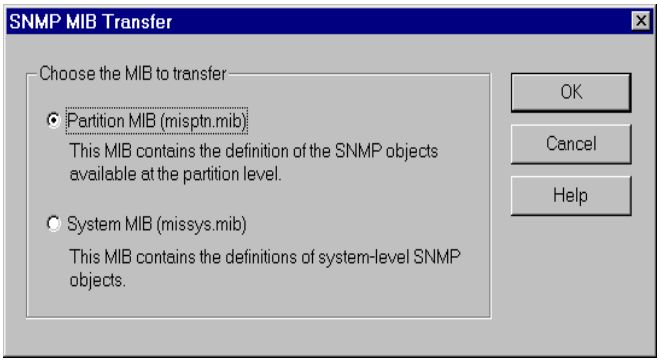
2. The SNMP Community Setup window is displayed.

SNMP MIB Transfer

The SNMP MIB Transfer window is used to download the CC MIS MIB definition files to the local PC for use with a Network Management System. These MIB definition files are text files which define all of the SNMP objects implemented by the CC MIS system.

The SNMP MIB Transfer window is shown in the figure below.

Figure 3.20 SNMP MIB transfer



From this window you can select either the CC MIS Partition MIB or the CC MIS System MIB to be downloaded. After you select the desired MIB and click on the OK button, a Save As window is displayed.

Use the steps below to access the SNMP MIB Transfer screen.

steps Accessing the SNMP MIB Transfer screen

1. From the Alarms Definition window, select **SNMP/MIB Transfer**.

2. The SNMP Community Setup window is displayed.

4

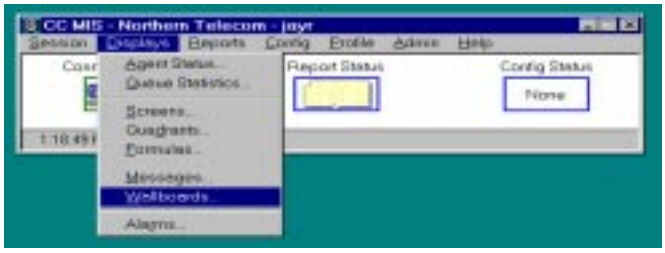
Messages and Wallboards

This chapter provides information on the following:

- *Clearing a wallboard*
- *Defining wallboard messages*
- *Defining wallboard displays*
- *Sending messages to wallboards*

Introduction

This chapter provides information about using Wallboards in CC MIS and continues from the previous chapter in the Display menu of the CC MIS Main window.



Wallboards are LED message boards that are mounted on the walls of an ACD group office. Supervisors use wallboards to notify agents of ACD statistical information and administrative information. Supervisors construct messages to suit their needs, define what messages are to be displayed, and define time frames for displaying messages. Messages consist of text and variable information such as Queue Statistics display formulas.

Clearing a wallboard

Wallboards always display a message. Even when you power down the wallboard and power it back up, the wallboard displays the last message sent to it. You cannot send a blank message to a wallboard. You may want to create a message that clears information from the display. For example, you may send an asterisk (*) or dashes (- - -) to the display to remove the previous message from the wallboard.

Defining wallboard messages

The Wallboard Message Definition screen allows supervisors to define the actual messages that are displayed on the wallboard.

Note: CC MIS allows you to save multiple wallboard messages with the same name. If you are modifying an existing wallboard message, use the Save command to overwrite the existing definition in the Windows interface.

Use the steps below to access the Wallboard Message Definition screen.

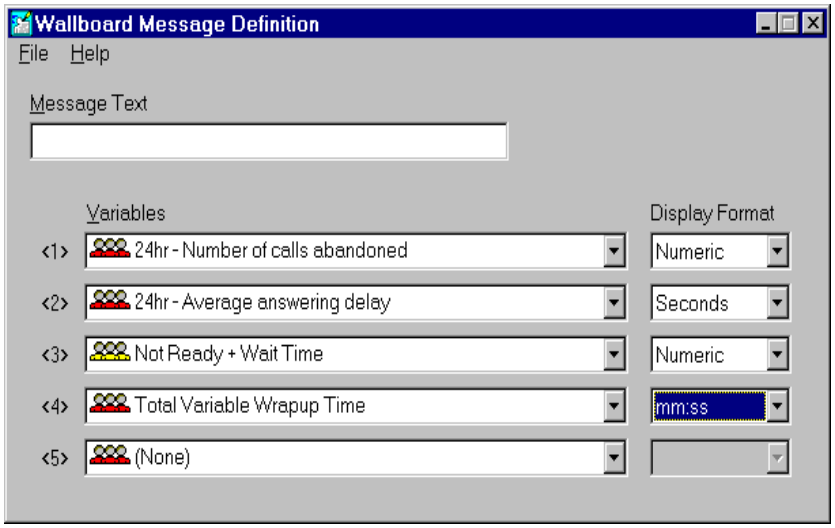
steps Accessing Wallboard Message Definition

To access the wallboard message display:

1. From the CC MIS Main window, click on **Displays/ Messages**.
2. The Wallboard Message Definition screen is displayed.

The Wallboard Message Definition screen is shown in the figure below.

Figure 4.1 Wallboard Message Definition



The table below lists and describes the fields in the Wallboard Message Definition screen.

Table 4-1: Wallboard Message Definition fields

Field	Description
Message Text	Messages must not exceed 24 characters (this includes five parameters that represent values from formulas). The message cannot exceed 24 characters. (The system will not allow you to enter more than the 24 characters.)
Variables	Variables represent formulas that are based on real-time statistical data collected by the system. Choose up to five formulas to display on the wallboard. The formulas available on the wallboard are the real-time Queue Statistics display formulas. Press the [Options] function key to view a menu of available formulas.
Display Format	The display format describes how the formula's value, if it is time-based, is displayed on the wallboard. Press the [Options] function key to select one of the following formats. 1. seconds 2. minutes 3. mm:ss 4. hh:mm 5. hh:mm:ss Note: You can only change the display format if the default format is a time-based format.

Follow the steps below to define wallboard messages.

steps Defining a wallboard message

1. Select Displays/Messages from the CC MIS Main window. The Wallboard Message Definition screen is displayed.

2. Define the message:

a. At the Wallboard Message Definition window, access the Message Text box.

b. Enter the message to appear on the wallboard. Enter variables as a number between 1 and 5, surrounded by <>.
(Example: Service Level <1>)

c. If you entered a variable in your message, access the Variables box.

d. Click on the down arrow to display a menu of variable choices. Highlight your choice.

e. For the variable, click on the down arrow in the Display Format box. Highlight your choice.

3. Save the definition:

a. At the Wallboard Message Definition window, select File / Save.

b. If the definition exists already, and you wish to update the definition, click OK on the information box.

If you are defining a new definition, click NEW at the Save Message Definition As box.

Note: CC MIS allows you to save multiple wallboard messages with the same name. If you are modifying an existing wallboard message, save the modification by using the Save command to prevent the system from saving different wallboard message definitions with the same name.

4. Exit the screen by selecting **File / Exit**.
The system returns to the main window.

Wallboard Display Definitions

Wallboard Display Definitions allow the supervisor to select the message(s) to be displayed on the wallboard(s).

CC MIS allows you to save multiple wallboard display definitions with the same name. If you are modifying an existing wallboard display definition, use the Save as... command to overwrite the existing definition in the Windows interface.

Use the steps below to access the Wallboard Display Definition screen.

steps Accessing Wallboard Display Definition

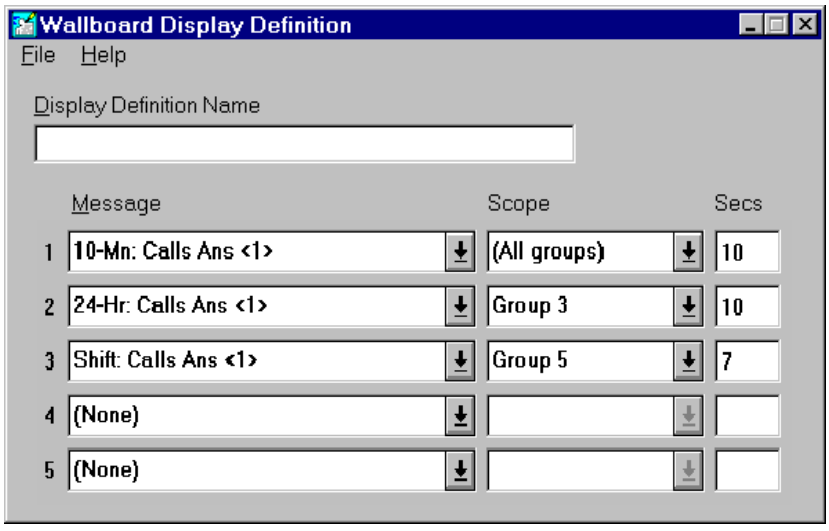
To access the wallboard displays:

1. From the CC MIS Main window, click on **Displays/ Wallboards**.

2. The Wallboard Display Definition screen is displayed.

The Wallboard Display Definition screen is shown in the figure below.

Figure 4.2 Wallboard Display Definition



Wallboard Display Definition screen fields are described in the table below.

Table 4-2: Wallboard Display Definition fields

Field	Description
(Language)	Defines the language in which the definition name is being entered. (Does not appear if multiple languages is disabled.)
Display Definition Name	Define a name that uniquely identifies the display definition. Use up to 40 characters in the name. CC MIS can save up to 250 display definitions.
Message	Select up to five messages to be displayed on the wallboard. Press [Options] function key to view a list of messages.
Scope	If the corresponding message contains parameters then identify the data source which corresponds to the message. Press [Options] function key to view a list of group names. If a selection is not made from the pop-up menu then nothing appears. ***Note:*** In Profile Maintenance screen, if the display groups as field is set to DN's then the Scope pop-up menu lists the groups by DN instead of by group names.
Seconds	Specify how long the message is to be displayed on the wallboard before it is rotated. Choose from 2-999 seconds.

Use the steps below to define a wallboard display.

steps Defining a wallboard display

1. From the main window, select **Displays / Wallboards**.

2. Enter information into the Wallboard Display Definition window:

a. Access the Display Definition Name box and enter the name of the Display Definition.

b. Click on the message entries and select one of the message definitions from the listing.

c. Click on the first scope entry and identify the ACD groups for which any variables in the message are computed.

3. Save the definition as follows:

a. At the Wallboard Message Definition window, select **File / Save**.

b. If the definition exists already, click OK on the information box.

If this is a new definition, click NEW at the Save Message Definition As box.

4. Return to the main window by selecting **File / Exit** from the Wallboard Message Definition window.

Note: CC MIS allows you to save multiple wallboard messages with the same name. If you are modifying an existing wallboard message, save the modification by using the Overwrite an existing message definition command to prevent the system from saving different wallboard message definitions with the same name.

Sending a message to the wallboard

Follow the steps below to send a message to the wallboard display(s).

steps Sending a message to a wallboard

1. From the main window, select **Displays / Wallboards**.

2. Read the wallboard definition.

a. From the Wallboard Definition window, select **File / Open**.

b. At the Open a Display Definition box, highlight the display definition you wish to send.

c. Click Ok.

3. Send the message to the wallboard.

a. From the Wallboard Definition window, select **File / Send to Wallboards**.

b. At the Send to Wallboards box, highlight the specific wallboards

c. Click on ok. (The message is now displayed on the wallboard.)

4. At the Wallboard Message Definition window, select **File / Exit** to return to the main window.

5

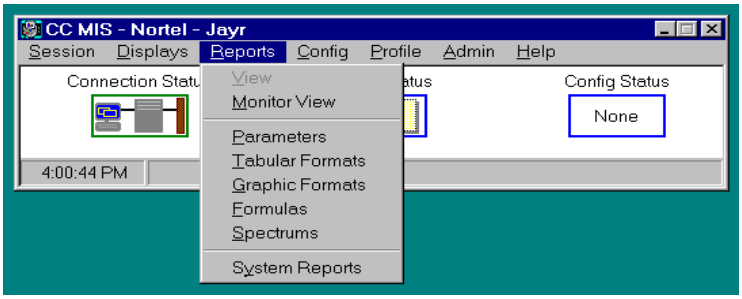
Reports

This chapter provides information on the following:

- *Generating a report*
- *Creating a data export report*
- *Creating a report definition*
- *Creating ad-hoc reports*
- *Setting up PCs to receive data export files*
- *Custom formats*

Introduction

This chapter provides information about the Reports function on the CC MIS Main window. (Spectrums are explained in the *System Administrator's Guide*, NTP 297-2671-345.)



The reporting feature of CC MIS provides you with the ability to print reports:

- in one of five categories
  - standard
  - personal
  - public
  - system
  - event log
- on a schedule and ad-hoc
- on paper or on your terminal

In addition, you can create reports that can be imported into commercial spreadsheet packages.

Except for scheduling a report to print, these abilities are provided through the Reports pulldown menu in the Windows interface. Use the steps below to access the reports menu.

steps **Accessing the Reports menu**

To access the CC MIS real-time displays:

1. From the CC MIS Main window, click on **Displays**.
2. The Displays pulldown menu appears.

Generating a report

With one exception, there are five steps involved in generating a report:

1. Identify the report format: tabular, graphic, or event log.
2. Identify the scope of the data to be collected for the report.
3. Identify the type of report and its contents: printed report (data and totals) or data export report.
4. Identify the output device: printer or screen.
5. Request that the report be generated immediately (ad hoc report) or be scheduled to print.

The exception is generating a system report. System reports do not require you to identify format, scope, or output device, as they provide pre-defined information.

Identifying the report format

Report formats are either standard, event log, personal, or public. The format identifies the data elements in the report.

Standard formats

The standard reports are formats provided by CC MIS. These formats generate tabular and graphic reports. The following tables describe the standard report formats.

Table 5-1: Standard report formats

Standard Format	Explanation
ACD Call Duration	Identifies the duration of a call by measuring from when the call is answered by the agent until the call is released by the agent.
ACD DN Calls Abandoned	Identifies the total number of calls abandoned per ACD DN and the total abandon delay.
ACD DN Calls Answered	Identifies the total number of calls answered per ACD DN and the total answer delay.
ACD Group by Agent Performance	Identifies agent activities for each group. This report can tell if there is a problem with a particular agent or if all agents are experiencing the same difficulties.
ACD Group by Agent Transfer	Identifies agent transfer activities for each group.
ACD Group by LOB Code	Identifies the number and duration of calls by LOB code for each group.
ACD Group by Walkaway Code	Identifies the walkaway codes associated with a specific ACD group.
ACD Group Overflow	For each source and destination ACD group pair, indicates the number of calls that either queue overflowed (for example, due to exceeding maximum wait or queue size) or time overflowed from the source to the destination.
ACD Group Transfer-In	Identifies the number of calls that were transferred in to a group.
ACD Group Transfer-Out	Identifies the number of calls that were transferred out of a group.
Agent by ACD Group Performance	Identifies the activities of all agents sorted by Agent ID then ACD group.
Agent by LOB Code	Identifies the activities of all agents sorted by LOB codes.

Table 5-1: Standard report formats

Standard Format	Explanation
Agent by Subgroup Performance	Identifies the performance of each agent under different subgroups.
Agent Summary	Provides detail regarding the types of calls received/ made and the amount of time spent for each agent.
Delay Before Abandoning	Identifies how many calls were abandoned and how long the callers waited before they hung up.
Delay Before Answering	Provides information about the service callers receive.
LOB Code by ACD Group	Identifies call processing time for each LOB code. Breaks down information to show which ACD group received the calls associated with the LOB code.
LOB Code by Agent	Identifies call processing time for each LOB code. Breaks down information to show the LOB codes associated with specific agents.
Summarized ACD-DN Call Analysis	Identifies the ACD-DNs and summarizes the associated call activity.
Summarized ACD Group Call Analysis	Provides an overall analysis of an ACD group. Shows how calls were handled and maximum and average delays and call durations.
Summarized ACD Group Performance	Identifies groups in the system and summarizes group load performance. It shows the actual number of calls each group answered and the average time it took to handle each call.
Summarized ACD Group Transfer	Identifies the groups and summarizes transfer information for the groups.
Subgroup by Agent Performance	Provides supervisors with performance information for their agents.
Walkaway Code by ACD Group	Identifies the reason for and the total time spent in walk-away state by an agent in a specific ACD group.

Table 5-2: Standard graphical reports

Standard Format	Explanation
ACD Group Calls Abandoned	For each ACD Group, shows how many calls were abandoned before and after receiving a recorded announcement.
ACD Group Calls Answered Delay	For each ACD group, shows how many calls were answered before and after the delay objective.ACD Group Calls Answered Delay Graphic

Table 5-2: Standard graphical reports

Standard Format	Explanation
ACD-DN Calls Abandoned	For each ACD-DN, shows how many calls were abandoned before and after receiving a recorded announcement.
ACD-DN Calls Answered Delay	For each ACD-DN, shows how many calls were answered before and after the delay objective.

Personal formats

Each supervisor can create five personal formats. These formats are only available to the supervisor who creates them. Personal formats can be generated in tabular or graphic formats.

Note: You cannot use personal formats in public reports.

Public formats

System administrators create public formats for supervisors to use. These formats can generate tabular or graphic reports.

Identifying the scope of the report

The scope of the report refers to the following:

- the time frame used to generate the report. Time frame determines the granularity of the data reported and has to do with the way data is stored in the historical database. Possible time frames are

  interval
  shift
  day
  week
  month
  period

- the manner in which the data is reported

  by logical group

  by data and total

  by totals only

  by using secondary groupings through the Group by ... and by... feature

- the range to be used for the data elements specified in the report format. The data elements can be defined as a single value or a range of values for:

intervals	subgroups
days	ACD groups
shifts	ACD-DNs
weeks	LOB codes
months	walkaway codes
periods	logical groups
agents	

Identify the type of report

When you identify the type of report, you either create a printed report or a data export report.

Creating a printed report

A printed report is a report that uses CC MIS to format the report. You may request reports that contain Totals Only or reports that contain Data and Totals. The Totals Only reports are useful when you do not need to show supporting information.

Note: Reports can be printed or viewed on your terminal, depending on the output device you select.

Creating a data export report

A data export report is a report that can be used by a commercial spreadsheet software package. By creating a data export report, you create a file of data records that is output to a printer or a PC. The file lists the title of the report and contains detail data only; it does not contain column headings nor column totals. Figure 5.1 shows an example of a printed report.

Figure 5.1 Example of printed report

Summarized ACD-Group Performance Report
Interval Report

Northern Telecom Date: 09/01/93 Time: 08:34:40

Shifts: All Days: All

ACD-GROUP	INTVL	—Q PROFILE— SRV LVL%	AVG DEL SEC	DEL ANS	ANSW	OVFL IN	ABND	——— # OF CALLS ——— ACD TALK SEC	NOT RDY SEC	——AVG AGENT TIME—— NON IN SEC	ACD-OUT SEC
111-111-1111	08:00	100	1	9	46	0	0	10	30	0	10
	08:30	100	1	3	15	0	0	15	2	0	10
111-111-1111		100	1	12	61	0	0	11	10	0	10
214-407-7009	08:00	100	1	100	414	0	0	11	9	10	10
	08:30	100	1	20	129	0	0	11	2	10	10
214-407-7009		100	1	120	543	0	0	11	7	10	10
		100	1	132	604	0	0	11	7	10	10

The figure below is an example of a data export report.

Figure 5.2 Example of data export report

```
"Summarized ACD-Group Performance Report"
"111-111-1111","08:00",100,1,9,46,0,0,10,30,0,10
"111-111-1111","08:30",100,1,3,15,0,0,15,2,0,10
"214-407-7009","08:00",100,1,100,414,0,0,11,9,10,10
"214-407-7009","08:30",100,1,20,129,0,0,11,2,10,10
```

Identifying the output device

When you generate a report, you can print it or have the output sent to your terminal for display.

Printing reports

When you print a report, you can direct it to a specific printer or to the default printer defined in your profile. A different printer may be defined for graphic or tabular reports. If you have the local print feature, the print goes to your local printer.

Viewing reports at your terminal

When you select screen or VDT as your output device, the report goes to your terminal.

Note: For the Windows interface, you may need to size the viewing box so you can see the report in its entirety.

Requesting the report

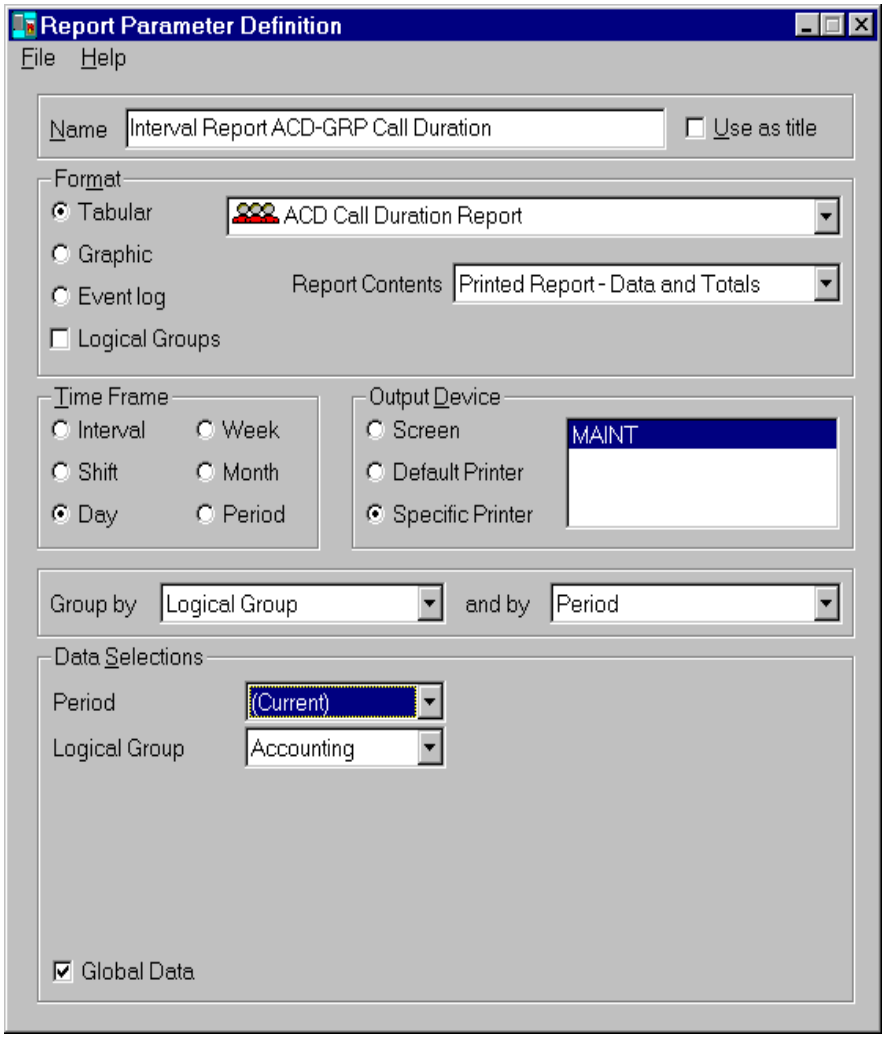
After you define the report format, the scope of the data, and the output device, you may request the report, or if you have system administrator abilities, schedule the report.

Defining report parameters

You define the format, scope, output device, and manner of presenting information through the Report Parameter Definition screen. In this screen, you are given the option to name the definition and use the name as the title of the report. The name of the report is used in menus to allow you to request the report by name, rather than recreating the report parameter definition each time you want to request the report.

Note: Ensure that the name you assign to a report is unique. CC MIS allows you to save multiple report parameter definitions with the same name. Having two reports with the same name can cause problems during the report retrieval process. Also, if you are modifying an existing report parameter definition, use the Save command to overwrite the existing definition in the Windows interface. By using this command, you prevent the system from saving different definitions with the same name.

Figure 5.3 Report Parameter Definition screen



Note: Additional key fields may be displayed in the Data Selections area of the Report Parameters screen. The key fields which are displayed depend on the report selected. The example in the figure above shows the key fields that are displayed for the ACD Group by Agent Performance Report. The function of the Data Selections key fields changed in Release 3.1. Depending on the field, the following options may be available for selection from the drop down menu: All, Range, Current, Previous, and defined lists.

Fields in the Report Parameter Definition screen

The table below lists and describes the fields in the Report Parameter Definition screen.

Table 5-3: Fields of the Report Parameter Definition screen

Field	Description
Name (Windows) *Report Name* (Text)	This field identifies the report.
Use as Title	The Use as Title button in this field allows you to identify the name of the report as the title of the report.
Format	This area identifies the format of the report: Tabular, Graphic, or Event Log, and also allows you to select the report type and report contents.
Logical Groups	This field indicates that you want the information grouped logically; that is, information for several different groups (defined as logical groups) summed together.
Language of Report	This field identifies the language in which the report is displayed. This field is displayed when the multiple languages option is enabled.
Time Frame	This field identifies the time frames for which data is collected. This field determines the granularity of data. Possible values are: intervals, shifts, days, weeks, periods, or months.
Output Device	This field identifies the destination of the report. Possible values are screen, default printer, or any defined system printer.
Group By And By	This field indicates secondary grouping, providing subtotals according to the chosen criteria.

Table 5-3: Fields of the Report Parameter Definition screen

Field	Description
Data Selections (Windows) *Report Ranges* (Text)	This area contains the data selection key fields. Selection of a value for each field is from a drop down menu, displayed by clicking on the down arrow. The values for the Interval, Day, Shift, Week, Month, and Period key fields are: All, Range, Previous, and Current. *All* is applied as a default (equivalent to leaving the key field blank in previous CC MIS releases). *Range* allows for entry of a single value or a range of values. Selecting Range and leaving the Range field blank is equivalent to selecting all ranges. *Current* is for the current time period. Selecting Current is the same as selecting Range and specifying 0 as the range value. *Previous* is the same as entering -1 in previous CC MIS releases and is identical to selecting Range and entering -1 in the Range Value field. ***Note:*** The drop down menus for Src ACD Group and Dst ACD Group fields will also contain all previously defined ACD Group lists. Logical Group contains all defined Logical Groups, but does not contain a (Range) option. The data elements for which ranges can be provided are: intervals, shifts, days, weeks, months, periods, agents, subgroups, ACD groups, ACD-DNs, LOB codes, walkaway codes, and logical groups.
Global Data	This option allows a supervisor with the Global View report option enabled to generate a report without any scope restriction in effect.

Creating a report definition

Perform the steps below to create a Report Parameter Definition.

steps **Creating a report definition**

1. From the CC MIS Main window, select **Reports/ Parameters**.

2. The Report Parameter Definition screen is displayed.

3. Fill in the Report Definition screen:

a. Name your report and identify whether or not to use it as the title.
b. Select the format of the report. Click on the down arrow to select a specific report type.
c. Click on the logical groups and totals only, if appropriate.
Note: The Logical Groups button sets data selection options.
d. Select your Time Frame.
Note: The Time Frame button sets data selection options.
e. Select your Output Device.
f. Identify the grouping desired for the report. To set a value, click on the down arrow and select from your menu of options.If no value is desired, select (None) from the pulldown menu.
g. Identify your data selections. Leave at default (All) to select all data items.

4 Save the report parameters:

a. Select **File / Save**.
b. At the Save Report Definition As box, select the New button.
c. At the Definition Type screen, select either personal or public.
d. The Save status screen will appear. Select OK.

5. From the Report Parameter Definition screen, select **File / Exit**.

Creating ad-hoc reports

By requesting a report, rather than scheduling it, you generate an ad-hoc report. To generate an ad-hoc report, you fill in the report parameters on the Report Parameter Definition screen, and then request the report.

Note: The output device field determines if the report is printed or displayed on your terminal.

steps Creating ad-hoc reports

1. From the CC MIS Main window, select **Reports/ Parameters**.

2. The Report Parameter Definition screen is displayed.

a. Select **File / Open**.
b. From the Open Report Definition screen, highlight the specific format, and click on OK.

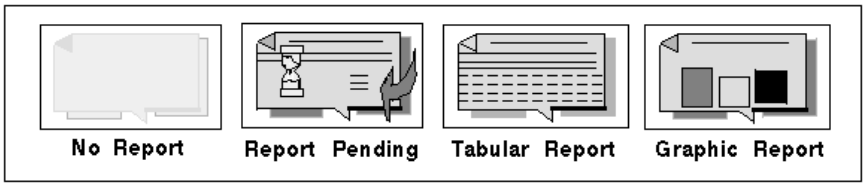
3. Print the report:

a. Select **File / Print**.
The system displays the message, ad hoc report generation initiated.
b. Click on OK.

Determining report status

After you request an ad-hoc report that is to be sent to the screen, the system notifies you that a report is gathering information or is pending. The figure below shows the icons used to indicate report status.

Figure 5.4 Report Status



In the Windows interface, the system notifies you of the status of the report through the Report Status icon. For example, the Report Pending status is indicated by a report with an hour glass.

Viewing a report at your desktop

After the report arrives on your desktop, you can view it. This report remains on your desktop until you delete it or request another soft copy report.

Reports sent to printers cannot be viewed on your desktop and do not affect a report that is at your desktop. Also, you can view a report on your screen, leaving the window containing the report open, and request a different report through the Report Parameter Screen. If the second report is sent to your screen also, you will not be able to view it until you close the window through which you viewed the first report requested. Complete the steps below to view your report.

steps Viewing reports

An alternate method is to click on the Report Status icon.

1. From the CC MIS Main window, select **Reports/ View**.
2. The Report is displayed.

Viewing the report parameters

When a report has arrived at your desktop, you can view the report parameters that created it, in addition to viewing the report. To view the parameters, view the report, then select **File / View Parameters**.

Removing a report from your desktop

Complete the steps below to remove a report from your desktop.

steps **Removing reports from desktop**

1. Verify that a report appears in your IN box.

2. From the main window, select **Reports / View**.
   The system displays the report.

3. Delete the report.

a. From the Report Preview box, select **File / Delete**.

b. At the prompt, Delete your preview report?, click on OK.

c. At the information box, click on OK.
   The system deletes your report.

Generating a data export report

Generating a data export report is a simple matter of identifying Data Export Report as the Report Contents at the Report Parameter Definition screen and sending the report to an output device.

Note: This is just the format of the report being specified. After the report format is set, the report is sent to the output device.

The report can be sent to any output device in your system that you can access from the Report Parameter Definition screen. If the device is a printer, it prints a series of data records. If the device is a PC designated to receive files, it receives a software file that contains the series of data records.

You can generate a data export report from a PC running:

- WCCMIS to another PC running WCCMIS
- TCCMIS to a PC running WCCMIS
- TCCMIS to a PC connected to the host and defined as a printer (In this case, third party software is required on the PC that extracts data from the serial connection.)

Setting up a PC to receive a data export file

In order to use the data export report with commercial spreadsheet packages, you must know the name of the file that contains the data. Follow the steps below to set up an output device to receive files through the Windows interface.

steps Setting up PCs for data export files

1. From the Windows Program Manager, open the Control Panel, located in the Main program group.

2. From the Control Panel, open Printers.

3. At the Printers dialogue box, click the Add>> button. A list of printers appears.

4. Highlight the Generic/Text Only printer from the List of Printers, and click the Install button.

5. Follow the instructions at the install driver box, and click OK.

   Note: The install driver box is only displayed when the system needs to know the path name for the driver. After the system loads the driver, new entries for the Generic/Text Printers appear in the Installed Printers box.

6. From the list of Installed Printers, highlight the Generic/Text Only Printer entry you will be using for data export files, and click the Connect... button.

   The system displays the Connect dialogue box. Follow the instructions at the connect dialog box, and click OK.

Continued ...

steps PC setup (continued)

7. Highlight the FILE option and select the fast printing option and click OK.

8. At the Printers dialogue box, click the Close button.

9. Close the Control Panel and the Main program group.

10. From the CC MIS main window, select Session/ Setup/Printer... The system displays the Printer Setup screen.

11. At the Selected Printer box, highlight the output device designated in your system to receive Files.

    Note: This entry is usually in the following format: Generic/TextOnly on FILE.

12. At the File box, identify the name of the output file in which the data will be stored.

13. Select Autonumber if you plan to generate more than one file with the same name.

    Note: When autonumber is selected, the system replaces the file extension with numbers (000,001, 002, 003...), allowing you to distinguish between different files with the same name.

14. Select OK.

The system returns to the main window.

Viewing another supervisor's report

You can view another supervisor's report from your terminal, if that supervisor has already requested the report, and the report is in their inbox (for the Windows interface) or is ready (for the Text interface).

steps Viewing another supervisor's report

1. From the display window, select **Reports / Monitor View**.

2. The system displays the Supervisor to Monitor? box. At the box, identify the supervisor, then click on OK.

If a report is available, it appears on your screen.

Generating an Event Log report

Event Log reports provide information about agent activities. The table below describes these reports. Use the steps below to print an Event Log report.

Table 5-4: Event Log reports

Report	Explanation
Agent First Login/Last Logout	Identifies when an agent started and ended the day and how much time was spent in staffed status.
Agent All Login/Logout	Identifies the time and length of each agent's login and logout activities during the day. This report verifies shift and break times.
Agent Detail	Identifies the time and length of each agent's login, logout, and walkaway activities during the day. This report verifies shifts, breaks, and walkaway times.
Agent Walkaway	Provides walkaway reasons.

steps Printing an event log report

1. From the main window, select **Reports / Parameters**.

2. The system displays the Report Parameters screen. Identify your report parameters:

a. At the format box, click on Event Log. Select your choice.

b. At the Output Device box, select the device.

c. At the Data Selection box, provide the range for each data element.

d. Select **File / Print**.

e. Select **File / Exit**.

Printing a system report

System reports provide information derived from the system database. As a result, they do not require that you define the report parameters for them. The system reports are as follows:

- Configuration Report
- Supervisor Database Report
- Privilege Level Database Report
- Scope Database Report
- Agent Database Report
- ACD Group Database Report
- Threshold Definition Database Report
- Shift Definition Database Report
- Period Definition Database Report
- Alarms Definition Database Report
- Schedule Definition Database Report
- Logical Group Database Report
- LOB Code Database Report
- Walkaway Code Database Report
- ACD-DN Database Report

You request these reports through the System Reports screen. These reports can only be printed; they cannot be viewed on your screen.

There are three system reports that allow you to define the scope of the report. They are the Supervisor Database Report, Agent Database Report, and ACD Group Database Report.

Complete the steps below to generate a system report.

steps Printing a system report

1. From the display window, select **Reports / System Reports**.

2. Identify the report.

   a. From the System Reports screen, press the [Options] function key. Select your report from the list of options.

   b. If prompted for additional information, press the [Options] function key and select from your list of options.

3. Print the report.

   a. Press the [Commands] function key and select Print this report.

   b. Select Exit. (The system returns to the main window.)

Custom formats

You can create personal (custom) tabular or graphic formats for a report. Use the steps below to access the format screens.

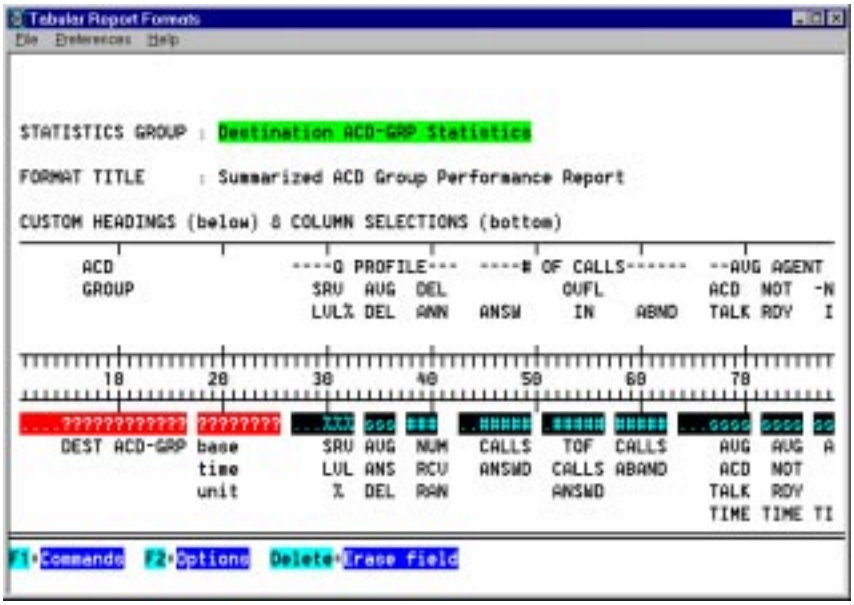
steps **Accessing custom formats**

1. From the display window, select **Reports / Tabular Formats** or **Reports / Graphic Formats**.
2. The system displays the appropriate format screen.

Tabular formats

The tabular report formats screen is used to define personal tabular formats. Formats defined on this screen can be read into the Report Parameter Definition screen. The tabular report formats screen is shown below.

Figure 5.5 Tabular report format screen

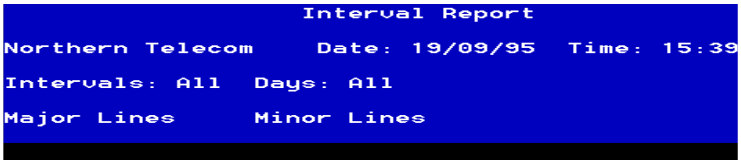


Field descriptions

Statistics Group - Specify the statistical group: Destination ACD-GRP, Overflow, Agent, LOB Code, ACD-DN, or Walkaway statistics. Press F2 (Options) key and select the group.

Format Title - Specify the title for the format. The name entered in this field will appear in other menus and serves as a default report title unless overwritten by the Use of Name field in a report definition. Accepts up to 55 characters. Press F3 (Edit) to enter. Press F3 when finished.

Custom Headings - Specify desired custom heading. The name entered in this field(s) will appear on the report as headings above the data. For example, entering *Major Lines Minor Lines* in this field results in headings as shown below:



Column Selections - Specify desired statistics. Press F3 and use the arrow keys to scroll menu. Select, then press Enter. Select again as desired or press F3 to end editing.

Defining a personal tabular format

Use the steps below to define personal tabular formats for reports.

steps Defining tabular formats

From the Tabular Report Format window:

1. In the Statistics Group field, press F2 (Options) and select the statistics group from the menu.

2. In the Format Title field, press F3 (Edit) and enter the desired title.

3. In the Custom Headings field, press F3 (Edit) and enter the desired text for headings.

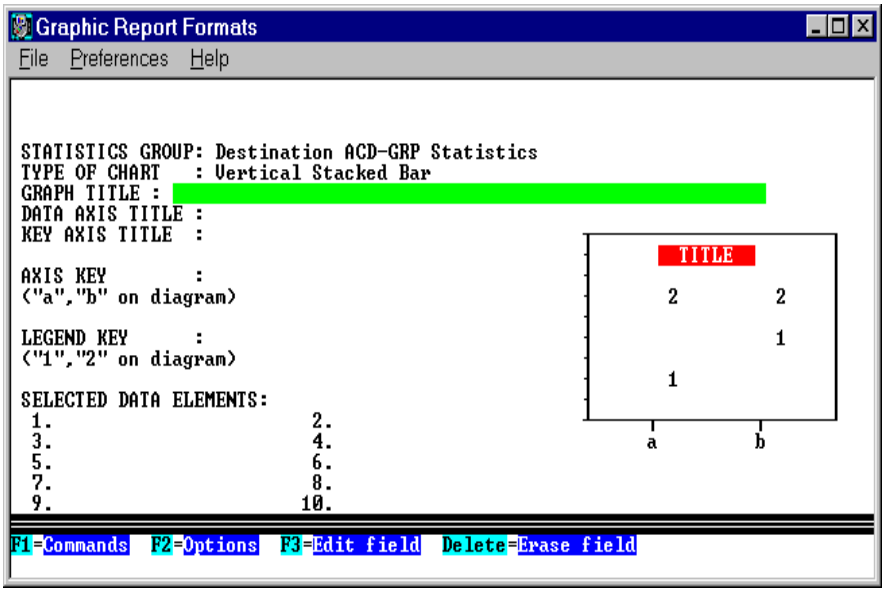
4. In the Column Selections, press F2 (Options) and select the statistics. Press Enter after each menu selection and continue to select, as desired. When finished, press F2 again.

5. Press F1 (Commands) and save the format as a new personal format. After the format is saved, it can be accessed on the Report Parameter Definition screen.

Graphic formats

The graphic report formats screen is used to define personal graphic formats. Formats defined and saved from this screen can be read into the Report Parameter Definition screen. The graphic report formats screen is shown below.

Figure 5.6 Graphical report format screen

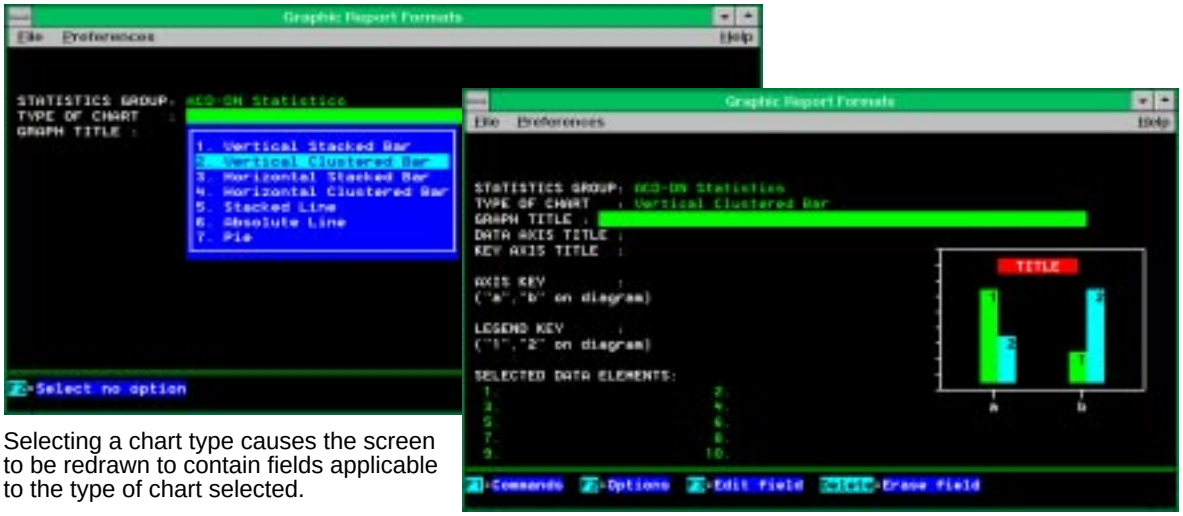


Field descriptions

Statistics Group - Specify the statistical group: Destination ACD-GRP, Overflow, Agent, LOB Code, ACD-DN, or Walkaway statistics. Press F2 (Options) key and select the group.

Type of Chart - Specify the chart type for the graphic format. The screen is redrawn with fields applicable to the type of chart selected (as shown below).

Note: Spectrums are explained in the System Administrator's Guide, NTP 297-2671-345.



Selecting a chart type causes the screen to be redrawn to contain fields applicable to the type of chart selected.

After the type of chart is selected and the screen is redrawn, the graphic image of the chart is displayed on the screen. As you complete each field, a red bar appears on the graphic image to indicate where the information entered in the field will appear on the chart. Information for each field is entered by pressing the appropriate function key (such as F3 Edit). When finished, press F1 (Commands) and save as a new personal format.

Printing custom reports

You can print personal (custom) tabular or graphic formats for a report. Use the steps below to print the format screens.

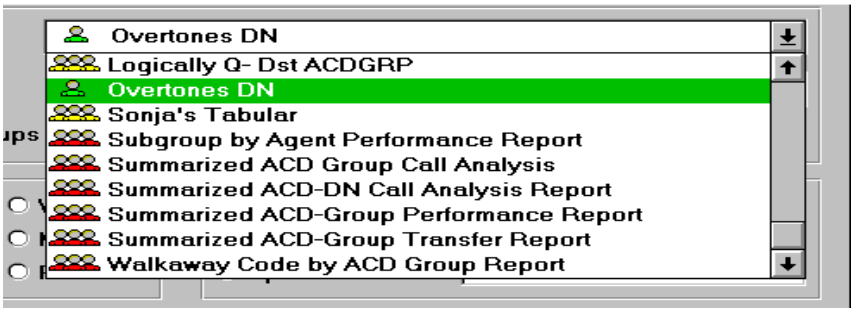
steps Printing custom reports

From the Main window:

1. Select **Reports / Parameters.**

2. The system displays the Report Parameter Definition screen.

3. Select your custom format. Complete other fields (such as Name).



4. To print, select **File / Print.**

5. To save as a new personal report, select **File / Save As**, then select New Personal in the dialog box.

6

Configuration Control

This chapter provides information on the following:

- *Configuration control displays and functions*
- *Change orders*
- *Transaction log*
- *Supported routes and route selectors*

Introduction

Configuration control allows you to view and adjust parameters inside the ACD switch that relate to operating functions such as traffic control and staffing. CC MIS provides two modes of security that allows supervisors to have control over access to Configuration Control screens and system administration:

Privilege Level Definition - allows the customer to define various levels of access to system functions.

Scope Definition - allows the combination of ACD groups and/or subgroups into scopes for the purpose of restricting supervisor access to portions of the ACD configuration. As a result, the real-time displays, report definition and generation, and Configuration Control functions restrict a supervisor's access to ACD groups and subgroups based on the supervisor's scope.

Accessing the Config menu

Use the steps below to access the Configuration Control (Config) menu.

steps **Accessing the Config menu**

To access the CC MIS configuration control displays:

1. From the CC MIS Main window, click on **Config**.

2. The Configuration pulldown menu appears.

Configuration Control options

Through CC MIS, you can control many aspects of the configuration of ACD groups, agent positions, and network thresholds and parameters. The table below relates functions to menu items.

Table 6-1: Configuration Control functions

To perform this function ...	Select this option in Windows	Select this option in Text
Change Agent Positions	Positions	Change Agent Positions
Change ACD Groups or Network Parameters	Groups (option)	Change Agent Set Parameters Change Queue Sizes Change Time Overflow Parameters Change Overflow Targets Change Recorded Announcements Change Special Routing Parameters Change Network Parameters
Changing ACD DNs	ACD DNs	Change ACD DN Assign and Priorities
Change Network Targets and Limitations	Networking	Change Network Targets
Creating or changing change orders	Change Orders	Create or Modify Change Orders
View configuration transactions including errors or change orders	View Transaction Log	View Transaction Log

Table 6-1: Configuration Control functions

To perform this function ...	Select this option in Windows	Select this option in Text
View APR failures	View APR Failure List	View APR List
View requests	View Execution Queue	[Display Execution Queue] function key located on screens
View Database Tables	View (select option)	View Route and Audio Lists View OFRT Table View IBNRTE Table View AUDIO Table

DMS ACD tables changed through Configuration Control screens

The table below cross references the fields of the Configuration Control screens to the DMS -ACD table affected by the field.

Table 6-2: DMS ACD table cross-reference to Config

Screen	DMS ACD Table
Position Assignment Fields: ACD Groups (Display only) Subgroup APR Subgroup Current Agent	 KSETLINE KSETLINE KSETLINE ***Note:*** If the connection is to a trunk, not a line, the table is ACDTKMEM.

Table 6-2: DMS ACD table cross-reference to Config

Screen	DMS ACD Table
Agent Set Parameters Fields: MSQS Type Thresholds 1 - 3 Display Digits Default LOB Wrap -up Time	 ACDGRP ACDGRP ACDGRP ACDGRP ACDGRP ***Note:*** This is the default for the group. Table ACD LOGIN contains the wrap-up time for the specific agent. CC MIS cannot change the agent's wrap-up time.
Queue Sizes Fields: Maximum Calls Maximum Wait Time Maximum Incoming Overflow Maximum Xfer Priority Promotion Timer	 ACDGRP ACDGRP ACDGRP ACDGRP ACDGRP
Time Overflow Parameters Fields: Priority 0 Calls Immediate Timer Time Delay Threshold Service Order Time Delay Time Threshold Route	 ACDGRP ACDGRP ACDGRP ACDGRP ACDRTE ACDRTE
Overflow Targets Fields: Overflow Targets Threshold Route	 ACDRTE ACDGRP
Recorded Announcements Fields: Threshold Audio Group Forced Incoming Forced Overflow Provide Announcement	 ACDGRP ACDGRP ACDRTE ACDRTE ACDGRP

Table 6-2: DMS ACD table cross-reference to Config

Screen	DMS ACD Table
Special Routing Fields: Night Service Route Night Service Group CIF Route	 ACDGRP ACDRTE ACDRTE
ACD -DN Assignment & Priorities Fields: Trunk Priority Line Priority ACD Group Name	 DNROUTE DNROUTE DNROUTE DNATTRS
Network Parameters Fields: ACD -DN DNType Call Threshold Wait Threshold Preference Most Idle Agent Num Idle Agents Service Rate Consider Source	 NACDGRP NACDGRP NACDGRP NACDGRP NACDGRP NACDGRP NACDGRP NACDGRP NACDGRP
Network Targets Fields: Source ACD Group Destination ACD Group Preference Weighting Factor Resource Index Value Type	 NACDGRP NACDGRP NACDGRP REMNACD

Configuration Control screen functionality

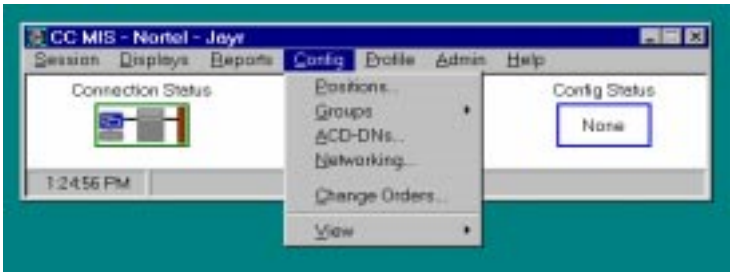
In Release 3, Configuration Control screen functionality was enhanced for the Windows version of CC MIS.

Config menu

Upon successful login to the Supervisor Interface, the Supervisor's Main window is displayed. Configuration Control functions are accessed from the Main window by selecting Config. The Config pulldown menu is displayed.

Note: Prior to Release 3.0, Configuration Updates were executed by selecting Configuration Updates from the Config menu. This function has been moved to Maintenance Interface. Refer to NTP 297-2671-545, *CC MIS Maintenance and Administration Guide*.

Figure 6.1 Config menu



Ad hoc Load Management screens

Ad hoc Load Management screens are screens you enter to make and execute immediate Load Management changes. The screens for Positions, Groups, ACD-DNs, and Networking all follow the same format and have the same available commands.

Text mode screen commands

Text mode Load Management screens have the Commands and Options function keys displayed in the lower portion of the screen. Pressing the appropriate function key displays a menu listing the available commands or options. The command descriptions provided in Table 6 -3 would also apply to commands selected from text mode screens.

Windows screen commands

All Ad hoc Load Management screens have the same available commands. These commands are described in the table below.

Table 6-3: Ad-hoc screen commands

Menu	Command	Description
File	Clear Screen	Clears the screen and repositions the cursor. Changes made to the previous screen are discarded.
	Execute	Sends a request to update the ACD switch configuration to match the new desired settings displayed on the screen.
	Exit	Closes the chosen screen. Changes made but not executed are lost.
Edit	Insert ...	Brings up a dialog box. The contents listed in the dialog box can be inserted into the selected field. (Only available when the cursor is in a key field.)
	Delete	Deletes all selected key fields and their associated data. This option is available only when a key field is selected.
	Remove Changes	Removes all new data from all of the changed fields on the screen. The current value for the field is displayed.
	Ungroup	Ungroups a list so that changes can be made to individual elements. Lists that have been ungrouped cannot be regrouped.

Table 6-3: Ad-hoc screen commands

Menu	Command	Description
Preferences	Colors	Changes colors of the Configuration Control screen elements. This command is not available if the Colors option is disabled in your privilege level.
	Show List Elements	If this option is on, list elements are displayed (indented and immediately below their respective list name). When enabled, a check mark is displayed. If this option is off, only the list names are listed.
	Save	Saves the current Preferences selections.
View	Route Lists	Displays route list screen.
	Audio Lists	Displays audio list screen.
	OFRT Table	Displays OFRT Table screen.
	IBNRTE Table	Displays IBNRTE Table screen.
	AUDIO Table	Displays Audio Table screen.
	Transaction Log	Displays transaction log screen.
	Execution Queue	Displays execution queue screen.
	APR Failure List	Displays APR failure list screen.

Screen functionality - Windows

The following terms are used when describing the Configuration Control screens:

Cell - A cell is a row and column location in the data portion of the screen.

Key field or column - The left -most column of the data portion of the screen is referred to as the "key field" or "key column".

Key - The data (or type of data) that is in the left -most cell of any row.

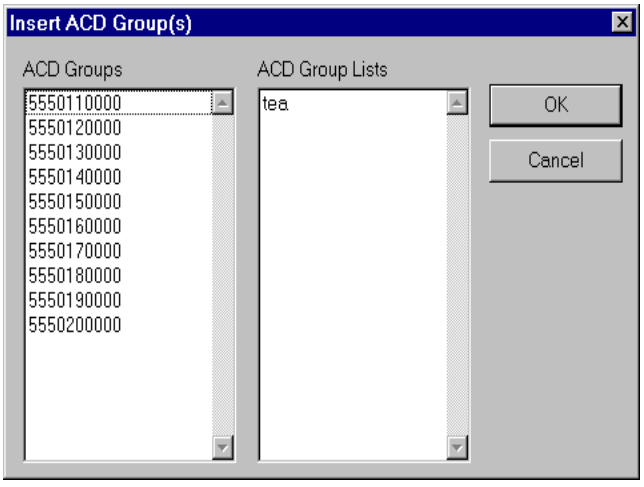
Null cell - The bottom cell that serves as a place holder to allow new cells to be inserted. No data can be associated with this cell.

Configuration Control screens are initially displayed with a cursor positioned in the upper left corner "cell" of the data portion of the screen. There are four types of keys: ACD Groups, Positions, ACD -DNs, and ACD Group Pairs.

Insert Dialog Box

The Insert Dialog Box is displayed by selecting the Insert option from the Edit menu or by pressing the Insert key on your keyboard. Keys and their associated data are inserted into the screen by means of the Insert Dialog Box. The contents of the Insert Dialog is dependent on the type of screen currently displayed. The Insert Dialog Box is shown in Figure 6 -2.

Figure 6.2 Insert box



All Load Management screens have a similar insert dialog.

After a key is selected and the OK button is pressed, the dialog box is removed and the selected keys and their associated data are added to the screen.

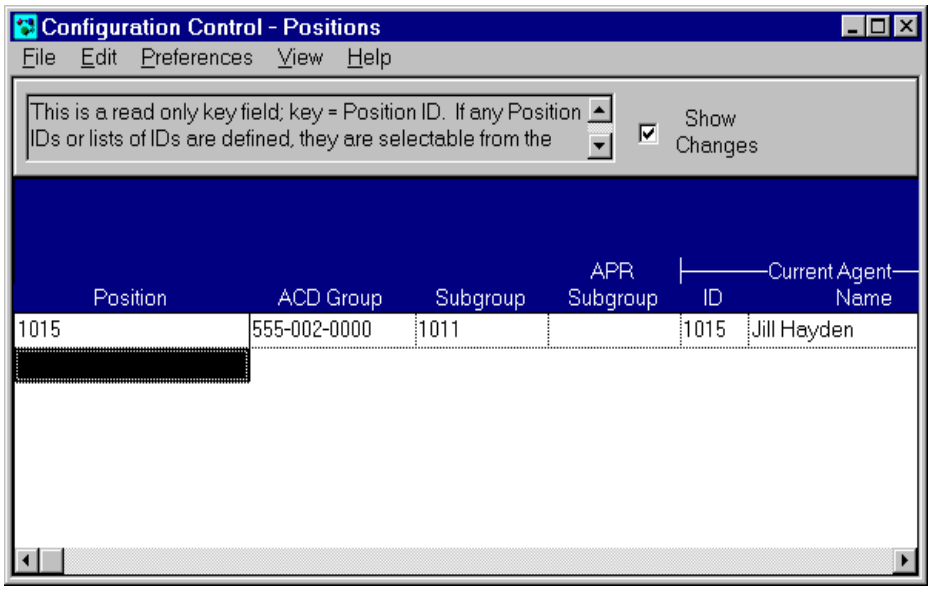
Changing agent position assignments

This option allows you to view or change the supervisor and ACD group assignments of specified agent -positions. The changes made in this option alter Table KSETFEAT. (The switch does not allow you to change position assignments between different customer groups or subpools.)

Note: An asterisk (*) appearing in a field of a Configuration Control screen indicates that the area can only be changed on the DMS -ACD switch.

The figure below is an example of the Position assignments screen.

Figure 6.3 Change position assignments screen



Note: The APR Subgroup field is displayed only when the APR feature is enabled.

Show Changes

The default setting for this box is "checked". This setting (indicated by an "X") allows the user to see the changes made to any of the fields on the screen. When the check indication is removed, the screen displays the current data on the screen. (Changes made are still available even though they are not displayed.) Click on the box to show changes.

Table 6-4: Position assignments screen field descriptions

Field	Description
Position	Identifies an existing agent position ID. A position iD is up to 4 digits. In Windows, Positions are inserted or deleted using the Edit menu. To change a position in Windows, you must identify a new ACD Group in the ACD Group field. (You cannot type in changes to the Position field, since it is the key field.)
ACD Group	Identifies the new ACD group to which the agent is to be assigned. Valid entries are the primary DN of an ACD group or ACD group name.
Subgroup	Identifies the subgroup identified by supervisor ID to which the agent is to be assigned. (Range is 1-9999). ***Note:*** The subgroup identified must belong to the ACD group specified.
APR Subgroup	Identifies the APR subgroup of the current agent. This field is displayed only if the current subgroup doesn't match the APR subgroup. (This field is displayed only if the APR feature has been purchased and enabled.)
Current Agent	Displays the agent currently logged in to that position. No input is accepted.

Use the steps below to change an agent position assignment.

steps Changing an agent position assignment

1. From the main window, select **Config / Positions.** The system displays the Configuration Control - Positions screen.

2. Use the **Edit/Insert** command to enter a position ID or list name.

3. The screen displays the current assignments. Enter changes.

a. Use the left/right arrow keys or the mouse to highlight the field(s) you want to change.

Note: To change from one group to another, both the ACD Group and Subgroup must be specified. A new Subgroup is entered to change positions within the same group.

b. Type the new information.

Note: Information can also be selected from a drop down list.

4. Execute the change:

a. Select the **File** menu.

b. Select the **Execute** option.

c. Select **Exit**.

5. The system returns to the Main Window.

6. To view changes in queue, select **Config / View / Execution Queue**.

7. To verify your change was made, select **Config / View / Transaction Log**.

Moving an active position to a new group

Moving an active position to a new group will result in:

1. The real-time statistics will immediately reflect the agent's activity in the new group.

2. Call completion counts and durations will be pegged against the new group.

3. LOB statistics will be pegged to the group/supervisor. (This may result in an undefined lob code for the new group.)

4. The following warning message will be placed in the system log if an agent is moved between the time a call is presented and answered: "Posn yyyy moved with call presented:xxxxxxxxxx -> xxxxxxxxxx" where yyyy is the position number and xxxxxxxxxx is the old and the new ACD-Group number.

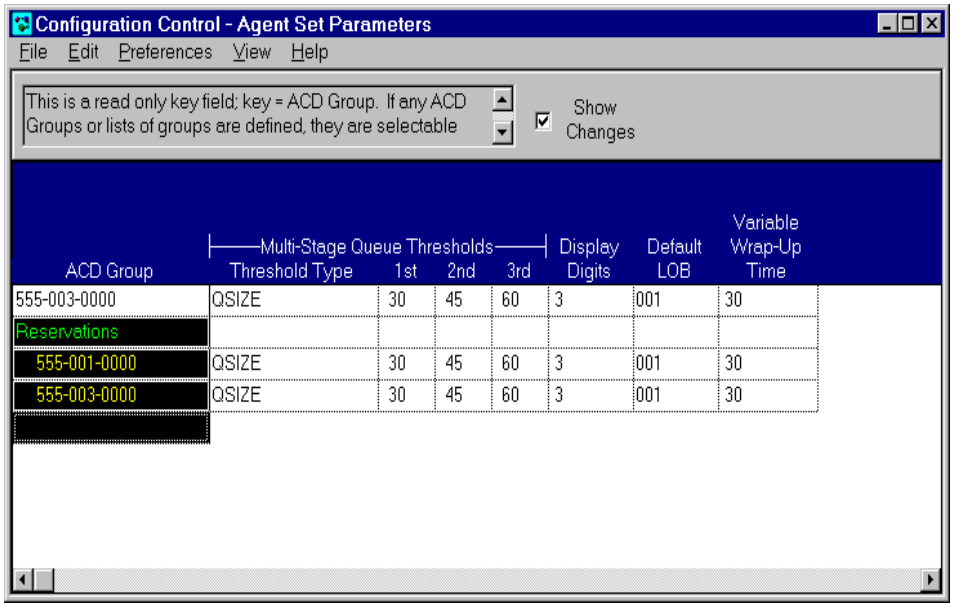
5. The following warning message will be placed in the system log if an agent is moved between the time a call is answered and released: "Posn yyyy moved with call active: xxxxxxxxxx -> xxxxxxxxxx" where yyyy is the position number and xxxxxxxxxx is the old and the new ACD-Group number.

Changing agent set parameters

You can change the multi -stage queue threshold settings, the number of display digits, the default line of business (LOB) code and the agent wrap -up time for agent sets. Changes made alter Table ACDGRP. The figure below is an example of the agent set parameters screen.

Note: An asterisk (*) appearing in a field of a Configuration Control screen indicates that the field can only be changed at the DMS -ACD switch.

Figure 6.4 Agent set parameters screen



The Agent Set Parameters screen fields are described in the table below.

Table 6-5: Agent set parameters screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, ACD group list name, or ACD group by its primary DN.
Multi -Stage Queue Type	Identifies whether the Multi -Stage Queue ranges are associated with call queue size or call wait time. The valid values are QSize or WTime.

Table 6-5: Agent set parameters screen field descriptions

Field	Description
Multi -Stage Queue Threshold	Identifies three threshold values representing indicators on agent sets. Each threshold depends on the threshold type (either wait time or queue size). Threshold boundary relationships between Threshold 1 (T1), Threshold 2 (T2), and Threshold 3 (T3) for MSQS_TYPE==QSIZE for BCS < 35 are: 1 <= T1 <= 2400 value range (1-2400) 1 <= T2 <= 2400 value range (1-2400) 1 <= T3 <= 2400 value range (1-2400) ***Note:*** Threshold 2 is greater than or equal to Threshold 1 and Threshold 3 greater than or equal to Threshold 2 (T2 >= T1 and T3 >= T2). Threshold boundary relationships between T1, T2, and T3 for MSQS_TYPE==QSIZE for BCS >= 35 are: 0 <= T1 <= 2400 value range (0-2400) 0 <= T2 <= 2400 value range (0-2400) 0 <= T3 <= 2400 value range (0-2400) ***Note:*** Threshold 2 is greater than or equal to Threshold 1 and Threshold 3 greater than or equal to Threshold 2 (T2 >= T1 and T3 >= T2). Threshold boundary relationships between T1, T2, and T3 for MSQS_TYPE==WTIME (same for all BCS protocols) are: 5 <= T1 <= 2400 value range (5-2400) 5 <= T2 <= 2400 value range (5-2400) 5 <= T3 <= 2400 value range (5-2400) ***Note:*** Threshold 2 is at least 5 greater than Threshold 1 and Threshold 3 is at least 5 greater than Threshold 2. (For BCS>= 34, Thresholds can also be equal to each other.)
Display Digits	This field specifies the number of digits displayed to agents in the ACD group. The range is 0-10. ***Note:*** The system will not allow you to enter a value greater than 10. (for example, if you try to enter a value of 11, the system will only accept the first number. Therefore, if you press enter, the menu item 1 will be the selection.)
Default LOB	LOB means line -of -business code for the ACD group. A valid range is 0-999.

Table 6-5: Agent set parameters screen field descriptions

Field	Description
Variable Wrap -Up Time	The variable wrap -up time associated with the ACD group. The agent wrap-up time defines the default amount of time an agent is unavailable following the handling of an ACD call. (This is considered an agent not ready time.) A valid range is 1-600 seconds. ***Note:*** Agent wrap -up time will override the default wrap-up time if it is datafilled in the ACD Table ACD-LOGIN or ACDENLOG.

Use the steps below to change agent set parameters.

steps Changing an agent set parameters

1. From the main window, select **Config / Groups / Agent Set Parameters**. The screen is displayed.

2. Use the **Edit / Insert** command to enter an ACD Group or list name. The screen displays the current assignments.

3. Enter changes:

Use the left/right arrow keys or mouse to highlight the field(s) you want to change. Type or select the new information. Press the Enter key to change the data on the screen.

4. Execute the change:

a. Select the **File** / **Execute**.

b. Then, to exit, select **Exit**.

5. The system returns to the main window.

To view changes in queue, select **Config / Execution Queue**. To verify your change was made, select **Config / Transaction Log**.

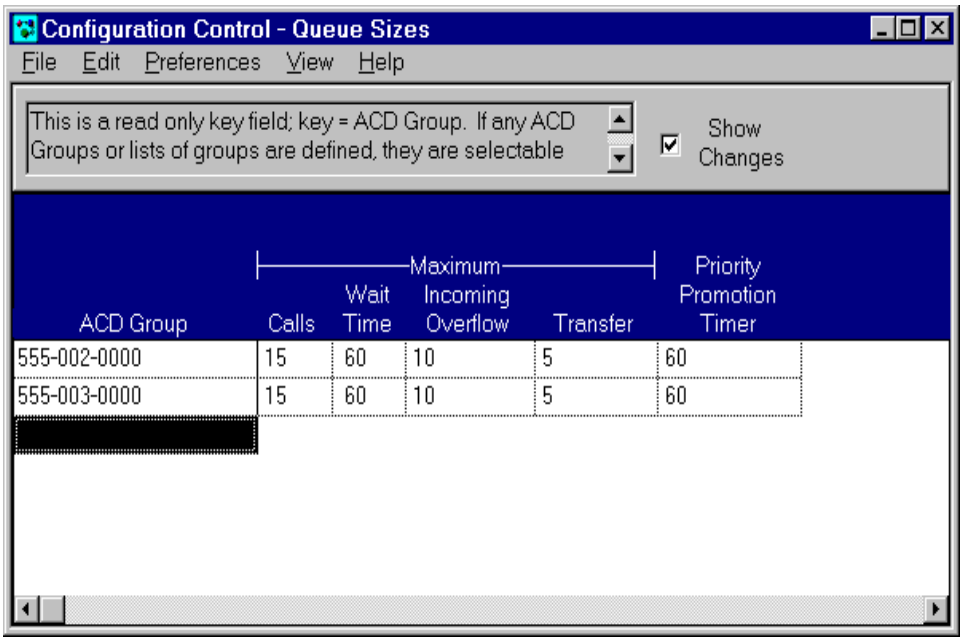
Changing queue size parameters of an ACD group

This option lets you view or change the queue size parameters of specified ACD groups. Changing fields in this option alters the Table ACDGRP.

The Queue Sizes and Thresholds screen is shown in the figure below.

Note: An asterisk (*) appearing in a field of a Configuration Control screen indicates that the field can be changed only at the DMS -ACD switch.

Figure 6.5 Queue sizes and thresholds screen



The table below lists Queue Size screen field descriptions.

Table 6-6: Queue size screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, or ACD Group list name. Primary ACD DNs may also be entered.
Maximum Calls	Identifies the maximum number of calls that can be queued in this ACD group's incoming call queue at any one time. Accepts as input any number from 0 to 511 inclusive. Note: For an explanation of a zero value refer to ACD.

Table 6-6: Queue size screen field descriptions

Field	Description
Maximum Wait Time	Identifies the maximum number of seconds that a call can be held in the incoming call queue before being answered by an agent. Accepts as input any number from 0 to 1800 seconds.
Maximum Incoming Overflow	Identifies the maximum number of logical calls that can be queued. Accepts as input any number from 0 to 511 inclusive.
Maximum Xfer	Identifies the maximum number of calls that can be transferred to agents in this ACD group. Accepts as input any number from 0 to 42 inclusive. ***Note:*** The Call Transfer Queue Size is dependent on the maximum call queue size for your group. Normally, the range is 0 to 42, but if the size is set to less than 42, you cannot exceed that value.
Priority Promotion Timer	Identifies the maximum amount of time an unanswered call can remain in a particular priority queue. When the call exceeds this timer value, then it is promoted to the next higher priority queue. Accepts as input any number from 0 to 255 inclusive. A zero value means that priority promotion time out does not apply.

Use the steps below to change queue sizes for an ACD Group

steps

Changing queue sizes for ACD group

1. From the main window, select **Config / Groups / Queue Sizes**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

a. Select the **File** / **Execute**.

b. To exit screen, select **Exit**.

5. The system returns to the Main Window.

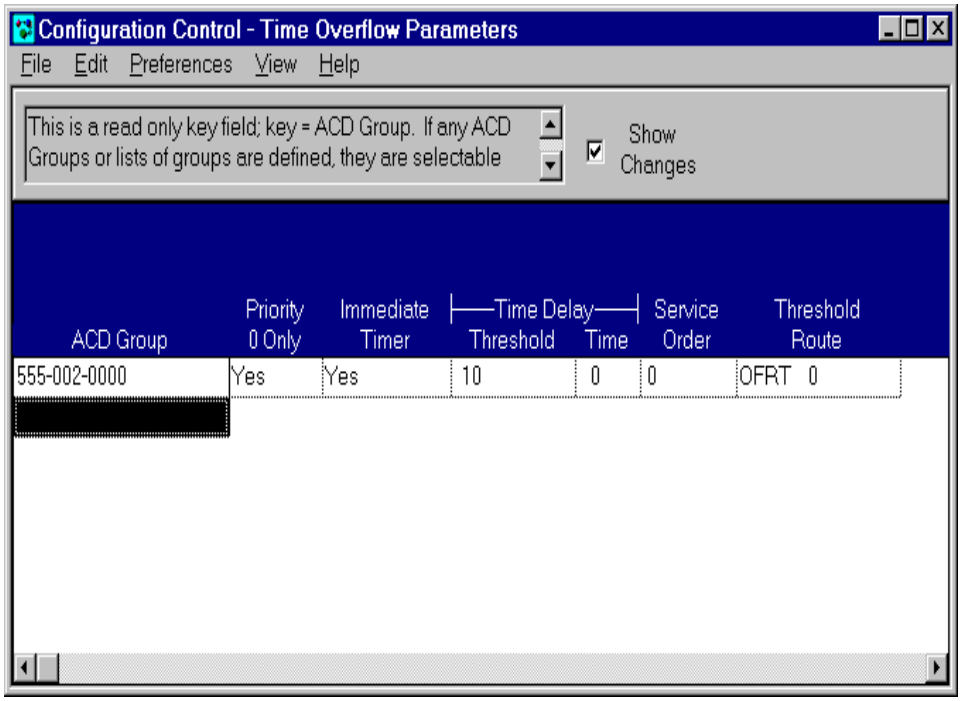
To view changes in queue, select **Config / View / Execution Queue**.To verify your change was made, select **Config / View / Transaction Log**.

Changing time overflow parameters of an ACD group

This option lets you view or change the time overflow parameters of specified ACD groups. This option alters the Table ACDGRP. The Time Overflow screen is shown in the figure below.

Note: An asterisk (*) appearing in a field of a Configuration Control screen indicates that the field can be changed only at the DMS -ACD switch.

Figure 6.6 Time overflow parameters screen



The table below list the Time Overflow screen field descriptions.

Table 6-7: Time overflow screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, or ACD group list name. Primary ACD DNs can be used.
Priority 0 Only	Identifies that only priority 0 calls have time delay overflow. Accepts as input either yes or no. If no, then all calls have time delay overflow.

Table 6-7: Time overflow screen field descriptions

Field	Description
Immediate Timer	Identifies that timing for time delay overflow starts as soon as calls are received. Accepts as input either yes or no.
Time Delay Threshold	Identifies the time delay overflow threshold that is applied to either all calls or priority 0 calls only. This field allows you to change the maximum amount of time a call can be delayed in the logical queue before it is offered to another group. Accepts as input 0 to 1800 inclusive.
Service Order	Identifies the order in which the call queues are serviced. Accepts as values: 0 = Outflow calls, then inflow calls, then calls queued within priority (see note) 1 = Outflow calls, then priority 0 calls, then inflow calls, then other calls queued within priority 2 = Oldest call of either the physical or logical queue. Note: In the BCS 32 MIS protocol, the DMS ACD does not send information to CC MIS to indicate that the OVFLINQ option has not been datafilled. Therefore, if this option is not datafilled, CC MIS may display information on the Configuration Control Time Overflow Parameters screen which indicates a service order for incoming overflowed calls instead of `*'. If an attempt is made to alter this value, an error will be returned by the DMS ACD. This error will indicate that the service order is an invalid option due to the fact that it has not been datafilled and is therefore not alterable by CC MIS. By examining the Maximum Incoming Overflow parameter on the Configuration Control Queue Sizes screen, it may be possible to determine if the OVFLINQ option has been datafilled. If the Maximum Incoming Overflow is not zero, then the OVFLINQ has been datafilled and the Service Order information is valid.
Time Delay Threshold Time	Identifies the maximum amount of time in seconds a time delay overflowed call remains in queue before being rerouted to the Time Delay Threshold Route. Accepts as input 0 to 1800.

Table 6-7: Time overflow screen field descriptions

Field	Description
Threshold Route	Identifies the route use for rerouting time delay overflow calls. Allows you to assign the threshold route table and index to this ACD Group. Accepts as input Table OFRT or IBNRTE and the index 0 to 1023. ***Note:*** The shorthand version of the table name can be used (for example O 1 for OFRT 1 table) since OFRT and IBNRTE can be uniquely identified by one letter (O and I).

Use the following steps to change time overflow parameters for an ACD group.

steps Changing time overflow for ACD group

1. From the main window, select **Config / Groups / Time Overflow**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

a. Select the **File** / **Execute**.

b. To exit screen, select **Exit**.

5. The system returns to the Main Window.

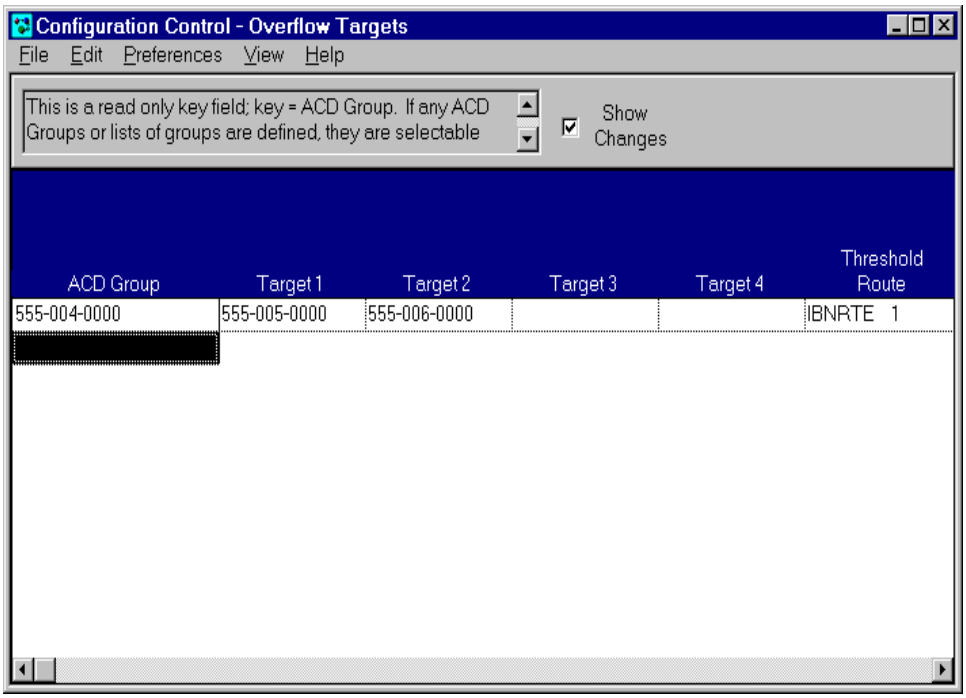
To view changes in queue, select **Config / View / Execution Queue**.
To verify your change was made, select **Config / View / Transaction Log**.

Changing the overflow targets for an ACD group

This option lets you view or change the overflow targets of specified ACD groups. The changes made in this option alters Table ACDGRP.

The Overflow Targets screen is shown in the figure below.

Figure 6.7 Overflow targets screen



Overflow Targets screen field descriptions are presented in the table below.

Table 6-8: Overflow targets screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, or ACD group list name. Primary ACD DNs can be used.
Overflow Targets	Identifies up to four targets to enhance overflow. Accepts the primary DN of an ACD group or a group name as input.
Threshold Route	Identifies the table and index for the threshold route. Accepts the table name (OFRT or IBNRTE) and the table index (0-1023) as input.

Use the steps below to change overflow targets for an ACD group.

steps Changing overflow targets for ACD group

1. From the main window, select **Config / Groups / Overflow Targets**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

   Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information. To remove a target, select Remove Target.

   Note: To select a group outside of the subpool, enter the primary DN.

4. Execute changes:

   a. Select the **File** / **Execute**.

   b. To exit screen, select **Exit**.

5. The system returns to the Main Window.

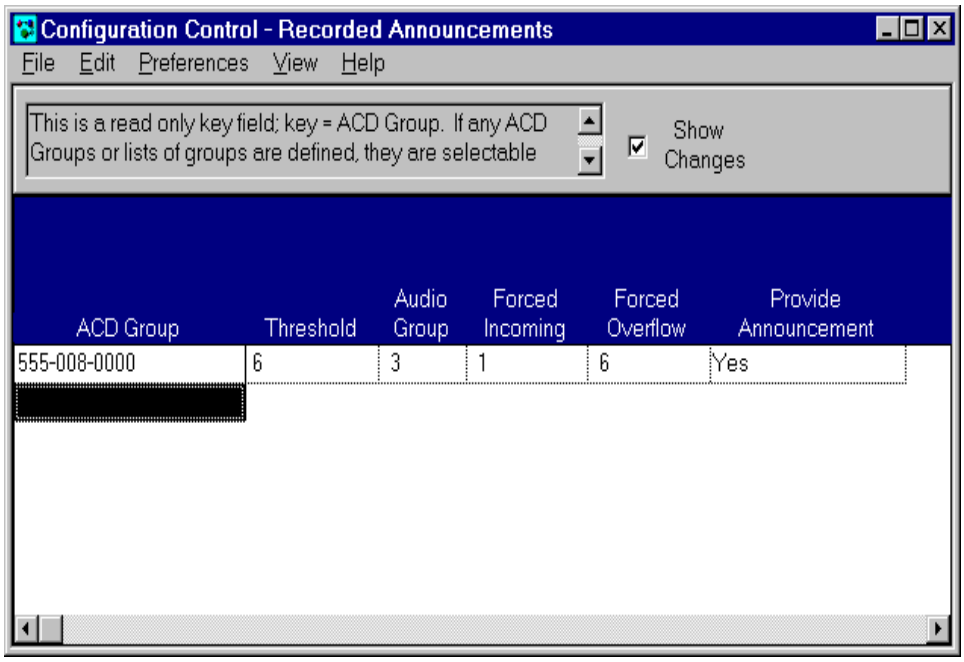
   To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing RAN parameters for an ACD group

This option lets you view or change parameters for the recorded announcements (RAN) of specified ACD groups. The changes made in this option alters the Tables ACDGRP and AUDIO.

The Recorded Announcement screen is shown in the figure below.

Figure 6.8 Recorded announcement screen



Recorded Announcements screen field descriptions are presented in the table below.

Table 6-9: Recorded announcement screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, ACD group list name. Primary ACD DNs can be used.
Threshold	Identifies how long the incoming call waits in queue before receiving a recorded announcement. If this value is 0, then the caller receives an announcement immediately upon entering the incoming call queue for this ACD Group and does not receive a ring (RINGING field in table ACD Group = No). Accepts as input 0, 6-60.

Table 6-9: Recorded announcement screen field descriptions

Field	Description
Audio Group	Identifies the audio group, which in turn identifies the choices (MUSIC, SILENCE, ANN, and REPEAT), and the number of times these recorded announcement choices should play to queued calls in this ACD group. If the existing value in the Audio Group field is 0, then the DMS -ACD does not have a defined audio group for the related ACD group. Accepts as input 1-512.
Forced Incoming	Identifies the audio group to be used to give forced incoming announcements to an ACD group. Accepts as input: 1 - 512.
Forced Overflow	Identifies the audio group to be used to give forced overflow announcements to an ACD group. Accepts as input 1 -512.
Provide Announce-ments	Specifies if the ACD group should provide forced incoming announcements and delay announcements for calls overflowing into this group. Indicate Yes or No. ***Note:*** If set to yes, the overflowed calls will receive the announcements of the originating group. If set to no, the overflowed calls only receive the announcements of this ACD group.

Use the steps below to change recorded announcements parameters for an ACD Group.

steps Changing RAN for an ACD group

1. From the main window, select **Config / Groups / Recorded Announcements**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

   Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

a. Select the **File** / **Execute**.

b. To exit screen, select **Exit**.

5. The system returns to the Main Window.

   To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing special routing parameters for an ACD group

This option lets you view or change the night service and control interflow parameters of specified ACD groups. The changes made in this option alters Table ACDGRP.

ACD activates the special routing feature when all agents in an ACD group have logged off their set.

All calls residing in the incoming call queue at this time remain in queue until the caller disconnects, but no new incoming calls are received by this ACD group.

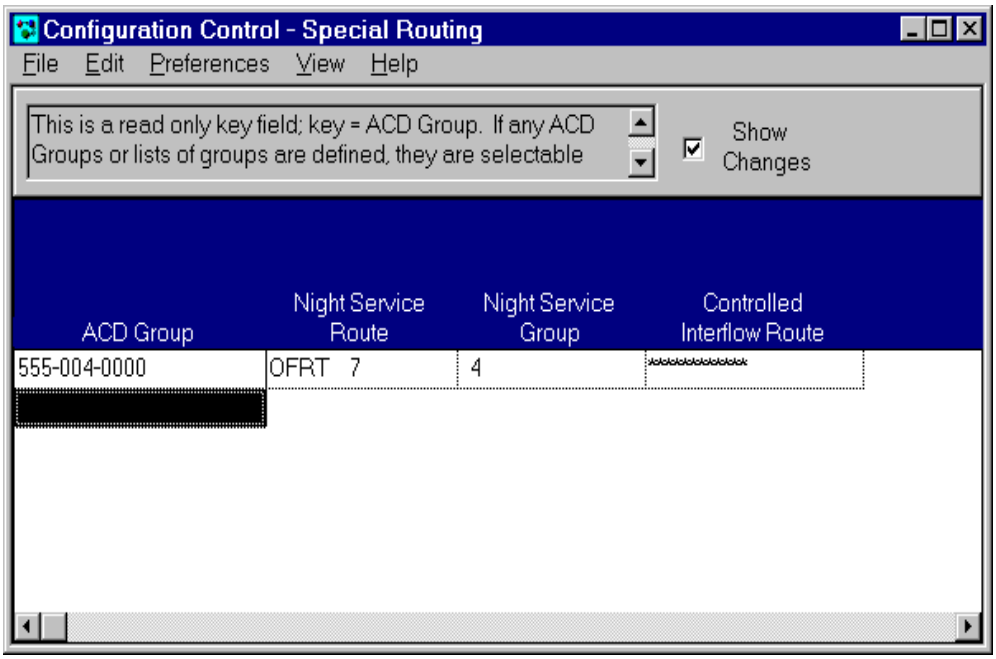
If either of these features are activated the new calls will be routed to one of the following special rerouting destinations:

- an audio announcement that explains to callers that the ACD location is closed

- another ACD group, a special routing number within the DMS -ACD system, or an external location

The Special Routing Parameters screen is shown in the figure below.

Figure 6.9 Special routing screen



The Special Routing screen field descriptions are presented in the table below.

Table 6-10: Special routing screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, ACD group list name, or * to select all ACD groups (Text only). Primary ACD DNs can be used.
Night Service Route	Identifies a table name and an index number to which this ACD group routes special routing calls. Accepts as input either OFRT or IBNRT and an existing index number.
Night Service Group	Identifies the Audio Group is used to provide a night service announcement to callers prior to rerouting the call to the night service route. Accepts as input 1-512.
Controlled Interflow Route	Identifies the route the calls will take when the supervisor has put the group into controlled interflow mode. Values for this field are tables OFRT and IBNRTE and index ranges 0-1023.

Use the steps below to change special routing parameters for an ACD Group.

steps Changing special routing parameters

1. From the main window, select **Config / Groups / Special Routing**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

   Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

   a. Select the **File** / **Execute**.

   b. To exit screen, select **Exit**.

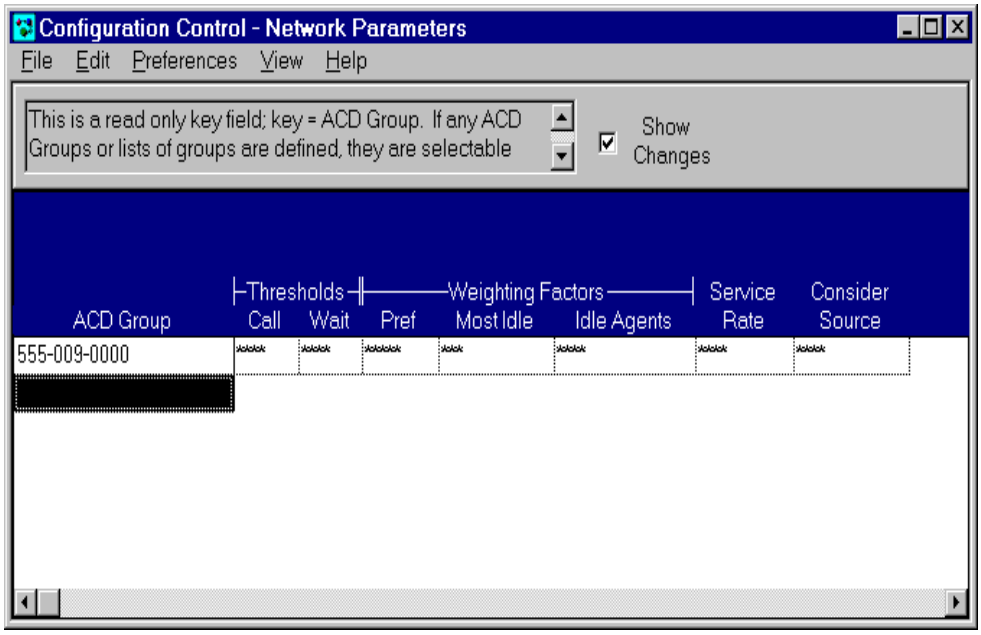
5. The system returns to the Main Window.

   To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing network parameters for an ACD group

This option lets you change various parameters that are used in networking ACD groups (NACD) together. The changes made in this option alters Table NACDGRP. The Network Parameters screen is shown in the figure below.

Figure 6.10 Network parameters screen



The Network Parameters screen field descriptions are presented in the table below.

Table 6-11: Network parameters screen field descriptions

Field	Description
Call Threshold	This field can change the queue threshold with a range of 0-511.
Wait Threshold	This field can change the maximum wait threshold with a range of 0-1800.
Preference Weighting Factor	This field shows the group preference weight factor with a range of 0-32767.
Most Idle Agent	This is the factor used in calculating the Resource Index for the group with a range of 0-600.

Table 6-11: Network parameters screen field descriptions

Field	Description
Num Idle Agent	This is the factor used in calculating the Resource Index for the group with a range of 0-255.
Service Rate	This is the average service rate (call handling time) for the group with a range of 0-600.
Consider Source	This field specifies whether the source group should be considered when determining the best target group for time overflow calls. The values are Yes or No.

Use the steps below to change network parameters for an ACD group.

steps Changing network parameters

1. From the main window, select **Config / Groups / Network Parameters**. The screen is displayed.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

   Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

   a. Select the **File** / **Execute**.

   b. To exit screen, select **Exit**.

5. The system returns to the Main Window.

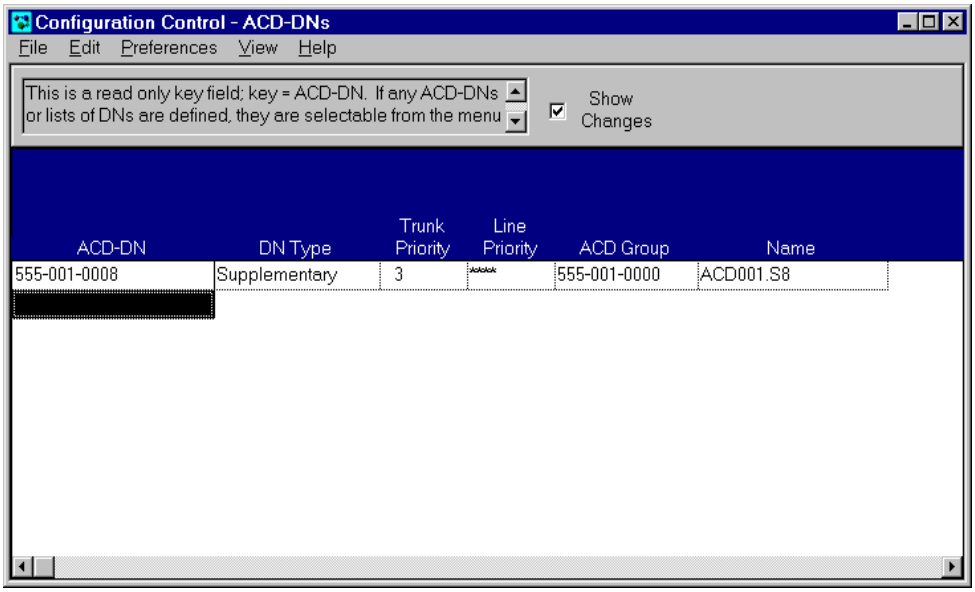
   To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing ACD-DN assignments and priorities

This option lets you change trunk priorities for specified ACD-DNs, the line priorities of primary DNs, the group assignments of supplementary DNs and the name of the ACD-DN. The changes made in this option alters the Tables DNROUTE and DNATTRS.

The ACD-DN Assignments and Priorities screen is shown in the figure below.

Figure 6.11 ACD-DN screen



The table below contains the ACD-DNs screen field descriptions.

Table 6-12: ACD-DN screen field descriptions

Field	Description
ACD-DN	Identifies the existing ACD -DN number. Accepts as input any existing ACD -DN number, ACD -DN list name.
DN Type	Identifies the DN as a primary or supplementary DN. Each ACD group receives calls from up to 17 ACD -DNs. Within each ACD group there is one primary and up to 16 supplementary ACD -DNs. This field does not accept input.
Priority - Trunk	Identifies the priority for ACD calls coming in over trunks. Accepts as input 0 to 3 inclusive, where 0 is the highest priority and 3 is the lowest priority.

Table 6-12: ACD-DN screen field descriptions

Field	Description
Priority - Line	Identifies the priority for ACD calls coming in over lines or for ACD calls originated from within the same switch. Accepts as input 0 to 3 inclusive, where 0 is the highest priority and 3 is the lowest priority. In Text, the field is left blank and is not accessible if the DN type is Supplementary. In Windows, this field contains '*'s and is not accessible.
ACD Group	Identifies the name or number of an existing ACD group that processes calls for this ACD DN. Accepts as input any existing ACD group name or ACD Primary DN. The ACD Group field for the primary DN cannot be changed.
Name	Identifies the name of the ACD DN. Accepts input as 15 character or less.

Use the steps below to change ACD-DNs assignments and priorities.

steps: Changing ACD-DN assignments

1. From the main window, select **Config / ACD-DNs**. The system displays the screen.
2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.
3. Enter changes:

   Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

   a. Select the **File** / **Execute**.

   b. To exit screen, select **Exit**.

5. The system returns to the Main Window.

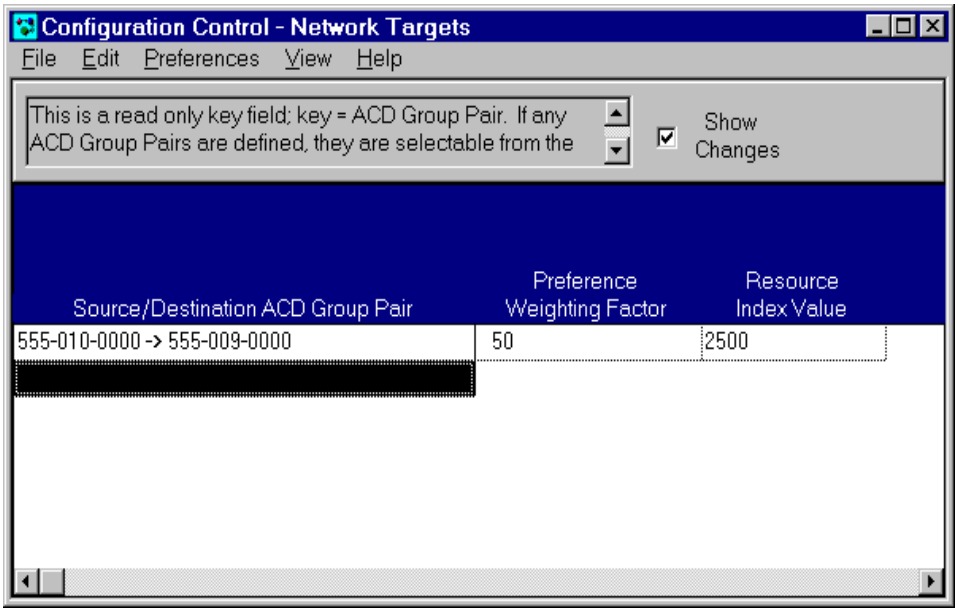
   To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing network targets

This option lets you set the Preference Weight Factor for networked ACD groups. You can also set the Resource Index for networked groups on non - DMS switches. The changes made in this option alters Tables NACDGRP and REMNACD.

The Network Target screen is shown in the figure below.

Figure 6.12 Network targets screen



The Network Targets screen field descriptions are presented in the table below.

Table 6-13: Network targets screen field descriptions

Field	Description
Destination	This field identifies the destination ACD groups that are network targets of the source ACD group. There can be a total of 48 destination groups per source ACD group.
Preference Weighting Factor	This field allows you to change the Preference Weight Factor for the source / destination ACD group pair. The range of this field is 0-32767.
Resource Index Value	This is the current Resource Index for the destination ACD group. (This is a display only field.)

Use the steps below to change Network Targets.

steps: Changing network targets

1. From the main window, select **Config/Networking**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

a. Select the **File** / **Execute**.

b. To exit screen, select **Exit**.

5. The system returns to the Main Window.

To view changes in queue, select **Config / View / Execution Queue**.
To verify your change was made, select **Config / View / Transaction Log**.

Using Configuration Control efficiently

Configuration Control has several features that allow you to use configuration control efficiently. These features are:

- defining change orders rather than ad hoc requests
- defining lists
- viewing the transaction log

Defining change orders

You define change orders to:

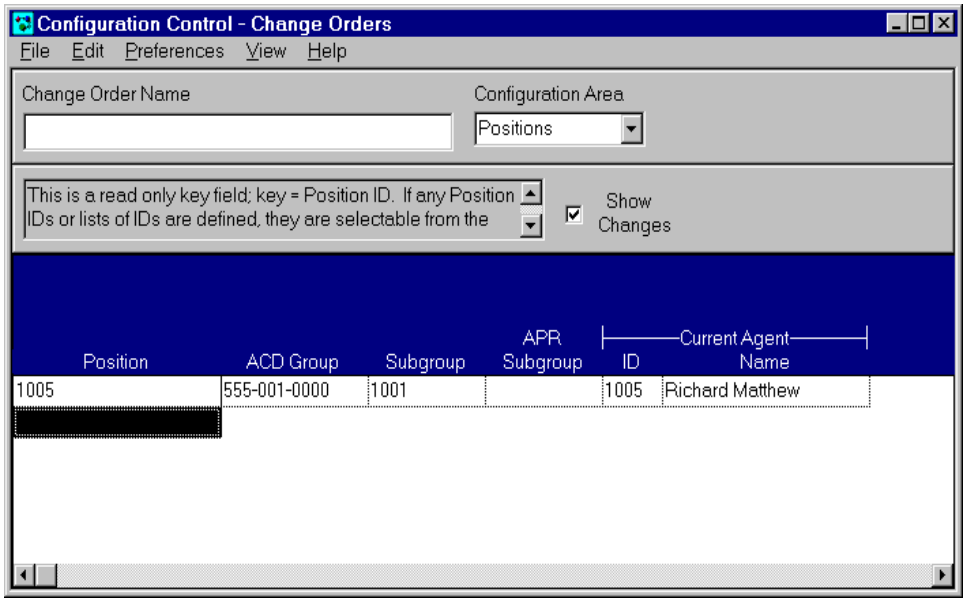
- schedule the changes
- initiate several changes on different screens through one request
- define changes you use frequently

When you define a change order, you group a set of Configuration Control changes together and reference them by the change order name.

Note: The saving of change orders has been changed to improve storage, data transfer and readability in Release 3.0. Rows which have no new data changes are discarded when a change order is saved since such rows do nothing when executed and take up space on the screen and in the database.

You have the option to either execute these change orders immediately or schedule the changes for execution at either a later date and time or at recurring intervals. You must have System Administrator abilities to schedule the change order. Refer to *CC MIS System Administration Guide*, NTP 297-2671-345 for information regarding schedule definition.

Figure 6.13 Change orders screen



Note: CC MIS allows you to save multiple change orders with the same name. If you are modifying an existing change order, use the Overwrite an existing change order command to prevent the system from saving different change orders with the same name.

File menu commands

The File menu on the Change Orders screen (Windows) differs from the Configuration Control ad hoc screens. The Change Orders screen File menu contains the commands shown in the figure below.

Figure 6.14 Change orders file menu

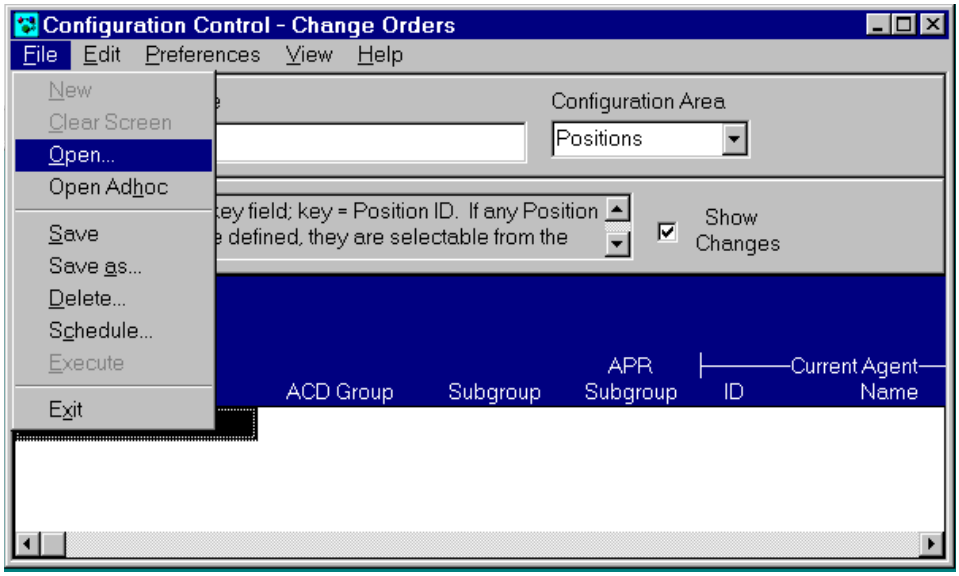


Table 6-14: Change order file menu descriptions

Command	Description
New	Clears the screen and repositions the cursor as if the user had just entered the screen. All changes made in any of the configuration areas are discarded.
Clear Screen	Clears screen for the current area and repositions cursor as if the area had just been entered for the first time. Changes made to the current area that have not been executed are lost.
Open	Displays a menu of existing Change Orders. Change Orders selected from this menu are displayed on the screen.
Open Ad hoc	Opens last Change Order that was executed from the Change Orders screen by the current supervisor.

Table 6-14: Change order file menu descriptions

Command	Description
Save	Saves any changes made to the existing Change Order. All rows which have no new data will be discarded since such rows have no effect when the change order is executed.
Save As	Allows you to rename the existing Change Order and save it as a new Change Order.
Delete	Displays a list of Change Orders. Select the items in the list to be deleted.
Schedule	Displays a box with schedule definitions. Choose one or more schedules to attach to the Change Order. Click on OK button to confirm attachment or Cancel to cancel the action and close the box.
Execute	Sends a request to update the ACD switch configuration to match the new desired setting currently displayed in all configuration areas.
Exit	Exits the Change Order definition screen. Changes made but not saved are discarded.

Use the following steps to create a change order.

steps: Creating a change order

1. From the main window, select **Config / Change Order**. The system displays the screen.

2. Identify the change order:

   a. At the Change Order screen, enter a name for the change order.
   b. Click on the Configuration Area menu. The menu drops down and contains a list of all Load Management areas that can be edited. When a new area is selected, the lower portion of the screen is redrawn. The redrawn screen will look exactly the same as the ad hoc screen.

3. Enter changes in the redrawn portion of the screen.

4. At this point you can Execute, Save, or schedule (attach the change order to a schedule).

5. When complete, select Exit to exit.

Note: CC MIS allows you to save multiple change orders with the same name. If you are modifying an existing change order, use the Overwrite an existing change order command to prevent the system from saving different change orders with the same name.

Executing a change order

After you have defined a change order, you can execute it at any time.

Use the steps below to execute a change order.

steps: Executing a change order

1. From the main window, select **Config / Change Order**. The system displays the screen.

2. Read the change order:

a. Select the **File** menu.

b. Select **Open**.

c. At the pop-up, Read which change order?, select the correct change order from your menu of choices.

3. Execute the change order:

a. Select **File / Execute**.

b. Select **File / Exit**.

4. The system returns to the Configuration Control menu.

5. To verify the change was made:

a. Select **Config / View / Transaction Log**.

b. Select **File / Exit** to return to the main window.

Scheduling a change order

After you have defined and saved a change order, you can attach it to a defined schedule. The figure below shows the Schedule Dialog box.

Figure 6.15 Schedule dialog box

Note: The schedules that appear in this dialog box were defined using the Schedule Definition screen in System Administration.

Use the steps below to schedule a change order.

steps: Scheduling a change order

1. From the Change Order screen, select **File / Schedule**. The system displays the screen.

2. Select schedule for the change order:

a. Click on down arrow and highlight desired schedule. Highlight the change order in the unattached change order box.

b. Click on Attach button, then click on the OK button.

c. Select Cancel button to exit.

3. The system returns to the Change Order screen.

Viewing the transaction log

The transaction log records configuration transactions performed by supervisors. CC MIS records all change orders, whether they succeed or fail, in the transaction log. Recorded in this log are up to 2000 lines of information from past requests.

Note: When the transaction log reaches a size of 2000 lines, the system automatically truncates the file to the most recent 200 lines.

The figure below is an example of the transaction log screen.

Figure 6.16 Transaction log

Note: The transaction log can also be printed by selecting the Print option from the File menu (in Windows).

Use the steps below to view the transaction log.

steps: Viewing the transaction log

1. From the main window, select **Config / View / Transaction Log**.
2. The system displays the Transaction Log screen.
3. Use the scroll bars to move through the log file.
4. Select **File/Exit** to exit the Transaction Log.

Viewing Configuration Control database tables

You can view the data tables listed below. In the Windows interface, these are accessed through the **Config/View** or View menus. In the Text interface, these are accessed through the main menu.

Configuration Control database tables

Route List - Displays the route list for all ACD Groups in the current configuration. After the initial screen displays, you can use the page-up and page-down keys or scroll bar to scroll through the table.

Audio List - Displays the audio list for all ACD Groups in the current configuration. After the initial screen displays, you can use the page-up and page-down keys or scroll bar to scroll through the table.

OFRT Table - Displays all defined entries in the OFRT table. After the initial screen displays, you can use the page-up and page-down keys to scroll through the table. (See the following Supported Routes and Supported Selectors.)

IBNRTE Table - Displays all defined entries in the IBNRTE table. After the initial screen displays, you can use the page-up and page-down keys to scroll through the table. (See the following Supported Routes and Supported Selectors.)

Audio Table - Displays all defined ACD entries in the Audio table. After the initial screen displays, you can use the page-up and page-down keys to scroll through the table.

Supported Routes

The MIS can query the routes datafilled in table OFRT and IBNRTE. Only a subset of valid table entries can be returned to the MIS by the DMS. They are:

1. RoutesToTableEntry
2. ConditionalRoute
3. RoutesToDN
4. RoutesToDNXXXX
5. RoutesToCustGroup
6. RoutesToTrunkGroup
7. RoutesToVTG
8. RoutesToAttConsole

Any route that does not fall into these categories results in a RouteInfoUnavailable being returned to the MIS.

Supported Selectors

The route selectors in table OFRT that can be sent to the MIS are CND, DN, MN, N, NOT, RT, S, ST, T, and TS.

The route selectors in table IBNRTE that can be sent to the MIS are AC, CFT, CND, DN, EOW, LINE, N, NOT, OW, RX, S, T, and VFG.

7

Profile

This chapter provides information on the following:

- *Profile maintenance*
- *Color selections*

Introduction

This chapter provides information about using the Profile Maintenance screen to create and change a supervisor's profile. The supervisor's profile allows you to:

- define CC MIS login profiles
- determine the abilities of the supervisor
- identify default characteristics of the supervisor position at login

You must logout and login to CC MIS before the profile changes take effect.

Accessing Profile Maintenance

To access the Profile Maintenance screen, perform the steps below.

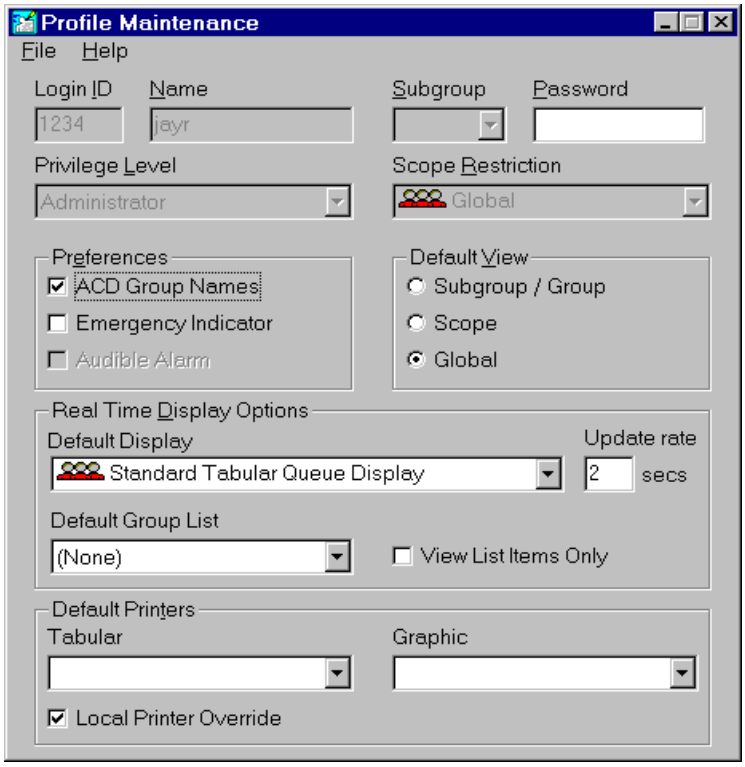
steps **Accessing the profile maintenance**

1. From the Main window, select **Profile / Options**.
2. Select and change or update fields as desired. Note: If the field is grayed, you cannot update that field.
3. From the Profile Maintenance screen, select **File/ Validate** to check your selections. At the information box, click on OK.
4. Select **File/ Save** to save your profile.

Using the Profile Maintenance screen

The Profile Maintenance screen defines supervisor preferences. Supervisors can only access this option when it has been enabled in their privilege level definition by a system administrator.

Figure 7.1 Profile Maintenance screen



The table provides definitions for the Profile Maintenance screen fields.

Table 7-1: Profile Maintenance screen field descriptions

Field	Description
Login ID	Identifies the number used to login to the system.
Name	Identifies the name of the supervisor.
Privilege Level	Identifies the privilege level assigned to the supervisor.
Scope Restriction	Identifies the scope restriction assigned to the supervisor.

Table 7-1: Profile Maintenance screen field descriptions

Field	Description
Subgroup ID	Identifies the subgroup for which this supervisor is primarily responsible.
Password	Identifies the CC MIS supervisor's password.
Default Language	Identifies the default language used by the supervisor. This option is for multilingual systems only.
ACD Group Names	Determines whether or not group names are used in place of the primary DN number on displays and reports. If checked, the ACD Group name is displayed (if defined). If blank, the DN number is displayed. If checked but not defined, the DN number is displayed.
Emergency Indicator	If enabled, the system displays the agent's name and position when the agent enters an emergency condition.
Audible Alarm	Alerts supervisor when an agent is in the emergency condition.
Color Customization	Allows the change of color preferences that enhance screen elements.
Default Display (Default Queue Display)	Identifies the screen display definition that appears in Queue statistics mode. ***Note:*** The display format may be changed while in the display.
Default View	Defines the default view while in Agent status or Queue statistics modes. ***Note:*** The view may be changed while in either of these displays.
Update Rate	Defines how often the supervisor's displays are updated during off peak traffic. Rates are from 2 to 60 seconds.
Default Printers	Identifies default printers for tabular and graphic reports.
Display Definition	Controls whether or not the supervisor has access to Display Definition functions.

Table 7-1: Profile Maintenance screen field descriptions

Field	Description
Group Member Definition	Defines whether or not the supervisor can edit the group members list.
Group Members (DN Display)	Identifies the supervisor position numbers that the supervisor monitors.
Local Printer Override	Directs reports to a local printer rather than a default printer.
Monitor Mode	Allows supervisors to temporarily view another supervisor's real-time displays and screen reports.
Parameter Admin	Controls whether or not the supervisor has access to Parameter Administration functions.
Position ID	Identifies the ACD supervisor position number associated with this supervisor.
Profile Maintenance	Controls whether or not the supervisor has access to their profile.
Report Definition	Controls whether or not the supervisor has access to report definition functions.
Schedule Definition	Allows the supervisor to create and store schedules for report generation and change order executions.
Show Name (Name Display)	Defines whether or not the supervisor's name should display on screens.
System Admin	Allows the supervisor to assume System Administrator status.
System Reports	Allows the supervisor to print system reports.
Default Language	Identifies default language the supervisor wishes to use. This field is displayed when the language option is enabled.

Changing your profile settings

To access the Profile Maintenance screen and change your settings, perform the steps below.

steps **Changing your profile settings**

1. From the Main window, select **Profile / Options**.

2. Use buttons, menus, and check boxes to select or update fields.

   Note: If the field is grayed, you cannot update that field.

3. From the Profile Maintenance screen, select **File/ Validate** to check your selections. At the information box, click on OK.

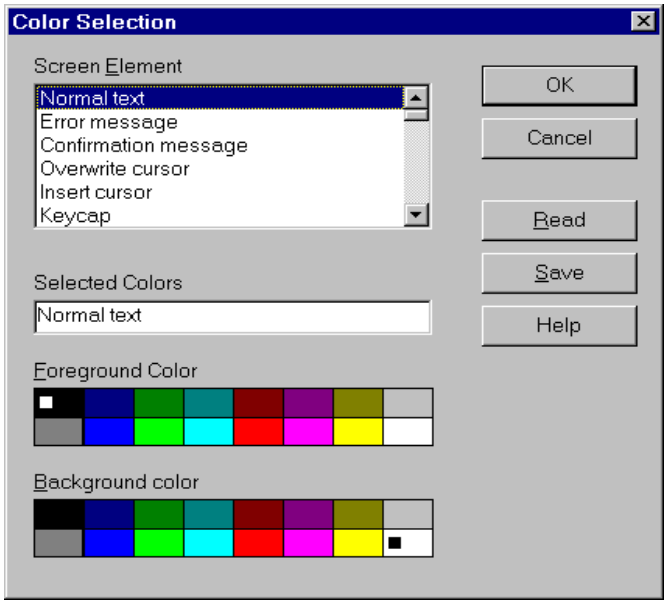
4. From the Profile Maintenance screen, select **File/ Save** to save your profile. At the information box, click on OK.

5. From the Profile Maintenance screen, select **File/ Exit** to access the main window.

Color selection

Using the profile color screen CC MIS screens use colors to display or highlight field areas. Default colors are provided if the supervisor cannot access the color selection option. The color spectrum depends on your terminal type. The Profile Color Selection screen is shown below:

Figure 7.2 Profile Color Selection screen



Profile Color Selection screen fields

The descriptions for the Profile Color Selection screen are described below.

Table 7-2: Profile Color Selection screen field descriptions

Field	Description
Screen Element	Allows you to choose screen components, such as Text, that can be enhanced with color.
Selected Colors	Shows the foreground and background colors currently associated with the screen component that is identified in the Screen Element area.
Foreground and Background Colors	Allows you to choose colors for the selected screen component.

Perform the steps below access the Color Selection screen.

steps Accessing profile color selection

1. From the Main window, select **Profile / Colors**.

2. Highlight the screen element you wish to change. The current colors selected for that element appear in the Selected colors box.

3. Select the new foreground color and the new background color.

4. From the Color Selection screen, select Save, then select OK.

Appendices

Historical Statistics

The statistics gathered by the CC MIS system are grouped into six distinct sets. Within each set is a series of key fields which allow control over the order and level of data on the management reports.
The tables in this section define the fields available in each of the statistics sets.

The internal data fields are the basis of all statistics. Each statistic is based upon an internal data field or an equation using internal data fields. The internal data fields have a one-for-one correspondence with the data elements which are stored in the database. The internal data field name is the name which is used within the Formula Definition mode of Report Definition when creating or modifying a formula.

The key fields are presented separately from the data fields and are used for selecting and sorting the report data.

The statistics fields are sorted alphabetically by the default column heading. These headings are not necessarily the headings which are shown in the management report sections since custom headings are used for the standard management reports instead of the default column headings.

Each statistics field description contains the formula which is used to calculate the statistic. The name of the statistic as it appears in the selection lists of tabular and graphic format definition is also highlighted.

A supervisor with Report Definition privileges can create custom statistics fields. These are entered through the Formula Definition mode of Report Definition. The formulas are equations which consist of the internal data fields (using the names shown in this section) and arithmetic operators (i.e., +, -, *, /, parentheses, and minimum (<) and maximum(>) operators). Included with the custom statistics field definitions are the default headings and menu names. The internal data fields are not customizable since they reference actual data which is stored in the database by the CC MIS system.

Explanation of calls offered statistic

The delivery of the Calls Offered formula provided in CC MIS Rel 3 is consistent with all previous CC MIS software releases. The Calls Offered field is currently presented in two standard reports:

- Summarized ACD Group Call Analysis Report
- ACD DN Calls Answered Report

and in one standard real-time display:

- ACD Group Summary Display

The Calls Offered definition in CC MIS is significantly different than the Calls offered message in RT-100. The CC MIS Calls Offered formula was designed to capture a significantly greater measurement of activity to a specific ACD group or DN. CC MIS tracks calls offered as the total of 20 different calls offered events, referred to as "C Status calls offered messages". The RT-100 definition is calculated as: calls Offered equals Calls Answered plus Calls Abandoned.

CC MIS implementation relies on peg counts of all call activity to a ACD-DN. The standard report Summarized ACD Group Call Analysis Report tracks Calls Offered, and also provides statistics for Calls Answered, Calls Abandoned, Calls Deflected, Calls Blocked, and Night Service Calls. Because CC MIS provides a more comprehensive view of calls offered, the sum of these fields (Calls Answered, Calls Abandoned, Calls Deflected, Calls Blocked, and Night Service Calls) do not always total to the Calls Offered field.

An alternative data element for those customers who wish to retain the RT-100 statistic in the standard reports is Calls Accepted. Calls Accepted equals Calls Answered plus Call Abandoned data elements.

Prior to CC MIS Release 2.0.3, the Calls Accepted element was calculated by subtracting Time Overflowed Calls from the destination group statistics. This was corrected in Release 2.0.3 to provide a consistent formula for all ACD group reports.

Example:

The calls offered statistical value includes all calls that were offered to the group. This value includes calls that were enqueued, overflowed, deflected, or presented directly to agents within the group. Therefore, the value in the calls offered statistic may be significantly higher than the total value for calls answered for a particular group. Comparisons are usually made between calls offered and the totals for fields such as calls answered plus calls abandoned before and after RAN, night service, and so on - depending on your call center environment. These comparisons should not be made because the totals will not be equal. CC MIS calls offered statistics is the number of calls offered messages coming from the DMS switch. (There may be multiple calls offered messages for a single call coming from the DMS switch.)

For example, a call is presented to Group A. The call time overflows (is logically queued) into Group B. However, the call is eventually answered by Group A. CC MIS would generate the following statistics:

	Calls offered	Calls answered
Group A	1	1
Group B	1	0

Organization of this appendix

This appendix defines the internal data, key, and statistics fields separately for each statistic set. These three types of fields are then sorted alphabetically by the default column heading. These headings are not necessarily the headings shown in the management report sections of this document, since custom headings are used for the standard management reports instead of the default column headings.

Within the statistics field description, the name of the statistic is printed in bold type. This helps to locate the name of the statistic in the [Options] lists of the Tabular and Graphic Format Definition screens of Report Definition.

Pegging of Not Ready Time

If the Walkaway option is used for an ACD Group, the time that is accumulated when an agent uses the Not Ready key will be pegged as Walkaway Time instead of Not Ready Time.

Destination ACD-GRP Statistics

The ACD-GRP Statistics group contains data for destination ACD groups.

Destination ACD-GRP internal data fields

The following is a list of the internal data fields for each ACD-GRP statistics record and a description of how each field is accumulated:

Internal Data Field Name	Description
Abd Category n	This is the number of calls abandoned, excluding calls time overflowed into this ACD group, which experienced a delay within the “nth” answering delay category. In the database, delays are maintained within 60 delay bins: 30 bins of 2 seconds each for a range of 0 to 59 seconds; 24 bins of 10 seconds each for a range of 60 to 299 seconds; 5 bins of 60 seconds each for a range of 300 to 599 seconds; and one bin for delays 600 seconds (10 minutes) and over. These bins are combined into 10 delay categories as defined in Spectrum Definition mode of Report Definition when a report is produced.
ACD Talk Time	The total time spent by all agents of this ACD group on an ACD call, including time that an ACD call is on hold.
Active Time	This is the length of time that at least one agent was logged into the ACD group.
All Posns Busy Time	The total time that all positions in the group were busy such that new ACD calls were enqueued waiting for an available agent.
Ans Category n	This is the a number of calls answered including calls which time overflowed into this ACD group which experienced a delay within the “nth” answering delay category, as defined by the customer using Spectrum Definition mode of Report Definition. For time overflowed calls, the answering delay includes the time the call was enqueued at the source group prior to being overflowed to the destination group. In the database, delays are maintained within 60 delay bins: 30 bins of 2 seconds each for a range of 0 to 59 seconds; 24 bins of 10 seconds each for a range of 60 to 299 seconds; 5 bins of 60 seconds each for a range of 300 to 599 seconds; and one bin for delays 600 seconds (10 minutes) and over. These bins are combined into 10 delay categories as defined in Spectrum Definition mode of Report Definition when a report is produced.
Avg Delay Threshold	The answer delay threshold for the group as defined in the Threshold Definition mode of Parameter Administration. If the value is changed during a time frame, only the value at the end of the time frame is stored in the database.
Avg Wrap Time	The average time that all positions in the group have spent in variable wrapup state.
Busy Time	The total time spent by all agents in handling ACD or DN calls and in performing related processing. This time does not include waiting time but does include not ready time.
Calls Abandoned	The number of calls, excluding calls time overflowed into this group, which were abandoned by the caller while waiting to be answered by an agent in this ACD group.
Calls Abd and Trans	The number of transferred calls which were abandoned while in this ACD group’s call queue.

Table A-1. Destination ACD-Grp Internal Data Fields

Internal Data Field Name	Description
Calls Answered	The number of calls answered by agents of the ACD group, including calls which time overflowed or queue-count overflowed into this group.
Calls Ans and Trans	The number of transferred calls which were answered by agents in this ACD group.
Calls Blocked	The number of calls which received call blocked treatment (normally, insufficient resources available) which were associated with this ACD group.
Calls Completed	The number of calls completed (released) by agents of the ACD group, including calls which time overflowed or queue-count overflowed into this group. The difference between calls answered and calls completed is determined by the time period in which the calls were answered versus the time period in which the calls were completed (released).
Calls Deflected	The number of calls deflected out of this ACD group to another ACD group (CSTATUS=2 and CSTATUS=5).
Calls Offered	The number of calls offered to this ACD group.
DN Calls In	The number of DN calls answered by agents of the ACD group.
DN In Complt	The number of DN Incoming calls completed by all agents of this ACD group.
DN Calls Out	The number of DN calls originated by agents of this ACD group.
DN Out Complt	The number of DN Outgoing calls completed by all agents of this ACD group. If a position event message is received after the DN call origination, then CC MIS will ignore the DN call completion.
DN In Short Calls	The number of DN incoming calls handled by all agents of this ACD group which had a talk time less than the “DN IN short call” threshold defined for the ACD group.
DN Out Short Calls	The number of DN outgoing calls handled by all agents of this ACD group which had a talk time less than the “DN Out short call” threshold defined for the ACD group.
Dur Category n	This is the number of ACD calls completed which experienced a call duration within the “nth” call duration category. In the database, durations are maintained within 60 duration bins: 30 bins of 2 seconds each for a range of 0 to 59 seconds; 24 bins of 10 seconds each for a range of 60 to 299 seconds; 5 bins of 60 seconds each for a range of 300 to 599 seconds; and one bin for durations 600 seconds (10 minutes) and over. These bins are combined into the duration categories as defined in Spectrum Definition mode of Report Definition when a report is produced.
Hold Time	The total time that all agents of this ACD group had ACD calls on hold.
Incoming DN Time	The total time spent by all agents of this ACD group handling incoming DN calls.
Max Abandon Delay	The longest delay of all abandoned calls, excluding calls which time overflowed into this group.
Max Answer Delay	The longest delay experienced by all answered calls, excluding calls which were time overflowed into this ACD group.
Max Call Duration	The longest call duration experienced by an ACD call.
Max TOF Delay	The longest delay experienced by all calls which time overflowed into this group and were answered by agents assigned to this group.
Non ACD Trans In	The number of calls transferred into this group from a non-ACD source.

Table A-1. Destination ACD-Grp Internal Data Fields (Continued)

Internal Data Field Name	Description
Not Ready Time	The total time spent by all agents of this ACD group in post call processing. This includes all time that an agent had the Not Ready key active and no ACD call was active. ***Note:*** If the Walkaway option is used for an ACD Group, the time that is accumulated when an agent uses the Not Ready key will be pegged as Walkaway Time instead of Not Ready Time.
Num Abd After RAN	The number of abandoned calls, excluding calls time overflowed into this group, which received a recorded announcement.
Num Abd After Thrsh	The number of abandoned calls, excluding calls time overflowed into this group, which had a delay greater than or equal to the delay objective threshold value for the destination ACD group. The service level threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level.
Num Abd LogicallyQ	The number of calls which were abandoned while in this ACD group's logical call queue. This is the number of calls which time overflowed into the ACD group that were abandoned.
Num Ans After Thrsh	The number of answered calls including time overflowed calls answered by this ACD group, which experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD group. For time overflowed calls the answering delay includes the time the call was enqueued at the source group prior to being time overflowed to the destination group. The service level threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level.
Num Calls Requ	The number of calls re-queued due to an idle agent (CSTATUS=19).
Num CIF Calls	The number of calls routed to the Controlled Interflow Route of this group (CSTATUS=10).
Num Emg Calls	The number of times agents of this ACD group activated the Emergency key feature.
Num Enh Ovfl	The number of calls which received enhanced overflow treatment (CSTATUS=20).
Num Forced Log Outs	The number of times that an agent assigned to this group was force logged out due to the agent not answering an ACD call that was presented to the agent.
Num NightSrvc Calls	The number of calls originally destined for this group which received night call service (CSTATUS=14).
Num Non-LOB Calls	The number of calls which had no LOB entry for this destination group.
Num Not Ready Calls	The number of not ready activations by agents assigned to the group.
Num QOF Calls	The number of calls which reached this ACD group via queue count overflow and were answered or abandoned in this queue.
Num Received RAN	The number of calls which were answered or abandoned which received the recorded announcement.
Num Received Thrsh	The number of calls that were routed to the Time Delay Threshold Route of this group (CSTATUS=15 and CSTATUS=16).
Num Short Calls	The number of calls handled by agents of this ACD group which had a Direct Call Processing duration that was less than the "short call" threshold defined for this ACD group.
Num Supv Calls	The number of times agents of this ACD group activated the Call Supervisor key feature.
Num TOF Calls Ans	The number of calls which time overflowed and were answered by agents in this ACD group.

Table A-1. Destination ACD-Grp Internal Data Fields (Continued)

Internal Data Field Name	Description
Num Var Wrapups	The number of times variable wrap-up is invoked by agent in the ACD group.
Num VFG Busies	The number of VFG busies; that is, the number of times a call could not be completed to or from the VFG due to a resource shortage.
Num Walk Periods	The number of times that agents assigned to this ACD group entered a walkaway code.
Outgoing DN Time	The total time spent by all agents of this ACD group handling outgoing DN calls.
Short Call Time	The total time spent by all agents (including hold time) for all calls which are classified as short calls as determined by the “short call” threshold defined for the ACD group.
Staffed Time	The total time spent by all agents in staffing the ACD group. Staffed time for an individual agent is accumulated from the time that an agent logs in to the time that the agent logs out.
Total Abandon Delay	The total delay of all abandoned calls, excluding calls which time overflowed into this group.
Total Answer Delay	The total delay experienced by all answered calls excluding calls which time overflowed into this ACD group.
Total TOF Delay	The total answer delay for time overflow calls which time overflowed and were answered by agents in this group.
Total VFG Attempts	The total number of VFG attempts; that is the total number of incoming and outgoing call attempts utilizing VFG’s assigned to this ACD group.
Total Walk Time	The total time spent by all agents assigned to this group in a walkaway state (that is, a walkaway code was entered).
Trans Agt to Agt	The number of calls transferred from an agent to an agent assigned to this ACD group.
Trans Agt to NonACD	The number of calls transferred from an agent assigned to this ACD group to a non-ACD destination.
Trans Out Agt to Agt	The number of calls transferred from an agent assigned to this ACD group to another ACD agent.
Trans Out Agt to Grp	The number of calls transferred from an agent assigned to this ACD group to another ACD group (not to a particular agent).
Trans Out Agt to SDN	The number of calls transferred out from an agent assigned to this ACD group to a secondary DN of another ACD agent.
Trans Out SDN to Grp	The number of calls transferred out from the secondary DN of an agent assigned to this ACD group to another ACD group.
Trans Out SDN to SDN	The number of calls transferred from the secondary DN of an agent assigned to this group to another agent’s secondary DN.
Trans SDN from Agt	The number of calls transferred from an agent to the secondary DN of an agent assigned to this group.
Trans SDN from NACD	The number of calls transferred from a non ACD source to the secondary DN of an agent assigned to this ACD group.
Trans SDN to NonACD	The number of calls transferred out from the secondary DN of an agent assigned to this ACD group to a non ACD destination.
Trans SDN from SDN	The number of calls transferred from a secondary DN of an agent to the secondary DN of an agent assigned to this ACD group.

Table A-1. Destination ACD-Grp Internal Data Fields (Continued)

Internal Data Field Name	Description
Transfer in From Agt	The number of calls transferred from an agent to this ACD group (not to a specific agent).
Transfer in From SDN	The number of calls transferred from an agent's secondary DN key to this ACD group.
Var Wrap Time	The total duration of variable wrap-up period by all agents in the ACD group.
Wait Time	The total time spent by all agents of this ACD group waiting for an ACD call, not including time spent on DN calls while waiting.

Table A-1. Destination ACD-Grp Internal Data Fields (Continued)

Destination ACD-GRP key fields

Following are the key fields for the ACD-GRP Statistics group:

Menu Num	Column Heading	Description
2	ACD GRP NAME	The destination ACD-GRP name. If the name is longer than the field width, it is truncated on the right.
1	ACD-GRP NUMBER	The 10-digit primary DN number of the destination ACD-GRP.
4	DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
3	base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm/dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.

Table A-2. Destination ACD-GRP Key Fields

Destination ACD-GRP statistics fields

Following are the data fields for the ACD-GRP Statistics Group:

Menu Num	Column Heading	Description
68-77	ABND % CATn	The **percentage abandoned in category n**; that is, the number of calls that had an abandoning delay in the "nth" abandoning delay category as a percentage of the total number of calls abandoned. Ten Abandoning delay categories can be defined in Spectrum Definition mode of Report Definition. Whenever these fields are selected for a customized report format, two additional lines are added to the report heading which contains the category's time range. $\text{ABND \% CATn} = \frac{\text{AbdCategoryn}}{\text{CallsAbandoned}} \times 100\%$
99	ACD XFER IN	The number of **ACD calls transferred in**; that is, the number of ACD calls transferred by an agent to this group or to an agent assigned to this group as well as calls transferred from the DN key of an agent to this group or to an agent assigned to this group. ACD XFER IN = TransAgtToAgt + TransferInFromAgt + TransferInFromSDN
100	ACD XFER OUT	The number of **ACD calls transferred out**; that is, the number of calls transferred from the INCALLS key by an agent in this group to another agent, group, or DN. ACD XFER OUT = TransOutAgttoAgt + TransOutAgtToGrp + TransOutSDNtoGRP
132	AGENT FORCE OUTS	The **number of agent force outs;** that is, the number of times that an agent in this group was force logged out due to the agent no answering an ACD call that was presented to the agent. AGENT FORCE OUTS = NumForcedLogOut
29	ANS AFT DEL OBJ	The **answer after delay objective**; that is, the number of calls, including time overflow calls, which were answered by agents in this group after the delay objective as defined in Parameter Administration. ANS AFT DEL OBJ = NumAnsAfterThrs

Table A-3. Destination ACD-GRP Statistics Fields

Menu Num	Column Heading	Description
28	ANS BFR DEL OBJ	The **answer before delay objective**; that is, the number of calls, including time overflow calls, which were answered by agents in this group before the delay objective as defined in Parameter Administration. $\text{ANS BFR DEL OBJ} = \text{CallsAnswered} - \text{NumAnsAfterThrsh}$
58-67	ANSW % CATn	The **percentage answered in category n**; that is, the number of calls, including time overflow calls, that had an answering delay in the "nth" answering delay category as a percentage of the total number of calls answered. Ten answering delay categories can be defined in Spectrum Definition mode of Report Definition. Whenever these fields are selected for a customized report format, two additional lines are added to the report heading which contains the category's time range. $\text{ANSW \% CATn} = \frac{\text{AnsCategoryn}}{\text{CallsAnswered}} \times 100\%$
26	AVG ABD DEL	The **average abandoning delay**; that is, the average delay experienced by a caller before he or she abandoned the call. $\text{AVG ABD DEL} = \frac{\text{TotalAbandonDelay}}{\text{CallsAbandoned}}$
33	AVG ACD TALK TIME	**Average ACD talk time**; that is, the average length of time from when a call is answered to when it is released, including the time spent with the call on hold. $\text{AVG ACD TALK TIME} = \frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$
10	AVG AGT	The **average number of agents staffing queue.** Note: due to the nature of this statistic, the total average agents over several ACD-GRPs has no meaning. $\text{AVG AGT} = \frac{\text{StaffedTime}}{\text{ActiveTime}}$
25	AVG ANS DEL	The **average answering delay** (also known as the average speed of answer or ASA); that is, the average delay experienced by a caller before his or her call was answered. Note: the delay experienced by calls that were time overflowed is not included in the total delay figure below, but they are included in the number of calls that the delay is averaged over. $\text{AVG ANS DEL} = \frac{\text{TotalAnswerDelay}}{\text{CallsAnswered}}$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
37	AVG DN TIME	The **average DN call time**; that is, the average time the agents spent on each DN call, including both incoming and outgoing DN calls. $$\text{AVG DN TIME} = \frac{\text{IncomingDNTime} + \text{OutgoingDNTime}}{\text{DNCallsIn} + \text{DNCallsOut}}$$
40	AVG HOLD TIME	The **average time spent on hold**; that is the average amount of time that an ACD call spent while being placed on hold. $$\text{AVG HOLD TIME} = \frac{\text{HoldTime}}{\text{CallsAnswered}}$$
35	AVG IN DN TIME	**Average incoming DN call time**; that is, the average time the agents spent on each incoming DN call. $$\text{AVG IN DN TIME} = \frac{\text{IncomingDNTime}}{\text{DNCallsIn}}$$
34	AVG NOT RDY TIME	**Average post call processing time**; that is, the average length of time the agents spent after a call doing work related to the call. It includes all time spent with the Not Ready key active and no call active on the In Calls key. $$\text{AVG NOT RDY TIME} = \frac{\text{NotReadyTime}}{\text{NumNotRdyCalls}}$$
36	AVG OUT DN TIME	**Average outgoing DN call time**; that is, the average time the agents spent on each outgoing DN call. $$\text{AVG OUT DN TIME} = \frac{\text{OutgoingDNTime}}{\text{DNCallsOut}}$$
27	AVG TOF DEL	The **average time overflow delay**; that is, the average amount of time experienced by a call which time overflowed before it was answered or abandoned. $$\text{AVG TOF DEL} = \frac{\text{TotalTOFDelay}}{\text{NumTOFCalls}}$$
38	AVG WAIT TIME	**Average time spent waiting for calls**; that is, the average time the agent spent waiting for each ACD call and not handling DN calls. $$\text{AVG WAIT TIME} = \frac{\text{WaitTime}}{\text{CallsAnswered}}$$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
41	AVG WALK TIME	**Average walkaway time**; that is, the average time the agent spent in the walk-away state (i.e. a walkaway code was entered) on a per walkaway period basis. $$\text{AVG WALK TIME} = \frac{\text{TotalWalkTime}}{\text{NumWalkPeriods}}$$
39	AVG WORK TIME	**Average time spent working**; that is, the average time spent per call on direct and post-call processing. $$\text{AVG WORK TIME} = \frac{\text{ACDTalkTime} + \text{NotReadyTime} + \text{VarWrapUpTime}}{\text{CallsAnswered}}$$
169	AVG WRAP TIME	**Average variable wrapup time**; that is, the average time agents were in variable wrapup state on a per activation basis. $$\text{AVG WRAP TIME} = \frac{\text{VarWrapupTime}}{\text{NumVarWrapups}}$$
55	BUSY STFD %	**Percentage of staffed time busy;** that is, the percentage of the total staffed time spent on DN calls, ACD calls, and ACD call-related work. $$\text{BUSY STFD \%} = \frac{\text{BusyTime}}{\text{StaffedTime}} \times 100\%$$
16	CALLS ABAND	**Number of calls abandoned**; that is, the number of calls abandoned by the caller before being answered by an agent. Calls which time overflowed into this group are excluded. $$\text{CALLS ABAND} = \text{CallsAbandoned}$$
14	CALLS ACCPT	The **number of calls accepted;** that is, the total number of calls that entered the queue. Note: this number does not include calls that were time-overflowed to this ACD-GRP. $$\text{CALLS ACCPT} = \text{CallsAnswered} + \text{CallsAbandoned}$$
15	CALLS ANSWD	The **number of calls answered**; that is, the number of ACD calls answered by agents assigned to this ACD-GRP, including calls which were overflowed to the ACD-GRP. $$\text{CALLS ANSWD} = \text{CallsAnswered}$$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
148	CALLS BLCKD	The **number of calls blocked**; that is, the number of calls which received "call blocked" treatment which normally occurs when there are insufficient resources available to deliver the call to an agent. CALLS BLCKD = CallsBlocked
131	CALLS COMPLT	The **number of calls completed;** that is the number of ACD calls which were complete (released) by agents assigned to this ACD-GRP, including calls which were overflowed to the ACD-GRP. The difference between calls answered and calls completed is determine by the time period in which the call was answered versus the time period in which the call was completed (released). CALLS COMPLT = CallsCompleted
142	CALLS DFLCT	The **number of calls deflected**; that is the number of calls which should have been offered to agents within the group but were deflected to other destinations due to the number of calls in the queue or the wait time of the oldest call in queue. CALLS DFLCT = CallsDeflected
143	CALLS OFFRD	The **number of calls offered** to this ACD group. This value includes all calls which were offered to the group including calls which were either enqueued, presented directly to agents, overflowed, or deflected. CALLS OFFRD = CallsOffered
144	CALLS THRSH	The **number of calls threshold routed** from this ACD group; that is, the number of calls which were offered to this group and then routed to the Time Delay Threshold route of this ACD group. CALLS THRSH = NumReceivedThrsh
145	CIF CALLS	The **number of calls CIF routed** from this ACD group; that is, the number of calls which were offered to this group and then routed to the Controlled InterFlow route of this ACD group. CIF CALLS = NumCIFCalls
160	DN IN CMPLT	The **number of incoming DN calls completed**; that is, the number of incoming DN calls completed for all agents of this ACD group. DN IN CMPLT = DNInCallsCompleted

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
158	DN IN SHORT CALLS	The **number of DN In short calls**; that is, the number of DN incoming calls handled by all agents of this ACD group which had a talk time less than the "DN in short call" threshold defined for the ACD group. DN IN SHORT CALLS = DNInShortCalls
161	DN OUT CMPLT	The **number of outgoing DN calls completed**; that is, the total number of outgoing DN calls completed by agents of this ACD group. DN OUT CMPLT = DNOutCallsCompleted
159	DN OUT SHORT CALLS	The **number of DN Out short calls**; that is, the number of DN outgoing calls handled by all agents of this ACD group which had a talk time less than the "DN out short call" threshold defined for the ACD group. DN OUT SHORT CALLS = DNOutShortCalls
53	DN STFD %	The **percentage of staffed time in DN calls**. $\text{DN STFD \%} = \frac{\text{IncomingDNTime} + \text{OutgoingDNTime}}{\text{StaffedTime}} \times 100\%$
101	DN XFER IN	The **number of DN calls transferred in**; that is, the number of calls which were transferred in to the DN of an agent assigned to this group. The calls may be transferred from another agent's INCALLS key or DN key. DN XFER IN = TransSDNfromAgt + TransSDNfromSDN + TransSDNfromNACD
102	DN XFER OUT	The **number of DN calls transferred out**; that is, the number of calls which were transferred from the DN key of an agent assigned to this group to another agent, group, or DN. DN XFER OUT = TransOutSDNtoSDN + TransOutSDNtoGrp

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
111-120	DUR % CATn	The **percentage duration in category n**; that is, the number of calls that had a direct call processing duration in the "nth" duration category as a percentage of the total number of calls answered. Ten duration categories can be defined in Spectrum Definition mode of Report Definition. Whenever these fields are selected for a customized report format, two additional lines are added to the report heading which contains the category's time range. $\text{DUR \% CATn} = \frac{\text{DurCategoryn}}{\text{CallsCompleted}} \times 100\%$
98	EST AGTS RQD	The **number of agents required**; that is, the number of agents required to handle the current call volume based on desired answer delay threshold, actual agent ACD time, the average number of calls in the system. Note: due to the nature of this statistic, the total average agents over several ACD-GRPs has no meaning. $\text{EST AGTS RQD} = \frac{\frac{(\text{CallsAnswered} + \text{CallsAbandoned})}{\text{ActiveTime}} \times \frac{\text{ACDTalkTime}}{\text{CallsCompleted}} \times \frac{\text{ACDTalkTime}}{\text{CallsCompleted}}}{\text{AvgDelayThreshold}}$ The result of this formula is a very rough approximation of the number of agents required to handle the total call traffic which occurred during the time frame requested. This value is not based on any natural, observed, or predicted call or service distribution (i.e. exponential distribution). The delay objective must be specified for the ACD group within Parameter Administration (Threshold Definition and ACD Group Definition).
19	IN DN CALLS	The **number of incoming DN calls**; that is, the number of incoming DN calls answered by all agents. IN DN CALLS = DNCallsIn
31	MAX ABD DEL	The **maximum abandoning delay**; that is, the maximum delay experienced by a caller before he abandoned his call. MAX ABD DEL = MaxAbandonDelay
30	MAX ANS DEL	The **maximum answering delay**; that is, the maximum delay experienced by a caller. Note: this value does not include time-overflowed calls. MAX ANS DEL = MaxAnswerDelay

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
110	MAX CALL DUR	The **maximum call duration**; that is the longest time spent on direct call processing for a single ACD call. MAX CALL DUR = MaxCallDuration
32	MAX TOF ANS DEL	The **maximum time overflow delay**; that is the maximum delay experienced by a caller on calls which time overflowed into this group and were answered. MAX TOF ANS DEL = MaxTOFDelay
139	NACD XFRD GRP	The **number of non ACD calls transferred to group**; that is, the number of calls transferred in to an agent assigned to this group from a non-ACD source. A non-ACD source is not an agent or DN of an agent. NACD XFRD GRP = NonACDTransIn
103	NON-ACD XFER IN	The number of **Non-ACD calls transferred in**; that is, the number of calls transferred in to an agent assigned to this group from a non-ACD source. A non-ACD source is not an agent or DN of an agent. NON-ACD XFER IN = NonACDTransIn + TransSDNfromNACD
104	NON-ACD XFER OUT	The **number of non-ACD calls transferred out**; that is, the number of calls transferred from either the INCALLS key or DN key of an agent assigned to this group to a non-ACD destination. A non-ACD destination is not an agent, group, or DN of an agent. NON-ACD XFER OUT = TransAgtToNon-ACD + TransSDNtoNon-ACD
149	NON LOB CALLS	The **number of non lob calls**; that is, the number of calls which had no LOB entry for this destination group. NON LOB CALLS = NumNon-LOBCalls

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
23	NUM ABD BFR RAN	The **number of calls abandoned before RAN**; that is, the number of calls which were abandoned by the caller before the caller received the recorded announcement. NUM ABD BFR RAN = CallsAbandoned – NumAbdAfterRAN
147	NUM ABD LQD	The **number of logically queued abandoned calls**; that is, the number of calls which were abandoned while in the logical call queue of this ACD group. This is the number of calls which time overflowed into this group and were abandoned by the caller. NUM ABD LQD = NumAbdLogicallyQ
108	NUM ABD RCV RAN	The **number of abandoned calls which received RAN**; that is the number of calls which were abandoned and received a recorded announcement. NUM ABD RCV RAN = NumAbdAfterRAN
141	NUM ABD XFR	The **number of abandoned transfer calls**; that is, the number of calls which were transferred from other sources and abandoned while in the queue for this ACD group. NUM ABD XFR = CallAbdAndTrans
140	NUM ANS XFR	The **number of answered transferred calls**; that is, the number of calls which were transferred into this ACD group from other sources and were answered by agents in this ACD group. NUM ANS XFR = CallAnsAndTrans
167	NUM CALL REQ	The **number of calls re-queued**; that is, the number of calls which were re-queued due to an agent not answering a call before a time-out or an agent pressing the not ready key and no other agents were available. NUM CALL REQ = NumCallsRequ

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
163	NUM CALL SUPV	The **number of call supervisor calls**; that is, the number of times the call supervisor key feature was activated by all agents of this ACD group. NUM CALL SUPV = NumSpvCalls
162	NUM EMRG ACTS	The **number of emergency activations**; that is, the number of times the emergency key feature was activated by all agents of this ACD group. NUM EMRG ACTS = NumEmgCalls
168	NUM ENH OVFL	The **number of calls receiving enhanced overflow** treatment; that is the number of calls deflected using an enhanced overflow feature to another ACD group. NUM ENH OVFL = NumEnhOvfl
164	NUM NTRDY ACTS	The **number of not ready activations**; that is, the number of times that the not ready state was entered (including the initial not ready state following log on). NUM NTRDY ACTS = NumNotRdyCalls
146	NUM NS CALLS	The **number of night service calls**; that is, the number of calls which were offered to this group while the group was in night service mode which thus caused the call to be routed to the night service route. NUM NS CALLS = NumNightSrvcCalls
22	NUM RCV RAN	The **number of calls that received RAN**; that is, the number of calls which were answered or abandoned which received a recorded announcement. NUM RCV RAN = NumReceivedRAN
165	NUM VAR WRAPS	The **number of variable wrap-ups;** that is, the number of times that variable wrapup state was entered by agent in the ACD group. NUM VAR WRAPS = NumVarWrapups

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
12	NUM VFG ATT	The **number of VFG attempts**; that is, the total number of incoming and outgoing call attempts utilizing VFG's assigned to this ACD group. NUM VFG ATT = TotalVFGAttempts
11	NUM VFG BSY	The **number of VFG busies**; that is, the number of times a call could not be completed to or from the ACD group due to a resource shortage in one of its associated VFG's. NUM VFG BSY = NumVFGBusies
150	NUM WALK PRDS	The **number of walkaway periods**; that is, the number of times that agents entered walk-away mode while assigned to this ACD group. NUM WALK PRDS = NumWalkPeriods
20	OUT DN CALLS	The **number of outgoing DN calls**; that is, the number of outgoing DN calls made by all agents. OUT DN CALLS = DNCallsOut
18	QOF CALLS	The **number of calls which queue count overflowed in**to this destination ACD-GRP and were answered or abandoned in this queue. QOF CALLS = NumQOFCallsIn
57	QOF %	The **percentage of calls that queue count overflowed in**to this group. The calls handled include the calls that were answered by the agents of this ACD-GRP and those that were abandoned while waiting in this queue. $\text{QOF \%} = \frac{\text{NumQOFCallsIn}}{\text{CallsAnswered} + \text{CallsAbandoned}} \times 100$
24	SHORT CALLS	The **number of short calls**; that is, the number of ACD calls handled by all agents of this ACD group which had an ACD Talk Time less than the "short call" threshold defined for the ACD group. SHORT CALLS = NumShortCalls

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
13	SRV LVL %	The **Telephone Service Level**; that is, the number of calls answered within the period defined by the telephone service factor threshold as a percentage of the total calls answered and abandoned. *NOTE: calls which time overflowed into this group are included in the service level formula even though some of the service time may be attributed to the call not being answered at the source group prior to being available to this group.* $\text{SRV LVL \%} = 100 - \frac{(\text{NumAnsAfterThrsh} + \text{NumAbdAfterThresh}) \times 100}{\text{CallsAnswered} + \text{CallsAbandoned}}$
17	TOF CALLS ANSWD	**Total number of calls which time overflowed in**to this destination ACD-GRP and were answered or abandoned in this queue. $\text{TOF CALLS ANSWD} = \text{NumTOFCallsAns}$
56	TOF ANS %	The **percentage of calls that time overflowed in**to this group. The calls handled include the calls that were answered by the agents of this ACD-GRP and those that were abandoned while waiting in this queue. $\text{TOF ANS \%} = \frac{\text{NumTOFCallsAns}}{\text{CallsAnswered} + \text{CallsAbandoned}}$
42	TOTAL ACD TALK TIME	**Total ACD talk time**; that is, the time spent by all agents on direct call processing. Direct call processing is the length of time from when a call is answered to when it is released, including the time spent with the call on hold. $\text{TOTAL ACD TALK TIME} = \text{ACDTalkTime}$
51	TOTAL BUSY TIME	**Total time agents were busy**; that is, the time spent by all agents performing ACD or DN call related work. $\text{TOTAL BUSY TIME} = \text{BusyTime}$
21	TOTAL DN CALLS	The **number of DN calls**; that is, the total of all incoming and outgoing DN calls. $\text{TOTAL DN CALLS} = \text{DNCallsIn} + \text{DNCallsOut}$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
44	TOTAL DN IN TIME	The **total incoming DN call time**; that is, the time spent by all agents on incoming DN calls. TOTAL DN IN TIME = IncomingDNTime
45	TOTAL DN OUT TIME	**Total outgoing DN call time**; that is, the time spent by all agents on outgoing DN calls. TOTAL DN OUT TIME = OutgoingDNTime
46	TOTAL DN TIME	**Total DN call time**; that is, the time spent by all agents on DN calls, including both incoming and outgoing DN calls. TOTAL DN TIME = IncomingDNTime + OutgoingDNTime
47	TOTAL HOLD TIME	**Total time spent holding**; that is, the total time that all agents of this ACD group had ACD calls on hold. TOTAL HOLD TIME = HoldTime
52	TOTAL STFD TIME	**Total staffed time of agent**; that is, the time all agents spent staffing the ACD-GRP. The staffed time for an individual agent is accumulated from the time the agent logs in to the time the agent logs out. TOTAL STFD TIME = StaffedTime
43	TOTAL NOT READY TIME	**Total not ready time**; that is, the time spent by all agents on post-call processing. Post-call processing is work related to a call done after the call is released. It includes all time spent with the Not Ready key active and no call active on the In Calls. TOTAL NOT READY TIME = NotReadyTime ***Note:*** If the Walkaway option is used for an ACD Group, the time that is accumulated when an agent uses the Not Ready key will be pegged as Walkaway Time instead of Not Ready Time.

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
107	TOTAL POSNS BUSY TIME	**Total position busy time**; that is, the total time that all positions in the group were busy such that new ACD calls were enqueued waiting for an available agent. TOTAL POSNS BUSY TIME = AllPosnsBusyTime
109	TOTAL SHORT CALL TIME	**Total short call time**; that is, the total time spent by all agents performing direct call processing on calls which are determined to be short calls as defined by the short call threshold for the group. TOTAL SHORT CALL TIME = ShortCallTime
47	TOTAL WAIT TIME	**Total time spent waiting**; that is, the time spent by all agents waiting for an ACD call and not handling DN calls. TOTAL WAIT TIME = WaitTime
50	TOTAL WALK TIME	**Total walkaway time**; that is, the time spent by all agents in walk-away mode. TOTAL WALK TIME = TotalWalkTime
48	TOTAL WORK TIME	**Total time spent working**; that is, the time spent by all agents on direct and post-call processing. TOTAL WORK TIME = ACDTalkTime + NotReadyTime + VarWrapupTime
105	TOTAL XFER IN	The **number of calls transferred in;** that is, the total number of calls which were transferred to agents within this group. This includes calls transferred to this group, and agents within this group, or the DN of an agent within this group. TOTAL XFER IN = TransSDNfromAgt + TransSDNfromSDN + TransSDNfromNACD + TransAgttoAgt + TransferInFromAgt+TransferInFromSDN
106	TOTAL XFER OUT	The **number of calls transferred out;** that is, the total number of calls which were transferred by an agent in this group from the agent's INCALLS key or the agent's DN key. TOTAL XFER OUT = TransOutSDNtoSDN + TransOutSDNtoGrp + TransOutAgtToAgt + TransOutAgtToGrp + TransOutAgtToSDN + TransAgtToNon-ACD + TransSDNtoNon-ACD

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
166	VAR WRAP TIME	The **total duration of variable wrap-up** periods by agent in the ACD group. $\text{VAR WRAP TIME} = \text{TotalWrapTime}$
54	WORK STFD %	The **percentage of staffed time worked**; that is the percentage of the total staffed time spent on ACD calls and ACD call-related work. $\text{WORK STFD \%} = \frac{\text{ACDTalkTime} + \text{NotReadyTime} + \text{VarWrapupTime}}{\text{StaffedTime}} \times 100\%$
135	XFRD IN AGT AGT	The **number of calls transferred in to agent from agent**. This statistic is valid only on the CC MIS which is managing the destination ACD group. $\text{XFRD IN AGT AGT} = \text{TransAgToAgt}$
133	XFRD IN GRP AGT	The **number of calls transferred in to group from agent**. This statistic is valid only on the CC MIS which is managing the destination ACD group. $\text{XFRD IN AGT GRP} = \text{TransferInFromAgent}$
134	XFRD IN GRP SDN	The **number of calls transferred in to group from SDN**; that is the number of calls which were transferred from the secondary DN of an agent to this ACD group. This statistic is valid only on the CC MIS which is managing the destination ACD group. $\text{XFRD IN GRP SDN} = \text{TransferInFromSDN}$
136	XFRD IN SDN AGT	The **number of calls transferred into SDN from agent**; that is, the number of calls transferred to the secondary DN of an agent assigned to this ACD group from another agent's incalls key. This statistic is valid only on the CC MIS which is managing the destination ACD group. $\text{XFRD IN SDN AGT} = \text{TransSDNFromAgt}$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
138	XFRD IN SDN NACD	The **number of calls transferred into SDN from non ACD**; that is, the number of calls transferred to the secondary DN of an agent assigned to this ACD group from a non-ACD source. XFRD IN SDN NACD = TransSDNfromNACD
137	XFRD IN SDN SDN	The **number of calls transferred into SDN from SDN**; that is, the number of calls transferred from the secondary DN of an agent to the secondary DN of an agent assigned to this ACD group. This statistic is valid only on the CC MIS which is managing the destination ACD group. XFRD IN SDN SDN = TransSDNfromSDN
151	XFRD OUT AGT AGT	The **number of calls transferred out agent to agent**; that is, the number of calls transferred out from an agent's incalls key to another agent's incalls key. This statistic is valid only on the CC MIS managing the source group to which the transferring agent is assigned. XFRD OUT AGT AGT = TransOutAgtToAgt
152	XFRD OUT AGT GRP	The **number of calls transferred out agent to group**; that is, the number of calls transferred out from an agent's incalls keys to another ACD group (not to a particular agent). This statistic is valid only on the CC MIS managing the source group to which the transferring agent is assigned. XFRD OUT AGT GRP = TransOutAgtToGrp
154	XFRD OUT AGT NACD	The **number of calls transferred out agent to non ACD**; that is, the number of calls transferred from an agent's incalls key to a non-ACD destination. XFRD OUT AGT NACD = TransAgtToNonACD

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Menu Num	Column Heading	Description
153	XFRD OUT AGT SDN	The **number of calls transferred out agent to SDN**; that is, the number of calls transferred from an agent's incalls key to another agent's secondary DN key. This statistic is valid only on the CC MIS managing the source group to which the transferring agent is assigned. XFRD OUT AGT SDN = TransOutAgtToSDN
155	XFRD OUT SDN GRP	The **number of calls transferred out SDN to group**; that is, the number of calls transferred out from an agent's secondary DN key to another group (not a particular agent). This statistic is valid only on the CC MIS managing the source group to which the transferring agent is assigned. XFRD OUT SDN GRP = TransOutSDNtoGrp
156	XFRD OUT SDN SDN	The **number of calls transferred out SDN to SDN**; that is, the number of calls transferred out from an agent's secondary DN to another agent's secondary DN. This statistic is valid only on the CC MIS managing the source group to which the transferring agent is assigned. XFRD OUT SDN SDN = TransOutSDNtoSDN
157	XFRD OUT SDN NACD	The **number of calls transferred out SDN to non ACD**; that is, the number of calls transferred out from an agent's secondary DN to a non-ACD destination. XFRD OUT SDN NACD = TransSDNtoNonACD

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Overflow Statistics

The overflow statistics are accumulated for source and destination ACD group combinations. Statistics are maintained for calls which overflowed from a source group to a destination group as well as calls which were transferred from the source group to the destination group.

Overflow internal data fields

The following is a list of the internal fields for each overflow statistics record and a description of how each data field is accumulated.

Internal Data Field Name	Description
Calls Abandoned	The number of calls which were abandoned by the caller while waiting to be answered. Note that calls which do not overflow or transfer will be accumulated in a data record that has source and destination ACD groups equal; calls which do overflow or transfer will be accumulated in the data record for the particular source/destination ACD group combination. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Calls Abd and Trans	The number of transferred calls which were abandoned.
Calls Answered	The number of calls answered each source/destination group combination, including calls which time overflowed or queue-count overflowed into this group. Note that calls which do not overflow or transfer will be accumulated in a data record that has source and destination ACD groups equal; calls which do overflow or transfer will be accumulated in the data record for the particular source/destination ACD group combination.
Calls Ans and Trans	The number of calls answered which were transferred calls.
Calls Blocked	The number of calls which were blocked due to insufficient resources. This occurs when an attempt is made to overflow a call but there are insufficient trunk facilities.
Calls Deflected	The number of calls originally offered to the source group which were deflected out of the destination group. (CSTATUS=2 and CSTATUS=5)
Calls Offered	The number of calls originally offered to the source group which were offered to the destination group. (CSTATUS=All)
Dst Abd After Thrsh	The number of abandoned calls which had a delay greater than or equal to the service level threshold value for the destination ACD group. The delay objective threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Dst Ans After Thrsh	The number of answered calls, including those that time overflowed, that experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD group. For time overflowed calls, the answering delay includes the time the call was enqueued at the source group prior to being time overflowed to the destination group. The service level threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level.
Max Abandon Delay	The longest delay of all abandoned calls. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Max Answer Delay	The longest delay experienced by all answered calls, excluding calls which were time overflowed into this ACD group.

Table A-4. Overflow Internal Data Fields

Internal Data Field Name	Description
Max TOF Delay	The longest delay experienced by all calls which time overflowed to the destination group. The delay includes the time that call was held in the source group prior to being time overflowed to the destination group.
Num Abd After RAN	The number of abandoned calls which received a recorded announcement. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Num Abd LogicallyQ	The number of calls which were abandoned while in the logical queue of the destination group. This is the number of calls which time overflowed and were abandoned. This statistic is valid only at the CC MIS which is managing the destination ACD group.
Num Calls Requ	The number of calls presented to an idle agent, that was placed back in the INCALLS queue because the agent was forced out by timer expiration or by the agent hitting the not ready key with no other agents available (CSTATUS 19).
Num CIF Calls	The number of calls which entered through the source group and routed to the Controlled InterFlow route of the destination group (CSTATUS=10).
Num Enh Overflow	The number of calls deflected, using an enhanced overflow feature, to another ACDGRP group because the destination group's incoming call queue size or maximum wait time was exceeded (CSTATUS 20).
Num NightSrvc Calls	The number of calls which entered through the source group and routed to the night service route of the destination group (CSTATUS=4 and CSTATUS=14).
Num QOF Calls	The number of calls which queue-count overflowed from the source group to the destination group and were answered or abandoned in this queue.
Num Received RAN	The number of calls which received the recorded announcement.
Num Received Thrsh	The number of calls originally offered to the source group which were sent to the time delay threshold route of the destination group (CSTATUS=15 and CSTATUS=16).
Num Rcvd Treatment	The number of calls which were offered to the ACD group but could not be handled and could not be overflowed to another ACD group and instead were given treatment (CSTATUS=3).
Num TOF Calls Ans	The number of calls which time overflowed from the source to the destination ACD group and were answered by agents in the destination ACD group.
Src Abd After Thrsh	The number of abandoned calls which had a delay greater than or equal to the service level threshold value for the source ACD DN. The delay objective threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Src Ans After Thrsh	The number of answered calls including those which time overflowed, which experienced an answering delay greater than or equal to the delay objective threshold value for the source ACD DN. For time overflowed calls, the answering delay includes the time the call was enqueued at the source group prior to being time overflowed to the destination group. The service level threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level.
Total Abandon Delay	The total delay of all abandoned calls. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Total Answer Delay	The total delay experienced by all answered calls excluding calls which time overflowed.
Total TOF Delay	The answer delay for time overflow calls which time overflowed from the source to the destination ACD group and were answered by agents in the destination ACD group.

Table A-4. Overflow Internal Data Fields (Continued)

Internal Data Field Name	Description
Trans Agt to Agt	The number of calls transferred to an agent from another agent.
Transfer In From Agent	The number of calls transferred from an agent's incalls key in the source group into the destination group.
Transfer In From SDN	The number of calls transferred from an agent's secondary DN key in the source group into the destination group.
Trans Out Agt to Agt	The number of calls transferred from an agent's incalls key out to another agent's incalls key.
Trans Out Agt to Grp	The number of calls transferred from an agent's incalls key out to another group.
Trans Out Agt to SDN	The number of calls transferred from an agent's incalls key out to another agent's secondary DN key.
Trans Out SDN to Grp	The number of calls transferred from an agent's secondary DN to another group.
Trans Out SDN to SDN	The number of calls transferred from an agent's secondary DN to another agent's secondary DN.

Table A-4. Overflow Internal Data Fields (Continued)

Overflow key fields

The following are the key fields for the Overflow Statistics group:

Menu Num	Column Heading	Description
5	base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm/dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.
7	SRC ACD-GRP	The key field that displays the source ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
6	DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
4	DEST ACD-GRP NAME	The destination ACD-GRP name. If the name is longer than the field width, it is truncated on the right.
3	DEST ACD-GRP NUMBER	The 10 digit primary DN number of the destination ACD group. (Format of DN is based on format specified in Customer Options.)

Table A-5. Overflow Key Fields

Menu Num	Column Heading	Description
2	SOURCE ACD-GRP NAME	The source ACD-GRP name. If the name is longer than the field width, it is truncated on the right.
1	SOURCE ACD-GRP NUMBER	The 10-digit primary DN number of the source ACD group. (Format of DN is based on format specified in Customer Options.)

Table A-5. Overflow Key Fields (Continued)

Overflow statistics fields

Following are the data fields for the Overflow Statistics group:

Menu Num	Column Heading	Description
11	AVG DST DEL	The **average delay from destination**; that is, the average amount of delay before the call is processed which does not include the timed overflow delay. $$\text{AVG DST DEL} = \frac{\text{TotalAnswerDelay}}{\text{CallsAnswered}}$$
10	AVG SRC DEL	The **average delay from source**; that is the average amount of delay before the call is processed including the delay resulting from the timed overflow. $$\text{AVG SRC DEL} = \frac{\text{TotalAnswerDelay} + \text{TotalTOFDelay}}{\text{CallsAnswered}}$$
17	CALLS ABAND	The **number of calls abandoned**; that is, the number of calls abandoned by the caller before being answered by an agent assigned to one of the groups. NOTE: calls which are time overflowed and abandoned are counted against the source group only. $$\text{CALLS ABAND} = \text{CallsAbandoned}$$
15	CALLS ACCPT	The **number of calls accepted**; that is, the total number of calls that entered at the source group and were answered or abandoned at the destination group. Calls which time overflowed to the destination group and were abandoned are not included. $$\text{CALLS ACCPT} = \text{CallsAnswered} + \text{CallsAbandoned}$$

Table A-6. Overflow Statistics Fields

Menu Num	Column Heading	Description
16	CALLS ANSWD	The **number of calls answered** which were originally offered to the source group and answered by an agent assigned to the destination groups. This value includes time overflow calls. CALLS ANSWD = CallsAnswered
26	CALLS BLCKD	The **number of calls blocked** due to insufficient resources being available when an attempt is made to overflow a call. CALLS BLCKD = CallsBlocked
38	CALLS DFLCT	The **number of calls deflected**; that is, the number of calls which were originally offered to the source ACD group and were deflected out of the destination ACD group. This statistic is valid only at the CC MIS which is managing the destination ACD group. CALLS DFLCT = CallsDeflected
39	CALLS OFFRD	The **number of calls offered**; that is, the number of calls which were originally offered to the source ACD group and were offered to the destination ACD group. This statistic is valid only at the CC MIS which is managing the destination ACD group. CALLS OFFRD = CallsOffered
40	CALLS THRSH	The **number of calls threshold routed**; that is, the number of calls which were originally offered to the source ACD group and where threshold routed out of the destination ACD group. This statistic is valid only at the CC MIS which is managing the destination ACD group. CALLS THRSH = NumReceivedThrsh
25	CALLS XFERD	**Calls transferred**; that is, the number of calls which were transferred from the source ACD-GRP to the destination ACD-GRP. CALLS XFERD = TransOutAgtToAgt + TransOutAgtToGrp + TransOutAgttoSDN + TransOutSDNtoGrp
41	CIF CALLS	The **number of calls CIF routed**; that is, the number of calls which were originally offered to the source ACD group and were routed to the Controlled Inter-Flow route of the destination ACD group. CIF CALLS = NumCIFCalls

Table A-6. Overflow Statistics Fields (Continued)

Menu Num	Column Heading	Description
13	DST SRV LVL %	The **Telephone Service Level of destination ACD-GRP**; that is, the number of calls answered by an agent assigned to the destination group within the period defined by the telephone service factor threshold as a percentage of the total calls answered and abandoned. *Note: calls which time overflowed to the destination group are included in the service level formula even though some of the service time may be a result of the call not being answered at the source group prior to being available to the destination group.* $\text{DST SRV LVL \%} = 100 - \frac{(\text{DstAnsAfterThrsh} + \text{DstAbdAfterThrsh}) \times 100}{\text{CallsAnswered} + \text{CallsAbandoned}}$
22	MAX ABD DEL	The **maximum abandoning delay**; that is, the maximum delay experienced by a caller before abandoning the call. MAX ABD DEL = MaxAbandonDelay
21	MAX ANS DEL	The **maximum answering delay**; that is, the maximum delay experienced by a caller before the call was answered. Time overflowed calls are not included in this statistic. MAX ANS DEL = MaxAnswerDelay
44	MAX TOF ANS DLY	The **maximum delay experienced by all time overflow calls**; that is, the longest answer delay experienced of all calls which time overflowed from the source to the destination group. [AX ·'OF ANS DLY = MaxTOFDela
43	NUM ABD LQD	The **number of logically queued abandoned calls**; that is, the number of calls which were originally offered to the source ACD group and were abandoned which logically queue at the destination ACD group. This statistic is valid only at the CC MIS which is managing the destination ACD group. NUM ABD LQD = NumAbdLogicallyQ

Table A-6. Overflow Statistics Fields (Continued)

Menu Num	Column Heading	Description
27	NUM ABD RCV RAN	The **number of abandoned calls which received RAN**; that is the number of calls which were abandoned and received a recorded announcement. NUM ABD RCV RAN = NumAbdAfterRan
37	NUM ABD XFR	The **number of abandoned transfer calls**; that is, the number of calls which were abandoned while in the destination ACD group's queue and were transferred from the source ACD group. NUM ABD XFR = CallsAbdAndTrans
36	NUM ANS XFR	The **number of answered transferred calls**; that is, the number of calls which were answered in the destination ACD group which were transferred from the source ACD group. NUM ANS XFR = CallsAnsAndTrans
46	NUM CALL REQ	**The number of calls re-queued** due to an idle agent; that is any call, that was presented to an idle agent, that was placed back in the INCALLS queue due to the agent being forced out due to timer expiration or agent hitting not ready key and no other agents are available. NUM CALL REQ = NumCallsRequ
47	NUM ENH OVFL	**The number of calls receiving enhanced overflow** treatment; that is any call deflected, using an enhanced overflow feature, to another ACDGRP group because the destination group's incoming call queue size or maximum wait time has been exceeded. NUM ENH OVFL = NumEnhOvfl
42	NUM NS CALLS	The **number of night service calls**; that is, the number of calls originally offered to the source ACD group and were routed to the night service route of the destination ACD group. This statistic is valid only at the CC MIS which is managing the destination ACD group. NUM NS CALLS = NumNightSrvcCalls

Table A-6. Overflow Statistics Fields (Continued)

Menu Num	Column Heading	Description
20	NUM RCV RAN	The **number of calls which received RAN**; that is, the number of calls which were answered or abandoned which received the recorded announcement. $\text{NUM RCV RAN} = \text{NumReceivedRAN}$
14	NUM RCV TRT	The **number of calls which received treatment**; that is, the number of calls which were offered to the ACD group but could not be handled and could not be overflowed to another ACD group and instead were given treatment. $\text{NUM RCV TRT} = \text{NumRcvdTreatment}$
19	QOF CALLS	The **number of calls which queue count overflowed** between the two groups. $\text{QOF CALLS} = \text{NumQOFCalls}$
24	QOF %	The **percentage of calls that queue count overflowed**; that is, the percentage of calls handled by either of the ACD-GRPs that were queue count overflowed calls. The calls handled include the calls that were answered by the agents of this ACD GRP and those that were abandoned while waiting in one of the queues. $\text{QOF \%} = \frac{\text{NumQOFCalls}}{\text{CallsAnswered} + \text{CallsAbandoned}} \times 100\%$
12	SRC SRV LVL %	The **Telephone Service Level of source ACD-GRP**; that is, the number of calls answered by an agent assigned to the destination group within the period defined by the telephone service factor threshold of the source group as a percentage of the total calls answered and abandoned. *Note: time overflow calls are included in the service formula even though some of the service time may be attributed to the call not being answered in the source group.* $\text{SRC SRV LVL \%} = 100 - \frac{(\text{SrcAnsAfterThrsh} + \text{SrcAbdAfterThrsh}) \times 100}{\text{CallsAnswered} + \text{CallsAbandoned}}$
23	TOT TOF ANS %	The **percentage of calls that time overflowed** from the source group and were answered by the destination group. $\text{TOT TOF ANS \%} = \frac{\text{NumTOFCalls}}{\text{CallsAnswered} + \text{CallsAbandoned}} \times 100\%$

Table A-6. Overflow Statistics Fields (Continued)

Menu Num	Column Heading	Description
45	TOT TOF ANS DEL	The **total answer delay for time overflow calls**; that is, the answer delay for time overflow calls which time overflowed from the source to the destination ACD group and were answered by agents in the destination ACD group. TOT TOF ANS DEL = TotalTOFDelay
18	TOTAL TOF CALLS ANSWD	The **total number of calls that time overflowed** from the source group to the destination group that were answered by agents in the destination group. TOTAL TOF CALLS ANSWD = NumTOFCallsAns
30	XFRD IN AGT AGT	The **number of calls transferred into agent from agent**; that is, the number of calls transferred into an agent's incalls key in the destination ACD group from an agent's incalls key in the source ACD group. This statistic is only valid at the CC MIS which is managing the destination ACD group. XFRD IN AGT AGT = TransAgtToAgt
28	XFRD IN GRP AGT	The **number of calls transferred into group from agent**; that is, the number of calls transferred into the destination ACD group from an agent's incalls key in the source ACD group. This statistic is only valid at the CC MIS which is managing the destination ACD group. XFRD IN GRP AGT = TransferInFromAgt
29	XFRD IN GRP SDN	The **number of calls transferred into group from SDN**; that is, the number of calls transferred into the destination ACD group from an agent's secondary DN in the source ACD group. This statistic is only valid at the CC MIS which is managing the destination ACD group. XFRD IN GRP SDN = TransferInFromSDN

Table A-6. Overflow Statistics Fields (Continued)

Menu Num	Column Heading	Description
31	XFRD OUT AGT AGT	The **number of calls transferred out agent to agent**; that is, the number of calls transferred from the incalls key of an agent in the source ACD group to the incalls key of an agent in the destination ACD group. This statistic is valid only at the CC MIS which is managing the source ACD group. XFRD OUT AGT AGT = TransOutAgtToAgt
32	XFRD OUT AGT GRP	The **number of calls transferred out agent to group**; that is, the number of calls transferred from an agent's incalls key in the source ACD group to the destination ACD group. This statistic is valid only at the CC MIS which is managing the source ACD group. XFRD OUT AGT GRP = TransOutAgtToGrp
33	XFRD OUT AGT SDN	The **number of calls transferred out agent to SDN**; that is, the number of calls transferred from an agent's incalls key in the source ACD group to an agent's secondary DN in the destination ACD group. This statistic is valid only at the CC MIS which is managing the source ACD group. XFRD OUT AGT SDN = TransOutAgtToSDN
34	XFRD OUT SDN GRP	The **number of calls transferred out SDN to group**; that is, the number of calls transferred from the secondary DN of an agent in the source ACD group to the destination ACD group. This statistic is valid only at the CC MIS which is managing the source ACD group. XFRD OUT SDN GRP = TransOutSDNtoGrp
35	XFRD OUT SDN SDN	The **number of calls transferred out SDN to SDN**; that is, the number of calls transferred from an agent's secondary DN in the source ACD group to an agent's secondary DN in the destination ACD group. This statistic is valid only at the CC MIS which is managing the source ACD group. XFRD OUT SDN SDN = TransOutSDNtoSDN

Table A-6. Overflow Statistics Fields (Continued)

Agent Statistics

Agent statistics are accumulated for agent/supervisor/ACD group combinations.

Agent internal data fields

The following is a list of the internal data fields for each agent data record and a description of how each data field is accumulated.

Internal Data Field Name	Description
ACD Talk Time	The total time spent by the agent on an ACD call. It includes time that an ACD call is put on hold.
Busy Time	The total time spent by the agent in handling ACD or DN calls and in performing related processing. This time does no include waiting time.
Calls Answered	The number of calls answered by the agent, including time overflow calls.
Calls Ans and Trans	The number of calls answered by the agent which were transferred calls.
DN Calls In	The number of DN calls answered by the agent.
DN In Cmplt	The number of DN Incoming calls completed by the agent.
DN Calls Out	The number of DN calls originated by the agent.
DN Out Cmplt	The number of DN Outgoing calls completed by the agent. If a position event message is received after the DN call origination, then CC MIS will ignore the DN call completion.
DN In Short Calls	The number of DN incoming calls handled by the agent which had a talk time less than the “DN IN short call” threshold defined for the ACD group.
DN Out Short Calls	The number of DN outgoing calls handled by the agent which had a talk time less than the “DN Out short call” threshold defined for the ACD group.
Hold Time	The total time that the agent had ACD calls on hold.
Incoming DN Time	The total time spent by the agent handling incoming DN calls.
Not Ready Time	The total time spent by the agent in post call processing. This includes all time that the agent had the Not Ready key active and no ACD call was active.
Num Emg Calls	The number of times this agent activated the Emergency key feature.
Num Forced Log Outs	The number of times that the agent was force logged out due to the agent not answering an ACD call that was presented to the agent.
Num Non-LOB Calls	The number of calls for which no LOB was entered.
Num Not Rdy Calls	The number of times this agent activated not ready.
Num Short Calls	The number of ACD calls handled by the agent which had a Direct Call Processing duration that is less than the “short call” threshold defined for the ACD group to which the agent is assigned.
Num Supv Calls	The number of times this agent activated the Call Supervisor key feature.
Num Walk Periods	The number of time this agent entered a walk-away state.
Num Var Wrapups	The number of times variable wrap-up is invoked by agent in the ACD group.
Outgoing DN Time	The total time spent by the agent handling outgoing DN calls.

Table A-7. Agent Internal Data Fields

Internal Data Field Name	Description
Short Call Time	The total time spent by an agent (including hold time) for all calls which are classified as short calls as determined by the “short call” threshold defined for the ACD group to which the agent is assigned.
Staffed Time	The total time spent by the agent staffing the ACD group. Staffed time for each agent is accumulated from the time that an agent logs in until the time that the agent logs out.
Total Walk Time	The amount of time spent in walk-away state.
Total Wrap Time	The total duration of variable wrap-up periods by agent in the ACD group.
Trans Agt to Non ACD	The number of calls transferred by this agent from their incalls key to a non ACD destination.
Trans Out Agt to Agt	The number of calls transferred by this agent from their incalls key to another agent’s incalls key.
Trans Out Agt to Grp	The number of calls transferred by this agent from their incalls key to an ACD group.
Trans Out Agt to SDN	The number of calls transferred by this agent from their incalls key to another agent’s secondary DN.
Trans Out SDN to Grp	The number of calls transferred by this agent from their secondary DN to an ACD group.
Trans Out SDN to SDN	The number of calls transferred out by this agent from their secondary DN to another agent’s secondary DN.
Trans SDN from Agt	The number of calls transferred to this agent’s secondary DN from another agent’s incalls key.
Trans SDN from NACD	The number of calls transferred to this agent’s secondary DN from a non ACD source.
Trans SDN from SDN	The number of calls transferred to this agent’s secondary DN from another agent’s secondary DN.
Trans SDN to NonACD	The number of calls transferred out by this agent from their secondary DN to a non ACD destination.
Wait Time	The total time spent by the agent waiting for an ACD call, not including time spent on DN calls while waiting.
Var Wrapup Time	The total time spent by the agent in the variable wrap-up state.

Table A-7. Agent Internal Data Fields (Continued)

Agent key fields

Following are the key fields for the Agent Statistics group:

Menu Num	Column Heading	Description
5	ACD-GRP NAME	The destination ACD-GRP name. If the name is longer than the field width, it is truncated on the right.
4	ACD-GRP NUMBER	The 10-digit primary DN number of the destination ACD-GRP.

Table A-8. Agent Key Fields

Menu Num	Column Heading	Description
8	DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
1	AGT ID	The agent ID.
2	AGENT NAME	The name of the agent as defined in Parameter Administration.
6	base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm/dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.
7	EMPLOYEE ID	A 14 character ID that can be entered on the Agent Definition screen to identify the agent in custom report formats.
3	SGRP ID	Subgroup ID; that is, the subgroup to which the agent belongs during the reporting time-frame.

Table A-8. Agent Key Fields(Continued)

Agent statistics fields

Following are the data fields for the Agent Statistics group:

Menu Num	Column Heading	Description
36	ACD XFER IN	The **number of ACD calls transferred in**; that is, the number of calls transferred to the INCALLS key of this agent. ACD XFER IN = CallsAnsAndTrans
37	ACD XFER OUT	The **number of ACD calls transferred out**; that is, the number of calls transferred from the INCALLS key by this agent to another agent, group, or DN. ACD XFER OUT = TransAgtToNonACD + TransOutAgtToAgt + TransOutAgtToSDN + TransOutAgtToGrp

Table A-9. Agent Statistics Fields

Menu Num	Column Heading	Description
44	AGENT FORCE OUTS	The **number of agent force outs;** that is, the number of times the agent was forced logged out by the switch due to the agent not answering an ACD call which was presented to the agent. AGENT FORCE OUTS = NumForcedLogOuts
15	AVG ACD TALK TIME	The **average ACD talk time**; that is, the average length of time from when a call is answered to when it is released, including the time spent with the call on hold. $\text{AVG ACD TALK TIME} = \frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$
20	AVG DN IN TIME	**Average incoming DN call time;** that is, the average time this agent spent on each incoming DN call. $\text{AVG DN IN TIME} = \frac{\text{IncomingDNTime}}{\text{DNCallsIn}}$
21	AVG DN OUT TIME	**Average outgoing DN call time**; that is, the average time this agent spent on each outgoing DN call. $\text{AVG DN OUT TIME} = \frac{\text{OutgoingDNTime}}{\text{DNCallsOut}}$
22	AVG DN TIME	**Average DN call time;** that is the average time this agent spent on each DN call, including both incoming and outgoing DN calls. $\text{AVG DN TIME} = \frac{\text{IncomingDNTime} + \text{OutgoingDNTime}}{\text{DNCallsIn} + \text{DNCallsOut}}$
19	AVG HOLD TIME	The **average hold time**; that is the average length of time that an agent put ACD calls on hold. $\text{AVG HOLD TIME} = \frac{\text{HoldTime}}{\text{CallsAnswered}}$

Table A-9. Agent Statistics Fields (Continued)

Menu Num	Column Heading	Description
16	AVG NOT RDY TIME	**Average not ready time;** that is, the average length of time this agent spent after a call doing work related to the call. It includes all time spent with the Not Ready key active and no call active on the In Calls key. $\text{AVG NOT RDY TIME} = \frac{\text{NotReadyTime}}{\text{NumNotRdyCalls}}$
17	AVG WAIT TIME	**Average time spent waiting for calls**; that is, the average time this agent spent waiting for each ACD call while not handling DN calls. $\text{AVG WAIT TIME} = \frac{\text{WaitTime}}{\text{CallsAnswered}}$
18	AVG WORK TIME	**Average time spent working**; that is, the average time spent per call by this agent on direct and post-call processing. $\text{AVG WORK TIME} = \frac{\text{ACDTalkTime} + \text{NotReadyTime} + \text{VarWrapupTime}}{\text{CallsAnswered}}$
35	BUSY STFD %	The **percentage of staffed time busy;** that is, the percentage of total staffed time this agent spent on DN calls, ACD calls, and ACD call-related work. $\text{BUSY STFD \%} = \frac{\text{BusyTime}}{\text{StaffedTime}} \times 100\%$
10	CALLS ANSWD	**Number of calls answered**; that is, the number of calls answered by this agent, including calls which were overflowed to the ACD-GRP. $\text{CALLS ANSWD} = \text{CallsAnswered}$
60	DN IN %	The **percentage of staffed time DN in**; that is, the percentage of the total staffed time this agent spent handling incoming DN calls. $\text{DN IN \%} = \frac{\text{IncomingDNTime}}{\text{StaffedTime}} \times 100$
65	DN IN CMPLT	The **number of incoming DN calls completed**; that is, the number of incoming DN calls completed by this agent. $\text{DN IN CMPLT} = \text{DNInCmplt}$

Table A-9. Agent Statistics Fields (Continued)

Menu Num	Column Heading	Description
63	DN IN SHORT CALLS	The **number of DN in short calls**; that is, the number of DN incoming calls handled by this agent which had a talk time less than the "DN in short call" threshold defined for the ACD group. DN IN SHORT CALLS = DNInShortCalls
61	DN OUT %	The **percentage of staffed time DN out**; that is, the percentage of the total staffed time this agent spent making outgoing DN calls. $\text{DN OUT \%} = \frac{\text{OutgoingDNTime}}{\text{StaffedTime}} \times 100$
66	DN OUT CMPLT	The **number of outgoing DN calls completed**; that is, the total number of outgoing DN calls completed by this agent. DN OUT CMPLT = DNOutCmplt
64	DN OUT SHORT CALLS	The **number of short calls**; that is, the number of DN outgoing calls handled by this agent which had a talk time less than the "DN out short call" threshold defined for the ACD group. DN OUT SHORT CALLS = DNOutShortCalls
33	DN STFD %	The **percentage of staffed time in DN calls**; that is, the percentage of the total staffed time this agent spent on DN calls. $\text{DN STFD \%} = \frac{\text{IncomingDNTime} + \text{OutgoingDNTime}}{\text{StaffedTime}} \times 100\%$
38	DN XFER IN	The **number of DN calls transferred in**; that is, the number of calls which were transferred in to the DN of this agent. The calls may be transferred from another agent's INCALLS key or DN key or a non-ACD source. DN XFER IN = TransSDNfromAgt + TransSDNfromNACD + TransSDNfromSDN

Table A-9. Agent Statistics Fields (Continued)

Menu Num	Column Heading	Description
39	DN XFER OUT	The **number of DN calls transferred out**; that is, the number of calls which were transferred from the DN key of this agent to another agent, group, or DN. DN XFER OUT = TransOutSDNtoGrp + TransOutSDNtoSDN + TransSDNtoNonACD
11	IN DN CALLS	The **number of incoming DN calls**; that is, the number of incoming DN calls answered by this agent. IN DN CALLS = DNCallsIn
40	NON-ACD XFER OUT	The **number of non-ACD calls transferred out**; that is, the number of calls transferred from either the INCALLS key or DN key of this agent to a non-ACD destination. A non-ACD destination is not an agent, group, or DN of an agent. NON-ACD XFER OUT = TransSDNtoNonACD + TransAgtToNonACD
45	NON LOB CALLS	The **number of non LOB calls**; that is, the number of calls answered by this agent for which the agent did not enter any LOB code. NON LOB CALLS = NumNon-LOBCalls
62	NOT RDY %	The **percentage of staffed time spent not ready**; that is, the percentage of the total staffed time that this agent spent in the not ready state. $\text{NOT RDY \%} = \frac{\text{NotReadyTime}}{\text{StaffedTime}} \times 100$
58	NUM ANS XFR	The **number of answered transferred calls**; that is, the number of calls answered by this agent which were transferred calls. NUM ANS XFR = CallsAnsAndTrans
68	NUM CALL SUPV	The **number of call supervisor calls**; that is, the number of times this agent activated the Call Supervisor key feature. NUM CALL SUPV = NumSupvCalls

Table A-9. Agent Statistics Fields (Continued)

Menu Num	Column Heading	Description
67	NUM EMRG ACTS	The **number of emergency calls**; that is, the number of times this agent activated the emergency key feature. NUM EMRG ACTS = NumEmgCalls
69	NUM NTRDY ACTS	The **number of not ready activations**; that is, the number of times this agent activated the not ready feature. NUM NTRDY ACTS = NumNotRdyCalls
46	NUM WALK PRDS	The **number of walkaway periods**; that is, the number of time that the agent entered a valid walk-away code to enter walk-away state. NUM WALK PRDS = NumWalkPeriods
70	NUM VAR WRAPS	The **number of variable wrap-ups**; that is, the number of times that the variable wrap-up state was entered by this agent. NUM VAR WRAPS = NumVarWrapups
12	OUT DN CALLS	The **number of outgoing DN calls**; that is, the number of outgoing DN calls made by this agent. OUT DN CALLS = DNCallsOut
14	SHORT CALLS	The **number of short calls**; that is, the number of ACD calls handled by this agent which had an ACD Talk Time less than the “short call” threshold defined for the ACD group. SHORT CALLS = NumShortCalls
23	TOTAL ACD TALK TIME	**Total ACD talk time**; that is, the time spent by this agent on direct call processing. Direct call processing is the length of time from when a call is answered to when it is released, including the time spent with the call on hold. TOTAL ACD TALK TIME = ACDTalkTime

Table A-9. Agent Statistics Fields (Continued)

Menu Num	Column Heading	Description
31	TOTAL BUSY TIME	**Total agent busy time**; The **total time agents were busy**; that is, the time spent by this agent performing ACD or DN call related work. TOTAL BUSY TIME = BusyTime
59	TOTAL CALLS	The **total calls** handled by this agent. Includes all calls received on the incalls key or secondary DN key as well as all calls made on the secondary DN key. TOTAL CALLS = CallsAnswered + DNCallsIn + DNCallsOut
13	TOTAL DN CALLS	The **number of DN calls**; that is, the total of all incoming and outgoing DN calls received by or made by this agent. TOTAL DN CALLS = DNCallsIn + DNCallsOut
27	TOTAL DN TIME	**Total DN call time**; that is, the time spent by this agent on DN calls, including both incoming and outgoing DN calls. TOTAL DN TIME = IncomingDNTime + OutgoingDNTime
30	TOTAL HOLD TIME	**Total time spent holding**; that is, the total amount of time that the agent put ACD calls on hold. TOTAL HOLD TIME = HoldTime
25	TOTAL IN DN TIME	**Total incoming DN call time**; that is, the time spent by this agent on incoming DN calls. TOTAL IN DN TIME = IncomingDNTime
24	TOTAL NOT READY TIME	**Total not ready time**; that is, the time spent by this agent on post-call processing. Post-call processing is work related to a call done after the call is released; it includes all time spent with the Not Ready key active and no call active on the In Calls key. TOTAL NOT READY TIME = NotReadyTime

Table A-9. Agent Statistics Fields (Continued)

Menu Num	Column Heading	Description
26	TOTAL OUT DN TIME	**Total outgoing DN call time**; that is, the time spent by this agent on outgoing DN calls. TOTAL OUT DN TIME = OutgoingDNTime
43	TOTAL SHORT CALL TIME	**Total short call time**; that is, the total time spent by the agent performing direct call processing on calls which are determined to be short calls as defined by the short call threshold for the group. TOTAL SHORT CALL TIME = ShortCallTime
32	TOTAL STFD TIME	**Total staffed time of agent**; that is, the time this agent spent staffing the ACD-GRP, accumulated from the time the agent logs in to the time the agent logs out. TOTAL STFD TIME = StaffedTime
28	TOTAL WAIT TIME	**Total time spent waiting**; that is, the time spent by this agent waiting for an ACD call. TOTAL WAIT TIME = WaitTime
47	TOTAL WALK TIME	**Total time in walkaway**; that is, the total time that the agent spent in walkaway state after entering a valid walkaway code. TOTAL WALK TIME = TotalWalkTime
29	TOTAL WORK TIME	**Total time spent working**; that is, the time spent by this agent on direct and post-call processing. TOTAL WORK TIME = ACDTalkTime + NotReadyTime
71	VAR WRAP TIME	The **total variable wrapup time**; that is, the total time that this agent spent in the variable wrap-up state. VAR WRAP TIME = VarWrapupTime

Table A-9. Agent Statistics Fields (Continued)

Menu Num	Column Heading	Description
34	WORK STFD %	The **percentage of staffed time worked**; that is, the percentage of the total staffed time spent by this agent on ACD calls and ACD call-related work. $\text{WORK STFD \%} = \frac{\text{ACDTalkTime + NotReadyTime}}{\text{StaffedTime}} \times 100\%$
41	XFER IN	The **number of calls transferred in**to this agent; that is, the number of calls which were transferred to this agent's INCALLS key or DN key. $\text{XFER IN} = \text{CallsAnsAndTrans + TransSDNfromAgt + TransSDNfromNACD + TransSDNfromSDN}$
55	XFRD IN SDN AGT	The **number of calls transferred into SDN from agt**; that is, the number of calls that this agent received on their secondary DN which were transferred from another agent's incalls key. $\text{XFRD IN SDN AGT} = \text{TransSDNfromAgt}$
57	XFRD IN SDN NACD	The **number of calls transferred into SDN from NonACD**; that is, the number of calls that this agent received on their secondary DN which were transferred from a non ACD source. $\text{XFRD IN SDN NACD} = \text{TransSDNfromNACD}$
56	XFRD IN SDN SDN	The **number of calls transferred into SDN from SDN**; that is, the number of calls that this agent received on their secondary DN which were transferred from another agent's secondary DN key. $\text{XFRD IN SDN SDN} = \text{TransSDNfromSDN}$
42	XFER OUT	The **number of calls transferred out** by this agent; that is, the number of calls transferred by this agent to an agent, group, DN, or non-ACD destination. $\text{XFER OUT} = \text{TransAgtToNonACD + TransOutAgtToGrp + TransOutAgtToSDN + TransOutAgtToAgt + TransOutSDNtoGrp + TransOutSDNtoSDN + TransSDNtoNonACD}$

Table A-9. Agent Statistics Fields (Continued)

Menu Num	Column Heading	Description
48	XFRD OUT AGT AGT	The **number of calls transferred out agent to agent**; that is, the number of calls which were transferred by this agent from their incalls key to another agent's incalls key. XFRD OUT AGT AGT = TransOutAgtToAgt
49	XFRD OUT AGT GRP	The **number of calls transferred out agent to group**; that is, the number of calls which were transferred by this agent from their incalls key to another group (not a particular agent). XFRD OUT AGT GRP = TransOutAgtToGrp
51	XFRD OUT AGT NACD	The **number of calls transferred out agent to nonACD**; that is, the number of calls which were transferred by this agent from their incalls key to a non ACD destination. XFRD OUT AGT NACD = TransAgtToNonACD
50	XFRD OUT AGT SDN	The **number of calls transferred out agent to SDN**; that is, the number of calls which were transferred by this agent from their incalls key to another agent's secondary DN. XFRD OUT AGT SDN = TransOutAgtToSDN
52	XFRD OUT SDN GRP	The **number of calls transferred out SDN to Group**; that is, the number of calls which were transferred by this agent from their secondary DN to an ACD group (not a particular agent). XFRD OUT SDN GRP = TransOutSDNtoGrp

Table A-9. Agent Statistics Fields (Continued)

Menu Num	Column Heading	Description
54	XFRD OUT SDN NACD	The **number of calls transferred out SDN to NACD**; that is, the number of calls transferred by this agent from their secondary DN to a non ACD destination. XFRD OUT SDN NACD = TransSDNtoNonACD
53	XFRD OUT SDN SDN	The **number of calls transferred out SDN to SDN**; that is, the number of calls which were transferred by this agent from their secondary DN to another agent's secondary DN. XFRD OUT SDN SDN = TransOutSDNtoSDN

Table A-9. Agent Statistics Fields (Continued)

Line of Business Statistics

Line of Business (LOB) statistics are maintained for all calls during which an operator entered an LOB code. The LOB codes allow the operator to designate a portion (or all) of a call to a particular purpose. For example, an agent may designate a portion of the call to the purpose of product information request and another portion to sales.

LOB Internal data Fields

The following is a list of the internal data fields for each line-of-business data record and a description of how each data field is accumulated. Depending on the LOB storage options specified in the database storage calculator, LOB statistics may be available for each agent or ACD group *OR* the LOB statistics may only be available for the entire ACD group.

Internal Data Field Name	Description
Max LOB Duration	The longest computed LOB duration experienced by an ACD call which had an LOB entry for this agent/subgroup/group combination.
Num Entries	The number of times that the Line of Business code was entered by the agent or ACD group.
Time Spent	The total time which was attributed to the LOB code by the agent or ACD group.

Table A-10. LOB Internal Data Fields

LOB key fields

Following are the key fields for the LOB Statistics group:

Menu Num	Column Heading	Description
4	DESTINATION ACD-GRP NAME	The destination ACD-GRP name. If the name is longer than the field width, it is truncated on the right.
3	DESTINATION ACD-GRP NUMBER	The 10-digit primary DN number of the destination ACD-GRP. (Format of DN is determined by the format specified in the Customer Options screen.)
10	DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
6	AGT ID	The agent ID. This field will be zero if the option in the database storage calculator is set to not store agent LOB statistics.
7	AGENT NAME	The agent name. This field will be null if the option in the database storage calculator is set to not store agent LOB statistics.

Table A-11. LOB Key Fields

Menu Num	Column Heading	Description
8	SGRP	The subgroup that the agent belongs to. This field will be zero if the option in the database storage calculator is set to not store agent LOB statistics.
1	LOB	The 3-digit Line of Business code.
2	LOB NAME	The name which is assigned to the LOB code through Parameter Administration.
5	base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm/dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.
9	EMPLOYEE ID	A 14 character ID used to identify an agent in custom report formats.

Table A-11. LOB Key Fields(Continued)

LOB statistics fields

Following are the data fields for the LOB Statistics group:

Menu Num	Column Heading	Description
11	AVG TIME	The **average duration of a LOB period.** $$\text{AVG TIME} = \frac{\text{TimeSpent}}{\text{NumEntries}}$$
13	MAX LOB DUR	The **maximum LOB call duration**; that is the longest computed LOB duration experienced by an ACD call which had an LOB entry for this agent/subgroup/group combination. $$\text{MAX LOB DUR} = \text{MaxLOBDuration}$$
12	NUM ENTRIES	The **number of LOB entries**; that is, the number of times that an agent assigned to this group entered the LOB code. $$\text{NUM ENTRIES} = \text{NumEntries}$$
10	TOTAL TIME	The **total time charged to LOB**; that is, the total call duration for all call periods during which the LOB was active. $$\text{TOTAL TIME} = \text{TimeSpent}$$

Table A-12. LOB Statistics Fields

ACD-DN Statistics

The ACD-DN Statistics group contains data for ACD-DNs.

ACD-DN internal data fields

The following is a list of the internal data fields for each ACD-DN statistics record and a description of how each field is accumulated:

Internal Data Field Name	Description
ACD Talk Time	The total time spent by all agents at this ACD-DN on an ACD call, including time that an ACD call is on hold.
Calls Abandoned	The number of calls which were abandoned by the caller while waiting to be answered by an agent at this ACD-DN. Note: this statistic does not include calls time overflowed into this ACD-DN.
Calls Answered	The number of calls answered by the agent or ACD Group at this ACD-DN, including calls which time overflowed or queue-count overflowed to this ACD-DN.
Calls Blocked	The number of calls which received call blocked treatment (normally, insufficient resources available) which were associated with this ACD-DN.
Calls Completed	The number of calls completed (released) by the agent or ACD Group at this ACD-DN, including calls which time overflowed or queue-count overflowed into this group. The difference between calls answered and calls completed is determined by the time period in which the calls were answered versus the time period in which the calls were completed (released).
Calls Deflected	The number of calls which should have been offered to agents within the DN but were deflected to other destinations due to the number of calls in the queue or the wait time of the oldest call in queue.
Calls Offered	The number of calls offered to this ACD-DN.
Max Abandon Delay	The longest delay of all abandoned calls. Note: this value does not include calls which time overflowed to this ACD-DN.
Max Abd Delay TOF	The longest delay of abandoned calls that were time overflowed out of this ACD-DN.
Max Answer Delay	The longest delay experienced by all answered calls, excluding calls which were time overflowed to this ACD-DN.
Max Call Duration	The longest call duration experienced by an ACD call.
Max LOB Call Dur	The longest call duration experienced by an ACD call which had an LOB entry for this ACD-DN.
Num Abd Rcvd RAN	The number of abandoned calls which received a recorded announcement. Note: this value does not include calls which time overflowed to this ACD-DN.
Num Abd TOF	The number of calls which were abandoned after being time overflowed out of this ACD-DN.
Num Ans After Thrsh	The number of answered calls including time overflowed calls answered by the agent or ACD Group at this ACD-DN, which experienced an answering delay greater than the Delay Objective threshold value for the destination ACD group. The Delay Objective threshold is defined in Threshold Definition mode of Parameter Administration as the maximum acceptable answering or abandoning delay experienced by any caller to the ACD Group.

Table A-13. ACD-DN Internal Data Fields

Internal Data Field Name	Description
Num Abd After Thrsh	The number calls placed to this ACD-DN which were abandoned after the Delay Objective threshold value for the destination ACD group. The Delay Objective threshold is defined in Threshold Definition mode of Parameter Administration as the maximum acceptable answering or abandoning delay experienced by any caller to the ACD Group. Note: this value does not include calls which time overflowed to this ACD-DN.
Num LOB Entries	The total number of LOB entries for all calls to this ACD-DN.
Num NightSrvc Calls	The number of calls originally destined for this ACD-DN which received night call service.
Num Received RAN	The number of calls which were answered or abandoned which received the recorded announcement.
Total Abandon Delay	The total delay of all abandoned calls. Note: this value does not include calls which time overflowed to this ACD-DN.
Total Abd Delay TOF	The total delay of abandoned calls that were time overflowed out of this ACD-DN.
Total Abd Dly Rcvd RAN	The total delay of calls that were abandoned after receiving a recorded announcement. Note: this value does not include calls which time overflowed to this ACD-DN.
Total Answer Delay	The total delay experienced by all answered calls excluding calls which time overflowed to this ACD-DN.
Total LOB Call Dur	The total call duration for all calls which had an LOB entry for this ACD-DN.

Table A-13. ACD-DN Internal Data Fields(Continued)

ACD-DN key fields

Following are the key fields that will be provided for the ACD-DN Statistics Group.

Menu Num	Column Heading	Description
1	ACD-DN NUMBER	The 10-digit primary or supplementary ACD-DN number. All overflowed calls are counted against the primary DN of the ACD group receiving the call.
2	ACD-DN NAME	The ACD-DN name. If the name is longer than the field width, it is truncated on the right.
3	DESTINATION ACD-GRP NUMBER	The 10-digit primary ACD-DN number of the ACD group.
4	DESTINATION ACD-GRP NAME	The ACD Group name. If the name is longer than the field width, it is truncated on the right.

Table A-14. ACD-DN Key Fields

Menu Num	Column Heading	Description
6	ACD-DN	The key field that displays the name assigned to the ACD-DN or its number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
7	DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
8	AGT ID	The agent ID. This field will be zero if the option in the database storage calculator is set to store by group (or none) for ACD-DN statistics.
9	AGT NAME	The agent name. This field will be null if the option in the database storage calculator is set to store by group (or none) for ACD-DN statistics.
5	base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm/dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.

Table A-14. ACD-DN Key Fields (Continued)

ACD-DN statistics fields

Following are the data fields that will be provided for the ACD-DN Statistics Group:

Menu Num	Column Heading	Description
38	ABD AFT DLY OBJ	The **number of calls abandoned after delay objective**; this is the number of calls which were abandoned by the caller after the delay objective as specified in Parameter Administration. $\begin{matrix}\text{ABD}\\\text{AFT}\\\text{DLY}\\\text{OBJ}\end{matrix} = \text{NumAbdAfterThrsh}$
11	ANS AFT DLY OBJ	The **number of calls which were answered after the Delay Objective**; that is, the number of calls answered by this ACD-DN which experienced an answering delay greater than the Delay Objective value for the ACD group. The Delay Objective threshold is defined in Threshold Definition mode of Parameter Administration as the maximum acceptable answering or abandoning delay experienced by any caller to the ACD Group. $\begin{matrix}\text{ANS}\\\text{AFT}\\\text{DLY}\\\text{OBJ}\end{matrix} = \text{NumAnsAfterThrsh}$
12	ANS IN DLY OBJ	The **number of calls which were answered within the Delay Objective**; that is, the number of calls answered by this ACD-DN which experienced an answering delay less than or equal to the Delay Objective value for the ACD group. The Delay Objective threshold is defined in Threshold Definition mode of Parameter Administration as the maximum acceptable answering or abandoning delay experienced by any caller to the ACD Group. $\begin{matrix}\text{ANS}\\\text{IN}\\\text{DLY}\\\text{OBJ}\end{matrix} = \text{CallsAnswered} - \text{NumAnsAfterThrsh}$
13	AVG ABD DEL	The **average abandoning delay**; that is, the average delay experienced by a caller before he or she abandoned the call. $\begin{matrix}\text{AVG}\\\text{ABD}\\\text{DEL}\end{matrix} = \frac{\text{TotalAbandonDelay}}{\text{CallsAbandoned}}$

Table A-15. ACD-DN Statistics Fields

Menu Num	Column Heading	Description
14	AVG ACD TALK TIME	**Average ACD talk time**; that is, the average length of time from when a call is answered to when it is released, including the time spent with the call on hold. $$\text{AVG ACD TALK TIME} = \frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$$
15	AVG ANS DEL	The **average answering delay** (also known as the average speed of answer or ASA); that is, the average delay experienced by a caller before answer. *Note: the delay experienced by calls that were time overflowed is not included in the total delay figure below, but they are included in the number of calls that the delay is averaged over.* $$\text{AVG ANS DEL} = \frac{\text{TotalAnswerDelay}}{\text{CallsAnswered}}$$
16	CALLS ABAND	**Number of calls abandoned**; that is, the number of calls abandoned by all callers before being answered by an agent. Note: this value does not include calls which time overflowed to this ACD-DN. $$\text{CALLS ABAND} = \text{CallsAbandoned}$$
17	CALLS ANSWD	The **number of calls answered** including calls which were overflowed to the ACD-DN. $$\text{CALLS ANSWD} = \text{CallsAnswered}$$
18	CALLS BLCKD	The **number of calls blocked**; that is, the number of calls which received “call blocked” treatment which normally occurs when there are insufficient resources available to deliver the call to an agent. $$\text{CALLS BLCKD} = \text{CallsBlocked}$$
19	CALLS COMPL	The **number of calls completed**; that is, the number of ACD calls which were completed (released) by agents assigned to this ACD-DN, including calls which were overflowed to the ACD-DN. The difference between calls answered and calls completed is determined by the time period in which the call was answered versus the time period in which the call was completed (released). $$\text{CALLS COMPL} = \text{CallsCompleted}$$
20	CALLS DFLCT	The **number of calls deflected**; that is, the number of calls which should have been offered to agents within the DN but were deflected to other destinations due to the number of calls in the queue or the wait time of the oldest call in queue. $$\text{CALLS DFLCT} = \text{CallsDeflected}$$

Table A-15. ACD-DN Statistics Fields (Continued)

Menu Num	Column Heading	Description
21	CALLS OFFRD	The **number of calls offered** to this ACD-DN. This value includes all calls which were originally offered to the group including calls and were either enqueued, presented directly to agents, overflowed, or deflected. Calls which are offered to the group which were deflected, overflowed, transferred, etc. from another group are not computed into this statistic. CALLS OFFRD = CallsOffered
22	MAX ABD DEL	The **maximum abandoning delay**; that is, the maximum delay experienced by any caller before abandoning the call. MAX ABD DEL = MaxAbandonDelay
23	MAX ABD DLY TOF	The **maximum abandoning delay** for calls which were time overflowed to another ACD group. MAX ABD DLY TOF = MaxAbdDelayTOF
24	MAX ANS DEL	The **maximum answering delay**; that is, the maximum delay experienced by any caller before the call was answered. *Note: this value does not include time-overflowed calls.* MAX ANS DEL = MaxAnswerDelay
25	MAX CALL DUR	The **maximum call duration**; that is, the longest time spent on direct call processing for any single ACD call including the time the caller spent on hold. MAX CALL DUR = MaxCallDuration
39	MAX LOB CALL DUR	The **maximum LOB call duration**; that is, the longest call duration experienced by an ACD call that had an LOB entry for this ACD-DN. MAX LOB CALL DUR = MaxLOBCallDur

Table A-15. ACD-DN Statistics Fields (Continued)

Menu Num	Column Heading	Description
26	NUM ABD TOF	The **number of time overflowed abandoned calls**; that is, the number of calls which were abandoned that were time overflowed from this ACD-DN. NUM ABD TOF = NumAbdTOF
27	NUM ABD RCV RAN	The **number of abd calls received RAN**; that is, the number of calls which were abandoned and received a recorded announcement. NUM ABD RCV RAN = NumAbdRcvdRAN
28	NUM ABD BF RAN	The **number of calls which were abandoned before receiving RAN**; that is, the number of calls which were abandoned and did not receive a recorded announcement. NUM ABD BF RAN = CallsAbandoned – NumAbdRcvdRAN
29	NUM LOB ENTR	The **number of lob entries**; that is, the total number of LOB entries for this ACD-DN. NUM LOB ENTR = NumLOBEntries
30	NUM NS CALL	The **number of night service calls**; that is, the number of calls which were routed to this group while the group was in night service mode causing the call to be routed to the night service route. NUM NS CALL = NumNightSrvcCalls
31	NUM RCV RAN	The **number of calls which received RAN**; that is, the number of calls which were answered or abandoned which received a recorded announcement. NUM RCV RAN = NumReceivedRAN
34	TOTAL ABAND DELAY	The **total abandon delay**; that is, the total delay experienced by all callers before abandoning calls. TOTAL ABAND DELAY = TotalAbandonDelay

Table A-15. ACD-DN Statistics Fields (Continued)

Menu Num	Column Heading	Description
35	TOTAL ABD DLY TOF	The **total abandoning delay TOF**; that is, the total abandoning delay for all calls which were time overflowed to another ACD group. TOTAL ABD DLY TOF = TotalAbdDelayTOF
33	TOTAL ABD RCVD RAN	**Total time to abandon for calls receiving RAN**; that is, the total time all callers spent before abandoning calls which received a recorded announcement. TOTAL ABD RCVD RAN = TotalAbdDlyRcvdRAN
32	TOTAL ABD TIME NORAN	**Total time to abandon for calls that did not receive a RAN**; that is, the total time all callers spent before abandoning the call without receiving a recorded announcement. TOTAL ABD TIME NORAN = TotalAbandonDelay – TotalAbdRcvdRAN
10	TOTAL ACD TALK TIME	**The total ACD talk time**; that is, the total time that all agents spent on ACD calls which were sent to this ACD-DN, including time that the calls spent on hold while the ACD call was active . TOTAL ACD TALK TIME = ACDTalkTime
36	TOT ANS DEL	The **total answering delay**; that is, the total delay experienced by all callers. *Note: this value does not include time-overflowed calls.* TOT ANS DEL = TotalAnswerDelay
37	TOT LOB DUR	The **total LOB duration**; that is, the total durations of all LOB entries for all calls to this DN which had an LOB entry. TOT LOB DUR = TotalLOBDuration

Table A-15. ACD-DN Statistics Fields (Continued)

Walkaway Statistics

Walkaway Internal data fields

The following is a list of the internal data fields that will be provided for each Walkaway statistics record and a description of how each field is accumulated.

Column Heading	Description
Number of Walkaways	The number of walkaways by agents in this ACD group.
Total Walk Time	The total amount of time spent in walkaway state by agents in this ACD group.

Table A-16. Walkaway Internal Data Fields

Walkaway key fields

Following are the key fields that will be provided for the Walkaway Statistics Group.

Menu Num	Column Heading	Description
2	ACD GRP NAME	The destination ACD Group name. If the name is longer than the field width, it is truncated on the right.
1	ACD-GRP NUMBER	The 10-digit primary ACD-DN number of the destination ACD Group.
6	DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
3	WLK	The 3-digit walkaway code.
4	WALK RSN	The walkaway reason.
5	base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm:dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.

Table A-17. Walkaway Key Fields

Walkaway Statistics fields

Following are the data fields that will be added for this feature. These fields will appear on the new standard reports and will be available to use as data fields when defining custom reports.

Menu Num	Column Heading	Description
12	AVG WALK TIME	The **average walk time**; that is, the average amount of time that agents in this group spent in the walkaway state. *Note: TotalWalkTime may include time accumulated for agents that entered walkaway in a previous interval, while NumberOfWalkaways is the count of agents that entered walkaway during the interval.* $\text{AVG WALK TIME} = \frac{\text{TotalWalkTime}}{\text{NumberOfWalkaways}}$
10	NUM WALKS	The **number of walkaways**; that is the number of times that agents in this ACD Group entered the walkaway state on their phone sets. $\text{NUM WALKS} = \text{NumberOfWalkaways}$
11	TOT WALK DUR	The **total walkaway duration**; that is the total amount of time that agents in this ACD Group spent in walkaway state. $\text{TOT WALK DUR} = \text{TotalWalkTime}$

Table A-18. Walkaway Statistics Fields

CC MIS Considerations for Groups Across Subpools

When the data for all groups which are being reported are all within the same ACD subpool on the switch (i.e., being managed by a common CC MIS system/partition), the data will always be consistent. However, when data within the report is for groups which are configured in separate ACD subpools (i.e. managed by different CC MIS systems/partitions), there are special considerations. This is due to the fact that some of the information is being provided by the switch to one CC MIS system/partition and not the other. This will appear as inconsistencies in the reports. If the reports are logically combined from the different CC MIS systems/partitions using a manual process, the results will be consistent.

Statistics which are affected by multiple CC MIS system/partition considerations are only those which relate to two ACD groups, i.e. the overflow statistics. Overflow statistics which are associated with the source ACD group would be valid only at the CC MIS system/partition which is managing the source ACD group. The following statistics are associated with the source ACD group:

- Total Calls Xfered
- Trans Out Agt to Agt
- Trans Out Agt to Grp
- Trans Out Agt to SDN
- Trans Out SDN to Grp
- Trans Out SDN to SDN

All other overflow statistics are associated with the destination ACD group and are valid only at the CC MIS system/partition which is managing the destination ACD group.

The validity of formulas at a particular CC MIS system/partition can be determined by the validity of the internal data fields upon which the formulas are based.

Queue Statistics

This appendix contains the statistics that can be used in the real-time Queue Statistics Display. There are four types: 10 minute, current, shift, and 24 hour.

Real-time display enhancement

In Release 3.1, an enhancement was made to the real-time queue statistics displays (24 hr, Shift, and 10-minute) so that they are no longer initialized to zero when CC MIS is shutdown.

These statistics are restored (to the values at shutdown) immediately following system start-up.

Explanation of calls offered statistic

The delivery of the Calls Offered formula provided in CC MIS Rel 3 is consistent with all previous CC MIS software releases. The Calls Offered field is currently presented in two standard reports:

- Summarized ACD Group Call Analysis Report
- ACD DN Calls Answered Report

and in one standard real-time display:

- ACD Group Summary Display

The Calls Offered definition in CC MIS is significantly different than the Calls offered message in RT-100. The CC MIS Calls Offered formula was designed to capture a significantly greater measurement of activity to a specific ACD group or DN. CC MIS tracks calls offered as the total of 20 different calls offered events, referred to as "C Status calls offered messages". The RT-100 definition is calculated as: calls Offered equals Calls Answered plus Calls Abandoned.

CC MIS implementation relies on peg counts of all call activity to a ACD-DN. The standard report Summarized ACD Group Call Analysis Report tracks Calls Offered, and also provides statistics for Calls Answered, Calls Abandoned, Calls Deflected, Calls Blocked, and Night Service Calls. Because CC MIS provides a more comprehensive view of calls offered, the sum of these fields (Calls Answered, Calls Abandoned, Calls Deflected, Calls Blocked, and Night Service Calls) do not always total to the Calls Offered field.

An alternative data element for those customers who wish to retain the RT-100 statistic in the standard reports is Calls Accepted. Calls Accepted equals Calls Answered plus Call Abandoned data elements.

Prior to CC MIS Release 2.0.3, the Calls Accepted element was calculated by subtracting Time Overflowed Calls from the destination group statistics. This was corrected in Release 2.0.3 to provide a consistent formula for all ACD group reports.

Example:

The calls offered statistical value includes all calls that were offered to the group. This value includes calls that were enqueued, overflowed, deflected, or presented directly to agents within the group. Therefore, the value in the calls offered statistic may be significantly higher than the total value for calls answered for a particular group. Comparisons are usually made between calls offered and the totals for fields such as calls answered plus calls abandoned before and after RAN, night service, and so on - depending on your call center environment. These comparisons should not be made because the totals will not be equal. CC MIS calls offered statistics is the number of calls offered messages coming from the DMS switch. (There may be multiple calls offered messages for a single call coming from the DMS switch.)

For example, a call is presented to Group A. The call time overflows (is logically queued) into Group B. However, the call is eventually answered by Group A. CC MIS would generate the following statistics:

	Calls offered	Calls answered
Group A	1	1
Group B	1	0

Organization of this appendix

This appendix defines the internal data, key, and statistics fields separately for each statistic set. These three types of fields are then sorted alphabetically by the default column heading. These headings are not necessarily the headings shown in the management report sections of this document, since custom headings are used for the standard management reports instead of the default column headings.

Within the statistics field description, the name of the statistic is printed in bold type. This helps to locate the name of the statistic in the [Options] lists of the Tabular and Graphic Format Definition screens of Report Definition.

Pegging of Not Ready Time

If the Walkaway option is used for an ACD Group, the time that is accumulated when an agent uses the Not Ready key will be pegged as Walkaway Time instead of Not Ready Time.

Internal Data Fields

The statistics which are maintained for use in the real-time Queue Statistics Display are described below. Each statistic is maintained for the previous 10 minutes and is updated every 2 seconds.

Statistic	Descriptions
ACD Call Time	The total call durations of all ACD calls. This statistic is incremented by the total call duration (from answer to release) when the ACD call is released.
ACD Transferred In	The number of calls transferred to this group or to an agent within this group. The calls may originate as ACD calls or DN calls. This statistic includes only calls that are eventually answered by an agent in this group.
ACD Transferred Out	The number of calls transferred by an agent in this group from the agent's INCALLS key to a group, agent, or agent's DN key. This statistic includes all such calls transferred whether they were answered or not.
ACD Talk Time	The total time spent by all agents of the ACD group on an ACD call, including time that an ACD call is on hold.
Agent Force-outs	The number of agents of the ACD group forced out due to not answering a ringing ACD call within the force out threshold time.
Active Time	This is the length of time that at least one agent was logged into the ACD group.
All Agents Busy Time	This is the length of time that there were no agents available to answer new incoming ACD calls.
Busy Time	The total time spent by all agents in handling ACD or DN calls and in performing related processing. This time does not include waiting time.
Calls Abandoned	The number of calls which were abandoned by the caller while waiting to be answered by an agent in this ACD group.
Calls Abd LgclQ	The number of abandoned calls which where in the logical queue of this ACD group.
Calls Answered	The number of calls answered by agents of the ACD group, including calls which time overflowed or queue count overflowed into this group.
Calls Completed	Essentially the same as the Calls Answered statistic except that it is pegged when the ACD call is released rather than when it is answered.
Calls Deflected	The number of calls which were destined for this group but the maximum queue size or maximum wait time were exceeded which caused the call to be routed to the threshold route. (CSTATUS=2 or CSTATUS=5)
Calls Offered	The number of calls offered to this group. Includes calls enqueued, presented directly to agents, deflected, thresholded, etc. (CSTATUS=All)
Calls Offrd Trans	The number of calls offered to this group which were transferred calls. Includes calls enqueued or presented directly to agents. (CSTATUS=12 or CSTATUS=13)
DN Calls In	The number of DN calls answered by agents of the ACD group.
DN In Cmplt	The number of DN Incoming calls completed by all agents of this ACD group.
DN Calls Out	The number of DN calls originated by agents of this ACD group.
DN Out Cmplt	The number of DN Outgoing calls completed by all agents of this ACD group. A call from a 2500 set that receives a position event message will not be included in this count.

TABLE B-1. Display Statistics Updated Every Two Seconds

Statistic	Descriptions
DN In Short Calls	The number of DN incoming calls handled by all agents of this ACD group which had a talk time less than the “DN IN short call” threshold defined for the ACD group.
DN Out Short Calls	The number of DN outgoing calls handled by all agents of this ACD group which had a talk time less than the “DN Out short call” threshold defined for the ACD group.
DN Transferred In	The number of calls which were transferred to a DN of an agent assigned to this group. The calls may originate as ACD or DN calls. This statistic includes all such calls transferred whether they were answered or not.
DN Transferred Out	The number of calls which were transferred by an agent in this group from the agent's DN key to a group or agent's DN key. This statistic includes all such calls transferred whether they were answered or not.
Hold Time	The total time that all agents of this ACD group had ACD calls on hold.
Incoming DN Time	The total time spent by all agents of this ACD group handling incoming DN calls.
Max Abandon Delay	The longest delay of all abandoned calls.
Max Answer Delay	The longest delay experienced by all answered calls, excluding calls which were time overflowed into this ACD group.
Max TOF Delay	The longest answering delay experienced by all time overflow calls that were answered by agents of this ACD group.
Non ACD Trans In	The number of calls which were transferred from non-ACD sources and answered by agents in this ACD group either on their INCALLS key or their DN key. This statistic includes all such calls transferred whether they were answered or not.
Non ACD Trans Out	The number of calls which were transferred by agents in this ACD group from their INCALLS key or their DN key to non ACD destinations. This statistic includes all such calls transferred whether they were answered or not.
Not Ready Time	The total time spent by all agents of this ACD group in post call processing. This includes all time that an agent had the Not Ready key active and no ACD or DN calls were active. ***Note:*** If the Walkaway option is used for an ACD Group, the time that is accumulated when an agent uses the Not Ready key will be pegged as Walkaway Time instead of Not Ready Time.
Num Abd After RAN	The number of abandoned calls which received a recorded announcement.
Num Abd After Thrsh	The number of abandoned calls which had a delay greater than or equal to the “Delay Objective” threshold value for the destination ACD group as defined in Threshold Definition mode.
Num Ans After Thrsh	The number of answered calls including time overflowed calls answered by this ACD group, which experienced an answering delay greater than or equal to the “Delay Objective” threshold value for the destination ACD group as defined in Threshold Definition mode.
Num Calls Thresholded	The number of calls which were destined for this group but the queue threshold or wait threshold were exceeded which caused the call to be networked.
Num Emg Calls	The number of times agents of this ACD group activated the emergency call key feature.
Num NotRdy Calls	The number of times agents of this ACD group activated the not ready key feature.
Num Wrapups	The number of times variable wrap-up is invoked by agent in the ACD group.

TABLE B-1. Display Statistics Updated Every Two Seconds(Continued)

Statistic	Descriptions
Num QOF In Calls	The number of calls which reached this ACD group via queue count overflow and were answered or abandoned in this queue.
Num QOF Out Calls	The number of calls which were originally destined for this ACD group but were queue count overflowed to another ACD group.
Num Received RAN	The number of calls which were answered or abandoned which received a recorded announcement.
Num Short Calls	The number of calls handled by agents of this ACD group which had a Direct Call Processing duration that was less than the “Short Call” threshold defined for this ACD group.
Num Supv Calls	The number of times agents of this ACD group activated the Call Supervisor key feature.
Num TOF In Calls	The number of calls which time overflowed and were answered by agents in this ACD group.
Num TOF Out Calls	The number of calls which time overflowed out of this ACD group and were answered by agents in another ACD group.
Num Var Wrapups	The number of times variable wrap-up is invoked by an agent in this ACD group.
Outgoing DN Time	The total time spent by all agents of this ACD group handling outgoing DN calls.
Short Call Time	The total call durations of all “short” calls. (See the statistic “Num Short Calls” for a definition of a short call.)
Staffed Time	The total time spent by all agents in staffing the ACD group. Staffed time for an individual agent is accumulated from the time that an agent logs in to the time that the agent logs out.
Total Abandon Delay	The total delay of all abandoned calls.
Total Answer Delay	The total delay experienced by all answered calls excluding calls which time overflowed into this ACD group.
Total TOF Delay	The answer delay for time overflow calls which time overflowed and were answered by agents in this group.
Total Walk Time	The total time spent by all agents of this ACD group in walkaway state.
Var WrapTime	The total duration of variable wrap-up period by agent in the ACD groups.
Wait Time	The total time spent by all agents of this ACD group waiting for an ACD call, not including time spent on DN calls while waiting.

TABLE B-1. Display Statistics Updated Every Two Seconds(Continued)

The following statistics represent current values that are maintained by the real time statistics software—they are not affected by the 10-minute moving window.

Statistic	Descriptions
ACD Talk Threshold	The ACD Talk Threshold currently being used for the group. This threshold is defined in Threshold Definition mode.
Calls Queued	The number of physical calls currently queued in the ACD group's physical call queue.
Delay Objective	The delay objective threshold value currently being used for the group. This threshold is defined in Threshold Definition mode.

TABLE B-2. Real-Time Display Statistics

Statistic	Descriptions
Logically Queued	The current number of logical calls queued in the ACD group's logical call queue.
Longest Delay	The delay experienced by the call currently at the head of the physical call queue.
Longest Lgcl Delay	The delay experienced by the call currently at the head of the logical call queue.
Max CallQ Size	The current maximum call queue size defined for the group on the switch
Posns ACD	The number of positions currently active on an ACD call, not including ACD calls on hold.
Posns ACDH	The number of positions which currently have an ACD call on hold.
Posns DNI	The number of positions currently on an incoming DN call, not including ACD calls on hold.
Posns DNIH	The number of positions which currently have an incoming DN call on hold.
Posns DNO	The number of positions currently on an outgoing DN call, not including ACD calls on hold.
Posns DNOH	The number of positions which currently have an outgoing DN call on hold.
Posns FORCED	The number of positions that have been force logged out by the switch due to the agent not answering a ringing ACD call within the ACD group's ringing threshold.
Posns IDLE	The number of positions which are currently in the WAIT state on the incalls key and which do not have either an incoming or outgoing DN call active or held.
Posns NRDY	The number of positions which are currently in the not ready state.
Posns SPARE	The number of positions which are not currently staffed by an agent which became unstaffed due to a normal logout.
Posns Staffed	The number of positions currently staffed by agents.
Posns VWRP	The number of positions which are currently in variable wrapup state.
Posns WAIT	The number of positions which are currently waiting for an ACD call to be presented.
Posns WALK	The number of positions which are currently in a walkaway state.

TABLE B-2. (Continued)Real-Time Display Statistics

The following statistics represent current values that are maintained by the shift statistics software—they are not affected by the 10-minute moving window.

Statistic	Descriptions
Shft Abd After RAN	The number of abandoned calls which received a recorded announcement.
Shft Abd Aft Thrsh	The number of abandoned calls which had a delay greater than or equal to the "Delay Objective" threshold value for the destination ACD group as defined in Threshold Definition mode.
Shft Ans Aft Thrsh	The number of answered calls including time overflowed calls answered by this ACD group, which experienced an answering delay greater than or equal to the "Delay Objective" threshold value for the destination ACD group as defined in Threshold Definition mode.
Shft Calls Abnd	The number of calls which were abandoned by the caller while waiting to be answered by an agent in this ACD group.

TABLE B-3. Real-Time Shift Display Statistics

Statistic	Descriptions
Shft Calls Abnd LQ	The number of abandoned calls which where in the logical queue of this ACD group.
Shft Calls Ans	The number of calls answered by agents of the ACD group, including calls which time overflowed or queue count overflowed into this group.
Shft Calls Offrd	The number of calls offered to this group. Includes calls enqueued, presented directly to agents, deflected, threshold, etc.
Shft Totl Ans Delay	The total delay experienced by all answered calls excluding calls which time overflowed into this ACD group.

TABLE B-3. (Continued)Real-Time Shift Display Statistics

The following statistics represent current values that are maintained by the 24 hour statistics software—they are not affected by the 10-minute moving window.

Statistic	Descriptions
24hr Abd Aft RAN	The number of abandoned calls which received a recorded announcement.
24hr Abd Aft Thrsh	The number of abandoned calls which had a delay greater than or equal to the “Delay Objective” threshold value for the destination ACD group as defined in Threshold Definition mode.
24hr Calls Abnd LQ	The number of abandoned calls which where in the logical queue of this ACD group.
24hr Ans Aft Thrsh	The number of answered calls including time overflowed calls answered by this ACD group, which experienced an answering delay greater than or equal to the “Delay Objective” threshold value for the destination ACD group as defined in Threshold Definition mode.
24hr Calls Abnd	The number of calls which were abandoned by the caller while waiting to be answered by an agent in this ACD group.
24hr Calls Ans	The number of calls answered by agents of the ACD group. including calls which time overflowed or queue count overflowed into this group.
24hr Calls Offrd	The number of calls offered to this group. Includes calls enqueued, presented directly to agents, deflected, threshold, etc.
24hr Tot Ans Delay	The total delay experienced by all answered calls excluding calls which time overflowed into this ACD group.

TABLE B-4. Real-Time 24 Hour Display Statistics

Standard Formulas

This section describes the standard formulas available for creating custom display definitions. In addition to the formulas described here, simple formulas are defined which provide access to each of the internal data fields listed in Internal Data Fields - Queue Statistics Display.

The standard formulas are sorted alphabetically by the default column heading. These headings are not necessarily the headings which are shown on the standard queue statistics displays since custom headings are used instead of the default column headings.

The name of the formula as it appears in the selection lists of Quadrant Definition is highlighted in the description of the formula.

Menu Num	Statistics Field	Descriptions
23	**ABAND AFTER RAN**	**Number of calls abandoned after RAN.** The number of abandoned calls that received a recorded announcement, excluding TOF calls. ABND AFTER = Num Abd After RAN RAN
22	**ABAND AFTER THRSH**	**Number of calls abandoned after threshold.** The number of abandoned calls, excluding TOF calls, that had a delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in the Threshold Definition screen. ABND AFTER = Num Abd After Thrsh THRSH
79	**ABAND BEFR RAN**	**Number of calls abandoned before RAN.** The number of abandoned calls that received a recorded announcement, excluding TOF calls. ABND BEFR = Calls Abandoned + Calls ABD LgclQ - Num Abd After RAN RAN

TABLE B-5. Standard formulas

Menu Num	Statistics Field	Descriptions
69	**ABAND BEFOR THRSH**	**Number of calls abandoned before threshold.** The number of abandoned calls that had a delay less than the Delay Objective threshold value for the destination ACD group as defined in the Threshold Definition screen. ABND BEFOR = Calls Abandoned - Num Abd After Thrsh THRSH
61	**ACD CALL CPTY**	**Total available incoming ACD call capacity.** This consists of agent positions and queue slots available to receive ACD calls. ACD CALL = Max CallQ Size + Posns WAIT - Calls Queued CPTY
11	**ACD CALL CPTY**	**Total of all ACD call durations.** The total call durations of all ACD calls. This statistic is incremented by the total Call duration (from answer to release) when the ACD call is released. ACD CALL = ACD Call Time TIME
68	**ACD TLK THR**	**ACD call time objective threshold value.** The ACD talk threshold being used for the group. ACD TLK = ACD Talk Threshold THR
70	**ACD <= OBJ**	**Average ACD call time if <= ACD talk objective.** This is the average duration of an ACD call, provided that the average is less than or equal to the ACD talk time threshold. If the average is greater than the ACD talk time threshold, the result of the formula is zero. ACD = (ACD Talk Threshold x Calls Completed - ACD Call Time) > 0 < 1 x <= (ACD Call Time / Calls Completed) OBJ

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
51	**ACD >OBJ**	**Average ACD call time if >ACD talk objective.** This is the average duration of an ACD call, provided that the average is less than or equal to the ACD talk time threshold. If the average is greater than the ACD talk time threshold, the result of the formula is zero. ACD = (ACD Call Time + 1 - Calls Completed x ACD Talk Threshold) > 0 < 1 x > (ACD Call Time / Calls Completed) OBJ
27	**ACD** **XFER** **IN**	**ACD calls transferred in.** The number of calls transferred to this group or to an agent within this group. The calls may originate as ACD calls or DN calls. This statistic includes only calls that are eventually answered by an agent in this group. ACD XFER = ACD Transferred In IN
28	**ACD** **XFER** **OUT**	**ACD calls transferred out.** The number of calls transferred by an agent in this group from the agent's INCALLS key to a group, agent, or agent's DN key. This statistic includes all such calls transferred whether they were answered or not. ACD XFER = ACD Transferred Out OUT
9	**ACTV** **TIME**	**Time that at least one agent was logged on.** The length of time that at least one agent was logged into the ACD group. ACTV = Active Time TIME
39	**AGENT** **FORCE** **OUTS**	**Agent force outs.** The number of agents of the ACD group forced out due to not answering a ringing ACD call within the force out threshold time. AGENT FORCE = Agent Force-outs OUTS
10	**ALL** **BUSY** **TIME**	**Time that all agents were busy.** The length of time there were no agents available to answer new incoming ACD calls. ALL BUSY = All Agents Busy Time TIME

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
21	**ANSWR AFTER THRSH**	**Number of calls answered after threshold.** The number of answered calls, including time overflowed calls answered by this ACD group, that experienced an answering delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in Threshold Definition mode. ANSWR AFTER = Num Ans After Thrsh THRSH
72	**ASA <= OBJ**	**ASA if <= delay objective.** This is the average speed of answer, provided that average is less than or equal to the delay threshold objective. If the average is greater than the delay threshold objective, the result of the formula is zero. ASA = (Delay Objective x Calls Answered <= - Total Answer Delay) > 0 < 1 x OBJ (Total Answer Delay / Calls Answered)
73	**ASA > OBJ**	**ASA if > delay objective.** This is the average speed of answer, provided that average is greater than the delay threshold objective. If the average is less than or equal to the delay threshold objective, the result of the formula is zero. ASA = (Total Answer Delay + 1 - Calls Answered > x Delay Objective) > 0 < 1 x OBJ (Total Answer Delay / Calls Answered)
61	**AVG ACD TIME**	**Average ACD call duration.** This is the length of time from when a call is answered until it is released, including hold time. AVG ACD = ACD Call Time TIME Calls Completed
60	**AVG ANS DEL**	**Average answering delay.** The average delay experienced by caller before call is answered. AVG ANS = Total Answer Delay DEL Calls Answered
76	**AVG DN IN**	**Average incoming DN call time.** This is the average amount of time that an agent spent on an incoming DN call. AVG DN = Incoming DN Time IN DN Calls In
77	**AVG DN OUT**	**Average outgoing DN call time.** This is the average amount of time that an agent spent on an outgoing DN call. AVG DN = Outgoing DN Time OUT DN Calls Out

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
74	**AVG NRDY VWRP**	**Average not ready/variable wrapup time.** The average duration of all not ready or variable wrapup periods for all agents in this ACD group. AVG NRDY = Not Ready Time + Var Wrapup Time VWRP Num NotRdy Calls + Num Var Wrapups
75	**AVG WAIT**	**Average wait time.** This is the average time that an agent spends in an idle state between ACD calls. AVG Wait Time WAIT = CallsAnswered
44	**CALLS ABD LGCLQ**	**Calls abandoned and logically queued.** The number of abandoned calls that were in the logical queue of this ACD group. CALLS ABD = Calls Abd LgclQ LGCLQ
20	**CALLS ABAND**	**Number of calls abandoned.** The number of calls abandoned by a caller while waiting to be answered by an agent in this ACD group. CALLS = Calls Abandoned ABAND
19	**CALLS ANSWD**	**Number of calls answered.** The number of calls answered by agents of the ACD group, including calls that overflowed into this group (both time and queue count overflow). This statistic is pegged when the call is answered rather than when it is released. CALLS = Calls Answered ANSWD
24	**CALLS COMPL**	**Number of calls completed.** The number of calls answered by agents of the ACD group, including calls that overflowed into this group (both time and queue count overflow). This statistic is pegged when the call is released rather than when it is answered. CALLS = Calls Completed COMPL
42	**CALLS DFLCT**	**Total number of calls deflected.** The number of calls offered for this group that were routed to the threshold route because the maximum queue size or maximum wait time were exceeded. CALLS DFLCT = Calls Deflected
40	**CALLS OFFRD**	**Total number of calls offered.** The number of calls offered to this group. Includes such calls as enqueued, presented directly to agents, deflected, and threshold. CALLS = Calls Offered OFFRD

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
41	**CALLS OFFRD TRANS**	**Number of calls offered and transferred.** The number of calls offered to this group that were transferred calls. Includes calls enqueued or presented directly to agents. CALLS OFFRD = Calls Offrd Trans TRANS
43	**CALLS THRSH**	**Total number of calls threshold.** The number of calls that were destined for this ACD group but the queue or wait threshold was exceeded causing the call to be networked. CALLS = Calls Thresholded THRSH
64	**CALLS WAITG**	**Total number of calls waiting.** The total number of calls waiting in both the physical and logical call queues of the ACD group. CALLS = Calls Queued + Logically Queued WAITG
46	**CIQ**	**Number of physical calls queued.** The number of physical calls currently queued in the ACD group's physical call queue. CIQ = Calls Queued
48	**CURR DELAY**	**Wait time of oldest physical call.** The delay experienced by the call currently at the head of the physical call queue. CURR = Longest Delay DELAY
49	**CURR LGCL DELAY**	**Wait time of oldest logical call.** The delay experienced by the call currently at the head of the logical call queue. CURR LGCL = Longest Lgcl Delay DELAY
50	**DLY OBJ**	**Delay objective threshold value.** The delay objective threshold value currently being used for the group. This threshold is defined in Threshold Definition mode. DLY = Delay Objective OBJ
29	**DN XFER IN**	**DN calls transferred in.** The number of calls transferred to a DN of an agent assigned to this group. The calls may originate as ACD or DN calls. This statistic includes all such calls transferred whether or not they were answered. DN XFER = DN Transferred In IN

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
85	**DN IN CMPLT**	**Number of incoming DN calls completed.** The number of DN Incoming calls completed by all agents of this ACD group. DN IN = DNInCmplt CMPLT
83	**DN IN SHORT CALLS**	**Number of DN In Short Calls.** The number of DN Incoming calls handled by all agents of this ACD group which had a talk time less than the <#007F>DN IN Short Call" threshold defined for the ACD group. DN IN SHORT = DN In Short Calls CALLS
86	**DN OUT CMPLT**	**Number of outgoing DN calls completed.** The number of DN Outgoing calls completed by all agents of this ACD group. Calls from a 2500 set that receives a position event message will not be included in this count. DN OUT = DNOutCmplt CMPLT
84	**DN OUT SHORT CALLS**	**Number of DN Out Short Calls.** The number of DN Incoming calls handled by all agents of this ACD group which had a talk time less than the <#007F>DN Out Short Call" threshold defined for the ACD group. DN IN SHORT = DN Out Short Calls CALLS
30	**DN XFER OUT**	**DN calls transferred out.** The number of calls transferred by an agent in this group from the agent's DN key to a group or agent's DN key. This statistic includes all such calls transferred whether or not they were answered. DN XFER = DN Transferred Out OUT
62	**EST AGTS RQD**	**Estimated number of agents required.** The number of agents required to handle the current call volume based on the desired delay objective, actual ACD call time, and the number of calls in a system. NO = (Calls Queued+Posns on ACD Calls + PosnsACDH x ACD Call Time) / Calls Completed x Delay Objective AGTS RQD ***Note:*** The result of this formula is a rough estimation of the number of agents required to handle the current call traffic. Residual time for active calls is not factored. The delay objective must be specified for the ACD group within Parameter Administration (Threshold Definition and ACD Group Definition).

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
78	**EXP DLY**	**Expected delay.** This predicts how long the last call placed in queue will wait before being answered. EXP DLY = Busy Time / Calls Answered x (Calls Queued + Logically Queued) / Posns Staffed
25	**IN DN CALLS**	**Number of incoming DN calls.** The number of DN calls answered by agents of the ACD group. IN DN CALLS = DN Calls In
47	**LCIQ**	**Number of logical calls queued.** The current number of logical calls queued in the ACD group's logical call queue. LCIQ = Logically Queued
17	**MAX ABD DEL**	**Maximum abandoning delay.** The longest delay of all abandoned calls, excluding TOF calls. MAX ABD DEL = Max Abandon Delay
16	**MAX ANS DEL**	**Maximum answering delay.** The longest delay experienced by all answered calls, excluding calls that were time-overflowed into this ACD group. MAX ANS DEL = Max Answer Delay
51	**MAX CQ SZE**	**Maximum call queue size.** The current maximum call queue size defined for the group on the switch. MAX CQ SZE = Max CallQ Size
80	**MAX DLY**	**Longest time that a caller waited in the queue.** This is the number of seconds that the longest call in queue waited before being answered by agent. MAX DLY = Max Answer Delay > Max Abandoned Delay
18	**MAX TOF DEL**	**Maximum time overflow delay.** The longest answering delay experienced by all time overflow calls that were answered by agents of this ACD group. MAX TOF DEL = Max TOF Delay

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
88	**NUM CALL SUPV**	**Number of call supervisor calls.** The number of times the call supervisor key feature was activated. NUM SUPV = NumSupvCalls ACTS
89	**NUM EMRG ACTS**	**Number of emergency activations.** The number of times the emergency key feature was activated. NUM EMRG = NumEmgCalls ACTS
89	**NUM NTRDY ACTS**	**Number of not ready activations.** The number of times the not ready key feature was activated. NUM NTRDY = NumNotRdyCalls ACTS
37	**NUM RCV RAN**	**Number of calls that received RAN.** The number of calls that were answered or abandoned that received a recorded announcement. NUM RCV = Num Received RAN RAN
90	**NUM VAR WRAPS**	**Number of variable wrapups.** The number of times the variable wrapup was invoked. NUM VAR = NumVarWrapups WRAPS
31	**OTH XFER IN**	**Non-ACD calls transferred in.** The number of calls transferred from non-ACD sources that were answered by agents in this ACD group, either on their INCALLS key or their DN key. This statistic includes all such calls transferred whether or not they were answered. OTH XFER = Non ACD Trans In IN
32	**OTH XFER OUT**	**Non-ACD calls transferred out.** The number of calls transferred by agents in this ACD group from their INCALLS key or their DN key to non-ACD destinations. This statistic includes all such calls transferred whether or not they were answered. OTH XFER = Non ACD Trans Out OUT

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
26	**OUT DN CALLS**	**Number of outgoing DN calls.** The number of DN calls originated by agents of this ACD group. OUT DN = DN Calls Out CALLS
56	**POSNS ACD**	**Number of positions in ACD state**. The number of positions currently active on an ACD call not including positions with held ACD calls. POSNS = Posns ACD ACD
82	**POSNS ACDH**	**Number of positions in ACDH state.** The number of positions that currently have an ACD call on hold. POSNS = Posns ACDH ACDH
67	**POSNS ACD+H**	**Positions in ACD and ACDH states.** The total number of positions currently handling an ACD call (includes active and calls on hold). POSNS = Posns ACD + Posns ACDH ACD+H
57	**POSNS DNI**	**Number of positions in DNI state.** The number of positions currently on an incoming DN call, not including those on hold. POSNS DNI = Posns DNI
116	**POSNS DNIH**	**Number of positions in DNIH state.** The number of positions that currently have an incoming DN call on hold. POSNS = Posns DNIH DNIH
119	**POSNS DNI+H**	**Number of positions in DNI and DNIH states.** This is the total number of positions that are currently handling an incoming DN call (active or on hold). POSNS = Posns DNI + Posns DNIH DNI+H
58	**POSNS DN0**	**Number of positions in DNO state.** The number of positions currently on an outgoing DN call, not including those on hold. POSNS DNO = Posns DNO
117	**POSNS DNOH**	**Number of positions in DNOH state.** The number of positions that currently have an outgoing DN call on hold. POSNS = Posns DNOH DNOH

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
120	**POSNS DNO+H**	**Number of positions in DNO and DNOH states.** This is the total number of positions that are currently handling an outgoing DN call (active or on hold). POSNS = Posns DNO + Posns DNOH DNO+H
115	**POSNS FORCE**	**Number of positions in FORCED state.** The number of positions that have been forced to logout by the switch due to the agent not answering the ringing ACD call within the ACD group's ringing threshold. POSNS = Posns FORCED FORCE
121	**POSNS IDLE**	**Number of positions idle.** The number of positions that are currently in the WAIT state on the INCALLS key and that do not have either an incoming or outgoing DN call active or held. POSNS = Posns Idle IDLE
118	**POSNS NOT STFD**	**Number of positions not staffed.** This is the total number of positions that do not have an agent logged in. The positions are either in the SPARE or FORCED states. POSNS NOT = Posns SPARE + Posns FORCED STFD
54	**POSNS NRDY**	**Number of positions in NRDY state**. The number of positions currently in the Not Ready state. POSNS = Posns NRDY NRDY
66	**POSNS NRDY VWRP**	**Positions in NRDY and VWRP states.** The number of positions currently in the Not Ready and Variable Wrapup states. POSNS = Posns NRDY + Posns VWRP NRDY
52	**POSNS STFD**	**Number of positions staffed.** The number of positions currently staffed by agents. POSNS = Posns Staffed STFD
53	**POSNS SPARE**	**Number of positions in SPARE state.** The number of positions not currently staffed by an agent. This is the number of positions that became spare due to a normal logout (does not include Posns FORCED). POSNS = Posns SPARE SPARE
55	**POSNS WAIT**	**Number of positions in WAIT state.** The number of positions currently waiting for an ACD call to be presented. POSNS = Posns WAIT WAIT

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
59	**POSNS WALK**	**Number of positions in WALK state.** The number of positions currently in a Walkaway state. POSNS = Posns WALK WALK
114	**POSNS VWRP**	**Number of positions in VWRP state.** The number of positions currently in variable wrap-up state. POSNS = Posns VWRP VWRP
33	**QOF IN CALLS**	**Number of calls which queue count overflowed in.** The number of calls reaching this ACD group by way of queue-count-overflow that were answered or abandoned in this queue. QOF IN = Num QOF In Calls CALLS
34	**QOF OUT CALLS**	**Number of calls which queue count overflowed out.** The number of calls originally destined for this ACD group that were queue-count-overflowed to another ACD group. QOF OUT = Num QOF Out Calls CALLS
92	**SHFT ABD AFT RAN**	**Shift - Number of calls abandoned after RAN.** The number of calls that were abandoned after receiving a recorded announcement. SHFT ABD AFT = ShftAbdAfterRAN RAN
99	**SHFT ABD AFT THRSH**	**Shift - Number of calls abandoned after threshold.** The number of abandoned calls, excluding TOF calls, that had a delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in the Threshold Definition screen. SHFT ABD AFT = Shft Abd Aft Thrsh THRSH
108	**SHFT ABD BFR RAN**	**Shift - Number of calls abandoned before RAN.** The number of calls that were abandoned before receiving a recorded announcement. SHFT ABD BFR = ShftCallsAbandoned+ShftCallsAbdLgcl RAN -ShftNumAbdAfterRAN

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
98	**SHFT ANS AFT THRSH**	**Shift - Number of calls answered after threshold.** The number of answered calls, including time overflowed calls answered by this ACD group, that experienced an answering delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in Threshold Definition mode. SHFT ANS AFT = Shft Ans Aft Thrsh THRSH
109	**SHFT AVG ANS DEL**	**Shift - Average answering delay (also known as ASA).** This is the average delay experienced by a caller before the call was answered. SHFT AVG ANS = ShftTotAnsDelay DEL ShftCallsAns
95	**SHFT CALLS ABAND**	**Shift - Number of calls abandoned.** The number of calls abandoned by a caller while waiting to be answered by an agent in this ACD group. SHIFT CALLS = Shft Calls Abnd ABAND
96	**SHFT CLS ABD LGCLQ**	**Shift - Calls abandoned and logically queued.** The number of abandoned calls that were in the logical queue of this ACD group. SHIFT CLS ABD = Shft Calls Abnd LQ LGCLQ
94	**SHFT CALLS ANSWD**	**Shift - Number of calls answered.** The number of calls answered by agents of the ACD group, including calls that overflowed into this group (both time and queue count overflow). This statistic is pegged when the call is answered rather than when it is released. SHFT CALLS = Shft Calls Ans ANSWD
93	**SHFT CALLS OFFRD**	**Shift- Total number of calls offered.** The number of calls offered to this group. Includes such calls as enqueued, presented directly to agents, deflected, and threshold. SHFT CALLS = Shft Calls Offrd OFFRD
110	**SHFT SRV LVL %**	Shift - Telephone service level. This is the ratio of the number of calls handled that experienced a delay within the desired delay objective to the total number of calls handled, expressed as a percentage. SHFT (ShftAnsAftThrsh+ShftAbdAftThrsh)x100 SRV = 100 - ShftCallsAns + ShftCallsAbnd LVL %

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
97	**SHFT TOT ANS DELAY**	**Shift - Total answering delay.** The total delay experienced by all answered calls excluding calls that time-overflowed into this ACD group. SHFT TOT ANS = Shft Tot Ans Delay DELAY
12	**SHORT CALL TIME**	**Total of all short call durations.** The total call durations of all short calls. A short call is a call handled by agents of this ACD group that had a direct call processing duration less than the short call threshold defined for this ACD group. SHORT CALL = Short Call Time TIME
38	**SHORT CALLS**	**Number of short calls.** The number of calls handled by agents of this ACD group that had a direct call processing duration less than the short call threshold defined for this ACD group. SHORT = Num Short Calls CALLS
63	**SRV LVL %**	**Telephone service level.** This is the ratio of the number of calls handled that experienced a delay within the desired delay objective to the total number of calls handled, expressed as a percentage. SRV LVL = 100 - (NumAnsAftThrsh+NumAbdAftThrsh)x100 / CallsAnswered + CallsAbandoned %
35	**TOF IN CALLS**	**Number of calls which time overflowed in.** The number of calls that time-overflowed and were answered by agents in this ACD group. TOF IN = Num TOF In Calls CALLS
36	**TOF OUT CALLS**	**Number of calls which time overflowed out.** The number of calls that time-overflowed out of this ACD group. TOF OUT = Num TOF Out Calls CALLS
14	**TOTAL ABAND DELAY**	**Total abandoning delay.** The total delay of all abandoned calls, excluding calls that time overflowed into this ACD group. TOTAL ABAND = Total Abandon Delay DELAY

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
3	**TOTAL ACD TALK**	**Total ACD talk time.** The total time spent by all agents of the ACD group on an ACD call, including time that an ACD call is on hold. TOTAL ACD = ACD Talk Time TALK
13	**TOTAL ANSWR DELAY**	**Total answering delay.** The total delay experienced by all answered calls excluding calls that time-overflowed into this ACD group. TOTAL ANSWR = Total Answer Delay DELAY
4	**TOTAL BUSY TIME**	**Total time agents were busy.** The total time spent by all agents handling ACD or DN calls and performing related processing. This time does not include waiting time. This includes Not Ready and Variable Wrapup times. TOTAL BUSY = Busy Time TIME
6	**TOTAL DN IN**	**Total incoming DN call time.** The total time spent by all agents of this ACD group handling incoming DN calls. This includes time that the DN calls were on hold. TOTAL DN = Incoming DN Time IN
7	**TOTAL DN OUT**	**Total outgoing DN call time.** The total time spent by all agents of this ACD group handling outgoing DN calls. This includes time that the DN calls were on hold. TOTAL DN = Outgoing DN Time OUT
65	**TOTAL DN POSNS**	**Total number of positions on DN calls.** The total number of positions on DN Calls including incoming and outgoing DN calls. TOTAL DN = PosnsDNI + PosnsDNIH + PosnsDNO POSNS + PosnsDNOH
5	**TOTAL HOLD TIME**	**Total time spent holding.** The total time that all agents of this ACD group had ACD calls on hold. TOTAL HOLD = Hold Time TIME

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
8	**TOTAL STFD TIME**	**Total staffed time of agent.** The total time spent by all agents in manning the ACD group. Staffed time for an individual agent is accumulated from the time they login to the time they logout. TOTAL STFD = Staffed Time TIME
1	**TOTAL NOT READY**	**Total not ready time.** The total time spent by all agents of this ACD group in post call processing. This includes all time that an agent had the NOT READY key active and no ACD calls were active. TOTAL NOT = Not Ready Time READY
15	**TOTAL TOF DELAY**	**Total time overflow delay.** The answer delay for time-overflow calls that time-overflowed and were answered by agents in this group. TOTAL TOF = Total TOF Delay DELAY
2	**TOTAL WAIT TIME**	**Total time spent waiting.** The total time spent by all agents of this ACD group waiting for an ACD call, not including time spent on DN calls while waiting. TOTAL WAIT = Wait Time TIME
45	**TOTAL WALK TIME**	**Total walk time of agent.** The total time spent by all agents of this ACD group in walkaway state. TOTAL WALK = Total Walk Time TIME
91	**VAR WRAP TIME**	**Total variable wrapup time.** The total time that an agent spent in the variable wrap-up state. VAR WRAP = VarWrapupTime TIME
100	**24HR ABD AFT RAN**	**24hr - Number of calls abandoned after RAN.** The number of calls that were abandoned after receiving a recorded announcement. 24HR ABD AFT = 24hrAbdAfterRAN RAN
111	**24HR ABD BFR RAN**	**24hr - Number of calls abandoned before RAN.** The number of calls that were abandoned before receiving a recorded announcement. 24HR ABD BFR = 24hrCallsAbnd+24hrCallsAbdLQ RAN -24hrAbdAftRAN

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
107	**24HR ABD AFT THRSH**	**24hr - Number of calls abandoned after threshold.** The number of abandoned calls, excluding TOF calls, that had a delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in the Threshold Definition screen. 24HR ABD AFT THRSH = 24hr Abd Aft Thrsh
106	**24HR ANS AFT THRSH**	**24hr - Number of calls answered after threshold.** The number of answered calls, including time overflowed calls answered by this ACD group, that experienced an answering delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in Threshold Definition mode. 24HR ANS AFT THRSH = 24hr Ans Aft Thrsh
112	**24HR AVG ANS DEL**	**24hr - Average answering delay (also known as ASA).** This is the average delay experienced by a caller before the call was answered. 24HR AVG ANS DEL = 24hrTotAnsDelay / 24hrCallsAns
103	**24HR CALLS ABAND**	**24hr - Number of calls abandoned.** The number of calls abandoned by a caller while waiting to be answered by an agent in this ACD group. 24HR CALLS ABAND = 24hr Calls Abnd
104	**24HR CLS ABD LGCLQ**	**24hr - Calls abandoned and logically queued.** The number of abandoned calls that were in the logical queue of this ACD group. 24HR CLS ABD LGCLQ = 24hr Calls Abnd LQ
102	**24HR CALLS ANSWD**	**24hr - Number of calls answered.** The number of calls answered by agents of the ACD group, including calls that overflowed into this group (both time and queue count overflow). This statistic is pegged when the call is answered rather than when it is released. 24HR CALLS ANSWD = 24hr Calls Ans

TABLE B-5. Standard formulas(Continued)

Menu Num	Statistics Field	Descriptions
101	**24HR CALLS OFFRD**	**24hr - Total number of calls offered.** The number of calls offered to this group. Includes such calls as enqueued, presented directly to agents, deflected, and threshold. 24HR CALLS = 24hr Calls Offrd OFFRD
113	**24HR SRV LVL %**	**24hr - Telephone service level.** This is the ratio of the number of calls handled that experienced a delay within the desired delay objective to the total number of calls handled, expressed as a percentage. 24HR (24hrAnsAftThrsh + SRV 24hrAbdAftThrsh) X100 LVL% = 100 - 24hrCallsAns + 24hrCallsAbnd
105	**24HR TOT ANS DELAY**	**24hr - Total answering delay.** The total delay experienced by all answered calls excluding calls that time-overflowed into this ACD group. 24HR TOT ANS = 24hr Tot Ans Delay DELAY

TABLE B-5. Standard formulas(Continued)

Tutorial

Introduction

This chapter contains tutorials to create:

- A custom tabular report
- A custom graphic report
- A custom real-time display

Creating a custom tabular report

Use the following procedure to create a custom tabular report. The report provides information about the extent to which recorded announcements are used by destination ACD groups in one day. The information is grouped by destination ACD group and by shift.

Practice the following skills by performing Exercise 1:

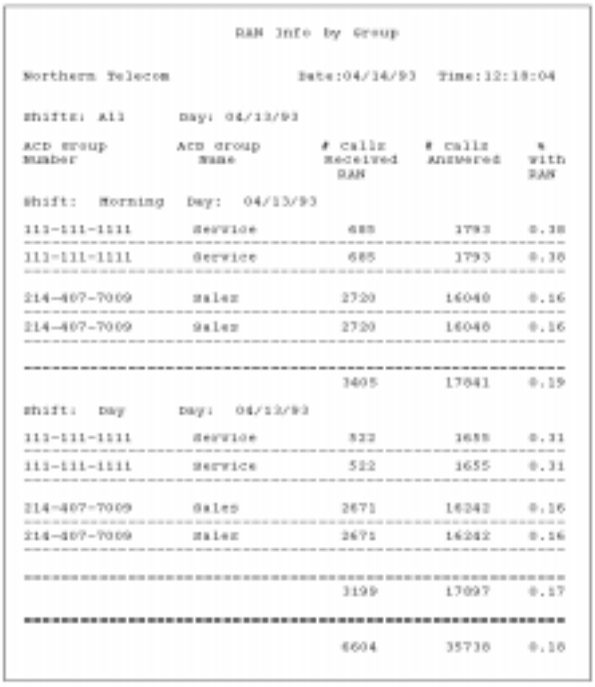
- creating your own formula
- creating a personal tabular report format
- creating a personal report parameter definition
- requesting an ad hoc report
- viewing a report on your screen

Figure 1 shows the format of the report you generate in Exercise 1.

Note: The entries in the report will reflect your database. Consequently, the data in the report may not match the data in the report shown in the figure.

In the exercise, the name of the formula you create is % with RAN; the name of the tabular report format is RAN Info; the name of the report parameter definition is RAN Info by Group.

Figure C.1 Example custom tabular report



RAN Info by Group

Northern Telecom Date:04/14/93 Time:12:18:04

Shifts: All Day: 04/13/93

ACD Group Number	ACD Group Name	# Calls Received RAN	# Calls Answered	% With RAN
Shift: Morning Day: 04/13/93				
111-111-1111	Service	685	1793	0.38
111-111-1111	Service	685	1793	0.38
214-407-7009	Sales	2720	16040	0.16
214-407-7009	Sales	2720	16040	0.16
		3405	17041	0.19
Shift: Day Day: 04/13/93				
111-111-1111	Service	522	1655	0.31
111-111-1111	Service	522	1655	0.31
214-407-7009	Sales	2671	16242	0.16
214-407-7009	Sales	2671	16242	0.16
		3193	17897	0.17
		6604	35738	0.18

Exercise 1: Creating a custom tabular report

Step

1. Define your formula, % with RAN.

   Note: Ensure that Report definitions is enabled in your profile.

a. From the main window, select Reports / Formulas.

b. Select Destination ACD-GRP Statistics as the statistics group.

c. Enter % with RAN for the Title and Graph Title.

d. Use the [Options] key to set the Divide by Zero Treatment to Divide by One.

e. Use the [Options] key to set the Default Display format to Percentage.

f. Enter 4 as the Minimum display width.

Exercise 1: Creating a custom tabular report *(continued)*

Step

g. Enter the column title. Press the Edit field key and type % with RAN.

Note: The column width is limited to 4; you must use more than one line to enter this title.

h. Press the End editing key.

2. Enter the calculation.

a. Highlight the CALCULATION field.

b. Press the Change field key.

c. Press the Add field key. Select Num Received RAN.

d. Type / (to indicate division).

e. Press the Add field key. Select Calls answered.

f. Type * 100 (to indicate multiplication by 100). This step is needed because you are calculating a percentage.

g. Press the Edit done key.

3. Save the formula definition.

a. Press the Commands key.

b. Select Save as a new formula.

c. Select Exit (without saving changes).

Exercise 1: Creating a custom tabular report *(continued)*

Step

4. Define the report format.

Note: Ensure that personal formats is enabled.

a. From the main window, select Reports/Tabular Formats.

b. Identify the statistics group as Destination ACD"GRP Statistics.

c. Enter the format title, RAN info.

5. Select the key fields and statistics for the report.

a. Highlight the Column Selections field.

b. Press the [Change field] key. Select the following key fields, standard data fields, and custom data fields:

Destination ACD-GRP number, Destination ACD-GRP name, Number of calls that received RAN, Number of calls answered, % with RAN.

c. Use the left arrow to highlight the first column. Press the Increase width key to add space between the columns.

Repeat this step for all columns that need space between them.

d. Press the [Finished] key.

6. Enter your headings for the report.

a. Highlight the Custom Headings field.

b. Press the Edit field key. Type in the following custom headings: ACD Group Number, ACD Group Name, # Calls Received RAN, # Calls Answered, % with RAN.

c. Press the End editing key.

Exercise 1: Creating a custom tabular report *(continued)*

Step

7. Save your format.

a. Press the Commands key.

b. Select Save as a new personal format.

c. Select Exit (without saving changes).

8. Define the report parameters.

Note: Ensure that personal reports is enabled.

a. From the main window, select Reports / Parameters.

b. Name the parameters, RAN info by Group.

c. Click on Use as title.

d. Select Tabular Format

e. Select your personal format, RAN info.

f. Select Printed Report - Data and Totals for the Report Contents

g. Select Shift as the Time Frame.

h. Disable Logical Groups (if enabled).

i. Select Group by Shift.

j. Select screen as the output device.

Exercise 1: Creating a custom tabular report *(continued)*

Step

9. Identify your Data Selections.

a. Select (All) as the shift to collect data on all shifts.

b. Select (Previous) as the Day to collect data for yesterday.

c. Leave DST ACD Group set to (All) to collect data on all groups.

10. Validate and save the parameters you have set.

a. Select File / Validate and click on the info box.

b. Select File / Save Click on the info box.

Press the Commands key and select Save as a new personal report definition.

11. Print the report.

a. Select File / Print.

b. Click on the info box.

c. Select File / Exit.

12. View the report on your screen.

Note: Your screen must be set as output device to view reports.

a. Wait for the report icon (on the Windows Supervisor Main menu) to indicate that the report is available.

b. Select Reports / View (or double-click on the report icon).

c. Size the window to view the report.

END - Exercise 1

Creating a custom graphic report

Use the following procedure to create the custom graphic report, RAN Info by Group. The report provides information, in a clustered vertical bar graph, about the extent to which recorded announcements are used by destination ACD groups in one day. The information is grouped by Destination ACD group and by shift.

Practice the following skills by performing Exercise 2:

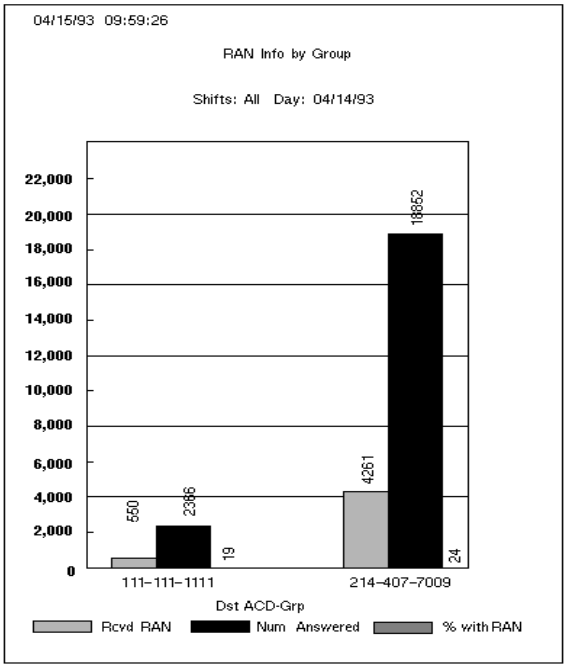
- using a personal formula
- creating a personal graphic report format
- modifying a tabular report parameter definition to print a graphic report
- requesting an ad-hoc report
- viewing a report on your screen

Figure 2 shows the format of the report you generate in this exercise.

Note: The entries in your report will reflect your database. Consequently, the data in your report may not match the data in the report illustrated in the figure.

In the exercise, the name of the formula you create is % with RAN; the name of the report format is RAN Info; the name of the report parameter definition is RAN Info by Group.

Figure C.2 Example custom graphic report



Exercise 2: Creating a custom graphic report

Step

1. Define the report format.

   Note: Ensure that Report options personal formats is enabled in your profile.

a. From the main window, select Reports/Graphic Formats.

b. Identify the statistics group as Destination ACD-GRP Statistics.

c. Select Vertical Clustered Bar as the Type of Chart.

d. Enter the graph title, RAN info.

e. Leave Data Axis Title blank.

f. Enter Dst ACD-GRP as the Key Axis Title.

g. Enter Dst ACD-GRP ID as the Axis key.

h. Enter Data Elements in the Legend key.

2. Select the data elements included in the chart.

a. Highlight the Selected Data Elements field.

b. Press the [Change field] key. Select the following standard data and custom data fields:

   Number of calls that received RAN, Number of calls answered, % with RAN.

c. Press the [Finished] key.

3. Save your format.

a. Press the Commands key.

b. Select Save as a new personal format.

c. Select Exit (without saving changes).

Exercise 2: Creating a custom graphic report *(continued)*

Step

4. Modify the report parameters definition, RAN Info by Group, to generate a graphic report.

   Note: Ensure that Report options personal reports is enabled in your profile.

a. From the main window, select Reports / Parameters.

b. From the Reports Parameters window, select File / Open...

c. At the Open a Report Definition, select personal reports, and highlight RAN Info by Group. Click ok.

d. At the format field, select Graphic. Click on the down arrow of the Format box and select RAN Info.

e. At the Name field, change the name to RAN Info (Graphic).

f. Deselect the Use as Title button.

g. From the Report Parameters window, select File / Save.

h. Click on the info box.

5. Validate the parameters.

a. Select File / Validate.

b. Click on the info box.

   Save the parameters by pressing the Commands key and select Save as a new personal report definition.

6. Print the report.

a. From the Report Parameter Definition Window, select File / Print.

b. Click on the info box.

c. Select File / Exit.

Exercise 2: Creating a custom graphic report *(continued)*

Step

7. View the report on your screen.

a. Wait for the report icon (on the Windows Supervisor Main menu) to indicate that the report is available.

b. Select Reports / View.

c. Size the window to view the report.

END - Exercise 2

Creating a custom real-time display

Use Exercise 3 to create a custom real-time display.

Practice the following skills by performing Exercise 3:

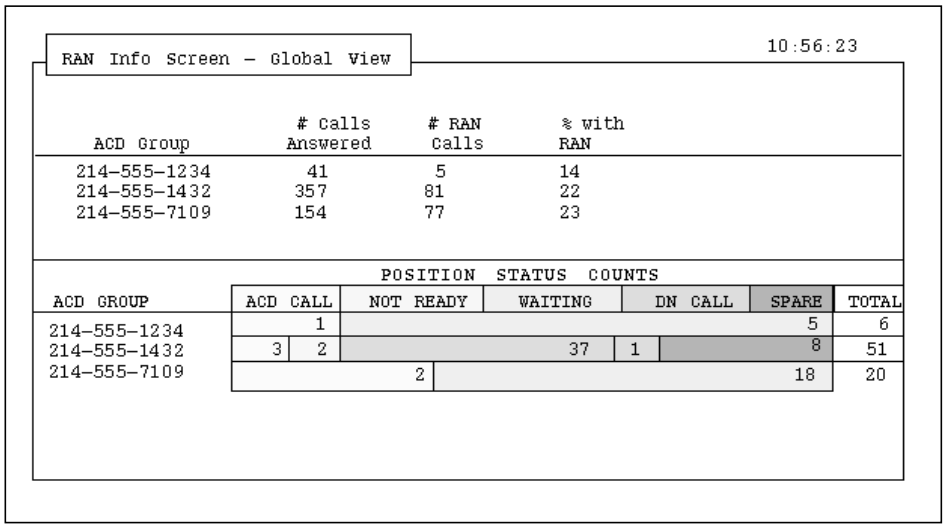
- creating a custom formula for use in a display
- creating a custom quadrant
- creating a custom real-time display screen
- viewing a display on your terminal

Figure 13 shows the screen you generate in this exercise.

Note: The values of the fields will reflect your database. Consequently, the data on your display may not match the data in the illustration.

In the exercise, the name of the formula you create is % with RAN; the name of the quadrant is RAN Info; the name of the screen definition is RAN Info by Group.

Figure C.3 Example custom display



Exercise 3: Creating a custom display

Step

1. Define your formula, % with RAN.

a. From the main window, select Displays / Formulas.

b. Enter % with RAN for the Title and Graph Title.

c. Use the [Options] key to set the Divide by Zero Treatment to Divide by One.

d. Use the [Options] key to set the Default Display format to Percentage.

e. Enter 4 as the Minimum display width.

f. Enter the column title. Press the Edit field key and type % with RAN.

Note: The column width is limited to 4; you must use more than one line to enter this title.

g. Press the End editing key.

2. Enter the calculation.

a. Highlight the CALCULATION field.

b. Press the [Change field] key.

c. Press the Add field key. Select Num Received RAN.

d. Type / (to indicate division).

e. Press the Add field key. Select Calls answered.

f. Type * 100 (to indicate multiplication by 100). This step is needed because you are calculating a percentage.

g. Press the Edit done key.

Exercise 3: Creating a custom display *(continued)*

Step

3. Save the formula definition.

a. Press the Commands key.

b. Select Save as a new formula.

c. Select Exit (without saving changes).

4. Define your quadrant.

a. From the main window, select Displays / Quadrants.

b. Enter RAN Info as the Definition name.

c. Enter Half Screen as the quadrant size.

d. Enter Tabular as the quadrant style.

e. Highlight the Column Selection field.

f. Use the [Change field] key to select the following data fields:

Number of calls answered, Number of calls that received RAN, % with RAN

g. Adjust the spacing.

Highlight the far left field using the left arrow key. Press the Increase width key to adjust the spacing. Repeat this step for each field as needed.

h. Press the [Finished] key.

5. Enter the thresholds for the data fields.

a. Highlight the Thresholds field.

b. Press the [Change field] key.

c. Highlight the first data field.

Exercise 3: Creating a custom display *(continued)*

Step

d. Press the Options key, and select >Constant. Type 120 (the constant value).

Note: You may select one of the group threshold options. However, these thresholds must be set for your group in order to save the format. If you are having trouble saving the format, reassign the threshold values to Constant.

e. Repeat for each data field.

f. Press the [Finished] key.

6. Enter Custom Headings.

a. Highlight the Custom Headings field.

b. Press the Edit field key.

c. Type the following headings for the data fields: # Calls Answered, # RAN Calls, % with RAN.

Note: Align the headings with the data fields. You may need to use more than one line to enter the heading.

d. Press the End Editing key.

7. Save the quadrant.

a. Press the [Commands] key.

b. Select Save as a new personal quadrant.

c. Select Exit (without saving changes).

Exercise 3: Creating a custom display *(continued)*

Step

8. Define the screen.

a. From the main menu, select Displays / Screens.

b. Enter RAN Info Screen as the Screen Name.

c. Highlight the upper left Selection field. Press the Options key and select RAN Info.

d. Highlight the lower left Selection field. Press the Options key and select Standard Position Status Counts-Graphic.

e. Press the Commands key, and select Save as a Personal Screen.

f. Select Exit (without saving changes).

9. View the display.

a. From the Queue Statistics Display, select View / New Display format.

b. At the New Display Format? box, select Personal and highlight the RAN Info Screen.

c. Click on ok.

END - Exercise 3

Examples of Reports

Introduction

This appendix contains examples of standard reports and event log. Refer to Chapter 5 for information concerning the CC MIS reporting function.

Examples of reports generated with standard formats

CC MIS comes with a series of predefined standard formats used for the generation of reports. Examples of the CC MIS management reports are shown in the figures below.

A legend following the report identifies the report fields.

Pegging of Not Ready Time

If the Walkaway option is used for an ACD Group, the time that is accumulated when an agent uses the Not Ready key will be pegged as Walkaway Time instead of Not Ready Time.

Figure D.1 ACD Call Duration report

```
                                ACD Call Duration Report                        Page    1
                                   Interval Report

Your Company                                          Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

      ACD           INTVL CALLS  ------PERCENT OF CALLS WITH DURATION (SEC)------ AVG LONG
      GROUP               ANSWD   0-  30-  60- 120- 180- 240- 300- 360- 420- 480- DUR  DUR
                                 <30  <60 <120 <180 <240 <300 <360 <420 <480  +   SEC  SEC

   (555)012-0000    10:00    41   83   17    0    0    0    0    0    0    0    0 13   30
                    10:30    44   86   14    0    0    0    0    0    0    0    0 13   30
-------------------------------------------------------------------------------------------
   (555)012-0000             85   85   15    0    0    0    0    0    0    0    0 13   30
-------------------------------------------------------------------------------------------

   (555)018-0000    10:00    60   92    8    0    0    0    0    0    0    0    0 11   30
                    10:30    57   88   13    0    0    0    0    0    0    0    0 12   30
-------------------------------------------------------------------------------------------
   (555)018-0000            117   90   10    0    0    0    0    0    0    0    0 11   30
-------------------------------------------------------------------------------------------

===========================================================================================
                            202   88   12    0    0    0    0    0    0    0    0 12   30
===========================================================================================
```

Legend - Workday Periods

Field	Description
Calls Answd	The number of calls answered by agents. (CALLS ANSWD) CallsAnswered
Percent Of Call Duration (Sec)	The percentage of calls answered that had a duration within t1 to t2 time period. (DUR % CATn) $\frac{\text{DurCategoryn}}{\text{CallsCompleted}} \times 100$
Avg Dur Sec	The average duration for an ACD call. (AVG ACD TALK TIME) $\frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$
Long Dur Sec	The longest duration for an ACD call. (MAX CALL DUR) MaxCallDuration

Figure D.2 ACD-DN Calls Abandoned report

```
                                ACD DN Calls Abandoned Report                          Page    1
                                     Interval Report

Your Company                                                  Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

          ACD DN     INTVL    -------- # OF CALLS --------     -- TOT ABD  --     MAX      MAX      TOT
                                                ABANDONED  ABD    -- DELAY   --    ABND      ABD      ABD
                                OFFRD    ANSWD   BF  AFT TIME       BF     AFT     DLY      DLY      DLY
                                                RAN  RAN OVFL        RAN     RAN             TOVFL    TOVFL
                                                                     SEC     SEC     SEC      SEC      SEC

   (555)002-0002    10:30         1        1    0    0    0          0       0       0        0        0
-------------------------------------------------------------------------------------------------------------
   (555)002-0002                  1        1    0    0    0          0       0       0        0        0
-------------------------------------------------------------------------------------------------------------

   (555)003-0009    10:00         1        1    0    0    0          0       0       0        0        0
-------------------------------------------------------------------------------------------------------------
   (555)003-0009                  1        1    0    0    0          0       0       0        0        0
-------------------------------------------------------------------------------------------------------------

   (555)005-0003    10:30         1        1    0    0    0          0       0       0        0        0
-------------------------------------------------------------------------------------------------------------
   (555)005-0003                  1        1    0    0    0          0       0       0        0        0
-------------------------------------------------------------------------------------------------------------

   (555)006-0008    10:30         1        1    0    0    0          0       0       0        0        0
-------------------------------------------------------------------------------------------------------------
   (555)006-0008                  1        1    0    0    0          0       0       0        0        0
-------------------------------------------------------------------------------------------------------------

   (555)009-0016    10:00         1        0    0    1    0          0      22      22        0        0
-------------------------------------------------------------------------------------------------------------
   (555)009-0016                  1        0    0    1    0          0      22      22        0        0
-------------------------------------------------------------------------------------------------------------

   (555)010-0001    10:30         1        1    0    0    0          0       0       0        0        0
-------------------------------------------------------------------------------------------------------------
   (555)010-0001                  1        1    0    0    0          0       0       0        0        0
-------------------------------------------------------------------------------------------------------------

   [Additional example report contents intentially deleted]

=============================================================================================================
                               240      202    1   15    0          4     276      38        0        0
=============================================================================================================
```

Legend

Field	Description
# of Calls - OFFRD	The number of calls offered to this ACD-DN. This value includes all calls that were offered to the group including calls that were either enqueued, presented directly to agents, overflowed, or deflected. (CALLS OFFRD) CallsOffered
# of Calls - ANSWD	The number of calls answered including calls which were overflowed to the ACD-DN. (CALLS ANSWD) CallsAnswered

Legend

Field	Description
# of Calls - ABAN-DONED BF RAN	The number of calls that were abandoned and did not receive a recorded announcement. (NUM ABD BF RAN) CallsAbandoned - NumAbdRcvdRAN
# of Calls - ABAN-DONED AFT RAN	The number of calls that were abandoned and received a recorded announcement. (NUM ABD RCVD RAN) NumAbdRcvdRAN
# of Calls - ABD TIME OVFL	The number of calls that were abandoned and time overflowed from this ACD-DN. (NUM ABD TOF) NumAbdTimeOvfl
TOT ABD DELAY - BF RAN	The total time all callers spent before abandoning the call without receiving a recorded announcement. (TOTAL ABD TIME NORAN) TotalAbandonDelay - TotalAbdRcvdRAN
TOT ABD DELAY - AFT RAN	The total time all callers spent before abandoning calls that received a recorded announcement. (TOTAL ABD RCVD RAN) TotalAbdRcvdRAN
MAX ABD DLY	The maximum delay experienced by any caller before abandoning the call. (MAX ABD DEL) MaxAbdDelay
MAX ABD DLY TOVFL	The maximum abandoning delay for calls that were time overflowed to another ACD group. (MAX ABD DLY TOF) MaxAbdDelayTimeOvfl
TOT ABD DLY TOVFL	The total abandoning delay for all calls that were time overflowed to another ACD group. (TOTAL ABD DLY TOF) TotalAbdDelayTimeOvfl

Figure D.3 ACD-DN Calls Answered report

```
                          ACD DN Calls Answered Report                Page    1
                                Interval Report

Your Company                                      Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

          ACD DN     INTVL    ---------- # OF CALLS ----------     AVG    MAX    TOT
                                OFFRD    ANSWD     ANSWD    ANSWD    ANS    ANS    ANS
                                                     BFOR    AFTER    DLY    DLY    DLY
                                                  DLY OBJ  DLY OBJ
                                                                     SEC    SEC    SEC

   (555)002-0002    10:30        1        1         1        0       4      4      4
-------------------------------------------------------------------------------------
   (555)002-0002                 1        1         1        0       4      4      4
-------------------------------------------------------------------------------------

   (555)003-0009    10:00        1        1         1        0       3      3      3
-------------------------------------------------------------------------------------
   (555)003-0009                 1        1         1        0       3      3      3
-------------------------------------------------------------------------------------

   (555)005-0003    10:30        1        1         1        0       1      1      1
-------------------------------------------------------------------------------------
   (555)005-0003                 1        1         1        0       1      1      1
-------------------------------------------------------------------------------------

   (555)006-0008    10:30        1        1         1        0       1      1      1
-------------------------------------------------------------------------------------
   (555)006-0008                 1        1         1        0       1      1      1
-------------------------------------------------------------------------------------

   (555)009-0016    10:00        1        0         0        0       0      0      0
-------------------------------------------------------------------------------------
   (555)009-0016                 1        0         0        0       0      0      0
-------------------------------------------------------------------------------------

   (555)010-0001    10:30        1        1         1        0       4      4      4
-------------------------------------------------------------------------------------
   (555)010-0001                 1        1         1        0       4      4      4
-------------------------------------------------------------------------------------

    [ example report contents intentially deleted ]

=====================================================================================
                              240      202       201        1       2     15    460
=====================================================================================
```

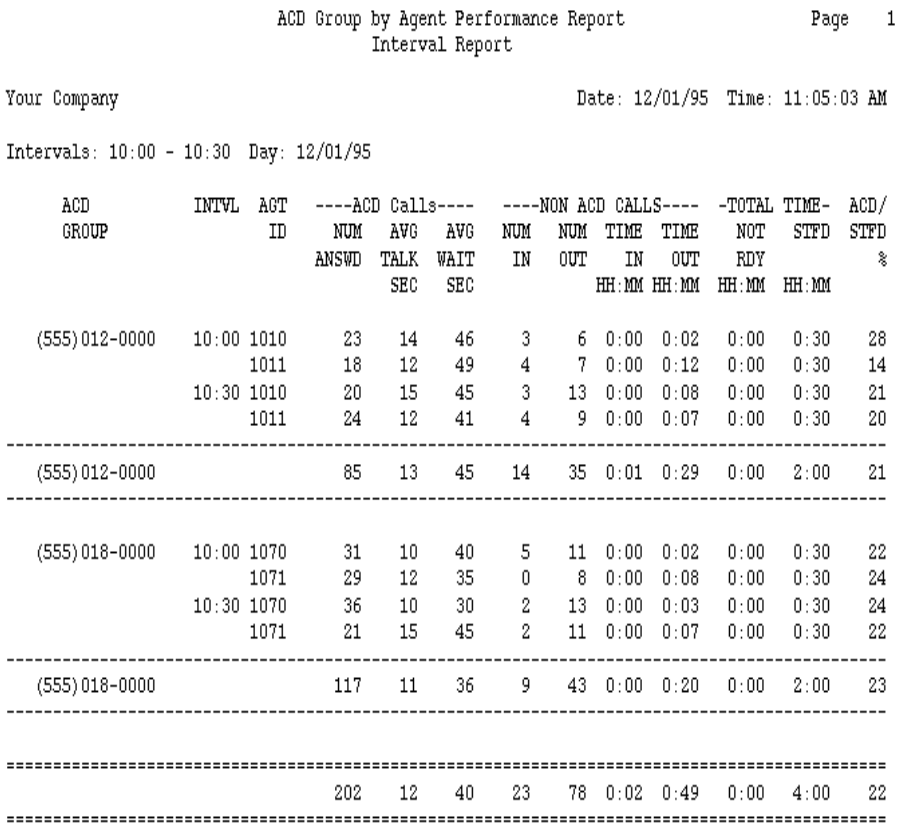
Legend

Field	Description
# of Calls - OFFRD	The number of calls offered to this ACD-DN. This value includes all calls that were offered to the group including calls that were either enqueued, presented directly to agents, overflowed, or deflected. (CALLS OFFERED) CallsOffered

Legend

Field	Description
# of Calls - ANSWD	The number of calls answered including calls that were overflowed to the ACD-DN. (CALLS ANSWD) CallsAnswered
# of Calls - ANSWD BFOR DLY OBJ	The number of calls answered within the delay objective. (ANS IN DLY OBJ) CallsAnswered - NumAnsAfterThrsh
# of Calls - ANSWD AFTER DLY OBJ	The number of calls answered after the delay objective. (ANS AFT DLY OBJ) NumAnsAfterThrsh
AVG ANS DLY	The average delay experienced by a caller before the call was answered. (AVG ANS DEL). $\frac{\text{TotalAnswerDelay}}{\text{CallsAnswered}}$
MAX ANS DLY	The maximum delay experienced by a caller before the call was answered.(MAX ANS DEL) [Note: This does NOT include TOF delay.] MaxAnswerDelay
TOT ANS DLY	The total delay experienced by all callers. (TOT ANS DEL) [Note: This does NOT include TOF delay.] TotalAnswerDelay

Figure D.4 ACD Group by Agent Performance report



ACD Group by Agent Performance Report Page 1
Interval Report

Your Company Date: 12/01/95 Time: 11:05:03 AM

Intervals: 10:00 - 10:30 Day: 12/01/95

ACD GROUP	INTVL	AGT ID	----ACD Calls---- NUM ANSWD	AVG TALK SEC	AVG WAIT SEC	----NON ACD CALLS---- NUM IN	NUM OUT	TIME IN HH:MM	TIME OUT HH:MM	-TOTAL TIME- NOT RDY HH:MM	STFD HH:MM	ACD/ STFD %
(555)012-0000	10:00	1010	23	14	46	3	6	0:00	0:02	0:00	0:30	28
		1011	18	12	49	4	7	0:00	0:12	0:00	0:30	14
	10:30	1010	20	15	45	3	13	0:00	0:08	0:00	0:30	21
		1011	24	12	41	4	9	0:00	0:07	0:00	0:30	20
(555)012-0000			85	13	45	14	35	0:01	0:29	0:00	2:00	21
(555)018-0000	10:00	1070	31	10	40	5	11	0:00	0:02	0:00	0:30	22
		1071	29	12	35	0	8	0:00	0:08	0:00	0:30	24
	10:30	1070	36	10	30	2	13	0:00	0:03	0:00	0:30	24
		1071	21	15	45	2	11	0:00	0:07	0:00	0:30	22
(555)018-0000			117	11	36	9	43	0:00	0:20	0:00	2:00	23
			202	12	40	23	78	0:02	0:49	0:00	4:00	22

Legend

Field	Description
ACD Calls - Num Answd	The number of calls answered by the agent. (CALLS ANSWD) CallsAnswered
ACD Calls - Avg Talk Sec	The average time an agent spent on each ACD call. (AVG ACD TALK TIME) ACDTalkTime / CallsAnswered

Legend

Field	Description
ACD Calls - Avg Wait Sec	The average time an agent spent waiting between ACD calls (with no calls being processed). (AVG WAIT TIME) $\frac{\text{WaitTime}}{\text{CallsAnswered}}$
Non-ACD Calls - Num In	The number of DN calls an agent received. (IN DN CALLS) DNCallsIn
Non-ACD Calls - Num out	The number of DN calls an agent made. (OUT DN CALLS) DNCallsOut
Non ACD Calls - Time In	The total time an agent spent on incoming DN calls. (TOTAL IN DN TIME) IncomingDNTime
Non ACD Calls - Time Out	The total time an agent spent on outgoing DN calls. (TOTAL OUT DN TIME) OutgoingDNTime
Total Time - Not Rdy	The total time an agent spent doing post-call work. (TOTAL NOT READY TIME) NotReadyTime
Total Time - STFD	The total time an agent spent logged onto the system. (TOTAL STFD TIME) StaffedTime
ACD STFD %	The percentage of staffed time spent on ACD calls. (WORK STFD %) $\frac{\text{ACDTalkTime + NotReadyTime}}{\text{StaffedTime}} \times 100\%$

Figure D.5 ACD Group by Agent Transfer report

```
                ACD Group by Agent Transfer Report    Page    1
                        Interval Report

Your Company                Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

      ACD            INTVL  AGT       CALLS
      GROUP                 ID       XFER'D
                                      IN    OUT

   (555)012-0000     10:00 1010      6      7
                           1011      9      9
                     10:30 1010      8      8
                           1011      7      8
-----------------------------------------------
   (555)012-0000                     30     32
-----------------------------------------------

   (555)018-0000     10:00 1070     11     14
                           1071      4     10
                     10:30 1070      7     10
                           1071      5      9
-----------------------------------------------
   (555)018-0000                     27     43
-----------------------------------------------

===============================================
                                     57     75
===============================================
```

Legend

Field	Description
Calls Xfer'd - In	The number of calls transferred to the agent. (XFER IN) TransSDNfromAgt + TransSDNfromSDN + TransSDNfromNACD + TransAgttoAgt + TransferInFromAgt + TransferInFromSDN
Calls Xfer'd - Out	The number of calls transferred from the agent. (XFER OUT) TransOutSDNtoSDN + TransOutSDNtoGrp + TransOutAgtToAgt + TransOutAgtToGrp + TransOutAgtToSDN + TransAgtToNon-ACD + TransSDNtoNon-ACD

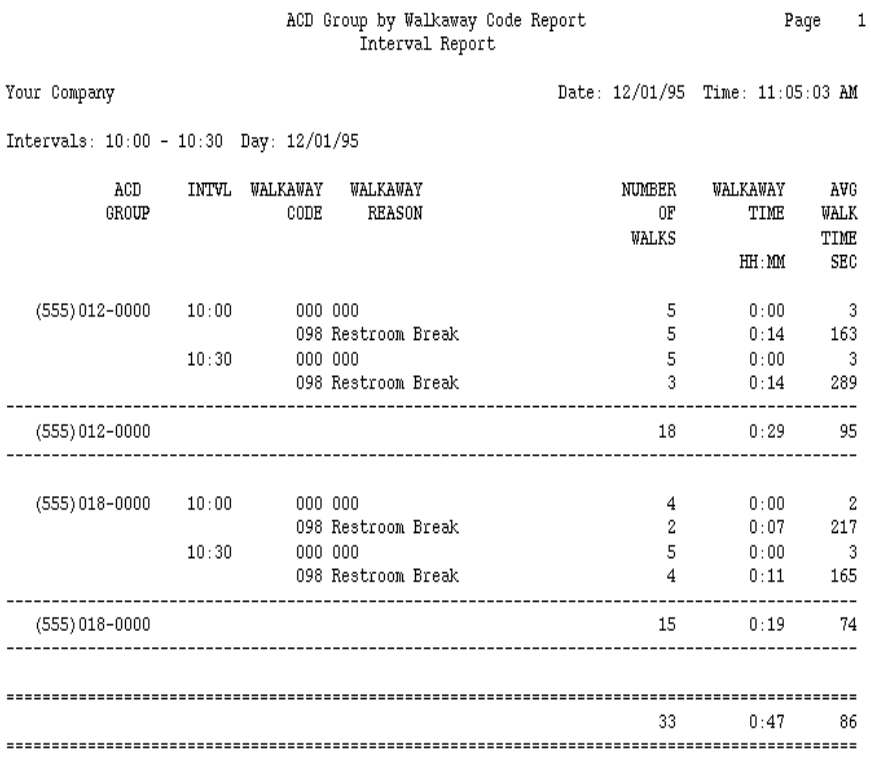
Figure D.6 ACD Group by LOB Code report

```
                    Agent by Line of Business Code Report    Page    1
                                Interval Report

Your Company                          Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

AGT ID     INTVL   LOB      NUMBER
                   CODE        OF        MAX      TOTAL
                            CALLS   DURATION  DURATION
                                        SEC       SEC

  1010     10:00   001         13         30       139
                   022          3         30        50
                   031          1          5         5
                   033          1         25        25
                   098          1         12        12
                   099          4         18        45
                   231          2          5        10
                   233          2         25        50
           10:30   001          7         25       133
                   098          1         12        12
                   099          8         18        50
                   231          3          5        15
                   233          3         25        75
-------------------------------------------------------
  1010                         49         30       621
-------------------------------------------------------

  1011     10:00   001          6         30        91
                   022          4         10        26
                   098          2         12        24
                   099          5         18        49
                   231          1          5         5
                   233          1         25        25
           10:30   001         13         30       167
                   022          2         25        35
                   098          3         12        16
                   099          7          6        16
                   100          2          7        14
                   231          1          5         5
                   233          1         25        25
-------------------------------------------------------
  1011                         48         30       498
-------------------------------------------------------

    [Additional example report contents intentially deleted]

=======================================================
                              234         30      2446
=======================================================
```

Legend

Field	Description
Number Of Calls	The number of calls that were received by agents in the group and associated with the LOB code. (NUM CHARGES) NumOccurrences
Avg Talk Time	The average time agent spent on the call that is specifically associated with the LOB code. (AVG TIME) $\frac{\text{TimeSpent}}{\text{NumOccurrences}}$

Figure D.7 ACD Group by Walkaway Code report



ACD Group by Walkaway Code Report Page 1
Interval Report

Your Company Date: 12/01/95 Time: 11:05:03 AM

Intervals: 10:00 - 10:30 Day: 12/01/95

ACD GROUP	INTVL	WALKAWAY CODE	WALKAWAY REASON	NUMBER OF WALKS	WALKAWAY TIME HH:MM	AVG WALK TIME SEC
(555)012-0000	10:00	000 000		5	0:00	3
		098	Restroom Break	5	0:14	163
	10:30	000 000		5	0:00	3
		098	Restroom Break	3	0:14	289
(555)012-0000				18	0:29	95
(555)018-0000	10:00	000 000		4	0:00	2
		098	Restroom Break	2	0:07	217
	10:30	000 000		5	0:00	3
		098	Restroom Break	4	0:11	165
(555)018-0000				15	0:19	74
				33	0:47	86

Legend

Field	Description
ACD Group	The 10-digit primary DN number of the destination ACD group.
Walkaway Code	The 3-digit walk code
Walkaway Reason	The walkaway reason.
Number of Walks	The number of times that agents in this ACD group entered the walk-away state on their phone sets. (NUM WALKS) NumberOfWalkaways
Walkaway Time	The total amount of time spent in walkaway state by agents in this ACD group. (TOT WALK DUR) WalkawayDuration

Legend

Field	Description
Average Walk Time	The average amount of time that agents in this ACD group spent in walkaway state. (AVG WALK TIME) WalkawayDuration NumWalks

Figure D.8 ACD Group Overflow report

```
                          ACD Group Overflow Report                  Page    1
                              Interval Report

Your Company                                    Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

    DESTINATION      INTVL      SOURCE          NUM   QOF QOF   TOF TOF    MAX   TOT
     ACD GROUP                  ACD GROUP     CALL CALLS   % CALLS   %   TOF   TOF
                                               ANS                       DLY   DLY

   (555)011-0000    10:00     (555)012-0000     1     0   0     0   0     0     0
-------------------------------------------------------------------------------
   (555)011-0000                                1     0   0     0   0     0     0
-------------------------------------------------------------------------------

   (555)012-0000    10:00     (555)009-0000     0     0   0     0   0     0     0
                              (555)011-0000     1     0   0     0   0     0     0
                              (555)012-0000    33     0   0     0   0     0     0
                              (555)021-0000     1     0   0     0   0     0     0
                              (555)029-0000     1     0   0     0   0     0     0
                              (555)037-0000     1     0   0     0   0     0     0
                              (555)040-0000     1     0   0     0   0     0     0
                              (555)041-0000     1     0   0     0   0     0     0
                              (555)061-0000     1     0   0     0   0     0     0
                              (555)064-0000     1     0   0     0   0     0     0
                    10:30     (555)005-0000     1     0   0     0   0     0     0
                              (555)010-0000     1     0   0     0   0     0     0
                              (555)012-0000    36     0   0     0   0     0     0
                              (555)017-0000     1     0   0     0   0     0     0
                              (555)026-0000     1     0   0     0   0     0     0
                              (555)036-0000     1     0   0     0   0     0     0
                              (555)040-0000     1     0   0     0   0     0     0
                              (555)043-0000     0     0   0     0   0     0     0
                              (555)063-0000     0     0   0     0   0     0     0
                              (555)064-0000     1     0   0     0   0     0     0
                              (555)071-0000     1     0   0     0   0     0     0
-------------------------------------------------------------------------------
   (555)012-0000                               85     0   0     0   0     0     0
-------------------------------------------------------------------------------

   [Additional example report contents intentially deleted]

===============================================================================
                                              226     0   0    17   7    21   235
===============================================================================
```

Legend

Field	Description
Num Calls Ans	The number of calls answered by an agent assigned to either the source or destination groups. This value includes time overflow calls. (CALLS ANSWD) CallsAnswered

Legend

Field	Description
QOF Calls	The number of calls which queue count overflowed between the two groups. (QOF CALLS) NumQOFCalls
QOF %	The percentage of calls handled by either of the ACD-GRPs that were queue count overflowed calls. The calls handled include the calls that were answered by the agents of this ACD group and those that were abandoned while waiting in one of the queues. (QOF%) $\frac{\text{NumQOFCalls}}{\text{CallsAnswered + CallsAbandoned}} \times 100$
TOF Calls	The total number of calls that time overflowed from the source group to the destination group and were answered by the destination group. (TOTAL TOF CALLS) NumTOFCalls
TOF %	The percentage of calls that time overflowed from the source group to the destination group. (TOT TOF %) $\frac{\text{NumTOFCalls}}{\text{CallsAnswered + CallsAbandoned}} \times 100$
MAX TOF DLY	The longest answer delay experienced of all time overflow calls. (MAX TOF DLY) MaxTOFDelay
TOT TOF DLY	The answer delay for time overflow calls that time overflowed from the source to the destination ACD group and were answered by agents in the destination ACD group. (TOT TOF DLY) TotalTOFDelay

Figure D.9 ACD Group Transfer In report

```
                ACD Group Transfer-in Report    Page    1
                     Interval Report

Your Company          Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

     DESTINATION     INTVL         SOURCE      CALLS
         ACD                         ACD      XFER'D
        GROUP                       GROUP       IN

   (555)001-0000    10:00     (555)018-0000      1
-------------------------------------------------
   (555)001-0000                                 1
-------------------------------------------------

   (555)002-0000    10:00     (555)018-0000      1
                    10:30     (555)012-0000      1
-------------------------------------------------
   (555)002-0000                                 2
-------------------------------------------------

   (555)004-0000    10:00     (555)012-0000      1
                              (555)018-0000      1
                    10:30     (555)012-0000      1
-------------------------------------------------
   (555)004-0000                                 3
-------------------------------------------------

[Additional example report contents intentially deleted]
=================================================
                                                61
=================================================
```

Legend

Field	Description
Calls Xfer'd - In	The number of calls transferred from the intended group into the group the call overflowed to. (CALLS XFERD) TransOutAgtToAgt + TransOutAgtToGrp + TransOutAgttoSDN + TransOutSDNtoGrp

Figure D.10 ACD Group Transfer Out report

```
                ACD Group Transfer-out Report    Page    1
                      Interval Report

Your Company          Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

      SOURCE        INTVL      DESTINATION  CALLS
      ACD                          ACD      XFER'D
      GROUP                      GROUP       OUT

   (555)011-0000    10:00    (555)012-0000     1
                             (555)018-0000     1
-------------------------------------------------
   (555)011-0000                               2
-------------------------------------------------

   (555)012-0000    10:00    (555)004-0000     1
                             (555)005-0000     1
                             (555)008-0000     1
                             (555)011-0000     1
                             (555)013-0000     1
                             (555)015-0000     1
                             (555)020-0000     1
                             (555)022-0000     1
                             (555)026-0000     1
                             (555)032-0000     1
                             (555)055-0000     1
                    10:30    (555)002-0000     1
                             (555)004-0000     1
                             (555)006-0000     1
                             (555)028-0000     1
                             (555)034-0000     1
                             (555)035-0000     1
                             (555)037-0000     2
                             (555)045-0000     1
                             (555)063-0000     1
-------------------------------------------------
   (555)012-0000                              21
-------------------------------------------------

   [Additional example report contents intentially deleted]

=================================================
                                              61
=================================================
```

Legend

Field	Description
Total Calls Xfer'd - Out	The number of calls transferred from the intended group into the group the call overflowed to. (CALLS XFERD) TransOutAgtToAgt + TransOutAgtToGrp + TransOutAgttoSDN + TransOutSDNtoGrp

Figure D.11 Agent by ACD Group Performance report

Agent by ACD Group Performance Report Page 1
Interval Report

Your Company Date: 12/01/95 Time: 11:05:03 AM

Intervals: 10:00 - 10:30 Day: 12/01/95

AGT ID	INTVL	ACD GROUP	ACD Calls NUM ANSWD	ACD Calls AVG TALK SEC	ACD Calls AVG WAIT SEC	NON ACD CALLS NUM IN	NON ACD CALLS NUM OUT	NON ACD CALLS TIME IN HH:MM	NON ACD CALLS TIME OUT HH:MM	TOTAL TIME- NOT RDY HH:MM	TOTAL TIME- STFD HH:MM	ACD/ STFD %
1010	10:00	(555)012-0000	23	14	46	3	6	0:00	0:02	0:00	0:30	28
	10:30	(555)012-0000	20	15	45	3	13	0:00	0:08	0:00	0:30	21
1010			43	14	45	6	19	0:01	0:10	0:00	1:00	25
1011	10:00	(555)012-0000	18	12	49	4	7	0:00	0:12	0:00	0:30	14
	10:30	(555)012-0000	24	12	41	4	9	0:00	0:07	0:00	0:30	20
1011			42	12	44	8	16	0:01	0:19	0:00	1:00	17
1070	10:00	(555)018-0000	31	10	40	5	11	0:00	0:02	0:00	0:30	22
	10:30	(555)018-0000	36	10	30	2	13	0:00	0:03	0:00	0:30	24
1070			67	10	34	7	24	0:00	0:05	0:00	1:00	23
1071	10:00	(555)018-0000	29	12	35	0	8	0:00	0:08	0:00	0:30	24
	10:30	(555)018-0000	21	15	45	2	11	0:00	0:07	0:00	0:30	22
1071			50	13	39	2	19	0:00	0:15	0:00	1:00	23
			202	12	40	23	78	0:02	0:49	0:00	4:00	22

Legend

Field	Description
ACD Calls - Num Answd	The number of ACD calls an agent answered. (CALLS ANSWD) CallsAnswered
ACD Calls - Avg Talk Sec	The average time an agent spent on each ACD call. (AVG ACD TALK TIME) $\frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$

Legend

Field	Description
ACD Calls - Avg Wait Sec	The average time an agent spent waiting between ACD calls (with no calls being processed). (AVG WAIT TIME) $\frac{\text{WaitTime}}{\text{CallsAnswered}}$
NON-ACD Calls - Num In	The number of DN calls an agent received. (IN DN CALLS) DNCallsIn
NON-ACD Calls - Num Out	The number of DN calls an agent made. (OUT DN CALLS) DNCallsOut
NON-ACD Calls - Time In	The total time an agent spent on incoming DN calls. (TOTAL IN DN TIME) IncomingDNTime
NON-ACD Calls - Time Out	The total time an agent spent on outgoing DN calls. (TOTAL OUT DN TIME) OutgoingDNTime
Total Time - Not Rdy	The total time an agent spent doing post-call work. (TOTAL NOT READY TIME) NotReadyTime
Total Time - STFD	The total time an agent spent logged onto the system. (TOTAL STFD TIME) StaffedTime
ACD STFD %	The percentage of staffed time spent on ACD calls or in NOT READY state. (WORK STFD %) $\frac{\text{ACDTalkTime + NotReadyTime}}{\text{StaffedTime}} \times 100$

Figure D.12 Agent by Line of Business Code report

```
                Agent by Line of Business Code Report    Page    1
                          Interval Report

Your Company                      Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

AGT ID     INTVL  LOB      NUMBER
                  CODE        OF        MAX      TOTAL
                            CALLS   DURATION  DURATION
                                        SEC       SEC

  1010     10:00  001         13         30       139
                  022          3         30        50
                  031          1          5         5
                  033          1         25        25
                  098          1         12        12
                  099          4         18        45
                  231          2          5        10
                  233          2         25        50
           10:30  001          7         25       133
                  098          1         12        12
                  099          8         18        50
                  231          3          5        15
                  233          3         25        75
-------------------------------------------------------
  1010                        49         30       621
-------------------------------------------------------

  1011     10:00  001          6         30        91
                  022          4         10        26
                  098          2         12        24
                  099          5         18        49
                  231          1          5         5
                  233          1         25        25
           10:30  001         13         30       167
                  022          2         25        35
                  098          3         12        16
                  099          7          6        16
                  100          2          7        14
                  231          1          5         5
                  233          1         25        25
-------------------------------------------------------
  1011                        48         30       498
-------------------------------------------------------

    [Additional example report contents intentially deleted]

=======================================================
                            234         30      2446
=======================================================
```

Legend

Field	Description
LOB Code	The 3-digit LOB code entered by an operator on a call. Up to three LOB codes can be associated with a single call.

Legend

Field	Description
Number of Calls	The number of calls that were received by agents in the group and associated with the LOB code. (NUM CHARGES) NumOccurences
Max Duration Sec	The longest call duration experienced by an ACD call that had an LOB entry for this agent. (MAX LOB DUR) MaxLOBDuration
Total Duration Sec	The total call duration experienced by an ACD call that had an LOB entry for this agent. (TOTAL TIME) TimeSpent

Figure D.13 Agent by Subgroup Performance report

```
                          Agent by Subgroup Performance Report                Page    1
                                  Interval Report

Your Company                                                Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

 AGT     INTVL   SUBGROUP  ----ACD Calls----   ----NON ACD CALLS----  -TOTAL TIME-  ACD/
 ID                          NUM   AVG   AVG    NUM   NUM  TIME  TIME    NOT  STFD   STFD
                            ANSWD  TALK  WAIT    IN   OUT    IN   OUT    RDY            %
                                   SEC   SEC                HH:MM HH:MM HH:MM  HH:MM

1010    10:00     1110       23    14    46     3     6  0:00  0:02   0:00  0:30    28
        10:30     1110       20    15    45     3    13  0:00  0:08   0:00  0:30    21
-------------------------------------------------------------------------------------------
1010                       43    14    45     6    19  0:01  0:10   0:00  1:00    25
-------------------------------------------------------------------------------------------

1011    10:00     1110       18    12    49     4     7  0:00  0:12   0:00  0:30    14
        10:30     1110       24    12    41     4     9  0:00  0:07   0:00  0:30    20
-------------------------------------------------------------------------------------------
1011                       42    12    44     8    16  0:01  0:19   0:00  1:00    17
-------------------------------------------------------------------------------------------

1070    10:00     1170       31    10    40     5    11  0:00  0:02   0:00  0:30    22
        10:30     1170       36    10    30     2    13  0:00  0:03   0:00  0:30    24
-------------------------------------------------------------------------------------------
1070                       67    10    34     7    24  0:00  0:05   0:00  1:00    23
-------------------------------------------------------------------------------------------

1071    10:00     1170       29    12    35     0     8  0:00  0:08   0:00  0:30    24
        10:30     1170       21    15    45     2    11  0:00  0:07   0:00  0:30    22
-------------------------------------------------------------------------------------------
1071                       50    13    39     2    19  0:00  0:15   0:00  1:00    23
-------------------------------------------------------------------------------------------

===========================================================================================
                           202    12    40    23    78  0:02  0:49   0:00  4:00    22
===========================================================================================
```

Legend

Field	Description
ACD Calls - Num Answd	The number of ACD calls an agent answered. (CALLS ANSWD) CallsAnswered
ACD Calls - Avg Talk Sec	The average time an agent spent on each ACD call. (AVG ACD TALK TIME) $\frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$

Legend

Field	Description
ACD Calls - Avg Wait Sec	The average time an agent spent waiting between ACD calls (with no calls being processed). (AVG WAIT TIME) $\frac{\text{WaitTime}}{\text{CallsAnswered}}$
NON-ACD Calls - NUM IN	The number of DN calls an agent received. (IN DN CALLS) DNCallsIn
NON-ACD Calls - NUM OUT	The number of DN calls an agent made. (OUT DN CALLS) DNCallsOut
NON-ACD Calls - TIME IN	The total time an agent spent on incoming DN calls. (TOTAL IN DN TIME) IncomingDNTime
NON-ACD Calls - TIME OUT	The total time an agent spent on outgoing DN calls. (TOTAL OUT DN TIME) OutgoingDNTime
Total Time - NOT RDY	The total time an agent spent doing post-call work. (TOTAL NOT READY TIME) NotReadyTime
Total Time - STFD	The total time an agent spent logged onto the system. (TOTAL STFD TIME) StaffedTime
ACD STFD %	The percentage of staffed time spent on ACD calls or in NOT READY. (WORK STFD %) $\frac{\text{ACDTalkTime + NotReadyTime}}{\text{StaffedTime}} \times 100$

Figure D.14 Agent Summary report

```
                                Agent Summary Report                    Page    1
                                 Interval Report

Your Company                                    Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

AGT      INTVL      ------# OF CALLS-----  ---AVG DURATION----  TIME ALLOCATION
 ID                ANS     DN     DN TOTAL  TALK  NOT   DN    DN WORK  DN  DN NOT
                           IN     OUT CALLS  TIME  RDY   IN   OUT       IN OUT RDY
                                                                  %   %   %   %
                                             SEC   SEC   SEC  SEC

1010     10:00       23      3      6     32    14    0     3   21  28   1   7   0
         10:30       20      3     13     36    15    0     9   38  21   2  28   0
-------------------------------------------------------------------------------
1010                 43      6     19     68    14    0     6   33  25   1  17   0
-------------------------------------------------------------------------------

1011     10:00       18      4      7     29    12    2     7   99  14   2  38   0
         10:30       24      4      9     37    12    2     5   49  20   1  24   0
-------------------------------------------------------------------------------
1011                 42      8     16     66    12    2     6   71  17   1  31   0
-------------------------------------------------------------------------------

1070     10:00       31      5     11     47    10    0     2   12  22   1   7   0
         10:30       36      2     13     51    10    0     5   12  24   1   8   0
-------------------------------------------------------------------------------
1070                 67      7     24     98    10    0     3   12  23   1   8   0
-------------------------------------------------------------------------------

1071     10:00       29      0      8     37    12    0     0   57  24   0  25   0
         10:30       21      2     11     34    15    2     0   40  22   0  25   0
-------------------------------------------------------------------------------
1071                 50      2     19     71    13    2     0   47  23   0  25   0
-------------------------------------------------------------------------------

===============================================================================
                    202     23     78    303    12    2     4   38  22   1  20   0
===============================================================================
```

Legend

Field	Description
# of Calls - Ans	The number of calls answered by an agent assigned to either the source or destination groups. This value includes time overflow calls. (CALLS ANSWD) CallsAnswered
# of Calls - DN IN	The number of incoming DN calls answered by all agents. (IN DN CALLS) DNCallsIn

Legend

Field	Description
# of Calls - DN OUT	The number of outgoing DN calls made by all agents. (OUT DN CALLS) DNCallsOut
# of Calls - TOTAL CALLS	The total number of all incoming and outgoing DN calls. (TOTAL CALLS) NumTOFCallsIn
Avg Duration - TALK TIME	The average length of time from when a call is answered to when it is released, including the time spent with the call on hold. (AVG ACD TALK TIME) ACDTalkTime CallsAnswered
Avg Duration - NOT RDY	The average length of time the agents spent after a call doing work related to the call. It includes all time spent with the Not Ready key active and no call active on either the incalls or the DN key. (AVG NOT RDY TIME) NotReadyTime CallsAnswered
Avg Duration - DN IN	The average time the agents spent on each incoming DN call. (AVG DN IN TIME) IncomingDNTime + OutgoingDNTime DNCallsIn + DNCallsOut
Avg Duration - DN OUT	The average time the agents spent on each outgoing DN call. (AVG DN OUT TIME) OugoingDNTime DNCallsOut
Time Allocation - WORK %	The percentage of the total staffed time spent on ACD calls and ACD call-related work. (WORK STFD %) ACDTalkTime + NotReadyTime x 100 StaffedTime
Time Allocation - DN IN %	The percentage of the total staffed time this agent spent handling incoming DN calls. (DN IN %) IncomingDNTime x 100 StaffedTime

Legend

Field	Description
Time Allocation - DN OUT %	The percentage of the total staffed time this agent spent making outgoing DN calls. (DN OUT %) $\frac{\text{OutgoingDNTime}}{\text{StaffedTime}} \times 100$
Time Allocation - NOT RDY %	The percentage of the total staffed time this agent spent in the not ready state. (NOT RDY %) $\frac{\text{NotReadyTime}}{\text{StaffedTime}} \times 100$

Figure D.15 Delay Before Abandoning report

```
                                Delay Before Abandoning Report                  Page    1
                                     Interval Report

Your Company                                                Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

      ACD           INTVL CALLS  -----PERCENT OF CALLS ABANDONED WITHIN (SEC)---- AVG LONG
      GROUP               ABDND   0-  12-  24-  36-  48-  60- 120- 180- 240- 300- DEL  DEL
                                  <12  <24  <36  <48  <60 <120 <180 <240 <300  +   SEC  SEC

   (555)012-0000    10:00     4   75   25    0    0    0    0    0    0    0    0  12   22
                    10:30     7   57   14   14   14    0    0    0    0    0    0  18   38
-------------------------------------------------------------------------------------------
   (555)012-0000             11   64   18    9    9    0    0    0    0    0    0  16   38
-------------------------------------------------------------------------------------------

   (555)018-0000    10:00     2   50    0   50    0    0    0    0    0    0    0  19   28
                    10:30     3    0  100    0    0    0    0    0    0    0    0  22   23
-------------------------------------------------------------------------------------------
   (555)018-0000             5   20   60   20    0    0    0    0    0    0    0  21   28
-------------------------------------------------------------------------------------------

===========================================================================================
                            16   50   31   13    6    0    0    0    0    0    0  18   38
===========================================================================================
```

Legend

Field	Description
Calls - Aband	The number of calls abandoned. (CALLS ABAND) CallsAbandoned
Percent Of Calls Abandoned Within (Sec) - T1 < T2	The percentage of calls that were abandoned within t1 to t2 time period. (ABND % CATn) $\frac{\text{AbdCategoryn}}{\text{CallsAbandoned}} \times 100$
Avg Del Sec	The average time a call waited before being abandoned (in seconds). (AVG ABD DEL) $\frac{\text{TotalAbandonDelay}}{\text{CallsAbandoned}}$
Long Del Sec	The longest time a call waited before being abandoned (in seconds). (MAX ABD DEL) MaxAbandonDelay

Figure D.16 Delay Before Answering report

```
                                Delay Before Answering Report                    Page    1
                                     Interval Report

Your Company                                                  Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

     ACD          INTVL CALLS   %  -----PERCENT OF CALLS ANSWERED WITHIN (SEC)----- AVG LONG
     GROUP             ANSWD  TOF  0-  12-  24-  36-  48-  60- 120- 180- 240- 300- DEL  DEL
                                   <12  <24  <36  <48  <60 <120 <180 <240 <300  +   SEC  SEC

   (555)012-0000   10:00    41   0  100    0    0    0    0    0    0    0    0    0   2   10
                   10:30    44   0  100    0    0    0    0    0    0    0    0    0   2   11
-------------------------------------------------------------------------------------------
   (555)012-0000            85   0  100    0    0    0    0    0    0    0    0    0   2   11
-------------------------------------------------------------------------------------------

   (555)018-0000   10:00    60   0  100    0    0    0    0    0    0    0    0    0   2   10
                   10:30    57   0   98    2    0    0    0    0    0    0    0    0   2   15
-------------------------------------------------------------------------------------------
   (555)018-0000           117   0   99    1    0    0    0    0    0    0    0    0   2   15
-------------------------------------------------------------------------------------------

===========================================================================================
                           202   0  100    0    0    0    0    0    0    0    0    0   2   15
===========================================================================================
```

Legend -

Field	Description
Calls Answd	The number of calls answered. (CALLS ANSWD) CallsAnswered
% TOF	The percentage of calls answered that were time overflowed calls. (TOF %) $\frac{\text{NumTOFCallsIn}}{\text{CallsAnswered + CallsAbandoned}}$
Percent Of Calls Answered Within (Sec) - T1 < T2	The percentage of answered calls that were answered within t1 to t2 time period. (ANSW % CATn) $\frac{\text{AnsCategoryn}}{\text{CallsAnswered}} \times 100$

Legend -

Field	Description
Avg Del Sec	The average time a call waited before being answered (in seconds). (AVG ANS DEL) $\frac{\text{TotalAnswerDelay}}{\text{CallsAnswered}}$
Long Del Sec	The longest time a call waited before being answered (in seconds). (MAX ANS DEL) MaxAnswerDelay

Figure D.17 LOB Code by ACD Group report

```
                Line of Business Code by ACD Group Report    Page    1
                            Interval Report

Your Company                          Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

  LOB        ACD              INTVL    NUMBER      AVERAGE
  CODE       GROUP                       OF          TALK
                                       CALLS          TIME
                                                       SEC

    001     (555)012-0000     10:00        19          12
                              10:30        20          15
            (555)018-0000     10:00        31          10
                              10:30        29          13
-----------------------------------------------------------
    001                                    99          12
-----------------------------------------------------------

    022     (555)012-0000     10:00         7          11
                              10:30         2          18
            (555)018-0000     10:00         6          15
                              10:30         7          10
-----------------------------------------------------------
    022                                    22          12
-----------------------------------------------------------

    031     (555)012-0000     10:00         1           5
            (555)018-0000     10:00         2           5
                              10:30         1           5
-----------------------------------------------------------
    031                                     4           5
-----------------------------------------------------------

    033     (555)012-0000     10:00         1          25
            (555)018-0000     10:00         2          25
                              10:30         1          25
-----------------------------------------------------------
    033                                     4          25
-----------------------------------------------------------

  [Additional example report contents intentially deleted]

===========================================================
                                       234          10
===========================================================
```

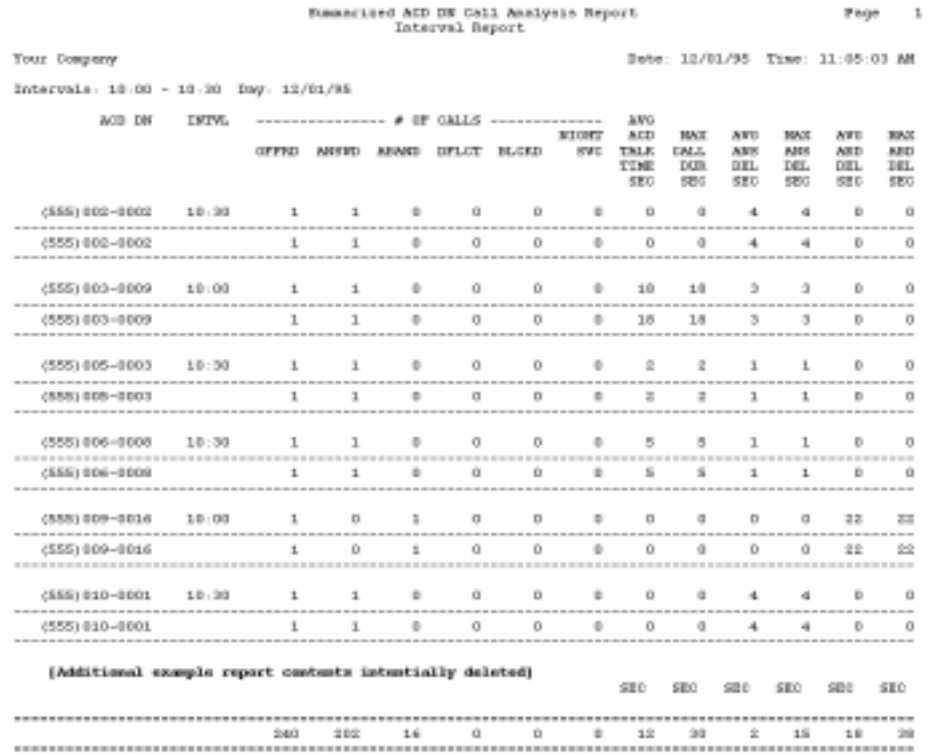
Legend

Field	Description
LOB CODE	The 3-digit LOB code entered by an operator during a call. Up to three LOB codes can be associated with a single call.
NUMBER OF CALLS	The number of calls that were received by agents in the group and associated with the LOB code. (NUM CHARGES) NumOccurrences

Legend

Field	Description
AVERAGE TALK-TIME	The average time agent spent on the call that is specifically associated with the LOB code. (AVG TIME) $\frac{\text{TimeSpent}}{\text{NumOccurrences}}$

Figure D.18 Summarized ACD-DN Call Analysis report



Summarized ACD DN Call Analysis Report — Page 1
Interval Report

Your Company — Date: 12/01/95 Time: 11:05:03 AM

Intervals: 10:00 - 10:30 Day: 12/01/95

ACD DN	INTVL	# OF CALLS OFFRD	ANSWD	ABAND	DFLCT	BLCKD	NIGHT SVC	AVG ACD TALK TIME SEC	MAX CALL DUR SEC	AVG ANS DEL SEC	MAX ANS DEL SEC	AVG ABD DEL SEC	MAX ABD DEL SEC
(555)002-0002	10:30	1	1	0	0	0	0	0	0	4	4	0	0
(555)002-0002		1	1	0	0	0	0	0	0	4	4	0	0
(555)003-0009	10:00	1	1	0	0	0	0	10	10	3	3	0	0
(555)003-0009		1	1	0	0	0	0	10	10	3	3	0	0
(555)005-0003	10:30	1	1	0	0	0	0	2	2	1	1	0	0
(555)005-0003		1	1	0	0	0	0	2	2	1	1	0	0
(555)006-0008	10:30	1	1	0	0	0	0	5	5	1	1	0	0
(555)006-0008		1	1	0	0	0	0	5	5	1	1	0	0
(555)009-0016	10:00	1	0	1	0	0	0	0	0	0	0	22	22
(555)009-0016		1	0	1	0	0	0	0	0	0	0	22	22
(555)010-0001	10:30	1	1	0	0	0	0	0	0	4	4	0	0
(555)010-0001		1	1	0	0	0	0	0	0	4	4	0	0
[Additional example report contents intentially deleted]								SEC	SEC	SEC	SEC	SEC	SEC
		240	202	16	0	0	0	12	30	2	15	18	30

Legend

Field	Description
# of Calls - Offrd	The number of calls offered to this ACD-DN. This value includes all calls that were offered to the group including calls that were either enqueued, presented directly to agents, overflowed, or deflected. (CALLS OFFRD) CallsOffered
# of Calls - Answd	The number of calls answered including calls that were overflowed to the ACD-DN. (CALLS ANSWD) CallsAnswered

Legend

Field	Description
# of Calls - Aband	The number of calls abandoned by all callers before being answered by an agent. (CALLS ABAND) CallsAbandoned
# of Calls - Dflct	The number of calls that should have been offered to agents within the DN but were deflected to other destinations due to the number of calls in the queue or the wait time of the oldest call in queue. (CALLS DFLCT) CallsDeflected
# of Calls - Blckd	The number of calls that received call blocked treatment. This normally occurs when there are insufficient resources available to deliver the call to an agent. (CALLS BLCKD) CallsBlocked
# of Calls - Night Svc	The number of calls that were routed to this group while the group was in night service mode causing the call to be routed to the night service route. (NUM NS CALLS) NumNightSrvcCalls
Avg ACD Talk Time	The average length of time from when a call is answered to when it is released, including the time spent with the call on hold. (AVG ACD TALK TIME) $\frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$
Max Call Dur	The longest time spent on direct call processing for any single ACD call including the time the caller spent on hold. (MAX CALL DUR) MaxCallDuration
Avg Ans Del	The average delay experienced by a caller before the call was answered. (AVG ANS DEL) $\frac{\text{TotalAnswerDelay}}{\text{CallsAnswered}}$
Max Ans Del	The maximum delay experienced by a caller before the call was answered. (MAX ANS DEL) MaxAnswerDelay

Legend

Field	Description
Avg Abd Del	The average delay experienced by a caller before they abandoned the call. (AVG ABD DEL) $\frac{\text{TotalAbandonDelay}}{\text{CallsAbandoned}}$
Max Abd Del	The maximum delay experienced by a caller before abandoning the call. (MAX ABD DEL) MaxAbandonDelay

Figure D.19 Summarized ACD Group Call Analysis report

```
                                  Summarized ACD Group Call Analysis                    Page    1
                                        Interval Report

Your Company                                                    Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

          ACD       INTVL   ---------- # OF CALLS ----------   AVG
          GROUP                                        NIGHT   ACD   MAX   AVG   MAX   AVG   MAX
                          OFFRD  ANSWD  ABAND  DFLCT  BLCKD    SVC  TALK  CALL  ANS   ANS   ABD   ABD
                                                               TIME  DUR   DEL   DEL   DEL   DEL
                                                                SEC   SEC   SEC   SEC   SEC   SEC

   (555)012-0000    10:00     53     41      4      0      0      0    13    30     2    10    12    22
                    10:30     59     44      7      0      0      0    13    30     2    11    18    38
-------------------------------------------------------------------------------------------------------
   (555)012-0000             112     85     11      0      0      0    13    30     2    11    16    38
-------------------------------------------------------------------------------------------------------

   (555)018-0000    10:00     65     60      2      0      0      0    11    30     2    10    19    28
                    10:30     63     57      3      0      0      0    12    30     2    15    22    23
-------------------------------------------------------------------------------------------------------
   (555)018-0000             128    117      5      0      0      0    11    30     2    15    21    28
-------------------------------------------------------------------------------------------------------

=======================================================================================================
                             240    202     16      0      0      0    12    30     2    15    18    38
=======================================================================================================
```

Legend

Field	Description
# of Calls - Offrd	The number of calls offered to this ACD-DN. This value includes all calls that were offered to the group including calls that were either enqueued, presented directly to agents, overflowed, or deflected. (CALLS OFFRD) CallsOffered
# of Calls - Answd	The number of calls answered including calls that were overflowed to the ACD-DN. (CALLS ANSWD) CallsAnswered
# of Calls - Aband	The number of calls abandoned by all callers before being answered by an agent. (CALLS ABAND) CallsAbandoned
# of Calls - Dflct	The number of calls that should have been offered to agents within the DN but were deflected to other destinations due to the number of calls in the queue or the wait time of the oldest call in queue. (CALLS DFLCT) CallsDeflected

Legend

Field	Description
# of Calls - Blckd	The number of calls that received call blocked treatment. This normally occurs when there are insufficient resources available to deliver the call to an agent. (CALLS BLCKD) CallsBlckd
# of Calls - Night Svc	The number of calls that were routed to this group while the group was in night service mode causing the call to be routed to the night service route. (NUM NS CALLS) NumNightSrvcCalls
Avg ACD Talk Time	The average length of time from when a call is answered to when it is released, including the time spent with the call on hold. (AVG ACD TALK TIME) ACDTalkTime CallsAnswered
Max Call Dur	The longest time spent on direct call processing for any single ACD call including the time the caller spent on hold. (MAX CALL DUR) MaxCallDuration
Avg Ans Del	The average delay experienced by a caller before the call was answered. (AVG ANS DEL) TotalAnswerDelay CallsAnswered
Max Ans Del	The maximum delay experienced by a caller before the call was answered. (MAX ANS DEL) MaxAnswerDelay
Avg Abd Del	The average delay experienced by a caller before they abandoned the call. (AVG ABD DEL) TotalAbandonDelay CallsAbandoned
Max Abd Del	The maximum delay experienced by a caller before abandoning the call. (MAX ABD DEL) MaxAbandonDelay

Figure D.20 Summarized ACD Group Performance report

```
                    Summarized ACD Group Performance Report              Page    1
                                Interval Report

Your Company                                        Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

      ACD           INTVL ----Q PROFILE---  ----# OF CALLS------  --AVG AGENT TIME---
      GROUP                SRV  AVG  DEL          OVFL          ACD  NOT  -NON ACD
                           LVL% DEL  ANN   ANSW     IN    ABND   TALK RDY   IN  OUT
                                SEC                              SEC  SEC  SEC  SEC

   (555)012-0000    10:00     98   2  18      41      0     4     13    2    5   63
                    10:30     94   2  20      44      0     7     13    2    7   43
-------------------------------------------------------------------------------------
   (555)012-0000              96   2  38      85      0    11     13    2    6   50
-------------------------------------------------------------------------------------

   (555)018-0000    10:00     98   2  21      60      0     2     11    0    2   31
                    10:30     93   2  18      57      0     3     12    2    3   25
-------------------------------------------------------------------------------------
   (555)018-0000              96   2  39     117      0     5     11    2    2   27
-------------------------------------------------------------------------------------

=====================================================================================
                              96   2  77     202      0    16     12    2    4   38
=====================================================================================
```

Legend

Field	Description
Q Profile - Srv Lvl %	The percentage of calls answered or abandoned within the telephone service factor (TSF) threshold. The TSF threshold is defined for each group in Parameter Administration Threshold Definition as the maximum desired delay before answering or abandoning a call. (SRV LVL %) $\frac{\text{TotalCalls - CallsDelayed}}{\text{TotalCalls}} \times 100$
Q Profile - Avg Del Sec	The average delay before an ACD call was answered. (AVG ANS DEL) $\frac{\text{TotalAnswerDelay}}{\text{CallsAnswered}}$
Del Ans	The number of calls that received the delay announcement. (NUM RCV RAN) NumReceivedRAN

Legend

Field	Description
# Of Calls - Answ	The number of calls answered. (CALLS ANSWD) CallsAnswered
# Of Calls - Ovfl In	The number of calls that overflowed into the group. (TOF CALLS) NumTOFCallsIn
# Of Calls - Abnd	The number of calls abandoned. (CALLS ABAND) CallsAbandoned
Avg Agent Time - ACD Talk Sec	The average time an agent spent on each ACD call. (AVG ACD TALK TIME) $\frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$
Avg Agent Time - Not Rdy Sec	The average time an agent spent doing post-call work (in seconds). (AVG NOT RDY TIME) $\frac{\text{TotalNotReadyTime}}{\text{NumberofNotReadyActivations}}$
Avg Agent Time - Non ACD - In Sec	The average time an agent spent on incoming DN calls (in seconds). (AVG IN DN TIME) $\frac{\text{IncomingDNTime}}{\text{DNCallsIn}}$
Avg Agent Time - Non ACD - Out Sec	The average time an agent spent on outgoing DN calls (in seconds). (AVG OUT DN TIME) $\frac{\text{OutgoingDNTime}}{\text{DNCallsOut}}$

Figure D.21 Summarized ACD Group Transfer report

```
                Summarized ACD Group Transfer Report    Page    1
                        Interval Report

Your Company                Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

      ACD           INTVL     TOTAL
      GROUP                   CALLS
                              XFER'D
                             IN   OUT

   (555)012-0000    10:00    16    16
                    10:30    18    16
-------------------------------------
   (555)012-0000             34    32
-------------------------------------

   (555)018-0000    10:00    16    24
                    10:30    15    19
-------------------------------------
   (555)018-0000             31    43
-------------------------------------

=====================================
                             65    75
=====================================
```

Legend

Field	Description
Total Calls Xfer'd - In	The number of calls transferred into the group. (TOTAL XFER IN) TransSDNfromAgt + TransSDNfromSDN + TransSDNfromNACD + TransAgttoAgt + TransferInFromAgt + TransferInFromSDN
Total Calls Xfer'd - Out	The number of calls transferred out of the group. (TOTAL XFER OUT) TransOutSDNtoSDN + TransOutSNDtoGrp + TransOutAgtToAgt + TransOutAgtToGrp + TransOutAgtToSDN + TransAgtToNon-ACD + TransSDNtoNon-ACD

Figure D.22 Subgroup by Agent Performance report

```
                        Subgroup by Agent Performance Report                Page    1
                                Interval Report

Your Company                                          Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

SUBGROUP    INTVL  AGT    ----ACD Calls----   ----NON ACD CALLS----  -TOTAL TIME-  ACD/
                   ID      NUM   AVG   AVG   NUM   NUM  TIME  TIME    NOT   STFD  STFD
                         ANSWD  TALK  WAIT    IN   OUT    IN   OUT    RDY          %
                                 SEC   SEC                HH:MM HH:MM HH:MM  HH:MM

    1110    10:00 1010     23    14    46     3     6  0:00  0:02  0:00  0:30    28
                  1011     18    12    49     4     7  0:00  0:12  0:00  0:30    14
          10:30 1010     20    15    45     3    13  0:00  0:08  0:00  0:30    21
                  1011     24    12    41     4     9  0:00  0:07  0:00  0:30    20
-------------------------------------------------------------------------------------
    1110                85    13    45    14    35  0:01  0:29  0:00  2:00    21
-------------------------------------------------------------------------------------

    1170    10:00 1070     31    10    40     5    11  0:00  0:02  0:00  0:30    22
                  1071     29    12    35     0     8  0:00  0:08  0:00  0:30    24
          10:30 1070     36    10    30     2    13  0:00  0:03  0:00  0:30    24
                  1071     21    15    45     2    11  0:00  0:07  0:00  0:30    22
-------------------------------------------------------------------------------------
    1170               117    11    36     9    43  0:00  0:20  0:00  2:00    23
-------------------------------------------------------------------------------------

=====================================================================================
                       202    12    40    23    78  0:02  0:49  0:00  4:00    22
=====================================================================================
```

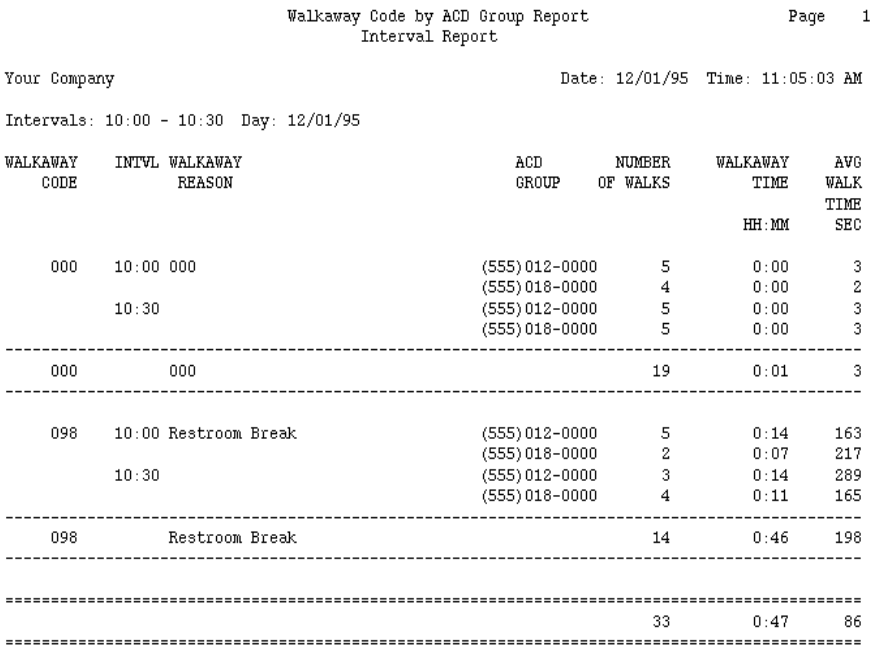
Legend

Field	Description
ACD Calls - Num Answd	The number of ACD calls an agent answered. (CALLS ANSWD) CallsAnswered
ACD Calls - Avg Talk Sec	The average time an agent spent on each ACD call. (AVG ACD TALK TIME) $\frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$
ACD Calls - Avg Wait Sec	The average time an agent spent waiting between ACD calls (with no calls being processed). (AVG WAIT TIME) $\frac{\text{WaitTime}}{\text{CallsAnswered}}$

Legend

Field	Description
Non-ACD Calls - Num In	The number of DN calls an agent received. (IN DN CALLS) DNCallsIn
Non-ACD Calls - Num Out	The number of DN calls an agent made. (OUT DN CALLS) DNCallsOut
Non-ACD Calls - Time In	The total time an agent spent on incoming DN calls. (TOTAL IN DN TIME) IncomingDNTime
Non-ACD Calls - Time Out	The total time an agent spent on outgoing DN calls. (TOTAL OUT DN TIME) OutgoingDNTime
Total Time - Not Rdy	The total time an agent spent in the not ready state. (TOTAL NOT READY TIME) NotReadyTime
Total Time - STFD	The total time an agent spent logged onto the system. (TOTAL STFD TIME) StaffedTime
ACD STFD %	The percentage of staffed time spent on ACD calls or in NOT READY. (WORK STFD %) $\frac{\text{ACDTalkTime + NotReadyTime}}{\text{StaffedTime}} \times 100$

Figure D.23 Walkaway Code by ACD Group report



```
                          Walkaway Code by ACD Group Report                    Page    1
                                  Interval Report

Your Company                                                 Date: 12/01/95  Time: 11:05:03 AM

Intervals: 10:00 - 10:30  Day: 12/01/95

WALKAWAY    INTVL WALKAWAY                          ACD          NUMBER     WALKAWAY     AVG
   CODE           REASON                            GROUP     OF WALKS         TIME    WALK
                                                                                       TIME
                                                                                HH:MM     SEC

     000    10:00 000                          (555)012-0000          5         0:00       3
                                               (555)018-0000          4         0:00       2
           10:30                               (555)012-0000          5         0:00       3
                                               (555)018-0000          5         0:00       3
-------------------------------------------------------------------------------------------
     000          000                                                 19         0:01       3
-------------------------------------------------------------------------------------------

     098    10:00 Restroom Break                (555)012-0000          5         0:14     163
                                               (555)018-0000          2         0:07     217
           10:30                               (555)012-0000          3         0:14     289
                                               (555)018-0000          4         0:11     165
-------------------------------------------------------------------------------------------
     098          Restroom Break                                      14         0:46     198
-------------------------------------------------------------------------------------------

===========================================================================================
                                                                      33         0:47      86
===========================================================================================
```

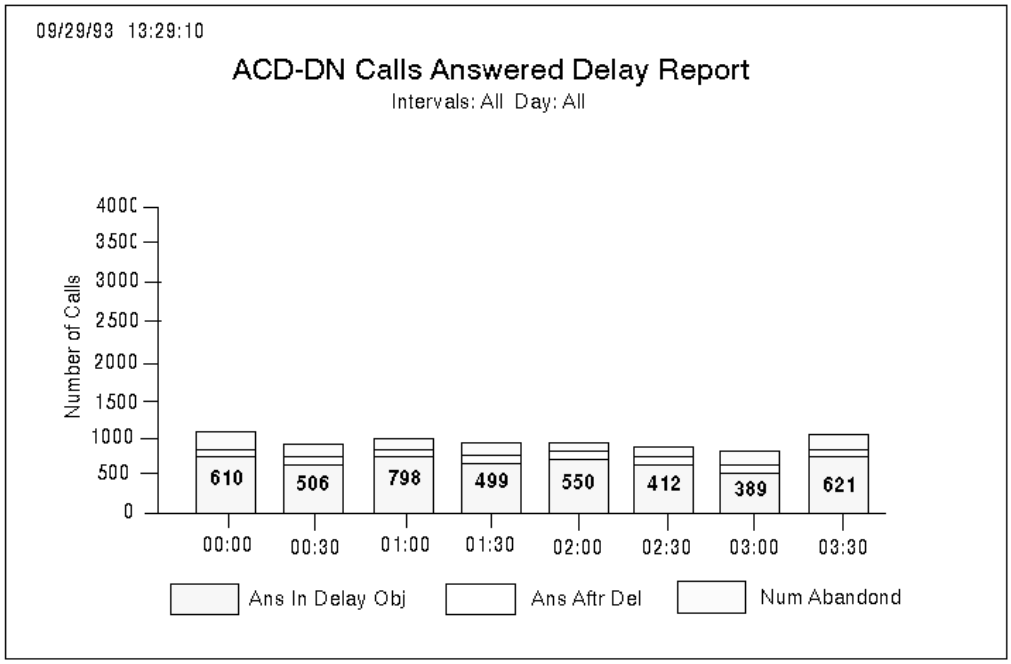
Legend

Field	Description
Walkaway Code	The 3-digit walk code.
Walkaway Reason	The walkaway reason.
ACD Group	The 10-digit primary DN number of the destination ACD group.
Number of Walks	The number of times that agents in this ACD group entered the walk-away state on their phone sets. (NUM WALKS) NumberOfWalkaways
Walkaway Time	The total amount of time spent in walkaway state by agents in this ACD group. (TOT WALK DUR) WalkawayDuration

Legend

Field	Description
Average Walk Time	The average amount of time that agents in this ACD group spent in walkaway state. (AVG WALK TIME) WalkawayDuration NumWalks

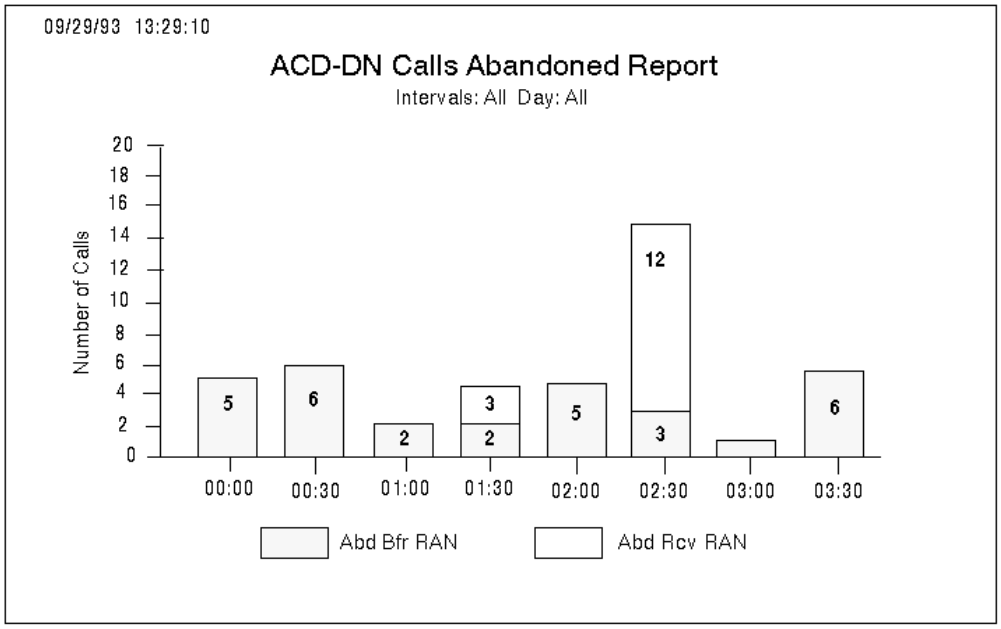
Figure D.24 ACD-DN Calls Answered Delay Graphic report



Legend

Field	Description
Ans In Del Obj	The number of incoming calls answered by this ACD-DN that experienced an answering delay less than or equal to the Delay Objective value set for the ACD group. (ANS IN DLY OBJ) CallsAnswered - NumAnsAfterThrsh
Ans Aftr Del	The number of calls answered by this ACD-DN that experienced an answering delay greater that the Delay Objective value set for the ACD group. (ANS AFT DLY OBJ) NumAnsAfterThrsh
Num Abandond	The number of calls abandoned by the ACD-DN. (CALLS ABAND) CallsAbandoned

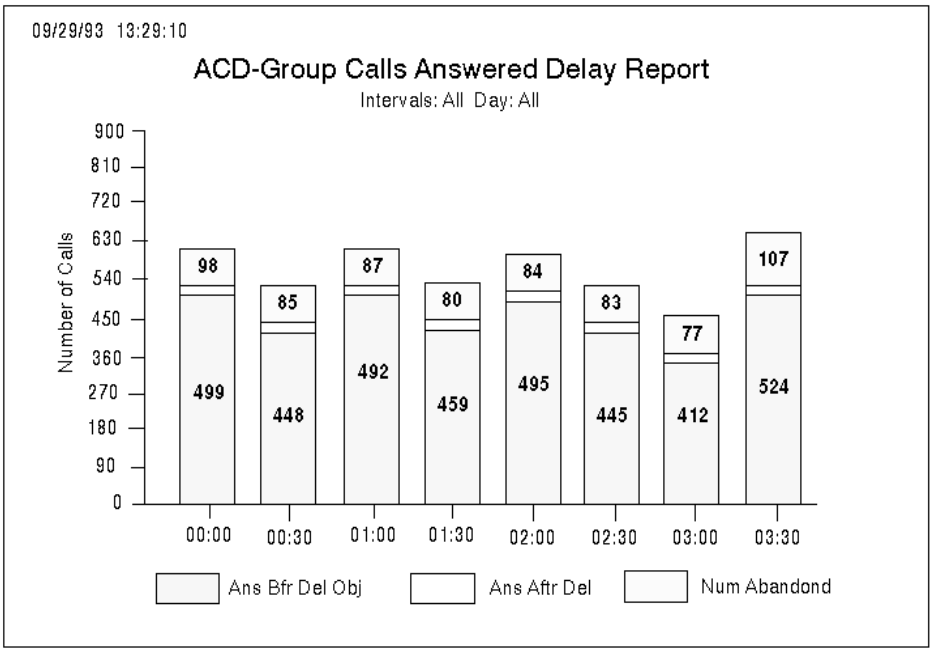
Figure D.25 ACD-DN Calls Abandoned Graphic report



Legend

Field	Description
Abd Bfr RAN	The number of calls abandoned before receiving RAN; the calls did not receive a recorded announcement. (NUM ABD BF RAN) CallsAbandoned - NumAbdRcvdRAN
Abd Rcv RAN	The number of abandoned calls that received a recorded announcement. (NUM ABD RCV RAN) NumAbdRcvdRAN

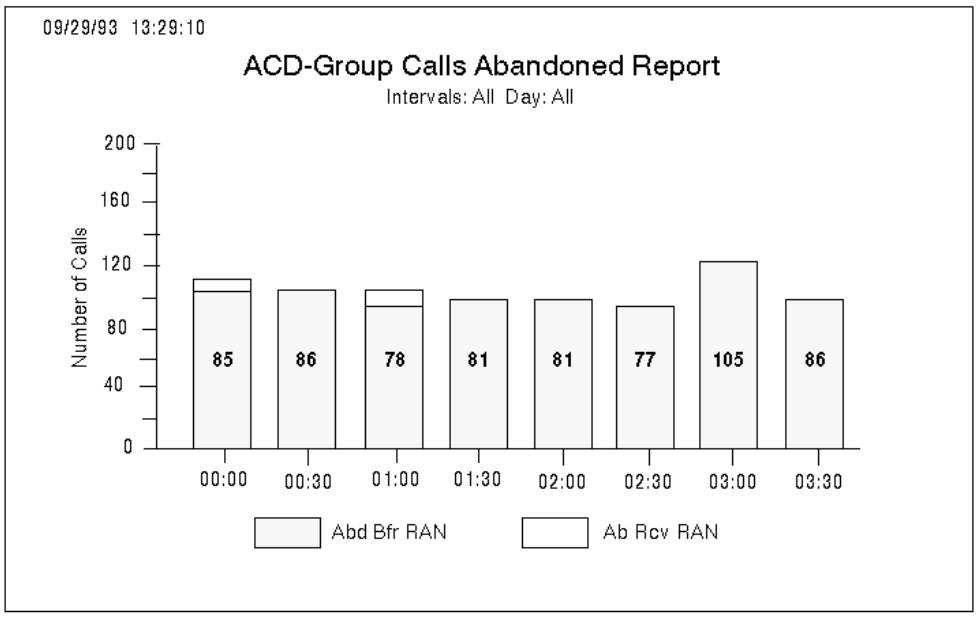
Figure D.26 ACD Group Calls Answered Delay Graphic report



Legend

Field	Description
Ans Bfr Del Obj	The number of calls answered by this ACD group that experienced an answering delay less than or equal to the Delay Objective value set for the ACD group. (ANS IN DLY OBJ) CallsAnswered - NumAnsAfterThrsh
Ans Aftr Del	The number of calls answered by this ACD group that experienced an answering delay greater that the Delay Objective value set for the ACD group. (ANS AFT DLY OBJ) NumAnsAfterThrsh
Num Abandond	The number of calls abandoned by the ACD group. (CALLS ABAND) CallsAbandoned

Figure D.27 ACD Group Calls Abandoned Graphic report



Legend

Field	Description
Abd Bfr RAN	The number of calls abandoned before receiving RAN; the calls did not receive a recorded announcement. (NUM ABD BF RAN) CallsAbandoned - NumAbdRcvdRAN
Abd Rcv RAN	The number of abandoned calls that received a recorded announcement. (NUM ABD RCV RAN) NumAbdRcvdRAN

Examples of Event Log reports

Figures are examples of the event log reports. A legend following the report identifies the report fields.

For each agent, there may be Staffed periods and workday periods. An agent can have multiple Staffed periods in one workday if the agent has logged in and logged out multiple times. The workday fields total all the Staffed periods during the day for the agent.

Figure D.28 Agent First Login/Logout report

```
                    Agent First Login/Last Logout Report              Page    1
                                Daily Report

Your Company                                      Date: 12/01/95    Time: 11:05:03 AM

Day: 12/01/95

AGENT   PERIOD      START    END    LOGIN  STAFFED   %LOGIN  WALKAWAY %STAFFED
                    TIME     TIME   DURATN    TIME    DURATN    TIME   TIME IN
                                    HH:MM    HH:MM  STAFFED   HH:MM  WALKAWAY

Day: 12/01/95

 1010    WORKDAY  00:00:00 11:05:03  11:05    11:05      99     2:09      19

 1011    WORKDAY  00:00:00 11:05:03  11:05    11:05      99     1:52      16

 1070    WORKDAY  00:00:00 11:05:03  11:05    11:05      99     2:11      19

 1071    WORKDAY  00:00:00 11:05:03  11:05    11:04      99     2:18      20
```

Legend

Field	Description
Start Time	The time of the first login of the day.
End Time	The time of the last logout of the day.
Login Duratn	The time between the first login and the last logout of the day.
Staffed Time	The total time of each day spent logged into the system.
% Login Duratn Staffed	The percentage of the login duration time that the position was staffed.

Legend

Field	Description
Walkaway Time	The time spent by an agent in walkaway states.
% Staffed Time In Walkaway	The percentage of the total staffed time that the agent spent in walk-away states.

Figure D.29 Agent All Login/Logout report

```
                        Agent All Login/Logout Report                Page    1
                                Daily Report

Your Company                                      Date: 12/01/95    Time: 11:05:03 AM

Day: 12/01/95

AGENT   POS ID  PERIOD      START    END    LOGIN  STAFFED   %LOGIN  WALKAWAY %STAFFED  COMMENT
                            TIME     TIME   DURATN    TIME    DURATN    TIME    TIME IN
                                            HH:MM   HH:MM  STAFFED   HH:MM   WALKAWAY


Day: 12/01/95

 1010    1110   STAFFED  00:00:00 00:38:13            0:38             0:12      31     Dept. 9210
                STAFFED  00:38:15 00:57:16            0:19             0:05      26
                STAFFED  00:57:18 01:42:57            0:46             0:12      26
                STAFFED  01:42:59 01:57:14            0:14             0:07      49
                STAFFED  01:57:16 02:19:15            0:22             0:05      22
                STAFFED  02:19:17 02:34:08            0:15             0:05      33
                STAFFED  02:34:10 03:29:27            0:55             0:05       9
                STAFFED  03:29:29 03:54:34            0:25             0:10      39
                STAFFED  03:54:36 05:19:36            1:25             0:13      15
                STAFFED  05:19:38 05:56:17            0:37             0:11      30
                STAFFED  05:56:19 06:15:50            0:20             0:05      25
                STAFFED  06:15:52 09:14:14            2:58             0:19      10
                STAFFED  09:14:16 09:48:07            0:34             0:09      26
                STAFFED  09:48:09 11:05:03            1:17             0:11      14
                WORKDAY  00:00:00 11:05:03  11:05     11:05       99    2:09      19

 1011    1111   STAFFED  00:00:00 00:11:00            0:11             0:05      45     Dept. 9210
                STAFFED  00:11:02 00:18:27            0:07             0:05      67
                STAFFED  00:18:29 01:48:42            1:30             0:13      14
                STAFFED  01:48:44 02:20:38            0:32             0:09      28
                STAFFED  02:20:40 03:16:45            0:56             0:05       8
                STAFFED  03:16:47 03:24:13            0:07             0:05      67
                STAFFED  03:24:15 03:40:44            0:16             0:07      42
                STAFFED  03:40:46 04:48:29            1:08             0:09      13
                STAFFED  04:48:31 05:31:44            0:43             0:05      11
                STAFFED  05:31:46 06:15:19            0:44             0:05      11
                STAFFED  06:15:21 07:44:51            1:30             0:09      10
                STAFFED  07:44:53 08:40:39            0:56             0:05       8
                STAFFED  08:40:41 09:34:04            0:53             0:07      13
                STAFFED  09:34:06 10:27:36            0:54             0:15      28
                STAFFED  10:27:38 10:57:19            0:30             0:07      23
                STAFFED  10:57:21 11:05:03            0:08             0:01      16
                WORKDAY  00:00:00 11:05:03  11:05     11:05       99    1:52      16

  [ example report contents intentially deleted ]
```

Legend

Field	Description
Start Time	The time of each login throughout the day.
End Time	The time of each logout throughout the day.
Staffed Time	The total time of each day spent logged into the system.

Legend - Workday Periods

Field	Description
Start Time	The time of the first login of the day.
End Time	The time of the last logout of the day.
Login Duration	The time between the first login and the last logout of the day.
Staffed Time	The total time of each day spent logged into the system.
% Login Duratn Staffed	The percentage of the login duration time that the position was staffed.
Walkaway Time	The time spent by an agent in walkaway states.
% Staffed Time In Walkaway	The percentage of the total staffed time that the agent spent in walk-away states.

Figure D.30 Agent Detail report

```
                              Agent Detail Report                        Page    1
                                  Daily Report

Your Company                                        Date: 12/01/95    Time: 11:05:03 AM

Day: 12/01/95

AGENT   POS ID  PERIOD      START    END    LOGIN  STAFFED   %LOGIN  WALKAWAY %STAFFED  COMMENT
                            TIME     TIME   DURATN    TIME   DURATN    TIME    TIME IN
                                            HH:MM    HH:MM  STAFFED   HH:MM   WALKAWAY


Day: 12/01/95

 1010    1110   WALKAWAY 00:03:10 00:08:10                              0:05             Dept. 9210
                WALKAWAY 00:24:49 00:26:49                              0:02
                WALKAWAY 00:33:09 00:38:09                              0:05
                STAFFED  00:00:00 00:38:13            0:38              0:12       31
                WALKAWAY 00:52:12 00:57:12                              0:05
                STAFFED  00:38:15 00:57:16            0:19              0:05       26
                WALKAWAY 01:11:09 01:16:09                              0:05
                WALKAWAY 01:18:32 01:20:32                              0:02
                WALKAWAY 01:37:53 01:42:53                              0:05
                STAFFED  00:57:18 01:42:57            0:46              0:12       26
                WALKAWAY 01:47:24 01:49:24                              0:02
                WALKAWAY 01:52:10 01:57:10                              0:05
                STAFFED  01:42:59 01:57:14            0:14              0:07       49
                WALKAWAY 02:14:11 02:19:11                              0:05
                STAFFED  01:57:16 02:19:15            0:22              0:05       22
                WALKAWAY 02:29:04 02:34:04                              0:05
                STAFFED  02:19:17 02:34:08            0:15              0:05       33
                WALKAWAY 03:24:23 03:29:23                              0:05
                STAFFED  02:34:10 03:29:27            0:55              0:05        9
                WALKAWAY 03:35:07 03:40:07                              0:05
                WALKAWAY 03:49:30 03:54:30                              0:05
                STAFFED  03:29:29 03:54:34            0:25              0:10       39
                WALKAWAY 03:55:10 03:57:10                              0:02
                WALKAWAY 04:21:35 04:23:35                              0:02
                WALKAWAY 04:57:41 04:59:41                              0:02
                WALKAWAY 05:04:34 05:06:34                              0:02
                WALKAWAY 05:14:32 05:19:32                              0:05
                STAFFED  03:54:36 05:19:36            1:25              0:13       15
                WALKAWAY 05:23:33 05:25:33                              0:02
                WALKAWAY 05:30:27 05:32:27                              0:02
                WALKAWAY 05:41:44 05:43:44                              0:02
                WALKAWAY 05:51:13 05:56:13                              0:05
                STAFFED  05:19:38 05:56:17            0:37              0:11       30
                WALKAWAY 06:10:46 06:15:46                              0:05
                STAFFED  05:56:19 06:15:50            0:20              0:05       25
                WALKAWAY 06:17:59 06:22:59                              0:05
   [ example report contents intentially deleted ]
```

Legend - Walkaway Periods

Field	Description
Start Time	The time that each agent entered the walkaway state.
End Time	The time that each agent returned from the walkaway state.

Legend - Staffed Periods

Field	Description
Start Time	The time of each login throughout the day.
End Time	The time of each logout throughout the day.

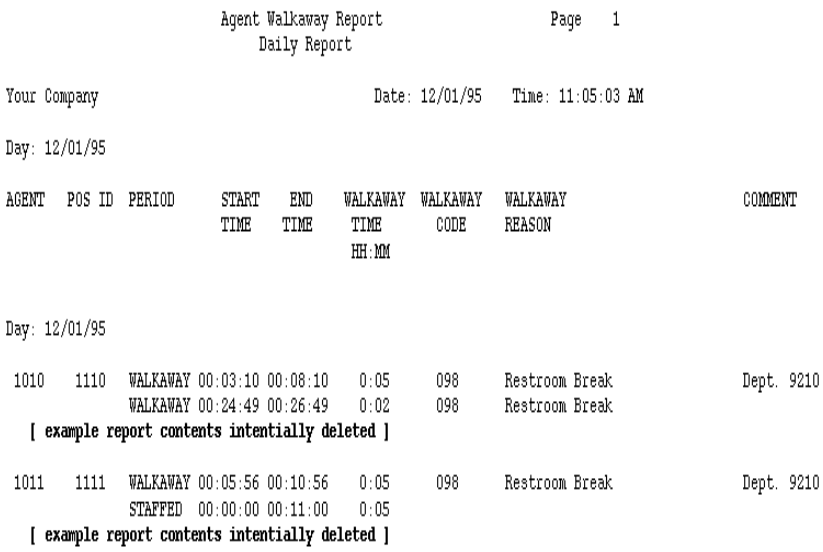
Legend - Staffed Periods

Field	Description
Staffed Time	The total time of each day spent logged into the system.

Legend - Workday Periods

Field	Description
Start Time	The time of the first login of the day.
End Time	The time of the last logout of the day.
Login Duration	The time between the first login and the last logout of the day.
Staffed Time	The total time of each day spent logged into the system.
% Login Duratn Staffed	The percentage of the login duration time that the position was staffed.
Walkaway Time	The time spent by an agent in walkaway states.
% Staffed Time In Walkaway	The percentage of the total staffed time that the agent spent in walk-away states.

Figure D.31 Agent Walkaway report



```
                          Agent Walkaway Report                    Page    1
                              Daily Report

Your Company                                    Date: 12/01/95    Time: 11:05:03 AM

Day: 12/01/95

AGENT   POS ID  PERIOD      START    END    WALKAWAY  WALKAWAY   WALKAWAY                  COMMENT
                            TIME     TIME     TIME       CODE     REASON
                                              HH:MM


Day: 12/01/95

 1010    1110   WALKAWAY 00:03:10 00:08:10    0:05      098      Restroom Break            Dept. 9210
                WALKAWAY 00:24:49 00:26:49    0:02      098      Restroom Break
   [ example report contents intentially deleted ]

 1011    1111   WALKAWAY 00:05:56 00:10:56    0:05      098      Restroom Break            Dept. 9210
                STAFFED  00:00:00 00:11:00    0:05
   [ example report contents intentially deleted ]
```

Legend - Walkaway Periods

Field	Description
Start Time	The time that each agent entered the walkaway state.
End Time	The time that each agent returned from the walkaway state.
Walkaway Code	The walkaway code that was entered by the agent.
Walkaway Reason	The walkaway reason is associated with the walkaway code entered by the agent.

Legend - Staffed Periods

Field	Description
Start Time	The time that each agent entered the walkaway state.
End Time	The time that each agent returned from the walkaway state.
Staffed Time	The total time of each day spent logged into the system.

Legend - Workday Periods

Field	Description
Start Time	The time of the first login of the day.
End Time	The time of the last logout of the day.

Software Requirements

Introduction

This appendix provides the software requirements for CC MIS.

Minimum upgrade requirements

The minimum requirements for upgrade from CC MIS Release 2.x to 3.x are as follows:

- 32 Mbyte RAM (minimum)
- approximately 400 Mbytes space for Operating System
- New Version of Motorola UNIX SRV4 Operating System

Host software

Motorola Model 8420 with M8832TB842T2M, system V/88 Release 4.0 version 4.2; latest version base operating system with network service extensions; M88Y8TBX25 - X.25 Networking Software.

Supervisor terminals using the text interface (TCCMIS)

PCs should be configured with

- 286, 386, or 486 CPU
- MS-DOS 3.3 (5.0 for ATs) or higher
- EGA or VGA card with 256 K and color monitor
- minimum of 384K bytes of RAM.

Supervisor terminals connected by LAN

If supervisor terminals are connected by LAN, the system must be equipped with the Ethernet LAN interface and associated LAN software. In addition, the terminal must include:

- FTP software PC/TCP Network Software for DOS, version 2.1 or higher (Not required when using Windows 95 or Windows NT)
- 3COM Etherlink II or III LAN adaptor card

For TCCMIS only, PCs should be equipped with

- at least 1 Mbyte memory and 20 Mbyte hard disk

Supervisor terminals using the CC MIS Windows interface

If CC MIS Windows (WCCMIS) option is included in the system load, the supervisor PCs require

- 486 CPU (minimum 20 MHz)
- MS-DOS (version 6.2 for ATs)
- EGA or VGA card with 256 k and color monitor
- Microsoft Windows, version 3.1, 3.11, Windows 95, or Windows NT
- at least 4Mbyte RAM (8 Mbytes for Windows 95 and 16 Mbytes for Windows NT)
- mouse supported by Microsoft Windows
- one serial communication port for connection to the CC MIS system or LAN connection
- one parallel or serial port for attaching a local printer (optional)
- one serial port for attaching mouse (if serial mouse is used)

Redundant link

The redundant link requires the option to be included in the

- system load
- X.25 link product with software
- DMS software package NTXE65AA
- an EMPC card for the ACD

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