

Nortel Contact Center

Performance Management Data Dictionary

NN44400-117

Document status: Standard
Document issue: 01.07
Document date: 26 February 2010
Product release: Release 7.0
Job function: Administration
Type: NTP
Language type: English

Copyright © 2009-2010 Nortel Networks
All Rights Reserved.

While the information in this document is believed to be accurate and reliable, except as otherwise expressly agreed to in writing, NORTEL PROVIDES THIS DOCUMENT “AS IS” WITHOUT WARRANTY OR CONDITION OF ANY KIND, EITHER EXPRESS OR IMPLIED. The information and/or products described in this document are subject to change without notice.

Nortel, Nortel Networks, the Nortel logo, and the Globemark are trademarks of Nortel Networks.

All other trademarks are the property of their respective owners.

Contents

New in this release 13
Features 13
Other changes 14

Introduction 15

Performance Management Data dictionary fundamentals 16
Access rights 17
Optional features 17
Switch references 17
Contact Center database 17

Contact Center Manager Data dictionary 20

Overview 21
Types of data 22
Statistical Field Types 22
Resource usage 23
Default applications 23
Access rights by view 25

Summarized historical statistics 30
Types of statistics 32
Types of views 32
Linking views 34
Types of contacts 38
ActivityCodeStat views 49
AgentByApplicationStat views 56
AgentBySkillsetStat views 67
AgentPerformanceStat views 78
ApplicationStat views 105
CDNStat views 129
DNISStat views 133
IVRPortStat views 141
IVRStat views 145

Copyright © 2009-2010, Nortel Networks

LicenseStat views 149
NetworkInCallStat views 151
NetworkOutStat views 157
RANMusicRouteStat views 163
RouteStat views 165
SCCSDBSpace views 168
SkillsetStat views 170
TrunkStat views 182

Contact statistics 187
Type of statistics 188
Linking views 188
Contact Summary view 189
Contact Codes view 206

Event statistics 210
Types of statistics 211
eAgentLoginStat view 211
eCallByCallStat views 214
eIVRPortLoginStat view 228

Integrated Reporting statistics 231
Multimedia Contact Summary view 231
ICP Collection Status view 232
ICP Contact Summary view 234

Configuration views 236
AccessRights view 238
ActivityCode view 241
Agent view 241
Application view 246
ApplicationByScript view 247
ApplicationThresholdTemplate view 249
CDN view 250
CodeToMessage view 251
ContactType view 252
DNIS view 253
DNISThresholdTemplate view 254
Formula view 255
HistoricalStatCollection view 256
HistoricalStatDuration view 259
HistoricalStatStorage view 261
IVRPort view 262
IVRQueue view 263
NCCNetworkSkillset view 264
NCCRanking view 266

Copyright © 2009-2010, Nortel Networks

NCCRemoteApplication view 267
NCCSite view 269
NetworkConfig view 271
NetworkRankingAssignment view 271
NetworkSkillsetStatus view 273
NetworkThresholdTemplate view 275
PhonesetDisplay view 276
Provider view 277
Ranking view 277
RealTimeColumn view 279
RealTimeStatCollection view 280
RealTimeTemplate view 283
RemoteApplication view 284
Route view 286
RouteThresholdTemplate view 287
ScheduledSkillsetAssignment view 288
ScheduledSupervisorAssignment view 291
Script view 293
ScriptVariableProperties view 295
ScriptVariables view 296
Site view 298
Skillset view 301
SkillsetByAgent view 305
SkillsetByAssignment view 306
SkillsetThresholdTemplate view 308
SummaryThresholdTemplate view 310
Supervisor view 311
SupervisorAgentAssignment view 314
SupervisorByAssignment view 315
SwitchPort view 318
TargetSwitchComm view 319
UserTemplate view 321
UserThresholdTemplate view 323
Views view 324

Access and Partition Management views 326
Access and Partition Management views 327
Access Classes view 327
Report Groups view 329
User Defined Partitions view 330
Users view 333

Copyright © 2009-2010, Nortel Networks

Contact Center Network Control Center Data dictionary 335

Overview of NCC 336
Types of data 336
Statistical field types 336
Resource usage 337
Default applications 337
Access right by view 338

Summarized Historical statistics 340
Types of statistics collected 341
Storage duration 341
Types of views 341
ApplicationConStat views 343
CDNConStat views 364
DNISConStat views 368
NetworkInCallConStat views 375
NetworkOutConStat views 381
SkillsetConStat views 386

Event statistics 399
Data Collection option 400
When statistics are accumulated 400
eNetCallByCallStat views 400

Contact Center Multimedia Data dictionary 405

Overview for CCMM 406
Caché database 408
Custom Contact Center Multimedia reports and searches 410

Multimedia database tables 412
Actions 415
Activity Codes 422
Addresses 423
Administrators 426
Answers 427
Archive Notes 429
Area Codes 433
Attachments 434
Audits 436
AutoResponses 438
AutoResponseAttachments 439
BarredOutBoundAddresses 441
Campaigns 442
CampaignScripts 448

Copyright © 2009-2010, Nortel Networks

Closed Reasons 449
CodeMappings 450
Contacts 451
ContactTypes 460
CustomFields 462
Customer 465
Debugs 468
DispositionCodes 469
Durations 471
EmailAddresses 472
EmailAddressGroups 473
HolidayHours 474
Inboxes 475
InvalidXMLAudits 477
InvalidXMLChrs 478
InvalidXMLFields 479
KeywordGroups 480
Launch Entries 480
Licenses 481
Migrations 482
MigrationNotes 483
OnHoldURLs 483
OutOfHoursRules 484
PageChanges 485
PagePushes 485
PagePushURLs 486
PhoneNumbers 487
Phrases 490
Preferences 492
Questions 493
RegularHours 494
Restores 495
RestoredAudits 497
RoutePoints 499
Rules 500
RuleAdmins 502
RuleKeywordGroups 503
Servers 504
Services 505
Sessions 506
SIP Uris 507
Sites 508
SiteComponents 510
SiteParameters 511

Copyright © 2009-2010, Nortel Networks

SkillsetAgentProperties 512
Skillsets 513
SkillsetOnHoldURLs 516
Time Zones 517
Updates 518
Users 519
UserResets 523
WebCommsMessages 523
WebCommsSessions 525
Additional Tables 526

Multimedia database views 528
Campaign Agent Script Result 529
Campaign Call By Call Details 529
Campaign Summary 531
Contacts By Contacts 532
Contacts Outstanding 533
Contacts Outstanding Detail 534
Contacts Outstanding Summary 535
ScriptSummary 535

Entity relationship diagrams 536
Contact Center Manager entity relationships 537
Contact Center Multimedia Data relationships 553

Standard reports 556

Overview of standard reports 557
Understanding the report descriptions 558
Selection criteria 560

Standard agent performance reports 569
Activity Code by Agent 570
Agent Average Calls per Hour 573
Agent Average Calls per Hour, Bottom 5 576
Agent Average Calls per Hour, Top 5 578
Agent by Activity Code 580
Agent by Application Performance 583
Agent by Skillset Performance 586
Agent DN Performance 589
Agent DN Performance Calls Answered, Bottom 5 593
Agent DN Performance Calls Answered, Top 5 596
Agent Login/Logout 599
Agent NACD Activity 602
Agent Performance 605
Agent Performance by Supervisor 609

Copyright © 2009-2010, Nortel Networks

Agent Performance Calls Answered, Bottom 5 615
Agent Performance Calls Answered, Top 5 620
Agent Short Calls 625
Agent Transferred/Conferenced Activity 630
Estimated Revenue by Agent 635
Not Ready Reason Codes by Agent 638
Skillset by Agent Performance 641

Standard call by call reports **644**
Call by Call Statistics 645

Standard configuration reports **648**
Activity Code Properties 650
Agent by Supervisor Properties 652
Agent Properties 654
Agent Skillset Assignment 659
Agent Skillset Properties 661
Agent Supervisor Assignment 664
Application Script Properties 667
Application Template Properties 669
CDN (Route Point) Properties 671
Database View Definitions 673
DNIS Properties 676
Formula Properties 679
Historical and Real Time Statistics Properties 681
IVR Port Properties 688
IVR Queue and Port Properties 688
Logged In Agent Position ID 692
Real Time Template Properties 695
Route Properties 698
Script Variable by Script 700
Script Variable Properties 702
Skillset Properties 705
Supervisor Properties 708
Telephone Display Properties 711
User Access Privilege 713

Contact Summary Reports **717**
Activity Code by Address 718
Agent by Address 721
Contact Duration 724
Contact Summary 727
Originator by Disposition 731

Standard Multimedia reports **734**
Contacts Closed by Reason Code 735

Copyright © 2009-2010, Nortel Networks

Contacts Closed by Skillset 737
Contacts Details 739
Contacts Outstanding Summary 746
Contacts Received by Skillset 748

Standard network reports 750
Network Site and Application Properties 751
Network Skillset Routing Properties 755
Crosstab - Network Incoming Calls 758
Crosstab - Network Outgoing Calls 760
Network Application Performance 762
Network DNIS Statistics 766
Network Incoming Calls 770
Network Outgoing Calls 773
Network Route Performance 776
Network Skillset Performance 779

Others (Additional CCMA) reports 783
Activity Code by Application 784
Application by Activity Code 787
Application by Skillset 790
Application Call Treatment 793
Application Delay Before Abandon 800
Application Delay Before Answer 803
Application Performance 806
CDN (Route Point) Statistics 810
Crosstab - Application Performance 813
Crosstab - CDN (Route Point) Statistics 815
Crosstab - DNIS Statistics 818
Crosstab - Route Performance 820
Crosstab - Skillset Performance 823
Crosstab - Trunk Performance 826
DNIS Statistics 828
IVR Port First Login/Last Logout 832
IVR Port Statistics 834
IVR Queue Statistics 837
Music/RAN Route Statistics 840
Route Performance 843
Skillset by Application 846
Skillset Performance 849
Trunk Performance 852

Standard administration reports 855
Overview 856
Access Classes 856

Copyright © 2009-2010, Nortel Networks

Report Groups 859
User Defined Partitions 862
Users 865

Standard Outbound reports 867
Campaign Call Details 868
Campaign Script Results Details 871
Campaign Performance 873
Campaign Summary 875
Script Summary 877

Standard Network Control Center reports 879
Network Call by Call Statistics 880
Network Consolidated Application Performance 883
Network Consolidated DNIS Statistics 887
Network Consolidated Incoming Calls 891
Network Consolidated Outgoing Calls 895
Network Consolidated Route Performance 900
Network Consolidated Skillset CallDistribution 904
Network Consolidated Skillset Performance 907
Network Site and Application Properties(NCC) 911
Network Skillset Routing Properties (NCC) 912
Network Table Routing Assignments (NCC) 916
Nodal Consolidated Application Delay BeforeAbandon 919
Nodal Consolidated Application Delay BeforeAnswer 922
Nodal Consolidated Application Performance 925

Report Creation Wizard 928
Overview 929
Sample Report Creation Wizard reports 929
Section A: CS 1000/Meridian 1, CS 2x00/DMS, and SIP reports 933
Section B: License Manager Reports 947
Section C: Contact Center Multimedia reports 950
Section D: Network consolidated reports 964
Section E: Functions, operators, and formulas 968

Pegging information 1022

Pegging examples 1023
Pegging of local calls 1024
Pegging of network calls 1025
Pegging of activity codes 1027
Pegging of Not Ready reason codes 1030
Pegging of agent state timers 1033
Pegging of ACD-DNs 1033

Copyright © 2009-2010, Nortel Networks

Pegging of DNIS calls 1035
Pegging of calls returned to queue 1035
Pegging when a skillset is out of service 1036
Pegging for calls networked out by NACD 1037
Pegging blind transfers 1038
Pegging when the caller leaves a message 1041
Pegging of calls answered by a backup skillset 1041

Agent state tracking **1043**
Pegging agent state 1044

Frequently Asked Questions **1048**
General Questions 1049
Questions about intervals 1051
Questions about agent statistics 1053
Questions about Activity and Not Ready statistics 1058
Questions about skillset and application statistics 1059
Questions about DNIS statistics 1068
Questions about call-by-call statistics 1068
Questions about ACD calls 1068
Questions about DN calls 1069
Questions about custom reports 1070
Questions about Multimedia reporting 1071
Questions about Contact Center Outbound campaign reporting 1072
Questions about Contact Summary reports 1073
Questions about Pull-mode contacts 1074

Copyright © 2009-2010, Nortel Networks

New in this release

The following sections detail what's new in the *Nortel Contact Center Performance Management Data Dictionary* (NN44400-117) Release 7.0.

- Features (page 13)
- Other changes (page 14)

Features

See the following section for information about other changes:

- Contact Summary Reports (page 13)
- Changes to activity code reporting (page 13)
- Virtual contact center reporting improvements (page 14)
- Integrated reporting (page 14)
- Caché database (page 14)

Contact Summary Reports

Contact Summary reports show statistics for each call in the time range specified. Several new standard reports are available with this feature.

For more information, see Contact Summary view (page 189) and Questions about Contact Summary reports (page 1073).

Changes to activity code reporting

If a contact is active in more than one reporting interval and if the agent inputs the activity code for the contact in the second or subsequent intervals, the Activity Time statistic for that activity code includes the duration from the time that you accept the contact to the time that you enter the activity code. The system default activity code 0 does not record Activity Time against it unless you do not specify other activity during a call. An agent's activity time in an interval can exceed 900 seconds.

Copyright © 2009-2010, Nortel Networks

Virtual contact center reporting improvements

Reporting improvements include:

- Client side time zone reporting: Users, in a different time zone than the CCMS, apply this feature to see statistics in their time zone or a different selected time zone.
- Source application name reporting: Identify which application from the Service Creation environment is responsible for processing the contact at the source site.
- Improved skillset service level reporting

Integrated reporting

The Contact Center Manager Server (CCMS) has an integrated reporting capability for Multimedia Contact Summary (CCMM) and ICP server's session detail record statistics (SDR) combined with CCMS Contact Summary statistics (CSR).

Caché database

Caché database replaces Sybase database for this version of Contact Center.

Other changes

This document replaces *Nortel Contact Center Historical Reporting and Data Dictionary* (297-2183-914).

For more information about report configuration, see *Nortel Contact Center Performance Management* (NN44400-710).

Copyright © 2009-2010, Nortel Networks

Introduction

This document describes the report templates and includes graphics of the various types of report templates.

Navigation

- Performance Management Data dictionary fundamentals (page 16)
- Contact Center Manager Data dictionary (page 20)
- Contact Center Network Control Center Data dictionary (page 335)
- Contact Center Multimedia Data dictionary (page 405)
- Entity relationship diagrams (page 536)
- Standard reports (page 556)
- Report Creation Wizard (page 928)
- Pegging examples (page 1023)
- Agent state tracking (page 1043)
- Frequently Asked Questions (page 1048)

Copyright © 2009-2010, Nortel Networks

Performance Management Data dictionary fundamentals

Nortel Contact Center Manager provides a contact center solution for varied and changing business environments. It provides an open database that is accessible from the client application and from other report writers and applications that support Open Database Connectivity (ODBC), Java Database Connectivity (JDBC), Caché Database, and Structured Query Language (SQL). This chapter lists and describes all report definitions.

This guide is for Contact Center Manager administrators and supervisors who create, manage, and use reports.

Navigation

- Access rights (page 17)
- Optional features (page 17)
- Switch references (page 17)
- Contact Center database (page 17)

Copyright © 2009-2010, Nortel Networks

Access rights

You must have the required privileges and access rights to perform the procedures in this guide.

Optional features

Some of the features in this guide are optional. Fields and commands for features you do not purchase are not available.

Switch references

Contact Center Manager provides interworking support for the following switch types:

- Meridian 1 PBX
- DMS
- Meridian SL-100
- Communication Server 1000
- Communication Server 2x00

In this guide, references to Communication Server 1000 also apply to the Meridian 1 PBX. References to Communication Server 2x00 also apply to DMS and Meridian SL-100.

Contact Center database

Contact Center database is an open database. You can use the data in the following ways:

- Import the data into a spreadsheet for manipulation.
- Import the data in you corporate database.
- Import the data into a workforce management system for analysis.
- Develop customized reports using Crystal Reports or another reporting application.

The required software to access the data is on the Contact Center Manager Administration server. With the software, a browser on a client PC can access data through the applications available on the Contact Center Manager server.

To directly access the data from any other PC, first install and configure ODBC and JDBC driver for Caché. See *Nortel Contact Center Performance Management* (NN44400-710).

Copyright © 2009-2010, Nortel Networks

Database views

The actual structure of the database is invisible, and you cannot access the database tables directly. (Direct access to the tables might compromise the integrity of the database and jeopardizes server performance.) You access data through database views, or logical representations of the database. Database views are used to organize the information in the database for your use. This guide provides a definition of all the database views available.

When creating data-warehouse applications, you use these database views. The database views contain all the information for customized reporting and queries, and are created on top of database tables. The database tables have indexes; therefore, SQL queries running on the database views can use the table indexes.

The sysadmin logon account provides read-only access to a specific set of tables, but not to all of the columns of those tables. For security and performance reasons, no logon account provides read-only access to all of the database tables. Third-party applications can access the database views using the sysadmin account. You can also use other accounts with reporting privileges on Contact Center Manager to access data from the database views.

Types of Data

There are five types of database:

- Summarized historical statistic views
- Contact statistics
- Event statistics
- Configuration views
- Access and partition management data

Summarized historical statistics

Summarized historical statistics are statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly). These statistics are stored as totals in the database. For example, summarized historical statistics can indicate the number of answered calls during a 15-minute interval.

Contact statistics

Contact statistics accumulate after contacts arrive in the contact center and can continue to accumulate after the contact ends, while the agent performs tasks related to the previous contact. Contact statistics are written to the database after all information about the contact and agent post-contact data is obtained, after the next pegging interval.

Copyright © 2009-2010, Nortel Networks

Event statistics

Event statistics are statistics collected on a per-event basis rather than accumulated over a period of time. Contact Center Manager records the following types of event statistics:

- Agent logon and logoff statistics
- Call-by-call statistics
- IVR port logon and logoff statistics

Configuration data

Configuration data describes the configuration of your server. For more information, see Configuration views (page 236).

Access and partition management data

The reports are run using these temporary MS Access database files as the data source. When the report session is closed by the user, the temporary MS Access database files are removed from the server.

The Microsoft Access database file contains four tables that are used by the reports.

Report name	Table name
Access Classes	AccessClassesReport
Report Groups	ReportGroupsReport
User Defined Partitions	PartitionsReport
Users	UsersReport

For more information, see Access and Partition Management views (page 326).

Storage duration

When you configure historical statistics collection, you can choose how long to store different types of statistics. The duration you choose determines the amount of disk space required for the database.

Types of statistics collected

When you configure historical statistics collection, you can also choose the types of statistics to collect. For example, you can choose not to collect call-by-call or activity code statistics. The number and type of statistics you choose also affect the amount of disk space required for the database.

Copyright © 2009-2010, Nortel Networks

Contact Center Manager Data dictionary

- Overview (page 21)
- Summarized historical statistics (page 30)
- Contact statistics (page 187)
- Event statistics (page 210)
- Configuration views (page 236)
- Access and Partition Management views (page 326)

Nortel Contact Center
Performance Management Data Dictionary
NN44400-117 01.07 Standard
Release 7.0 26 February 2010

Copyright © 2009-2010, Nortel Networks

Overview

The Contact Center Manager database is an open database. You can access the data in this database with any SQL-, JDBC- or ODBC-compliant application. This chapter describes the available information.

Navigation

- Types of data (page 22)
- Statistical Field Types (page 22)
- Resource usage (page 23)
- Default applications (page 23)
- Access rights by view (page 25)

Copyright © 2009-2010, Nortel Networks

Types of data

Four types of data are available:

- Summarized historical statistics—statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly).
- Contact statistics—statistics that are calculated for each contact.
- Event statistics—statistics that report each occurrence of an event.
- Configuration data—information about the configuration of your server.

You can use the data in many ways, including the following:

- Import it into a spreadsheet for manipulation.
- Import it into your corporate database.
- Develop custom reports using Report Creation Wizard, Crystal Reports, or another reporting application.

Statistical Field Types

The following table describes the field types used in the statistics descriptions in this chapter. For each type, the table provides a range of valid values and a size.

Field types

Field type	Description	Value range	Size
binary	binary data	Not applicable	16 bytes
char	fixed character length	Not applicable	n bytes
datetime	timestamp	Jan 1, 1753 to Dec 31, 9999	8 bytes
float	integer	1 to 100,000	8 bytes
int	integer	– 2 147 483 648 to 2 147 483 647	4 bytes
numeric	large integer	0 to 999 999 999 99 9	6 bytes
smalldatetime	timestamp	Jan 1, 1900 to June 6, 2079	4 bytes
smallint	small integer	– 32 768 to 32 767	2 bytes
tinyint	tiny integer	0 to 255	1 byte

Copyright © 2009-2010, Nortel Networks

Field types

Field type	Description	Value range	Size
unsigned int	unsigned integer	0 to 4 294 967 296	4 bytes
varbinary	variable length binary data	Not applicable	n bytes, data dependent
varchar	variable length character	Not applicable	n bytes, data dependent

Resource usage

When you generate reports or export data from the database, you use system resources, including server CPU and LAN bandwidth. To calculate resource requirements for a specific application, use the Capacity Assessment Tool (CapTool) application.

Generate large reports or export large amounts of data during off-peak times in your contact center.

Default applications

Five default applications ship with Contact Center Manager: Master_Script, Network_Script, ACD-DN, NACD-DN, and System. In some views, statistics peg against these default applications.

Copyright © 2009-2010, Nortel Networks

Application	Description
Master_Script	Contact Center Manager Server (CCMS) controlled calls enter the Master_Script, which hands calls off to a Primary application.
Network_Script	CCMS calls presented from an internal network of CCMSs. Although all incoming network calls do peg against the Network_Script Application, the Network_Script Application does not run for all incoming network calls. The network script runs for error conditions, such as when a reserved agent does not handle call. However, all network in calls handled by the reserved agent (non-error condition) are pegged against the network application. At the destination site, all delays and events peg against the Network_Script Application regardless of whether the Network script is actually executed. At the source site, delays and events that occur on the target site peg against the Master_Script Application or Primary_Script Application, whichever is appropriate.
ACD_DN_ Application	Calls presented to a Contact Center Manager Server agent through an ACD-DN (default calls).
NACD-DN_ Application	NACD Calls presented to a Contact Center Manager Server agent through an ACD-DN.
System_ Application	Null application used to peg information such as All Agent Busy Time, because more than one application can queue calls to a skillset.

Copyright © 2009-2010, Nortel Networks

Access rights by view

The following tables list the access rights needed to run reports, depending on which view you access. The Webadmin user has all access rights.

Summarized Historical statistics

The following table lists the access rights needed to run historical reports.

View	Item	Level of access
ActivityCodeStat	Reports—Agent Performance	Create and run any report.
	Reports— Other	Create and run any report.
AgentByApplicationStat	Reports— Agent Performance	Create and run any report.
AgentBySkillsetStat	Reports— Agent Performance	Create and run any report.
AgentPerformanceStat	Reports— Agent Performance	Create and run any report.
ApplicationStat	Reports— Other	Create and run any report.
CDNStat	Reports—Other	Create and run any report.
DNISStat	Reports—Other	Create and run any report.
IVRPortStat	Reports—Other	Create and run any report.
IVRStat	Reports—Other	Create and run any report.
NetworkInCallStat	Reports—Other	Create and run any report.
NetworkOutStat	Reports—Other	Create and run any report.
RANMusicRouteStat	Reports—Other	Create and run any report.
RouteStat	Reports—Other	Create and run any report.
SkillsetStat	Reports—Other	Create and run any report.
TrunkStat	Reports—Other	Create and run any report.

Contact statistics

The following tables lists the required access rights to run contact reports.

View	Item	Level of access
eCSRStat	Reports—Contact Summary	Create and run any report.
eCSRCodeStat	Reports—Contact Summary	Create and run any report.

Copyright © 2009-2010, Nortel Networks

Event statistics

The following table lists the access rights needed to run event reports.

View	Item	Level of access
eAgentLoginStat	Reports—Agent Performance	Create and run any report.
eCallByCallStat YYYYMMDD	Reports—CallByCall	Create and run any report.
eIVRPortLoginStat	Reports—Other	Create and run any report.
eNetCallByCallStat YYYYMMDD	Reports—CallByCall	Create and run any report.

Configuration statistics

The following table lists the access rights needed to run configuration reports.

View	Item	Level of access
AccessRights	Reports—Other	Create and run any report.
ActivityCode	Reports—Other	Create and run any report.
Agent	Agent-to-Skillset Assignment	View all agents
	Agent to Supervisor Assignment	View all agents
	Reports—Agent Performance	Create and run any report.
	Reports—Call by Call	Create and run any report.
	Users	View all users
AgentCap	Reports—Other	Create and run any report.
Application	Reports—Other	Create and run any report.
ApplicationByScript	Reports—Other	Create and run any report.
ApplicationTemplate	Application Threshold Classes	Create and run any report.
ApplicationThreshold Template	Application Threshold Classes	View
	Reports—Other	View
CDN	Reports—Other	Create and run any report.
CodeToMessageMap	Reports—Other	Create and run any report.
ContactType	Reports—Other	Create and run any report.

Copyright © 2009-2010, Nortel Networks

View	Item	Level of access
DNIS	DINSs	View
	Reports—Other	Create and run any report.
DNISThresholdTemplate	DINSs	View
Formula	Formula	View
	Reports—Other	Create and run any report.
HistoricalStatCollection	Reports—Other	Create and run any report.
HistoricalStatDuration	Reports—Other	Create and run any report.
HistoricalStatStorage	Reports—Other	Create and run any report.
IVRPort	Reports—Other	Create and run any report.
IVRQueue	Reports—Other	Create and run any report.
IVRThresholdTemplate	IVR ACD–DN Threshold Classes	View
	Reports—Other	Create and run any report.
NCCConfig	Network Communications Parameters	View
NCCNetworkSkillset	Reports—Other	Create and run any report.
NCCRanking	Reports—Other	Create and run any report.
NCCRemoteApplication	Reports—Other	Create and run any report.
NCCSite	Reports—Other	Create and run any report.
NetworkConfig	Network Communications Parameters	View
NetworkRanking Assignment	Reports—Other	Create and run any report.
NetworkSkillsetStatus	Reports—Other	Create and run any report.
NetworkThresholdTemplate	Reports—Other	Create and run any report.
PhoneSetDisplay	Reports—Other	Create and run any report.
Provider	Reports—Other	Create and run any report.
Ranking	Reports—Other	Create and run any report.
RealTimeColumn	Reports—Other	Create and run any report.
RealTimeStatCollection	Reports—Other	Create and run any report.
RealTimeTemplate	Reports—Other	Create and run any report.
RemoteApplication	Reports—Other	Create and run any report.
Route	Reports—Other	Create and run any report.

Copyright © 2009-2010, Nortel Networks

View	Item	Level of access
RouteThresholdTemplate	Reports—Other	Create and run any report.
	Route Threshold Classes	View
SCCSDBSpace	Reports—Call by Call	Create and run any report.
ScheduledSkillset Assignment	Reports— Agent Performance	Create and run any report.
ScheduledSupervisor Assignment	Agent to Supervisor Assignment	View all agents
	Reports—Agent Performance	Create and run any report.
Scripts	Script	View
ScriptVariableProperties	Reports—Other	Create and run any report.
ScriptVariables	Reports—Other	Create and run any report.
Site	Reports—Other	Create and run any report.
Skillset	Agent to Skillset Assignment	View all agents
	Reports—Other	Create and run any report.
	Skillset	View
SkillsetByAgent	Agent to Skillset Assignment	View all agents
SkillsetByAssignment	Agent to Skillset Assignment	View all agents
SkillsetThresholdTemplate	Skillset Threshold Classes	View
SummaryThreshold Template	Nodal Threshold Classes	View
Supervisor	Agent to Supervisor Assignment	View all agents
	Reports—Agent Performance	Create and run any report.
	Reports—Other	Create and run any report.
	Users	View all users
SupervisorAgentAssignment	Agent to Supervisor Assignment	View all agents
	Reports—Agent Performance	Create and run any report.
	Reports—Other	Create and run any report.

Copyright © 2009-2010, Nortel Networks

View	Item	Level of access
SupervisorByAssignment	Agent to Supervisor Assignments	View all agents
SwitchPort	Switch Resource	View
TargetSwitchComm	Reports—Other	Create and run any report.
UserTemplate	Call Presentation Classes	View
UserThresholdTemplate	Agent Threshold Classes	View
Views	Reports—Other	Create and run any report.

Copyright © 2009-2010, Nortel Networks

Summarized historical statistics

Summarized historical statistics accumulate over a period of time (15-minute interval, daily, weekly, or monthly). For example, summarized historical statistics can indicate the number of calls answered during a 15-minute interval.

You can use these statistics in standard and user-defined reports. You can include these statistics in your Report Creation Wizard-created and user-created reports.

Navigation

- Types of statistics (page 32)
- Types of views (page 32)
- Linking views (page 34)
- Types of contacts (page 38)
- ActivityCodeStat views (page 49)
- AgentByApplicationStat views (page 56)
- AgentBySkillsetStat views (page 67)
- AgentPerformanceStat views (page 78)
- ApplicationStat views (page 105)
- CDNStat views (page 129)
- DNISStat views (page 133)
- IVRPortStat views (page 141)
- IVRStat views (page 145)
- LicenseStat views (page 149)
- NetworkInCallStat views (page 151)
- NetworkOutStat views (page 157)
- RANMusicRouteStat views (page 163)
- RouteStat views (page 165)

Copyright © 2009-2010, Nortel Networks

- SCCSDBSpace views (page 168)
- SkillsetStat views (page 170)
- TrunkStat views (page 182)

Copyright © 2009-2010, Nortel Networks

Types of statistics

When you configure the Historical Statistics Collection, you can choose whether to collect statistics in each of the following statistics groups:

- activity code statistics
- agent by application statistics
- agent by skillset statistics
- agent performance statistics
- application statistics
- CDN and Route Point statistics
- DNIS statistics
- IVR port statistics
- IVR queue statistics
- network incoming call statistics (NSBR option)
- network outgoing call statistics (NSBR option)
- RAN and music route statistics
- route statistics (Communication Server 1000 switch)
- skillset statistics
- trunk statistics (Communication Server 1000 switch)

You can enable or disable data collection for one a group at any time while the system runs. The number and type of statistics you choose to collect affects the amount of disk space required for the database.

Storage duration

When you configure the Historical Statistics Collection, you can choose the length of time to store various statistic types. The duration you choose determines the amount of disk space required for the database.

For more information about configuring the Historical Statistics Collection, *Nortel Contact Center Performance Management* (NN44400-710).

Types of views

Summarized historical statistics are available in interval, daily, weekly, and monthly views.

Interval views

The server accumulates interval statistics for 15 minutes. The statistics accumulate in the server RAM until the end of the 15-minute interval. The server then creates a new record in the database for each entity (or

Copyright © 2009-2010, Nortel Networks

combination of entities). The new record contains the summarized statistics for the entity for that interval. (The statistics collected depend on the type of entity.) The Timestamp field of the new record is in the format YYYY/MM/DD HH:MM:00:00; MM is 00, 15, 30, or 45.

For example, to record agent by skillset statistics, the server creates a record for each skillset for which an agent answered calls during the interval just ended.

Attention: Interval statistics are not available until the interval ends. If you shut down the server without properly shutting down the Contact Center Manager services, data for the current interval is lost.

Interval views begin with the prefix i.

Daily views

Immediately after the end of the business day (after 12:00 midnight), the server sums all interval records for the day and creates corresponding daily records. The Timestamp field of the daily records is in the format YYYY/MM/DD 00:00:00:00.

Current day statistics are not available until the beginning of the next day (after 12:00 midnight).

Daily views begin with the prefix d.

Weekly views

After the end of the first day of the week (after 12:00 midnight), the server creates weekly records that contain the daily totals. After the end of each subsequent day in the week, the server adds the day total to the fields in the weekly records. The Timestamp field of the weekly records is in the format YYYY/MM/DD 00:00:00:00, where DD is the first day of the week.

Weekly statistics are not available until the beginning of the next week. You can configure the first day of the week in the Historical Statistics Configuration.

Weekly views begin with the prefix w.

Current week data is available—data is made up of completed days so far this week.

Copyright © 2009-2010, Nortel Networks

Monthly views

Immediately after the end of the first day of the month (after 12:00 midnight), the server creates monthly records that contain each of the daily totals. After the end of each subsequent day in the month, the server adds the day total to the fields in the monthly record. The Timestamp field of the monthly records is in the format YYYY/MM/DD 00:00:00:00, where DD is 01.

Monthly statistics are not available until after 12:00 midnight of the first day in the next month.

Monthly views begin with the prefix m.

Current month data is available—data is made up of completed days so far this month.

When statistics accumulate

Type	When accumulated
interval	every 15 minutes
daily	immediately after the end of the day (after 12:00 midnight)
weekly	immediately after the end of the week (after 12:00 midnight on the first day of the next business week)
monthly	immediately after the end of the month (after 12:00 midnight on the first day of the next month)

Linking views

To generate custom reports that combine statistics from two or more views, use linkages between database views. Linkages are also known as relations or joins. You can combine only the views that share a linkage key.

If several views use the same linkage key, you can create a report combining all views.

If the SQL queries perform calculations such as Max, Min, Sum, or Avg, use the Group By statement to ensure that the joined view does not contain duplicate data. When you use the Group By statement, specify linkage keys only as the fields on which to group.

If you combine views that do not share a linkage key, or if you group by a field that is not a linkage key, the resulting statistics are meaningless and misleading.

Copyright © 2009-2010, Nortel Networks

When you compare linkage key values in the SQL where clause, use left outer join syntax. This ensures that rows in the left side view, which do not have corresponding linkage key values in the right side view, are not omitted from the resulting joined view.

Example

The administrator of the BestAir contact center wants to create a report containing the following statistics for each agent:

- CallsAnswered
- ShortCallsAnswered
- PostCallProcessingTime

The AgentPerformanceStat view provides CallsAnswered and ShortCallsAnswered statistics, but it does not provide PostCallProcessingTime statistics. The AgentByApplicationStats view provides CallsAnswered and PostCallProcessingTime statistics, but it does not provide ShortCallsAnswered statistics. To obtain all statistics in a single custom report, Nortel recommends that the administrator use both views.

The following tables provide examples of statistics for these views.

AgentPerformanceStat view

Timestamp	UserID	CallsAnswered	ShortCallsAnswered
13:00 31/10/2008	6709	8	2
13:00 31/10/2008	6761	5	1

AgentByApplicationStat view

Timestamp	User ID	Application ID	CallsAnswered	PostCall Processing Time
13:00 31/10/2008	6709	10000	6	40
13:00 31/10/2008	6709	10001	2	10
13:00 31/10/2008	6761	10000	5	30

From the AgentPerformanceStat view, you can see that the number of CallsAnswered for UserID 6709 is 8. The AgentByApplicationStat view tells you that six calls are answered for Application ID 10000, and two calls are answered for ApplicationID 10001.

Proper join

To obtain correct grand totals, use the following SQL query:

Copyright © 2009-2010, Nortel Networks

```
(select a.Timestamp, a.UserID, max(a.CallsAnswered),

max (a.ShortCallsAnswered), sum(isnull(b.CallsAnswered,0)),

sum (isnull(b.PostCallProcessingTime,0))

from iAgentPerformanceStat a,

iAgentByApplicationStat b

where a.Timestamp *= b.Timestamp

and a.UserID *= b.UserID

group by a.Timestamp, a.UserID)
```

In this SQL query, a is an alias for iAgentPerformanceStat and b is an alias for iAgentByApplicationStat. This SQL query uses Timestamp and UserID as linkage keys.

This query uses the CallsAnswered and ShortCallsAnswered fields from iAgentPerformanceStat, and the CallsAnswered and PostCallProcessingTime fields from iAgentByApplicationStat. The query requests the maximum value for the iAgentPerformanceStat statistics and the sum of the values for each agent for the iAgentByApplicationStat statistics. The group by statement used with these summary functions ensures that only one row for each unique combination of Timestamp and UserID is returned. The group by statement is essential to obtaining the correct results.

A left outer join of the views ensures that all rows in the iAgentPerformanceStat view are included in the result, even if no row in iAgentByApplicationStat corresponds to the linkage key values. The isnull function provides a default value of 0 in this case. Without the isnull function, the sum function can return NULL values causing the query to fail.

The following table shows the resulting statistics for the interval beginning 13:00 on 31/10/2008.

Resulting statistics for the interval

Timestamp	User ID	Calls Answered	ShortCalls Answered	Calls Answered	PostCall Processing Time
13:00 31/10/2008	6709	8	2	8	50
13:00 31/10/2008	6761	5	1	5	30

Copyright © 2009-2010, Nortel Networks

The grand totals are correct:

- CallsAnswered = 8 + 5 = 13
- ShortCallsAnswered = 2 + 1 = 3
- PostCallProcessingTime = 50 + 30 = 80

Elimination of the Group By statement causes the ShortCallsAnswered field to be counted multiple times for some agents. Each agent's total CallsAnswered is multiplied by the number of applications for which the agent answered calls. Therefore, it provides correct results, if each agent answered calls for only one application.

The following simple, but incorrect, join illustrates this problem.

Simple (incorrect) join

The simplest join uses the following SQL query:

(select a.Timestamp, a.UserID, b.ApplicationID,

a.CallsAnswered, a.ShortCallsAnswered, b.CallsAnswered,

b.PostCallProcessingTime

from iAgentPerformanceStat a,

iAgentByApplicationStat b

where a.Timestamp *= b.Timestamp

and a.UserID *= b.UserID)

This query uses the Timestamp and UserID fields as linkage keys for the two views. The query creates a record for each unique combination of Timestamp, UserID, and ApplicationID in iAgentByApplicationStat. For each record in iAgentByApplicationStat, it finds the record with a matching UserID and Timestamp in iAgentPerformanceStat. The new record contains the Timestamp and UserID, the CallsAnswered and ShortCallsAnswered fields from iAgentPerformanceStat, and the CallsAnswered and PostCallProcessingTime fields from iAgentByApplicationStat.

The following table shows the resulting statistics for the interval beginning at 13:00 on 31/10/2008.

Copyright © 2009-2010, Nortel Networks

Resulting statistics

Timestamp	User ID	Application ID	Calls Answered	ShortCalls Answered	Calls Answered	PostCall Processing Time
13:00 31/ 10/2008	6709	10000	8	2	6	40
13:00 31/ 10/2008	6709	10001	8	2	2	10
13:00 31/ 10/2008	6761	10000	5	2	5	30

Each entry contains two CallsAnswered fields. One field contains the calls answered by the agent; the other field contains the calls answered by the agent for the application. Grand totals of the two CallsAnswered fields produce the following results:

- 8 + 8 + 5 = 21
- 6 + 2 + 5 = 13

The second total (13) is correct. The first total counts CallsAnswered twice for agent 6709, because it multiplies the agent's total CallsAnswered by the number of applications for which the agent answered calls. The result is correct only if each agent answered calls for only one application.

The grand total of the ShortCallsAnswered field is 2 + 2 + 1 = 5. Again, this total is misleading because the agent's total ShortCallsAnswered is included twice.

Types of contacts

The contact types described in this section are referred to in the descriptions of database views. Contacts are categorized by media—voice contact types, and multimedia (non voice) contact types.

The following voice contacts are available:

- Contact Center Manager calls
- Automatic Call Distribution (ACD) calls
- Network Automatic Call Distribution (NACD) calls
- Directory Number (DN) calls
- SIP voice calls

The following Multimedia contacts are available:

- Contact Center Multimedia contacts

Copyright © 2009-2010, Nortel Networks

- Contact Center Outbound contacts
- SIP Instant Message (IM) contacts

When the Network Skills Based Routing (NSBR) option is available, some contact types are also categorized by network scope—local contacts and NSBR contacts.

The following NSBR contacts are available:

- NSBR Contact Center Manager calls
- NSBR SIP voice calls

Unless otherwise specified, NSBR contacts include both incoming and outgoing contacts.

In this document, when the terms calls and contacts are used together, calls refers exclusively to voice calls and contacts refers to multimedia contacts. Contacts used alone refers to all contact types (voice and multimedia), and calls used alone usually refers to voice calls only.

For more information, see Multimedia name equivalents (page 45).

In this document the term outbound refers to Contact Center Outbound contacts. Do not confuse outbound with the term outgoing, which refers to the contact routing direction and can apply to voice and multimedia contact types, including outbound.

Contact Center Manager calls

Contact Center Manager calls are calls that arrive at a Control Directory Number (CDN) acquired by Contact Center Manager and are presented to the Incalls key of a phone acquired by Contact Center Manager.

Contact Center Manager calls are also described as local or Network Skills Based Routing (NSBR) calls.

Local Contact Center Manager calls are calls that arrive at a CDN configured as a local CDN. NSBR Contact Center Manager calls are calls that arrive at a CDN configured as a network CDN (incoming NSBR Contact Center Manager calls), calls offered to a remote site by the local server (outgoing NSBR Contact Center Manager calls), or calls that arrive at CDN Landing Pad or DNIS Landing Pad (Universal Networking Calls).

Unless otherwise specified, Contact Center Manager calls include both local Contact Center Manager calls and NSBR Contact Center Manager calls.

Contact Center Manager call Tracking

Copyright © 2009-2010, Nortel Networks

Contact Center Manager calls are tracked from the time a call notification message arrives from the switch until one of the following occurs:

- the call is abandoned
- the call is routed to the default DN
- the call is given Force Disconnect command
- the call is given Busy treatment
- the call is given Overflow treatment
- the call is given Queue to NACD treatment and then abandoned
- the call is given Queue to NACD treatment and then answered and released
- the call is given Queue to Network Skillset treatment and then abandoned
- the call is given Queue to Network Skillset treatment and then answered and released
- the call is given Queue to Network Skillset treatment and then reaches a non-ISDN trunk
- the call is given Queue to Network Skillset treatment and then treated by
- the Network script at the remote site
- the call is released
- the call is transferred or conferenced out by an agent or resource

ACD calls

ACD calls are calls to an Automatic Call Distribution Directory Number (ACDDN) that are presented to a phone acquired by Contact Center Manager. ACD calls do not apply in SIP-enabled contact centers.

Networking statistics contain only calls controlled by the Contact Center Manager Server. They do not include ACD calls.

On the Communication Server 2x00/DMS switch, ACD call statistics include NACD calls.

ACD call Tracking

For ACD calls, the server does not record information about call activity on the switch. ACD calls are tracked from the time they are answered at a phone acquired by Contact Center Manager. Therefore, the server does not record the following statistics for ACD calls:

- calls offered
- calls waiting

Copyright © 2009-2010, Nortel Networks

- calls abandoned (and abandon delay)
- calls returned to queue

NACD calls

NACD calls are ACD calls that arrived from the network through a Network ACD DN (ACD DN with a defined Day and Night network routing table) and are presented to an agent phone acquired by Contact Center Manager. NACD calls are not applicable in SIP-enabled contact centers.

Delay and abandon statistics are not available for NACD calls.

On the Communication Server 2x00/DMS switch, Contact Center Manager cannot distinguish between ACD and NACD calls. NACD calls peg as ACD calls in Contact Center Manager.

NACD call Tracking

For NACD calls, the server does not record information about call activity on the switch. NACD calls are tracked from the time they are answered by a Contact Center Manager server. Therefore, the server does not record the following statistics for NACD calls:

- calls offered
- calls waiting
- calls abandoned (and abandon delay)
- calls returned to queue

DN calls

DN calls are presented to or originate from the DN key of a phone that is acquired by the Contact Center Manager server. The server pegs DN calls primarily in the AgentPerformanceStat view. AgentByApplicationStat, AgentBySkillsetStat, ApplicationStat, and SkillsetStat views do not include DN calls, except for DNOutIntTalkTime and DNOutExtTalkTime. ActivityCodeStat views do not include DN calls.

Internal and External DN calls

An internal DN call is a call on a Communication Server 1000/Meridian 1 PBX in which the agent is connected on a DN key to a DN configured in the same customer group on the switch as the agent's DN. An external DN call is a call on an agent's DN key connected to any other DN.

Copyright © 2009-2010, Nortel Networks

When Contact Center Manager is connected to a Communication Server 2x00/DMS external DN calls cannot be distinguished from internal DN calls. In this case, DN calls peg against the generic DNInCalls, DNInCallsTalkTime, DNOutCalls, and DNOutCallsTalkTime statistics in AgentPerformanceStat.

For SIP-enabled Contact Center an internal DN call is a peer to peer call between two configured agents on the same Contact Center in CCMA. An external DN call is a call on an agent's DN key connected to any other DN.

In ApplicationStat, SkillsetStat, AgentByApplicationStat, and AgentBySkillsetStat views, talk time for Communication Server 2x00/DMS calls pegs in DNOutIntCallsTalkTime.

DN call Tracking

DN calls are tracked from the time they are answered. The server does not track activity for incoming DN calls automatically redirected by the switch, including:

- hunting
- call forward-busy
- call forward-all calls
- call forward-no answer

DN outcalls that originate as part of an outbound campaign are tracked as part of the Outbound contact, to avoid double pegging.

For the Communication Server 2x00/DMS switch, only one DN key can be configured and monitored by Contact Center Manager. Activity on other DN keys is not reported.

For SIP-enabled contact centers, with Contact Center Manager Server, you can configure and monitor only one DN key (SIP Line Address). Activity on other DN keys is not reported.

For the Communication Server 1000/Meridian 1 PBX switch, you can track activity on multiple DN keys.

SIP voice calls

SIP voice calls are calls that

- arrive at a Route Point (URI) hosted by Contact Center Manager through a SIP INVITE
- contain a voice-only component at the time of the initial SIP INVITE

Copyright © 2009-2010, Nortel Networks

- are presented to an agent's SIP address as configured in Contact Center Manager Administration

Unless otherwise specified, SIP Voice calls include both local SIP Voice calls and NSBR SIP Voice calls.

SIP voice calls Tracking

SIP voice calls are tracked from the time a SIP INVITE message arrives from the call server until one of the following occurs:

- the call is abandoned
- the call is routed to the default RAN
- the call is given Force Disconnect command
- the call is given Busy treatment
- the call is given Overflow treatment
- the call is given Queue to Network Skillset treatment and then abandoned
- the call is given Queue to Network Skillset treatment and then answered and released
- the call is given Queue to Network Skillset treatment and then treated by the Network script at the remote site
- the call is released
- the call is transferred or conferenced out by an agent or resource

Multimedia contacts

The following Multimedia contacts are available:

- Contact Center Multimedia contacts
- Contact Center Outbound contacts
- SIP Instant Message (IM) contacts

Contact Center Multimedia contacts

Contact Center Multimedia (CCMM) contacts are contacts that

- are routed to a Route Point acquired by Contact Center Manager by the Contact Center Multimedia server
- are presented to the desktop of an agent whose phone is acquired by Contact Center Manager

CCMM contacts include the following contact types:

- E-mail
- Web_Communication

Copyright © 2009-2010, Nortel Networks

CCMM contacts are considered local contacts. NSBR support is not available for Contact Center Multimedia contacts.

A Pull-mode multimedia contact is pulled by an agent so a response can be sent. Contacts already in process by Contact Center Manager, which are subsequently pulled, are pegged like other contacts up to the time they are pulled. Pull-mode multimedia contacts include no contact opened using the Read Only Contact command unless the agent subsequently opens it.

Unless otherwise specified, CCMM contacts include e-mail contacts, Web communication contacts, local multimedia contacts, and pull-mode multimedia contacts.

CCMM contacts Tracking

Contact Center Multimedia contacts are tracked from the time a contact is accepted into Contact Center Manager by the CCMM server until one of the following occurs:

- the contact is routed to the default Route Point
- the contact is given Force Disconnect command
- the contact is closed
- the contact is transferred out by an agent or resource

Contact Center Outbound contacts

Contact Center Outbound contacts are contacts that

- are routed to a Route Point acquired by Contact Center Manager by the Contact Center Outbound server
- are presented to the desktop of an agent whose phone is acquired by Contact Center Manager
- result in a DN outcall from the agent to a customer

Contact Center Outbound contacts are contacts that consist of visual information routed to and displayed on the agent desktop, for example a sales pitch script and a DN outcall. Together, the two parts of the contact count as one contact and peg as a single entity—the DN outcall does not peg separately from the visual part of the outbound contact.

Contact Center Outbound contacts are considered local contacts. NSBR support is not available for Contact Center Outbound contacts.

Contact Center Outbound contacts Tracking

Copyright © 2009-2010, Nortel Networks

Contact Center Outbound contacts are tracked from the time a contact is injected into Contact Center Manager by the Contact Center Outbound server until one of the following occurs:

- the contact is routed to the default Route Point
- the contact is given Force Disconnect command
- the contact is cancelled by the Outbound Campaign Management Tool
- the contact is closed
- the contact is transferred out by an agent or resource

SIP IM contacts

SIP IM contacts are those that

- arrive at a Route Point (URI) hosted by Contact Center Manager through a SIP INVITE
- contain an IM-only component at the time of the initial SIP INVITE
- are presented to an agent's SIP address as configured in Contact Center Manager Administration.

SIP IM contact are local contacts. NSBR is not supported for SIP IM contacts.

SIP IM contacts Tracking

SIP IM contacts are tracked from the time a SIP INVITE message arrives from the call server until one of the following occurs:

- the contact is abandoned
- the contact is given Force Disconnect command
- the contact is released

Multimedia name equivalents

The names of many of the statistics and statistics views reflect the terminology used in voice call centers, even though these statistics and views can capture information about non-voice contacts. Do not take literally the voice-centric names of the statistics and statistics views. Where applicable, the descriptions of these statistics and statistics views are generalized in this document to reflect the possible contact types in a multimedia contact center. The actual names of the statistics and statistics views, however, do not change to more generalized forms, so that legacy reporting applications continue to function with this release.

Copyright © 2009-2010, Nortel Networks

Voice term	Generalized concept	Multimedia term
Call	An interaction between two parties in which communication in each direction can be either simultaneous (for example, voice call) or sequential (for example, e-mail request and response).	Contact, Session
Caller	The customer that is interacting with the contact center.	Originator, Sender, Customer
Key	A part of the agent user interface allowing the agent to send commands or data to the contact center.	Button, Command
Switch, Call Server	Contact Provider—equipment that routes contact requests between a contact originator and the contact center.	Communication server, Contact Center Multimedia server, Contact Center Outbound server
Ringing	A contact state that indicates that the contact is routed to an agent but the agent has not yet initiated processing of it.	Alerting, Presenting
Answered	A contact state that indicates that the contact is routed to an agent and the agent has initiated processing of it.	Accepted
Released	A contact state that indicates that an agent finished processing the contact. In the case of sequentially processed contact parts (for example, e-mail request, response, response-to-the-response, and so on), this state as used in this document refers only to each individual part.	Released, Closed
Talk Time	The duration of time between an agent accepting a contact and closing it.	Processing Time, Handling Time

Copyright © 2009-2010, Nortel Networks

Voice term	Generalized concept	Multimedia term
Conferenced	A contact state indicating that a third or subsequent party is added to parties simultaneously interacting with a contact.	Conferenced (applicable to voice contacts and SIP IM contacts only, and not applicable for other multimedia contacts)
CDN	Entry point for Contact Center Multimedia contact routing and queuing service.	Route Point (specified by URI)
DN	A destination that a contact can be presented to or the originator's ID.	Address (an e-mail address, agentID, or URI)
DNIS	An identifier of the destination of the contact as known to the originator.	Address

Associating contact types with applications and skillsets

When Contact Center Multimedia, Contact Center Outbound, or SIP is installed, skillset names must follow a naming convention that identifies skillsets handling contact types other than voice calls. Such skillset names begin with a configured three-character prefix that identifies the contact type handled by the skillset. If no prefix is used, the skillset is identified as a skillset for handling voice calls.

The following table lists the default skillset naming prefixes and the contact types associated with them.

Contact type naming prefix	Contact type display name
EM_	Email
IM_	Instant Message
OB_	Outbound
OQ_	Open Queue
WC_	Web Communication

Contact Center Manager enforces that scripts queue contacts only of the correct type to appropriate skillsets. For reporting, the contact type display name pegs in the skillset statistics views along with every skillset statistic. Skillset statistics are selected and grouped by contact type in custom reports and Report Creation Wizard to provide summaries for each contact type.

Copyright © 2009-2010, Nortel Networks

Although not required, you can name applications by using this convention. If applications are named according to this convention, the contact type display name pegs in the application statistics views, you can select and group application statistics by contact type.

Attention: In the case of applications, use of the naming convention is useful only for the purpose of selecting and grouping statistics by contact type. Contact Center Manager does not enforce that an application only handles contacts of the type indicated by its naming prefix. It is possible that inappropriately named applications handle contacts of the wrong type. In this case, application statistics selected or grouped by contact type are incorrect.

Copyright © 2009-2010, Nortel Networks

ActivityCodeStat views

Activity code statistics identify the type of contacts handled by the agent, as well as provide detailed information about how Not Ready time is spent. This statistic provides information used to monitor agents' work and time distribution within a work day. The linkage of activity code, agent, and application provides another way to measure agents' performance.

Activity code statistics include statistics for Not Ready reason codes. Agents enter these codes when they go into Not Ready state.

For more information about Not Ready reason codes, see Questions about Activity and Not Ready statistics (page 1058).

The server does not record activity time for DN calls.

On the Communication Server 2x00/DMS switch, agents cannot use the Line of Business (LOB) key while they are conferenced with another agent.

Definition: Activity code

An activity (or Line of Business) code is a number that an agent enters on the phone or agent desktop while active on a contact. Activity codes provide a way to track the time an agent spends on various types of incoming contacts. For example, use the activity code 720 to track sales calls. Agents enter 720 on the phones during sales calls and this information can appear in an Activity Code report.

System default activity code

The system default activity code (0) is the activity code against which contacts peg if an agent does not enter an activity code.

Skillset default activity code

For Communication Server 1000/Meridian 1 PBX switch only. The skillset default activity code is the activity code against which contacts for a skillset peg if the agent presses the Activity key on the phone twice while handling a skillset contact (that is, without entering an activity code). Your options to define this code are as the system default (0), skillset default (00), or a valid activity code.

Definition: Not Ready reason code

A Not Ready reason code is a number that an agent enters on the phone key pad or agent desktop when entering the Not Ready state. This number identifies the reason for the Not Ready state. Not Ready reason codes track the amount of time spent by agents on various activities, such as breaks.

Copyright © 2009-2010, Nortel Networks

System default Not Ready reason code

The system default Not Ready reason code (000) is the Not Ready reason code against which Not Ready time pegs if:

- an agent does not enter a Not Ready reason code
- an agent presses the Activity Code key on the phone twice while in Not Ready state

Activity code pegging

For pegging examples, see Pegging of activity codes (page 1027).

Communication Server 1000/Meridian 1 PBX switch

For the interval in which a contact is answered, if this is the first activity code entered for the contact, activity time starts when the contact is answered or accepted. For subsequent activity codes entered during that interval, and for subsequent intervals, activity time starts when the agent enters the activity code.

Activity time stops when the agent enters a new activity code, when the call ends, or when the contact is closed.

Communication Server 2x00/DMS switch

Activity time for an activity code is calculated and pegs when a new activity code is entered, when the call ends, or when the contact is closed.

Not Ready reason code pegging

For pegging examples, see Pegging of Not Ready reason codes (page 1030).

For the interval in which an agent enters Not Ready state, if this is the first Not Ready reason code entered for the agent, the Not Ready reason time starts when the agent enters Not Ready state. For subsequent Not Ready reason codes entered during that interval, and for subsequent intervals, Not Ready reason time starts when the agent enters the Not Ready reason code.

Not Ready reason time ends when

- the agent enters a new Not Ready reason code
- the agent enters Ready state
- the agent logs off

Copyright © 2009-2010, Nortel Networks

Requirements

Fulfill the following requirements:

- Define activity codes and Not Ready reason codes on the server in Contact Center Manager. If you do not do this, activity codes statistics are collected, but ActivityCodeName is blank.
- Configure the server to collect activity code and Not Ready reason code statistics, see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all activity codes and Not Ready reason codes; you cannot configure the system to collect statistics for selected codes.

Database views

Activity code statistics use the following views:

- iActivityCodeStat
- dActivityCodeStat
- wActivityCodeStat
- mActivityCodeStat

Field descriptions

This sections describes the field descriptions for this view.

ActivityCode

Description: A unique identifier for an activity code.

Type: varchar

Length: 32

ActivityCodeName

Description: The name of the activity code.

Type: varchar

Length: 30

ActivityTime

Description: The total time the agent spends on this activity.

ActivityTime for the first activity code entered in the call begins at the start of the call; however, ActivityTime for the first activity code is not stored in this view until the interval in which the first activity code is entered. In this interval,

Copyright © 2009-2010, Nortel Networks

ActivityTime can be greater than 900 seconds (longer than the interval duration) for this call, because it can include the time from previous intervals for this call. In previous intervals to this, ActivityTime is 0.

Triggers: Activity time begins when an agent who

- answers a call or accepts a multimedia contact
- presses the Activity key and enters a code

Activity time ends when the agent enters another activity code, when the call ends, or when the multimedia contact is closed.

Not Ready reason time ends when the agent

- presses the Activity key again to enter another Not Ready reason code
- enters Ready state
- logs off

Pegging: See Pegging of activity codes (page 1027) and Pegging of Not Ready reason codes (page 1030).

Type: int

Length: 4

ActivityShortName

Description: Displays the short name for the Not Ready reason code, which is displayed in Contact Center Manager Administration.

Type: varchar

Length: 30

AgentGivenName

Description: The given or first name of the agent.

Type: varchar

Length: 64

AgentLogin

Description: The numeric ID the agent uses to log on to the phone or agent desktop.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 16

AgentSurName

Description: The surname of the agent.

Type: varchar

Length: 64

Application

Description: The name of the application is the same name as the primary script.

Pegging: The following table shows how activity code statistics peg against applications.

Call type	Application
• local Contact Center Manager calls • local SIP voice calls • local Contact Center Multimedia contacts • local Contact Center Outbound calls	Master_Script or primary application, depending on the location of the contact in the system
incoming NSBR calls	Network_Script Application
ACD calls	ACD_DN_Application
NACD calls	NACD_DN_Application

Statistics for Not Ready reason codes peg against the System_Application.

For more information about default applications mentioned in this table, see Default applications (page 23).

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

ApplicationID

Description: A unique number assigned by the server to identify the application when the application is defined. This field is used to link tables in data queries.

Type: int

Length: 4

Occurrences

Description: The number of times the agent entered this activity code. An agent can enter multiple activity codes (up to three for a Communication Server 2x00/DMS switch) during a single call.

Triggers: Contact Center Manager Server pegs an activity code occurrence when an agent

- answers a voice call
- accepts a multimedia contact
- presses the Activity key on the phone and enters a code or uses the agent desktop to enter a code

Contact Center Manager Server pegs a Not Ready reason code occurrence when an agent

- enters Not Ready state
- presses the Activity key on the phone and enters a Not Ready reason code or uses the agent desktop to enter a Not Ready reason code while in Not Ready state

Pegging: See Pegging of activity codes (page 1027) and Pegging of Not Ready reason codes (page 1030).

Type: int

Length: 4

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if you delete a configured site and you add another one with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: smalldatetime

Length: 4

UserID

Description: A unique number assigned by the server to identify the agent when the agent is added. This field is used to link tables in data queries.

Type: binary

Length: 16

Linkages with other statistics groups

You can link activity code statistics to other statistics groups to generate custom reports. For more information, see Linking views (page 34).

Copyright © 2009-2010, Nortel Networks

The following table shows the statistics groups you can link activity codes to, as well as the data fields used as linkage keys.

Specify all these fields as your linkage key, in the specified order.

IF you generate a custom report using	THEN the linkage key data field is
AgentByApplicationStat	Timestamp
	UserID
AgentBySkillset Stat	Timestamp
	UserID
AgentPerformanceStat	Timestamp
	UserID
ApplicationStat	Timestamp
	ApplicationID
SkillsetStat	Timestamp
	ApplicationID
NetworkInCallStat	Timestamp
	ApplicationID
NetworkOutStat	Timestamp
	ApplicationID

AgentByApplicationStat views

For each application included in the report, the report lists summarized agent performance information for each agent that handled a contact from that application. You can use these statistics to monitor an agent's contribution to an application.

Application performance is independent from skillset performance. The agent must be a member of a skillset that the application explicitly references (or implicitly does not—that is, the default skillset).

Statistics peg against a given combination of agent and application only for those intervals in which a contact is answered by the specific agent and processed by the specific application. Except for DNOutExtTalkTime and DNOutIntTalkTime, these statistics do not include DN calls.

Copyright © 2009-2010, Nortel Networks

Definition: Application

An application is a logical entity that represents a script for reporting purposes. The Master script and each script that is referenced (that is, each primary script) is represented by an application with a name that is the same as the script name.

Application pegging

The following table shows how contacts peg.

Contact Type	Application
• local contact center manager calls • local SIP voice calls • local Contact Center Multimedia Contacts	Master_Script or primary application depending of the location of the contact in the system
incoming NSBR	Network_Script
ACD calls	ACD_DN_Application
NACD calls	NACD_DN_Application

Requirements

Configure the server to collect agent by application code statistics (see *Nortel Contact Center Performance Management* (NN44400-710)). Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database views

Agent by application statistics use the following views:

- iAgentByApplicationStat
- dAgentByApplicationStat
- wAgentByAppliationStat
- mAgentByApplicationStat

Field descriptions

This section describes the field descriptions for this view.

AgentGivenName

Description: The first or given name of the agent.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 64

If an agent record is deleted because the data is already collected, the agent name is blank.

AgentLogin

Description: The numeric ID the agent uses to log on to the phone or agent desktop.

Type: varchar

Length: 16

AgentSurName

Description: The surname of the agent.

Type: varchar

Length: 64

If an agent record is deleted because the data is already collected, the agent name is blank.

Application

Description: The name of the application handling the contact when the agent answered or accepted it.

Pegging: See Application pegging (page 57).

Type: varchar

Length: 30

ApplicationID

Description: A unique number assigned by the server to identify the application when the application is defined. This field is used to link tables in data queries.

In a network environment at the destination, the Agent by Application view shows the Network_Script Application as the destination application for which the agent answered a call.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

CallsAnswered

Description: The number of contacts, excluding DN calls, answered or accepted by an agent for this application.

Pegging: Voice calls peg upon answer, and multimedia contacts peg upon acceptance.

Type: int

Length: 4

CallsConferenced

Description: The number of local Contact Center Manager calls, SIP call, SIP IM contacts, incoming NSBR calls, ACD calls, and NACD calls in this application that an agent conferenced.

Triggers:

Type: int

Length: 4

CallsOffered

Description: The number of local Contact Center Manager calls, SIP voice calls, local multimedia contacts, and incoming NSBR contacts handled by this application and presented to this agent. This statistic includes contacts returned to queue and contacts abandoned during presentation. On the Communication Server 1000/Meridian 1 PBX switch, this statistic also includes parked calls handled by this skillset that return to this agent.

Pegging: Contacts are pegged against the Master_Script application upon arrival and against a primary application when the Master_Script application hands over control.

Type: int

Length: 4

CallsReturnedToQ

Copyright © 2009-2010, Nortel Networks

Description: The number of local Contact Center Manager calls, SIP voice contacts, local multimedia contacts, and incoming NSBR contacts handled by this application that the agent returned to the skillset queue for reasons other than timeout.

Pegging: A voice call returns to the queue if the agent enters another state (for example, if the agent presses the Not Ready or DN key) while the call is presented. This statistic pegs when the agent state changes. A multimedia contact returns to the queue if the agent rejects it using the Reject button.

Type: int

Length: 4

CallsReturnedToQDueToTimeout

Description: The application handles the number of local Contact Center Manager calls, SIP voice calls, multimedia contacts, and incoming NSBR contacts. The calls and contacts that return to the skillset queue automatically while in alerting state, after a wait greater than or equal to the answering timeout for this agent as defined in the call presentation class to which the agent belongs.

Type: int

Length: 4

CallsTransferred

Description: The number of Contact Center Manager calls, SIP voice calls, ACD calls, NACD calls transferred by this agent for this application.

Pegging: This statistic is pegged when the transfer is completed—when the transfer key is invoked for the second time.

Type: int

Length: 4

ConsultTime

Description: The total time an agent spends in consultation while handling contacts for this application. Consultation time occurs during a consult transfer if the caller disconnects and the answering agent remains on the line.

Triggers: Consult time starts when the customer releases the call and ends when the consult call is released.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

ContactType

Description: The type of contact determined by the name of this application. This applies to SIP-enabled contact centers. It also applies if Contact Center Multimedia or Contact Center Outbound is installed and the application name begins with one of the configured prefixes as described in Associating contact types with applications and skillsets (page 47). If the skillset has no prefix, the contact pegs as voice.

For example, if the application is named EM_application, ContactType pegs as e-mail. If the application has no prefix, ContactType pegs as voice.

Type: varchar

Length: 30

DNOutExtTalkTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time spent in outgoing external DN calls, including hold time, see DN calls Internal and External (page 190). This statistic does not include the time spent on the DN outcall part of a Contact Center Outbound contact.

If multiple DN keys are configured on agent phones, talk time can exceed 15 minutes (900 seconds) for each interval. Talk time exceeding 15 minutes per interval occurs when an agent makes one DN call, places that call on hold, and then makes another DN call.

Triggers: Talk time begins when the call is answered and ends when the caller disconnects or the agent releases the call.

Pegging: DNOutExtTalkTime pegs against the last application for which the agent handled a contact during this session.

Type: int

Length: 4

DNOutIntTalkTime

Copyright © 2009-2010, Nortel Networks

Description: Communication Server 1000/Meridian 1 PBX only. The total time spent on outgoing internal DN calls, including hold time, see DN calls Internal and External (page 190). This statistic does not include the time spent on the DN outcall part of a Contact Center Outbound contact.

If you configure multiple DN keys on agent phones, talk time can exceed 15 minutes (900 seconds) for each interval. This occurs when an agent makes one DN call, places that call on hold, and then makes another DN call.

Triggers: Talk time begins when the call is answered and ends when the caller disconnects or the agent releases the call.

Pegging: DNOutIntTalkTime pegs against the last application for which the agent handled a contact during this session.

Type: int

Length: 4

HoldTime

Description: The total time an agent spends on hold during Contact Center Manager calls for this application.

Triggers: Hold time begins when the agent places a Contact Center Manager call in the Hold state. Hold time ends when the call resumes or terminates.

Pegging: Hold time pegs at the end of the interval (for calls that are active at the end of the interval), and when the call terminates.

Type: int

Length: 4

PostCallProcessingTime

Description: This data is the total time an agent spends performing post-contact processing. Normally, an agent uses this time to complete any work related to the contact just completed, such as filling in forms or filing papers.

Triggers: Post-call processing time begins when an agent presses Not Ready after releasing any contact, except DN calls, and ends when the agent presses Not Ready again, places or receives a DN call, or logs off.

Post Call Processing Time is calculated for the first Not Ready period after a contact is closed. If the agent enters another state after the call (for example, by answering or receiving a DN call or logging out of the skillset), and then

Copyright © 2009-2010, Nortel Networks

enters Not Ready state, the Not Ready time does not peg against PostCallProcessingTime. Also, if the agent interrupts the Not Ready period to enter another state and then returns to Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

For Contact Center Multimedia contacts, PostCallProcessingTime does not include the time after replying to an email or disconnecting a WC session, and closing the contact. The time between these two events can involve the agent setting closed reason codes, disposition codes or adding agent notes to a contacts. This time is recorded as TalkTime, not PostCallProcessing time.

Pegging: This statistic pegs against the last application for which the agent handled a contact.

Type: int

Length: 4

RingTime

Description: The total time an agent spends in the Ringing state before answering a Contact Center Manager call or SIP voice call in this application. Also the total time spent in the Alerting/Presenting state before accepting a multimedia contact in this application.

On the Communication Server 1000/Meridian 1 PBX switch, if call force is configured for the agent's call presentation class, ring time equals the call force timer.

Triggers: Ring time begins when a contact is presented to the phone or agent desktop and ends when the contact is answered, accepted, returned to the queue, or abandoned.

Type: int

Length: 4

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID

Copyright © 2009-2010, Nortel Networks

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if you delete a configured site and you add another one with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains The actual local SiteID value.

Type: int

Length: 4

SourceApplicationName

Description: The name of the application that handled the calls reported in this row at the remote site that was the source for these calls. The name has the following format: application name_site ID.

Site ID is the internal identifier to uniquely identify a site. Site names can be determined from the Site ID through the CCMA networking configuration pages. This field applies only to Network In calls.

Type: varchar

Length: 30

TalkTime

Description: The total time an agent spends handling contacts, excluding DN calls, after the contact is answered or accepted in this application. This statistic includes hold time.

Triggers:

- For voice calls, talk time begins when the agent answers the call.
- For the Communication Server 1000/Meridian 1 PBX switch, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Communication Server 2x00 switch, talk time ends when the agent releases or transfers the call.
- For multimedia contacts, talk time begins when the agent accepts the contact and ends when the agent closes or transfers the contact.
- For Contact Center Outbound contacts, talk time begins when the agent accepts the contact, includes the time the agent is on the DN call, and ends when the agent releases the DN call and closes the contact.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when system pegs the data.

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: smalldatetime

Length: 4

UserID

Description: A unique number assigned by the server to identify the agent when the agent is added. This field is used to link tables in data queries.

Type: binary

Length: 16

WaitTime

Description: The total time the agent spends waiting for a contact after releasing a voice call or closing a multimedia contact handled by this application.

Triggers: Wait time begins when the agent enters the idle state, for example, in the following situations:

- the agent releases a voice call or multimedia contact, and the agent's call presentation class is not configured for Break time or Variable Wrap.
- the agent's Break or Variable Wrap timer elapses after a contact is released or closed.

Copyright © 2009-2010, Nortel Networks

- the agent presses the Not Ready key a second time after entering Not Ready state.

WaitTime ends when the agent leaves the Idle state. If the agent handles another contact from the same application as the most recently handled contact, WaitTime resumes for that application when the agent returns to the Idle state. If the agent handles a contact from an application different from the most recently handled contact, WaitTime begins against the new application when the agent returns to the Idle state.

(NSBR option) WaitTime is not affected when an agent is reserved on the switch.

On Communication Server 2x00/DMS systems, incoming calls do not stop the WaitTime timer.

For more information, see How is WaitTime pegged if the agent puts a DN call on hold and uses alternate call answer to accept another contact? (page 1054).

Pegging: WaitTime pegs against the last application for which the agent handled a contact during this session. If the agent has not yet handled a contact associated with an application, WaitTime is not pegged.

Type: int

Length: 4

Linkages with other statistics groups

You can link agent by application statistics to other statistics groups to generate custom reports. For more information, see Linking views (page 34).

The following table shows the statistics groups that agent by application statistics can link to and the data fields used as linkage keys.

Specify all these fields as your linkage key in the specified order.

IF you generate a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp
	UserID
	ApplicationID
AgentBySkillsetStat	Timestamp
	UserID

Copyright © 2009-2010, Nortel Networks

IF you generate a custom report using	THEN the linkage key data field is
AgentPerformanceStat	Timestamp
	UserID
ApplicationStat	Timestamp
	ApplicationID
SkillsetStat	Timestamp
	ApplicationID
NetworkInCallStat	Timestamp
	ApplicationID
NetworkOutCallStat	Timestamp
	ApplicationID

AgentBySkillsetStat views

You can use agent by skillset statistics to monitor an agent's performance in a skillset. The data fields peg based on a combination of skillset and agent information.

These statistics include only contacts queued to a skillset. (If a skillset maps to an ACD DN, calls to that ACD DN are included.) Except for DNOutExtTalkTime and DNOutIntTalkTime, these statistics do not include DN calls.

Requirements

Configure the server to collect agent by skillset statistics, see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database views

Agent by skillset statistics use the following views:

- iAgentBySkillsetStat
- dAgentBySkillsetStat
- wAgentBySkillsetStat
- mAgentBySkillsetStat

Pegging

All statistics peg against a specific skillset. The following table shows how contacts peg.

Copyright © 2009-2010, Nortel Networks

Contact Type	Skillset
Contact Center Manager contacts	The answering skillset, or the Agent Queue To skillset for the contact type
SIP voice contacts	
Contact Center Multimedia contacts	
Contact Center Outbound contacts	
ACD calls	The skillset to which this ACD-DN is mapped (if defined) or the Default_ACD skillset
NACD calls	The skillset to which this Network ACD-DN is mapped (if defined) or the Default_NACD skillset

Pegging thresholds

Define a skillset threshold class value for the length (talk time) of a short call, and then assign the threshold class to the skillset. The value for short call length can then vary from one skillset to another. For more information about threshold classes, see *Nortel Contact Center Server Administration* (NN44400-610).

Field descriptions

This section describes the field descriptions for this view.

AgentLogin

Description: The numeric ID the agent uses to log on to the phone or agent desktop.

Type: varchar

Length: 16

AgentGivenName

Description: The first or given name of the agent.

If an agent record is deleted because the data is already collected, the agent name is blank.

Type: varchar

Length: 64

Copyright © 2009-2010, Nortel Networks

AgentSurName

Description: The last name or surname of the agent.

If an agent record is deleted because the data is already collected, the agent name is blank.

Type: varchar

Length: 64

CallsAnswered

Description: The number of contacts, excluding DN calls, answered or accepted by an agent for this skillset.

Pegging: Voice calls peg upon answer and multimedia contacts peg upon acceptance.

Type: int

Length: 4

CallsConferenced

Description: The number of contacts, excluding DN calls, in this skillset that an agent conferenced.

Type: int

Length: 4

CallsOffered

Description: The number of local Contact Center Manager calls, SIP voice calls, local multimedia contacts and incoming NSBR contacts handled by this skillset and presented to this agent. This statistic includes contacts returned to queue and contacts abandoned during presentation.

On the Communication Server 1000/Meridian 1 PBX switch, this statistic also includes parked calls handled by this skillset that return to this agent.

Type: int

Length: 4

CallsReturnedToQ

Copyright © 2009-2010, Nortel Networks

Description: The number of local Contact Center Manager calls, SIP voice calls, local multimedia contacts, and incoming NSBR contacts handled by this skillset that the agent returned to the skillset queue for reasons other than timeout.

Pegging: A voice call returns to the queue if the agent enters another state (for example, if the agent presses the Not Ready or DN key) while the call is presented. This statistic pegs when the agent state changes. A multimedia contact returns to the queue if the agent rejects it using the Reject button.

Type: int

Length: 4

CallsReturnedToQDueToTimeout

Description: This skillset handles the number of local Contact Center Manager calls, SIP voice calls, local multimedia contacts, and incoming NSBR contacts. The calls and contacts that returned to the skillset queue automatically, after a wait greater than or equal to the answering timeout for the agent, as defined in the call presentation class to which the agent belongs.

Type: int

Length: 4

CallsTransferred

Description: The number of Contact Center Manager calls, SIP voice calls, ACD calls, NACD calls transferred by the agent for this skillset.

This statistic does not include transferred Contact Center Multimedia or Contact Center Outbound contacts.

Pegging: The call pegs when the transfer is complete—when the agent presses the transfer key for the second time.

Type: int

Length: 4

ConsultTime

Description: The total time an agent spends in consultation while handling contacts for this skillset. Consultation time occurs during a consult transfer if the caller disconnects and the answering agent remains on the line.

Copyright © 2009-2010, Nortel Networks

Triggers: Consult time starts when the customer releases the call. Consult time ends when the consult call is released.

Type: int

Length: 4

ContactType

Description: The type of contact determined by the name of this skillset. This applies to SIP-enabled contact centers and if Contact Center Multimedia or Contact Center Outbound is installed and this skillset name begins with one of the configured prefixes as described in Associating contact types with applications and skillsets (page 47). For example, if the skillset is named EM_application, ContactType pegs as email. If the skillset has no prefix, ContactType pegs as voice.

Type: varchar

Length: 30

DNOutExtTalkTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time spent on outgoing external DN calls, including hold time, see DN calls Internal and External (page 190). DN calls made as part of a Contact Center Outbound contact are not included.

Where multiple DN keys are configured on agent phones, talk time can exceed 15 minutes (900 seconds) per interval. This occurs when an agent makes one DN call, places that call on hold, and then makes another DN call.

Pegging: DNOutExtTalkTime pegs against the last skillset for which the agent answered a call.

Type: int

Length: 4

DNOutIntTalkTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time spent on outgoing internal DN calls, including hold time (see DN calls Internal and External (page 190)). DN calls made as part of a Contact Center Outbound contact are not included.

Copyright © 2009-2010, Nortel Networks

Where multiple DN keys are configured on agent phones, talk time can exceed 15 minutes (900 seconds) for each interval. Talk time can exceed 15 minutes when an agent makes one DN call, places that call on hold, and then makes another DN call.

Triggers: Talk time begins when the call is answered and ends when the caller disconnects or the agent releases the call.

Pegging: DNOutIntTalkTime pegs against the last skillset for which the agent answered a call.

Type: int

Length: 4

HoldTime

Description: The amount of time the agent put local and incoming network CDN calls on hold while answering. This hold time stops when the agent restores the call. This also includes agent walkaway time.

Triggers: Hold time begins when the agent places a Contact Center Manager call in the Hold state. Hold time ends when the call resumes or terminates.

Type: int

Length: 4

PostCallProcessingTime

Description: The total time an agent spends performing post-contact processing. Normally, an agent uses this time to complete any work related to the contact just released, such as filling in forms or filing papers.

Triggers: Post-call processing time begins when an agent presses the Not Ready key after completing any contact, except DN calls, and ends when the agent presses the Not Ready key again, places or receives a DN call, or logs out.

Pegging: If the agent is assigned to multiple skillsets, this statistic pegs against the last skillset for which the agent handled a contact.

Post Call Processing Time is calculated for the first Not Ready period after a contact is closed. If the agent enters another state after the contact (for example, by answering or receiving a DN call or logging off of the skillset), and then enters Not Ready state, the Not Ready time does not peg against

Copyright © 2009-2010, Nortel Networks

PostCallProcessingTime. Also, if the agent interrupts the Not Ready period to enter another state, and then returns to Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

For Contact Center Multimedia contacts, PostCallProcessingTime does not include the time after replying to an email or disconnecting a WC session, and closing the contact. The time beween these two events can involve the agent setting closed reason codes, disposition codes or adding agent notes to a contacts. This time is recorded as TalkTime, not PostCallProcessing time.

Type: int

Length: 4

RingTime

Description: The total time an agent spends in the Ringing state before answering a Contact Center Manager call or SIP voice call from this skillset, and in the Alerting/Presenting state before accepting a multimedia contact from this skillset.

On the Communication Server 1000/Meridian 1 PBX switch, if call force is set for the agent's call presentation class, ring time equals the call force timer.

Triggers: Ring time begins when a contact is presented to the phone or agent desktop and ends when the contact is answered, accepted, returned to the queue, or abandoned.

Type: int

Length: 4

ShortCallsAnswered

Description: The total number of local Contact Center Manager calls, ACD calls, NACD calls, SIP voice calls, local multimedia contacts, and incoming NSBR calls accepted that have a talk time less than the short call threshold assigned to the threshold class for the skillset.

Type: int

Length: 4

Site

Description: The configured name of this Contact Center Manager site.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

Skillset

Description: The name of the skillset.

Pegging: See Pegging (page 67).

Type: varchar

Length: 30

SkillsetID

Description: A unique number assigned by the server to identify a skillset when the skillset is added.

Type: int

Length: 4

TalkTime

Description: The total time this agent spends handling contacts, excluding DN calls, after the contact is answered or accepted in this skillset. This statistic includes hold time.

Triggers:

- For voice calls, talk time begins when the agent answers the call.
- For the Communication Server 1000/Meridian 1 PBX switch, talk tim ends when the caller disconnects or the agent releases or transfers the call.

Copyright © 2009-2010, Nortel Networks

- For the Communication Server 2x00 switch, talk time ends when the agent releases or transfers the call.
- For multimedia contacts, talk time begins when the agent accepts the contact and ends when the agent closes or transfers the contact.
- For Contact Center Outbound contacts, talk time begins when the agent accepts the contact, includes the time the agent is on the DN call, and ends when the agent releases the DN call and closes the contact.

Talk time is pegged at the end of the interval (for contacts that are active at the end of an interval) and when the contact terminates.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: smalldatetime

Length: 4

TotalStaffedTime

Description: The total time an agent is logged on and assigned to this skillset.

Triggers: Staffed time begins when an agent:

- logs in (if the agent is assigned to a skillset)
- is assigned to the skillset with a priority of 1 or more

Staffed time ends when an agent:

- logs out

Copyright © 2009-2010, Nortel Networks

- is removed from the skillset
- is put on standby for the skillset

Type: int

Length: 4

UserID

Description: A unique number assigned by the server to identify an agent when the agent is added.

Type: binary

Length: 16

WaitTime

Description: The total time this agent spends waiting for a contact after releasing a voice call or closing a multimedia contact from this skillset.

Triggers: Wait time begins when the agent enters the idle state. For example, if:

- the agent releases a contact and the agent's call presentation class is not configured for Break time or Variable Wrap.
- the agent's Break or Variable Wrap timer elapses after a contact is released or closed.
- the agent presses the Not Ready key a second time after entering Not Ready state.

WaitTime ends when the agent leaves the Idle state. If the agent handles another contact that is queuing in the same skillset as the most recently handled contact, WaitTime resumes against that skillset when the agent returns to the Idle state. If the agent handles a contact that is queuing in a different skillset than the most recently handled contact, WaitTime begins against the new skillset when the agent returns to the Idle state.

(NSBR option) WaitTime is not affected when an agent is reserved on the switch.

On Communication Server 2x00/DMS systems, incoming DN calls do not stop the WaitTime timer.

Copyright © 2009-2010, Nortel Networks

For more information, see How is WaitTime pegged if the agent puts a DN call on hold and uses alternate call answer to accept another contact? (page 1054).

Pegging: WaitTime pegs against the last skillset for which the agent handled a contact during this logon. If the agent has not yet handled a contact that is queuing in a skillset, WaitTime is not pegged.

Type: int

Length: 4

Linkages with other statistics groups

You can link agent by skillset statistics to other statistics groups to generate custom reports. For more information, see Linking views (page 34).

The following table shows the statistics groups that agent by skillset statistics can link to, and the data fields used as linkage keys.

Specify all these fields as your linkage key, in the specified order.

IF you generate a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp
	UserID
AgentByApplicationStat	Timestamp
	UserID
AgentPerformanceStat	Timestamp
	UserID
ApplicationStat	Timestamp
	ApplicationID
SkillsetStat	Timestamp
	SkillsetID
NetworkInCallStat	Timestamp
	ApplicationID
NetworkOutstat	Timestamp
	ApplicationID

Copyright © 2009-2010, Nortel Networks

AgentPerformanceStat views

Agent performance statistics summarize performance measurement information for Contact Center Manager agents. The data fields peg based on agent activities.

Statistics peg only for those agents who are logged on.

Requirements

Configure the server to collect agent performance statistics, see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database views

Agent performance statistic use the following views:

- iAgentPerformanceStat
- dAgentPerformanceStat
- wAgentPerformanceStat
- mAgentPerformanceStat

Agents and supervisors

Agents are linked to reporting supervisors. An agent can be assigned only one reporting supervisor at one time. However, the agent can be assigned a different supervisor at different times of the day. To allow supervisors to monitor all of their reporting agents, these statistics allow agents to link to multiple supervisors.

Agent performance statistics are collected only for the combination of agent and primary supervisor.

Transferred and conferenced calls

A transfer or conference pegs when an agent presses the key the second time to complete the transfer or conference.

On the Communication Server 2x00/DMS switch, a call pegs as a transfer when the agent uses the Fast Transfer key. It pegs as a conference when the agent uses the 3WC key.

On the Communication Server 2x00/DMS switch, when an agent is in consultation with another agent (during a transfer or conference), the agent cannot use the Emergency or LOB key; however, when the other agent drops off the call, these keys become available again.

Blind transfers and conferences

Copyright © 2009-2010, Nortel Networks

Blind transfers and (on the Communication Server 2x00/DMS switch) blind conferences (conferences completed before the call presents to the destination phone) peg as transfers or conferences to Other.

The Communication Server 1000/Meridian 1 PBX switch does not support blind conferences.

Transfers and conferences to Incalls

On the Communication Server 2x00/DMS switch, calls that are transferred or conferenced directly to an Incalls key peg as calls transferred or conferenced to Incalls.

The Communication Server 1000/Meridian 1 PBX switch does not support direct transfer to or conference with an Incalls key.

DN statistics

Communication Server 2x00/DMS switch

For the Communication Server 2x00/DMS switch and SIP-enabled contact centers, Contact Center Manager can configure and monitor only one DN key. Transfers and conferences to or from other DN keys are not reported.

Communication Server 1000/Meridian 1 PBX switch

On the Communication Server 1000/Meridian 1 PBX switch, a phone can contain multiple DN keys. If an agent answers a DN call, places it on hold, and makes another DN call, both DN hold time and DN talk time peg for the same period.

Field descriptions

This section describes the field descriptions for this view.

ACDCallsAnswered

Description: The number of ACD calls that an agent answers. On the Communication Server 1000/Meridian 1 PBX switch, this statistic includes parked ACD calls that return to an agent. On the Communication Server 2x00/DMS switch, this statistic includes NACD calls answered. ACD calls are not available in SIP-enabled contact centers.

Triggers: For answered calls, this statistic pegs when the call is answered. For parked calls, this statistic pegs when the Call Park feature is used.

Type: smallint

Length: 2

Copyright © 2009-2010, Nortel Networks

ACDCallsConfToCDN

Description: The number of ACD calls conferenced from a phone Contact Center Manager acquires to a CDN that the server acquires. On the Communication Server 1000/Meridian 1 PBX switch, this statistic includes calls conferenced to agents on a remote node. On the Communication Server 2x00/DMS switch, this statistic includes NACD calls conferenced. ACD calls are not available in SIP-enabled contact centers.

Triggers: The call pegs when the conference is completed (that is, when the conference key is pressed for the second time).

Type: smallint

Length: 2

ACDCallsConfToDN

Description: The number of ACD calls conferenced from a phone that the Contact Center Manager Server acquires to a personal or secondary DN key on a phone that the server acquires. On the Communication Server 2x00/DMS switch, this statistic includes conferenced NACD calls. ACD calls are not available in SIP-enabled contact centers.

Triggers: The call pegs when the conference is completed (that is, when the conference key is pressed for the second time).

Type: smallint

Length: 2

ACDCallsConfToIncalls

Description: The number of ACD calls conferenced from a phone that Contact Center Manager acquires to an ACD-DN and presented to a phone that the server acquires, or (for the Communication Server 2x00/DMS switch) conferenced directly to an Incalls key on such a phone. On the Communication Server 2x00/DMS switch, this statistic includes conferenced NACD calls. ACD calls are not available in SIP-enabled contact centers.

Triggers: The call pegs when the conference is complete (when the conference key is pressed for the second time).

Type: smallint

Length: 2

Copyright © 2009-2010, Nortel Networks

ACDCallsConfToOther

Description: The number of ACD calls conferenced from a phone that Contact Center Manager acquires to a resource external to the Contact Center Manager system. On the Communication Server 2x00/DMS switch, this statistic includes blind conferences and NACD calls conferenced. ACD calls are not available in SIP-enabled contact centers.

Triggers: The call pegs when the conference is completed (that is, when the conference key is pressed for the second time).

Type: smallint

Length: 2

ACDCallsTalkTime

Description: The total time spent on ACD calls, including hold time. On the Communication Server 2x00/DMS switch, this field includes talk time for NACD calls. ACD calls are not available in SIP-enabled contact centers.

Triggers: Talk time begins when the call is answered. For the Communication Server 1000/Meridian 1 PBX switch, talk time ends when the caller disconnects or the agent releases the call. For the Communication Server 2x00/DMS switch, talk time ends when the agent releases the call.

Type: int

Length: 4

ACDCallsTransferredToCDN

Description: The number of ACD calls that are transferred from a phone that Contact Center Manager acquires to a CDN that the server acquires. On the Communication Server 1000/Meridian 1 PBX switch, this statistic includes calls transferred to agents at a remote node. On the Communication Server 2x00/DMS switch, this statistic includes NACD calls transferred to a CDN. ACD calls are not available in SIP-enabled contact centers.

Triggers: The call pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

ACDCallsTransferredToDN

Copyright © 2009-2010, Nortel Networks

Description: The number of ACD calls that are transferred from a phone that Contact Center Manager acquires to a personal or secondary DN key on a phone that the server acquires. On the Communication Server 2x00/DMS switch, this statistic includes transferred NACD calls. ACD calls are not available in SIP-enabled contact centers.

Triggers: The call pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

ACDCallsTransferredToIncalls

Description: The number of ACD calls that are transferred from a phone that Contact Center Manager acquires to an ACD-DN and presented to a phone that the server acquires, or (for the Communication Server 2x00/DMS switch) transferred directly to an Incalls key on such a phone. On the Communication Server 2x00/DMS switch, this statistic includes NACD calls transferred. ACD calls are not available in SIP-enabled contact centers.

Triggers: The call pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

ACDCallsTransferredToOther

Description: The number of ACD calls that are transferred from a phone that Contact Center Manager acquires to a resource external to the Contact Center Manager system. On the Communication Server 2x00/DMS switch, this statistic includes blind transfers and NACD calls transferred. ACD calls are not available in SIP-enabled contact centers.

Triggers: The call pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

AgentGivenName

Description: The first or given name of the agent.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 64

If an agent record is deleted because the data is already collected, the agent name is blank.

AgentLogin

Description: The numeric ID the agent uses to log on to the phone or agent desktop.

Type: varchar

AgentSurName

Description: The surname of the agent.

Type: varchar

Length: 64

If an agent record is deleted because the data is already collected, the agent name is blank.

BreakTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time an agent is in the Break state for all skillsets. You can configure an agent's call presentation class to place the agent in Break state after each call.

Triggers: BreakTime begins when a contact, excluding ACD and NACD calls, is released or closed, and ends when the break timer elapses.

Type: int

Length: 4

BusyMiscTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time the Incalls key of an agent is busy because of events not related to DN calls (for example, programming the Call Forward key or ACD/NACD call ringing).

Triggers: The following table shows when busy time begins and ends.

Copyright © 2009-2010, Nortel Networks

Busy time begins when	and ends when
the agent presses the Forward key to program call forward	the presses the Forward key again to activate call forward
the agent presses the DN key	the agent finishes dialing the number
am ACD/NACD call is presented to the agent's phone	the agent answers the ACD/NACD call

Type: int

Length: 4

BusyOnDNTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time the Incalls key of an agent is busy because the agent pressed the personal DN key or is busy on a DN call. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Triggers: Busy time begins when the agent presses the DN key and ends when the DN call is released.

Type: int

Length: 4

CallsAnswered

Description: The number of local Contact Center Manager calls, SIP voice calls, local multimedia contacts, and incoming NSBR contacts answered. This statistic includes NACD calls routed to a local CDN.

This statistic includes Web Communication contacts presented to the agent, even if the originator abandons the Web Communication session.

Triggers: Voice calls peg upon answer, and multimedia contacts peg upon acceptance.

Restriction: This statistic does not include DN, ACD, or NACD calls answered.

Type: smallint

Length: 2

CallsOffered

Copyright © 2009-2010, Nortel Networks

Description: The number of local Contact Center Manager calls, SIP voice calls, local multimedia contacts, and incoming NSBR contacts that the application and the agent handled. This statistic includes contacts returned to queue and contacts abandoned during presentation.

On the Communication Server 1000/Meridian 1 PBX switch, this statistic also includes parked calls, handled by this skillset, that return to this agent.

Type: smallint

Length: 2

CallsReturnedToQ

Description: The number of Contact Center Manager contacts and incoming NSBR contacts handled by this application that the agent returned to the skillset queue for reasons other than timeout.

Pegging: A voice call is returned to queue if the agent enters another state (for example, if the agent presses the Not Ready or DN key) while the call is presented. This statistic pegs when the agent state changes.

A multimedia contact is returned to queue if the agent rejects it using the Reject button.

Type: smallint

Length: 2

CallsReturnedToQDueToTimeout

Description: The number of local Contact Center Manager calls, SIP voice calls, local multimedia contacts, and incoming NSBR contacts that this application handled and returned to the skillset queue automatically after a wait greater than or equal to the answering timeout for this agent, as defined in the call presentation class to which the agent belongs.

Type: smallint

Length: 2

CDNCallsConfToCDN

Description: The number of contacts, excluding ACD, NACD, and DN calls, conferenced to a CDN acquired by Contact Center Manager. On the Communication Server 1000/Meridian 1 PBX switch, this statistic includes calls conferenced to a CDN at a remote site.

Copyright © 2009-2010, Nortel Networks

Triggers: This statistic pegs when the conference is completed (that is, when the conference key is pressed for the second time).

Type: smallint

Length: 2

CDNCallsConfToDN

Description: The number of contacts, excluding ACD, NACD, and DN calls, conferenced to an agent's personal or secondary DN on a phone acquired by Contact Center Manager.

Triggers: This statistic pegs when the conference is completed (that is, when the conference key is pressed for the second time).

Type: smallint

Length: 2

CDNCallsConfToIncalls

Description: The number of contacts, excluding ACD, NACD, and DN calls, conferenced to an ACD-DN and presented to a phone that Contact Center Manager acquired or (for the Communication Server 2x00/DMS switch) conferenced directly to an Incalls key.

Triggers: This statistic pegs when the conference is completed (that is, when the conference key is pressed for the second time).

Type: smallint

Length: 2

CDNCallsConfToOther

Description: The number of contacts, excluding ACD, NACD, and DN calls, that are conferenced to a resource external to the Contact Center Manager system. On the Communication Server 2x00/DMS switch, this statistic includes blind transfers.

On the SIP switch, no distinction is made on the nature of the target for conference. All calls are tagged as either CDNCallsConfToOther or DNCallsConfToOther.

Triggers: This statistic pegs when the conference is completed (that is, when the conference key is pressed for the second time).

Copyright © 2009-2010, Nortel Networks

Type: smallint

Length: 2

CDNCallsTransferredToCDN

Description: The number of contacts, excluding ACD, NACD, and DN calls, that are transferred to a CDN that Contact Center Manager acquired. On the Communication Server 1000/Meridian 1 PBX switch, this statistic includes calls transferred to a CDN at a remote site.

Triggers: This statistic pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

CDNCallsTransferredToDN

Description: The number of contacts, excluding ACD, NACD, and DN calls, that are transferred to a personal or secondary DN on a phone that Contact Center Manager acquired.

Triggers: This statistic pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

CDNCallsTransferredToIncalls

Description: The number of contacts, excluding ACD, NACD, and DN calls, that are transferred to an ACD-DN and presented to a phone that Contact Center Manager acquired, or (for the Communication Server 2x00/DMS switch) transferred directly to an Incalls key on such a phone.

Triggers: This statistic pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

CDNCallsTransferredToOther

Copyright © 2009-2010, Nortel Networks

Description: The number of contacts, excluding ACD, NACD, and DN calls, that are transferred to a resource external to the Contact Center Manager system. On the Communication Server 2x00/DMS switch, this statistic includes blind transfers.

On the SIP switch, no distinction is made on the nature of the target for conference. All calls are tagged as either CDNCallsConfToOther or DNCallsConfToOther.

Triggers: This statistic pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

ConsultationTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time an agent spends in consultation with another agent during a call transfer or conference after the caller drops off the call.

Triggers: Consultation time begins when the caller disconnects and ends when the call is released.

Type: int

Length: 4

DNCallsConfToACDDN

Description: The number of DN calls that are conferenced from a phone that Contact Center Manager acquired to an ACD-DN and presented to a phone that the server acquired. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Pegging: This statistic pegs upon answer.

Type: smallint

Length: 2

DNCallsConfToCDN

Copyright © 2009-2010, Nortel Networks

Description: The number of DN calls that are conferenced from a phone that Contact Center Manager acquired to a CDN that the server acquired. On the Communication Server 1000/Meridian 1 PBX switch, this statistic includes calls conferenced to agents at a remote node. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Triggers: This statistic pegs when the conference is completed (that is, when the conference key is pressed for the second time).

Type: smallint

Length: 2

DNCallsConfToDN

Description: The number of DN calls that are conferenced from a phone that Contact Center Manager acquired to a personal or secondary DN on a phone that the server acquired. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Triggers: This statistic pegs when the conference is completed (that is, when the conference key is pressed for the second time).

Type: smallint

Length: 2

DNCallsConfToOther

Description: The number of DN calls conferenced from a phone that Contact Center Manager acquired to a resource external to the Contact Center Manager system. On the Communication Server 2x00/DMS switch, this statistic includes blind conferences. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

On the SIP switch, no distinction is made on the nature of the target for conference. All calls are tagged as either CDNCallsConfToOther or DNCallsConfToOther.

Triggers: This statistic pegs when the conference is completed (that is, when the conference key is pressed for the second time).

Type: smallint

Length: 2

DNCallsTransferredToACDDN

Copyright © 2009-2010, Nortel Networks

Description: The number of DN calls transferred from a phone that Contact Center Manager acquired to an ACD-DN and presented to a phone that Contact Center Manager acquired. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

ACD-DN is not applicable in SIP-enabled contact centers.

Triggers: This statistic pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

DNCallsTransferredToCDN

Description: The number of DN calls transferred from a phone that Contact Center Manager acquired to a CDN that the server acquired. On the Communication Server 1000/Meridian 1 PBX switch, this statistic includes calls transferred to agents at a remote node. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Triggers: This statistic pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

DNCallsTransferredToDN

Description: The number of DN calls transferred from a phone that Contact Center Manager acquired to a personal or secondary DN on a phone that Contact Center Manager acquired. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Triggers: This statistic pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

DNCallsTransferredToOther

Copyright © 2009-2010, Nortel Networks

Description: The number of DN calls transferred from a phone that Contact Center Manager acquired to a resource external to the Contact Center Manager system. On the Communication Server 2x00/DMS switch, this statistic includes blind transfers. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

On the SIP switch, no distinction is made on the nature of the target for conference. All calls are tagged as either CDNCallsConfToOther or DNCallsConfToOther.

Triggers: This statistic pegs when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: smallint

Length: 2

DNInCalls

Description: Communication Server 2x00/DMS switch. The number of calls to an agent's DN key.

Pegging: This statistic pegs upon answer.

Type: int

Length: 4

DNInCallsTalkTime

Description: Communication Server 2x00/DMS switch. The total time spent on incoming DN calls, including hold time.

Triggers: Talk time begins when the call is answered and ends when the agent releases the call.

Type: int

Length: 4

DNInExtCalls

Description: For Communication Server 1000/Meridian 1 PBX switch only. The number of incoming internal DN calls (for a definition of external DN calls, see DN calls Internal and External (page 190). This statistic includes parked external calls returned to the agent.

Copyright © 2009-2010, Nortel Networks

Pegging: This statistic pegs upon answer.

All DN calls are pegged as internal DN calls for a SIP-enabled contact center. Therefore, the value of this element is zero.

Type: smallint

Length: 2

DNInExtCallsHoldTime

Description: The total time that incoming external DN calls spend on hold (for a definition of external DN calls, see DN calls Internal and External (page 190).

Triggers: The following table shows when DNInExtCallsHold time begins and ends.

Hold time begins when	Hold time ends when
the agent presses the Hold key	the agent retrieves the call
the agent presses the Transfer or Conference key	the agent finishes entering the destination number

Type: int

Length: 4

DNInExtCallsTalkTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time spent on incoming external DN calls, including hold time.

Where multiple DN keys are configured on agent phones, talk time can exceed 15 minutes (900 seconds) for each interval. See DN calls Internal and External (page 190). This happens when an agent answers one DN call, places that call on hold, and then answers another DN call.

Pegging: All DN calls are pegged as internal DN calls for a SIP-enabled contact center. Therefore, the value of this element is zero.

Triggers: Talk time begins when the call is answered and ends when the caller disconnects or the agent releases the call.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

DNInIntCalls

Description: For Communication Server 1000/Meridian 1 PBX switch only and SIP-enabled contact centers. The number of incoming internal DN calls. This statistic includes parked internal calls returned to the agent.

Pegging: This statistic pegs upon answer.

All DN calls are pegged as internal DN calls for a SIP-enabled contact center.

Type: smallint

Length: 2

DNInIntCallsHoldTime

Description: The total time that incoming internal DN calls spend on hold.

Triggers: The following table shows when DNInIntCallsHold time begins and ends.

Hold time begins when	and ends when
the agent presses the Hold key	the agent retrieves the call
the agent presses the Transfer or Conference key	the agent finishes entering the destination number

Type: int

Length: 4

DNInIntCallsTalkTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time spent on incoming internal DN calls, including hold time.

If you configure multiple DN keys are configured on agent phones, talk time can exceed 15 minutes (900 seconds) for each interval. See DN calls Internal and External (page 190). This happens when an agent answers one DN call, places that call on hold, and then answers another DN call.

Pegging: All DN calls are pegged as internal DN calls for a SIP-enabled contact center.

Copyright © 2009-2010, Nortel Networks

Triggers: Talk time begins when the call is answered and ends when the caller disconnects or the agent releases the call.

Type: int

Length: 4

DNOutCalls

Description: Communication Server 2x00/DMS switch and SIP-enabled systems only. The number of DN calls originated by the agent from the agent's DN key. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Pegging: This statistic pegs when the DN call is answered.

Type: int

Length: 4

DNOutCallsTalkTime

Description: Communication Server 2x00/DMS switch and SIP-enabled systems only. The total time spent on outgoing DN calls, including hold time. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Triggers: Talk time begins when the call is answered and ends when the agent releases the call.

Type: int

Length: 4

DNOutExtCalls

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total number of outgoing external DN calls. This statistic includes external parked calls retrieved by an agent; see DN calls Internal and External (page 190). This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Pegging: This statistic pegs when the call is answered.

All DN calls are pegged as internal DN calls for a SIP-enabled contact center. Therefore, the value of this element is zero.

Copyright © 2009-2010, Nortel Networks

Type: smallint

Length: 2

DNOutExtCallHoldTime

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total time that outgoing external DN calls spent on hold. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Pegging: The following table shows when DNOutExtCallsHold time begins and ends.

Hold time begins when	and ends when
the agent presses the Hold key	the agent retrieves the call
the agent presses the Transfer or Conference key	the agent finishes entering the destination number

All DN calls are pegged as internal DN calls for a SIP-enabled contact center. Therefore, the value of this element is zero.

Type: int

Length: 4

DNOutExtCallsTalkTime

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total time spent on outgoing external DN calls, including hold time. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

If you configure multiple DN keys on agent phones, talk time can exceed 15 minutes (900 seconds) for each interval. This happens when an agent answers one DN call, places that call on hold, and then answers another DN call.

Pegging: All DN calls are pegged as internal DN calls for a SIP-enabled contact center. Therefore, the value of this element is zero.

Triggers: Talk time begins when the agent presses the DN key and ends when the caller disconnects or the agent releases the call.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

DNOutIntCalls

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total number of outgoing internal DN calls. This statistic includes internal parked calls retrieved by an agent. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Pegging: This statistic pegs when the caller is connected.

All DN calls are pegged as internal DN calls for a SIP-enabled contact center.

Type: smallint

Length: 2

DNOutInCallsHoldTime

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total time that outgoing internal DN calls spent on hold. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

For SIP-enabled systems, this includes hold time for all DN outcalls (excluding DN calls originated as part of a Contact Center Outbound contact).

Pegging: The following table shows when DNOutInCallsHold time begins and ends.

Hold time begins when	and ends when
the agent presses the Hold key	the agent retrieves the call
the agent presses the Transfer or Conference key	the agent finishes entering the destination number

All DN calls are pegged as internal DN calls for a SIP-enabled contact center.

Type: int

Length: 4

DNOutIntCallsTalkTime

Copyright © 2009-2010, Nortel Networks

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total time spent on outgoing internal DN calls, including hold time. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

If you configure multiple DN keys on agent phones, talk time can exceed 15 minutes (900 seconds) for each interval. Talk time exceeding 15 minutes happens when an agent answers one DN call, places that call on hold, and then answers another DN call.

Pegging: All DN calls are pegged as internal DN calls for a SIP-enabled contact center.

Triggers: Talk time begins when the call is answered and ends when the caller disconnects or the agent releases the call.

Type: int

Length: 4

HoldTime

Description: The amount of time this agent places local and incoming contacts on hold, excluding DN calls, ACD calls, and NACD calls. This hold time stops when the agent restores the call or contact. HoldTime also includes agent walkaway time.

Triggers: The following table shows when hold time begins and ends.

Hold time begins when	and ends when
the agent presses the Hold key	the agent retrieves the call (for example, by pressing the Incalls key).
the agent pressed the Transfer or Conference key	the agent finishes entering the destination number.

Type: int

Length: 4

LoggedInTime

Description: The total time an agent is in the Login state.

Triggers: Logon time begins after the agent enters a logon ID and (if required) a logon password, and the server determines that the agent is valid. Logon time ends when the agent logs off.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

NACDCallsAnswered

Description: For Communication Server 1000/Meridian 1 PBX switch only. The number of NACD calls answered by an agent. NACD calls are not available in SIP-enabled contact centers.

Pegging: This statistic pegs upon answer.

For the Communication Server 2x00/DMS switch, NACD calls peg as ACD calls.

Type: smallint

Length: 2

NACDCallsTalkTime

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total time spent on NACD calls by an agent, including hold time. NACD calls are not available in SIP-enabled contact centers.

For the Communication Server 2x00/DMS switch, NACD calls peg as ACD calls.

Triggers: Talk time begins when the call is answered and ends when the caller disconnects or the agent releases the call.

Type: int

Length: 4

NetworkCallsAnswered

Description: NSBR option only. The number of incoming NSBR contacts answered by an agent.

Pegging: For voice calls, this statistic pegs when the agent answers an incoming NSBR call. For multimedia contacts, this statistic pegs when the agent accepts an incoming NSBR contact.

This value is zero at all times.

Type: smallint

Copyright © 2009-2010, Nortel Networks

Length: 2

NetworkCallsTalkTime

Description: NSBR option only. The total time that the agent spent handling incoming NSBR contacts, including hold time.

Pegging: This value is zero at all times.

Triggers: For voice calls, talk time begins when the agent answers the call and ends when the caller disconnects or the agent releases the call. For multimedia contacts, talk time begins when the agent accepts the contact, and ends when the agent closes the contact.

Type: int

Length: 4

NotReadyTime

Description: The total time an agent spends in the Not Ready state. Not Ready time includes post-call processing time and Not Ready time with reason codes.

Triggers: Not Ready time begins when the agent presses the Not Ready key and ends when the agent presses the Not Ready key again.

Type: int

Length: 4

NumberTimesNotReady

Description: The total number of times an agent enters the not ready state.

Pegging: This is pegged when the agent enters the not ready state.

Type: smallint

Length: 2

ReservedForCall

Description: NSBR and NACD options only. The number of times the agent is reserved to answer an NSBR or NACD call.

Pegging: This value is zero at all times.

Copyright © 2009-2010, Nortel Networks

Type: smallint

Length: 2

ReservedTime

Description: NSBR and NACD options only. The total time the agent is in Reserved state.

Triggers: Reserved time begins when the switch reserves the agent for an NSBR or NACD call, and ends when the call is presented or the agent reservation is canceled.

Type: int

Length: 4

RingTime

Description: The total time an agent spends in the Ringing state before answering a Contact Center Manager call or SIP voice call, and in the Alerting or Presenting state before accepting a multimedia contact.

On the Communication Server 1000/Meridian 1 PBX switch, if call force is configured for the agent's call presentation class, ring time equals the call force timer.

Triggers: Ring time begins when a contact is presented to the phone or agent desktop and ends when the contact is answered, accepted, returned to the queue or abandoned.

Type: int

Length: 4

ShortCallsAnswered

Description: The number of contacts answered or accepted that have a talk time less than the short call threshold assigned to the threshold class for the skillset in which the contact is answered or accepted. This statistic does not apply to DN calls.

Type: smallint

Length: 2

Site

Copyright © 2009-2010, Nortel Networks

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if you delete a configured site and you add another one with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

SupervisorGivenName

Description: The first or given name of the agent's reporting supervisor, as defined by the supervisor.

Type: varchar

Length: 64

SupervisorLogin

Description: The numeric ID the supervisor uses to log on to the phone or desktop.

Type: varchar

Length: 16

SupervisorSurName

Description: The surname of the agent's supervisor, as defined by the supervisor.

Type: varchar

Length: 64

Copyright © 2009-2010, Nortel Networks

SupervisorUserID

Description: A unique number assigned by the server to identify the agent's reporting supervisor when the agent is added.

Type: binary

Length: 16

TalkTime

Description: The total time spent by the agent handling all contacts except DN calls, ACD calls, and NACD calls, including hold time.

Triggers:

- For voice calls, talk time begins when the agent answers the call.
- For the Communication Server 1000/Meridian 1 PBX switch, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Communication Server 2x00 switch, talk time ends when the agent releases or transfers the call.
- For multimedia contacts, talk time begins when the agent accepts the contact and ends when the agent closes or transfers the contact.
- For Contact Center Outbound contacts, talk time begins when the agent accepts the contact, includes the time the agent is on the DN call, and ends when the agent releases the DN call and closes the contact.

Pegging: Talk time pegs at the end of the interval (for calls and contacts that are active at the end of an interval) and when the call is released or contact is closed.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Type: char

Length: 5

Timestamp

Copyright © 2009-2010, Nortel Networks

Description: The date and time when the data is pegged by the system. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: smalldatetime

Length: 4

UserID

Description: A unique number assigned by the server to identify the agent when the agent is added. This field is used to link tables in data queries.

Type: binary

Length: 16

VariableWrapTime

Description: For Communication Server 2x00/DMS switch only. The total time an agent is in the Variable Wrap state for all skillsets. You can configure the Variable Wrap feature on the switch for an ACD group or agent. If you do, the agent is put into Variable Wrap state for a predefined time after each call. To allow Contact Center Manager to report Variable Wrap time, enable the Variable Wrap feature for the call presentation class to which the agent belongs.

Triggers: Variable Wrap time begins when a call is released and ends when the timer elapses.

Type: int

Length: 4

WaitingTime

Description: The total time this agent spends waiting for contacts. On the Communication Server 2x00/DMS switch, WaitingTime includes time when the agent is active on a secondary DN and when the agent is reserved on the switch.

Triggers: Waiting time begins when the agent goes into Idle state, for example, if:

- the agent logs on and presses the Not Ready key

Copyright © 2009-2010, Nortel Networks

- the agent releases a call, and the agent's call presentation class is not configured for Break time or Variable Wrap
- the agent's break or variable wrap timer elapses after a call is released
- the agent presses the Not Ready key a second time after entering Not Ready state

WaitingTime ends when the agent leaves the Idle state. WaitingTime continues to accumulate after return to the Idle state.

NSBR option only. WaitingTime is not affected when an agent is reserved on the switch

On Communication Server 2x00/DMS systems, incoming DN calls do not stop the WaitTime timer.

For more information, see How is WaitTime pegged if the agent puts a DN call on hold and uses alternate call answer to accept another contact? (page 1054).

Type: int

Length: 4

WalkawayTime

Description: The total time an agent is in the Walkaway state.

Triggers:

Communication Server 1000/Meridian 1 PBX switch: Walkaway time begins when:

- an agent puts a Contact Center Manager call (ACD, NACD, or DN) on Hold, and disconnects or unplugs the headset
- an agent in Not Ready state puts a Not Ready on hold

Walkaway time ends when the agent takes the phone off hook or plugs in the headset.

Communication Server 2x00/DMS switch: Walkaway time begins after the agent presses the Not Ready key and enters a Not Ready reason code other than zero. Walkaway time ends when the agent presses the Not Ready key again.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

ApplicationStat views

Application statistics summarize performance data on for each application. The server collects and reports application statistics to give contact center managers specific details about contact types, callers, or conditions. You can use these statistics to monitor the contribution of an application to the operation of a contact center.

Statistics peg against a given application only for those intervals in which a contact arrives for that application. Except for DNOutExtCallsTalkTime and DNOutIntCallsTalkTime, these statistics do not include DN calls.

Definition: Application

An application is a logical entity that represents a script for reporting purposes. The Master script and each script it references (that is, each primary script) has an application with a name that is the same as the script name.

Requirements

Configure the server to collect application statistics; see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all applications; you cannot configure the system to collect statistics for selected applications.

Database views

Application statistics use the following views:

- iApplicationStat
- dApplicationStat
- wApplicationStat
- mApplicationStat

Pegging

Local contacts

When a local contact enters Contact Center Manager, it is handled by the Master script. Most contacts are handed off by the Master script to a primary script. The primary script might hand off the contact to a secondary script.

In some cases, a script queues a contact to a network skillset. (In these cases, the call is referred to as an outgoing NSBR contact.) Pegging for outgoing NSBR contacts is the same as for local contacts.

Contacts that receive Route Call treatment in a script are pegged against an application only until the time they are routed.

Copyright © 2009-2010, Nortel Networks

Contacts handled by Master script—If the contact does not leave the Master script, all time delays and events (such as treatments) peg against the Master_Script application.

Contacts handled by primary script—If a contact is handed off to a primary script, all events occurring up to the hand off peg against the Master_Script application. Events that occur after hand off peg against the primary application.

For contacts processed by a primary application, all delays begin when the contact interflows to the primary application and peg against the primary application only.

Contacts handled by secondary script—If a contact is handed off to a secondary script, all delays and events peg against the primary application.

Incoming NSBR contacts
Incoming NSBR contacts peg against the Network_Script application.

ACD and NACD calls
Contact Center Manager becomes aware of ACD and NACD calls only when they are answered. After answer, ACD calls peg against the ACD_DN_Application, and NACD calls against the NACD_DN_Application.

Contact Center Manager does not have access to abandoned events and delay statistics for ACD and NACD calls; therefore, these statistics are not applicable to ACD_DN and NACD_DN applications. ACD and NACD calls are not applicable to SIP-enabled contact centers.

CDN Terminated calls
CDN Terminated calls map to ApplicationStat views by giving the number of local and incoming network CDN calls that:

- Terminate with one of the following treatments—Give Busy, Give Overflow, Disconnect, Route Call, or Default
- Reach a Non-ISDN trunk during routing to a remote site (Networking Feature)
- Transfer in an IVR session (IVR Feature)
- Network out through an NACD queue (not applicable for incoming network calls) (NACD Feature)

Only calls that receive termination treatment initiated by Contact Center Manager but not by the switch are recorded.

Copyright © 2009-2010, Nortel Networks

Pegging thresholds

You can define application threshold classes with different values for the service level threshold and short call length. Thus, the value for service level and short call length can vary from one application to another. For more information about threshold classes, see *Nortel Contact Center Server Administration* (NN44400-610).

Non-ISDN trunks and call information

If a voice call encounters a non-ISDN trunk during networking to another Contact Center Manager site, the call information that normally travels with the call does not reach the destination site. This means that the destination site cannot identify those calls that originate within the Contact Center Manager network. At the destination site, the NSBR call is treated as a new call. At the source site, the NSBR call is treated as terminated.

For Universal Networking, you can expect that voice calls encounter a non-ISDN trunk and the limitations the previous paragraph describes. The NSBR call arrives at the target node and the system treats as an incoming networked call.

SIP enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls peg on non-ISDN calls.

Field descriptions

This section describes the field descriptions for this view.

AbdDelay2, AbdDelay4, AbdDelay6,... AbdDelay60 AbdDelay70, AbdDelay80, AbdDelay90,... AbdDelay300 AbdDelay360, AbdDelay420, AbdDelay480, AbdDelay540, AbdDelay600 AbdDelayBeyond

Description: An array of fields divided into incremental periods of time. Each field contains the number of contacts, excluding DN calls, ACD and NACD calls, that are abandoned after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

The delay time includes any time that the caller spends navigating through menus and listening to announcements in this application.

Pegging: For local contacts and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact logically queues to this site. Delays end when the caller disconnects.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

AnsDelay2, AnsDelay4, AnsDelay6,... AnsDelay60, AnsDelay70, AnsDelay80, AnsDelay90,... AnsDelay300 AnsDelay360, AnsDelay420, AnsDelay480, AnsDelay540, AnsDelay600 AnsDelayBeyond

Description: An array of fields divided into incremental periods of time. Each field contains the number of contacts, excluding DN calls, ACD and NACD calls, that are answered after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

For voice calls, the delay time includes any time that the caller spends navigating menus and listening to announcements in this application.

Pegging: For local contacts and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact logically queues to this site. Delays end when the call is answered or contact is accepted.

Type: int

Length: 4

Application

Description: The name of the application.

Type: varchar

Length: 30

ApplicationID

Description: A unique number assigned by the server to identify an application when the application is defined. This field is used to link tables in data queries.

Type: int

Length: 4

CallsAbandoned

Description: The number of contacts, excluding DN calls, ACD and NACD calls, that entered the application and are released before the calls are answered. This statistic includes calls abandoned during treatment such as IVR or Broadcast Announcement.

Copyright © 2009-2010, Nortel Networks

Pegging: This statistic pegs when a caller disconnects while still in queue or receiving treatment.

This statistic includes calls that receive the Give IVR treatment and are presented with a messaging system voice menu, if the menu commands are programmed with EM (to go to a mailbox).

Type: int

Length: 4

CallsAbandonedAftThreshold

Description: The number of contacts, excluding DN calls, ACD and NACD calls, abandoned for this application after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs.

Triggers: For local contacts and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact logically queues to this site. Delays end when the caller disconnects.

Type: int

Length: 4

CallsAbandonedDelay

Description: The wait time experienced by all contacts, excluding DN calls, ACD and NACD calls, that are abandoned by callers.

The delay time includes any time that the caller spends reviewing menus and listening to announcements in this application. DNIS delay times include up-front menu time. Application delay times do not.

Triggers: For local contacts and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact logically queues to this site. Delays end when the caller disconnects. The following tables lists the database views.

Database view	Type	Length
iApplicationStat	int	4
dApplicationStat	int	4

Copyright © 2009-2010, Nortel Networks

Database view	Type	Length
wApplicationStat	numeric	6
mApplicationStat	numeric	6

CallsAnswered

Description: The number of contacts, excluding DN calls, answered or accepted for this application.

Pegging: Voice calls peg upon answer. Multimedia contacts peg upon acceptance. ACD calls peg against the ACD_DN_Application, and NACD calls against the NACD_DN_Application.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of contacts, excluding DN calls, ACD and NACD calls, answered or accepted after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs.

Triggers: For local and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR voice contacts, delays begin when the contact logically queues to this site. Delays end when the contact is answered or the contact is accepted.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all contacts, excluding DN calls, ACD and NACD calls, answered or accepted for this application.

The delay time includes any time that the caller spends navigating menus and listening to announcements in this application.

This statistic includes Contact Center Multimedia Web Communication and text chat contacts presented to the agent even if the customer abandons the contact.

Copyright © 2009-2010, Nortel Networks

Triggers: For local and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact logically queues to this site. Delays end when the contact is answered or the contact is accepted.

Database view	Type	Length
iApplicationStat	int	4
dApplicationStat	int	4
wApplicationStat	numeric	6
mApplicationStat	numeric	6

CallsAnsweredDelayAtSkillset

Description: The total wait time experienced in the skillset queue by all contacts answered or accepted for this application.

Triggers: Delays begin when the contact is queued against the first skillset and end when the contact is answered.

Database view	Type	Length
iApplicationStat	int	4
dApplicationStat	int	4
wApplicationStat	numeric	6
mApplicationStat	numeric	6

CallsConferencedIn

Description: The number of local Contact Center Manager calls, SIP calls, and incoming NSBR calls conferenced to this application.

Type: int

Length: 4

CallsConferencedOut

Description: The number of local Contact Center Manager calls, SIP calls, incoming NSBR calls, ACD calls, and NACD calls conferenced from this application.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

CallsGivenBroadcast

Description: For Communication Server 1000/Meridian 1 PBX switch only. The number of local Contact Center Manager calls, SIP calls, and incoming NSBR calls given broadcast treatment for this application.

Broadcast is not applicable for SIP-enabled contact centers.

Pegging: This statistic pegs when the Give Controlled Broadcast Announcement script command runs.

Restriction: The count value remains the same if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenDefault

Description: The number of local Contact Center Manager contacts, SIP calls, multimedia contacts, and incoming NSBR contacts given default treatment as the result of an error condition.

This statistic does not include calls given default treatment by the switch. Contact Center Manager is unaware of these calls.

Pegging: Contacts are given default treatment under the following conditions:

- The script fails or end of script is reached before controlling treatment is given to the contact.
- A QUIT command or end of script is reached and the contact is not queued or routed.
- The script contains illegal first statements.
- An error condition occurred from which the script executor cannot recover.
- Contact Center Manager Server is down.
- All agents log out the skillsets to which a call is queued, or all skillsets are placed out of service and a QUIT command or end of script is reached.
- All skillsets to which the script queues a new call are out of service.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

CallsGivenForceBusy

Description: The number of local Contact Center Manager calls and SIP calls given Force Busy treatment for this application.

Pegging: This statistic pegs when the Give Busy script command runs.

Type: int

Length: 4

CallsGivenForceDisconnect

Description: The number of local Contact Center Manager calls SIP calls, and multimedia contacts and incoming NSBR calls given Force Disconnect treatment for this application.

This statistic also includes any Contact Center Outbound contacts removed from the system when an outbound campaign ends.

Pegging: This statistic pegs when the Disconnect script command runs.

Type: int

Length: 4

CallsGivenForceOverflow

Description: The number of local Contact Center Manager calls and SIP calls given Force Overflow treatment for this application.

Pegging: This statistic pegs when the Give Overflow script command runs.

Type: int

Length: 4

CallsGivenHostLookup

Description: The number of local contacts and incoming NSBR contacts for which data is obtained from a remote host through Host Data Exchange (HDX) for this application.

Pegging: This statistic pegs when the Send Request script command runs.

Restriction: The count values remains the same, if the same contact receives this treatment more than once.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

CallsGivenIVR

Description: The number of local Contact Center Manager calls and incoming NSBR calls given IVR treatment for this application.

Pegging: This statistic pegs when the Give IVR script command runs.

Restriction: The count remains the same, if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenMusic

Description: The number of local Contact Center Manager calls, SIP voice calls, and incoming NSBR calls given music treatment through a music route for this application.

Pegging: This statistic pegs when the Give Music script command runs.

Restriction: The count remains the same if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenNACD

Description: For Communication Server 1000/Meridian 1 PBX switch only. The number of local Contact Center Manager calls given Network ACD (NACD) treatment. This treatment sends calls to a switch that does not use the Contact Center Manager NSBR feature.

NACD is not applicable in SIP-enabled contact centers.

Pegging: This statistic pegs when the Queue To NACD script command runs.

Restriction: The count remains the same if the same call receives this treatment more than once.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

CallsGivenRAN

Description: The number of local Contact Center Manager calls, SIP calls, and incoming NSBR calls given recorded announcement (RAN) treatment for this application.

Pegging: This statistic pegs when the Give RAN script command runs.

Restriction: The count remains the same if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenRouteTo

Description: The number of Contact Center Manager calls, SIP calls, and incoming NSBR contacts given Route Call treatment for this application.

Pegging: This statistic pegs when the Route Call script command runs.

Type: int

Length: 4

CallsNACDOut

Description: For Communication Server 1000/Meridian 1 PBX switch only. The number of local Contact Center Manager calls networked through an NACD queue and answered at remote switches. NACD is used to send calls to a switch that does not use the Contact Center Manager NSBR feature.

NACD is not applicable in SIP-enabled contact centers.

Pegging: This statistic pegs when a call is routed to the NACD-DN.

Type: int

Length: 4

CallsOffered

Description: The number of local contacts, incoming NSBR contacts, ACD calls, and NACD calls offered to this application.

Copyright © 2009-2010, Nortel Networks

Pegging: Local Contact Center Manager contacts peg against the Master_Script application upon arrival, and against a primary application when the Master_Script application hands over control. ACD and NACD calls peg when the call is answered. After answer, ACD calls peg against the ACD_DN_Application and NACD calls against the NACD_DN_Application.

This statistic includes calls that receive the Give IVR treatment and are presented with a messaging system voice menu, if the menu commands are programmed with either CL (to go to a mailbox through a DN) or Call Answering (to go to a mailbox).

Type: int

Length: 4

CallsTransferredIn

Description: For Communication Server 1000/Meridian 1 PBX switch only. The number of local and incoming NSBR contacts transferred to this application.

This statistic does not include Contact Center Multimedia contacts transferred to an agent or skillset.

Pegging: This statistic pegs as soon as the transfer starts, regardless of whether the transfer completed.

Type: int

Length: 4

CallsTransferredOut

Description: The number of local contacts, incoming NSBR contacts, ACD calls, and NACD calls transferred from this application.

This statistic does not include Contact Center Multimedia contacts transferred from this application.

Pegging: This statistic pegs when the transfer is completed. If the agent aborts the transfer before it is complete, this statistic does not peg.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

ContactType

Description: The type of contact determined by the name of this application. This applies to SIP-enabled contact centers, if Contact Center Multimedia, or if Contact Center Outbound is installed and this application name begins with one of the configured prefixes as described in Associating contact types with applications and skillsets (page 47).

For example, if the application is named EM_application, ContactType pegs as e-mail. If the application has no prefix, ContactType pegs as voice.

Type: varchar

Length: 30

DNOutExtCallsTalkTime

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total time spent by agents on outgoing external DN calls, including hold time, for this application. This statistic does not include the time spent on the DN outcall part of a Contact Center Outbound contact.

Triggers: DNOutExtCallsTalkTime begins when the call is answered and the agent's previous contact was handled by this application. Talk time ends when the caller disconnects or the agent releases the call.

Type: int

Length: 4

DNOutIntCallsTalkTime

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total time spent by agents on outgoing internal DN calls, including hold time, for this application. This statistic does not include the time spent on the DN outcall part of a Contact Center Outbound contact.

Triggers: DNOutIntCallsTalkTime begins when the call is answered and the agent's previous contact was handled by this application. Talk time ends when the caller disconnects or the agent releases the call.

Type: int

Length: 4

IVRAbandoned

Description: The number of local Contact Center Manager calls and incoming NSBR calls abandoned during IVR treatment.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

IVRTerminated

Description: The number of local Contact Center Manager calls and incoming NSBR calls that received and completed the IVR treatment in this application. This statistic includes calls transferred by IVR.

Type: int

Length: 4

IVRTransferred

Description: The number of local Contact Center Manager calls and incoming NSBR calls transferred from an IVR session for this application.

IVRTransfer is not applicable in SIP-enabled contact centers.

Type: int

Length: 4

MaxCallsAbandonedDelay

Description: The wait time experienced by the contact, excluding DN calls, ACD and NACD calls, that waited the longest before the caller abandoned it.

Triggers: For local contacts and outgoing NSBR calls, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact logically queues to this site. Delays end when the caller disconnects.

Type: int

Length: 4

MaxCallsAnsDelay

Description: The wait time experienced by the local contact, incoming NSBR contact, or outgoing NSBR contact, excluding DN calls, ACD and NACD calls, that waited the longest before the contact is answered or accepted.

Triggers: For local contacts and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contact, delays begin when the contact logically queues to this site. Delays end when the contact is answered or accepted.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

MaxCallsAnsDelayAtSkillset

Description: The wait time experienced by the contact that waited the longest in the skillset queue before the contact is answered or accepted.

Triggers: Delays begin when the contact is queued against the first skillset and end when the contact is answered or accepted for this application.

Type: int

Length: 4

MaxNetOutCallsAbandonedDelay

Description: NSBR option only. The wait time experienced by the outgoing NSBR contact routed by this application that waited the longest before the contact is abandoned at the destination site.

Triggers: Delays begin when the Master_Script hands off the contact to a primary application at the source site and end when the caller disconnects.

Type: int

Length: 4

MaxNetOutCallsAnsweredDelay

Description: For NSBR option only. The wait time experienced by the outgoing NSBR contact routed by this application that waited the longest before the contact is answered or terminated at the destination site.

Triggers: Delays begin when the Master_Script hands off the contact to a primary application at the source site and end when the contact is answered or accepted by an agent, answered by IVR, or terminated at the destination site.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

NetOutCalls

Description: NSBR option only. The number of outgoing NSBR contacts successfully routed by this application to another site. This statistic includes contacts answered (or accepted) or abandoned at the destination site, as well as calls terminating on non-ISDN trunks and calls blocked by an all trunks busy condition.

For Universal Networking, you can expect that voice calls encounter a non-ISDN trunk and the limitations the previous paragraph describes. The NSBR call arrives at the target node and the system treats as an incoming networked call.

SIP enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls peg on non-ISDN calls.

Type: int

Length: 4

NetOutCallsAbandoned

Description: For NSBR option only. The number of outgoing NSBR contacts sent by this application and abandoned at the destination sites.

Type: int

Length: 4

NetOutCallsAbandonedDelay

Description: For NSBR option only. The total time delay experienced by outgoing NSBR contacts sent by this application and abandoned at the destination sites.

Triggers: Delays begin when the Master_Script hands off the contact to a primary application at the source site and end when the caller disconnects.

The delay time includes any time that the caller spends navigating menus and listening to announcements in this application. The following table lists the database views.

Database view	Type	Length
iApplicationStat	int	4
dApplicationStat	int	4

Copyright © 2009-2010, Nortel Networks

Database view	Type	Length
wApplicationStat	numeric	6
mApplicationStat	numeric	6

NetOutCallsAnswered

Description: NSBR option only. The number of outgoing NSBR contacts routed by this application and answered or accepted at the destination site.

This includes contacts that arrive at the destination site, but the reserved agent logs off or becomes unavailable, and the contact receives one of the following treatments:

- Disconnect
- Route
- Give Recorded announcement (RAN)
- Give IVR
- Give Music

Pegging: This statistic pegs when an agent answers a contact, when IVR answers a contact, or when a contact is terminated at the destination site.

Type: int

Length: 4

NetOutCallsAnsweredDelay

Description: For NSBR option only. The total wait time experienced by all outgoing NSBR contacts routed by this application and answered or accepted at the destination site.

Triggers: Delays begin when the Master_Script hands off the contact to a primary application at the source site and end when the contact is answered or accepted by an agent, answered by IVR, or terminated at the destination site.

The delay time includes any time that the caller spends navigating menus and listening to announcements in this application. The following table lists the database views.

Copyright © 2009-2010, Nortel Networks

Database view	Type	Length
iApplicationStat	int	4
dApplicationStat	int	4
wApplicationStat	numeric	6
mApplicationStat	numeric	6

NetOutCallsReachNonISDN

Description: NSBR option only. The number of outgoing NSBR calls sent by this application that reached a non-ISDN trunk on the way to the destination.

For Universal Networking, you can expect that voice calls encounter a non-ISDN trunk and the limitations the previous paragraph describes. The NSBR call arrives at the target node and the system treats as an incoming networked call.

SIP enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls peg on non-ISDN calls.

The SIP IM does not support networking features.

Type: int

Length: 4

PostCallProcessingTime

Description: This data is the total time agents spent performing post-contact processing after handling a local or incoming NSBR contact in this application. Normally, agents use this time to complete any work related to the contact just completed, such as filling in forms or filing papers.

Triggers: Post-call processing time begins when an agent presses Not Ready after releasing any contact, except DN calls, and ends when the agent presses Not Ready again, places or receives a DN call, or logs off.

Post Call Processing Time is calculated for the first Not Ready period after a contact is closed. If the agent enters another state after the call (for example, by answering or receiving a DN call or logging off the skillset), and then enters Not Ready state, the Not Ready time does not peg against PostCallProcessingTime. Also, if the agent interrupts the Not Ready period to enter another state, and then returns to Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

Copyright © 2009-2010, Nortel Networks

For Contact Center Multimedia contacts, PostCallProcessingTime does not include the time after replying to an email or disconnecting a WC session, and closing the contact. The time beween these two events can involve the agent setting closed reason codes, disposition codes or adding agent notes to a contacts. This time is recorded as TalkTime, not PostCallProcessing time.

Pegging: This statistic pegs against the last application for which the agent handled a contact.

Type: int

Length: 4

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

TalkTime

Description: The total time that agents spent handling local and incoming NSBR contacts (excluding DN calls) in this interval, that were handled by this application. This statistic includes hold time.

Triggers: The follow items trigger this statistic:

- For voice calls, talk time begins when the agent answers the call.
- For the Communication Server 1000/Meridian 1 PBX switch, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Communication Server 2x00 switch, talk time ends when the agent releases or transfers the call.

Copyright © 2009-2010, Nortel Networks

- For multimedia contacts, talk time begins when the agent accepts the contact and ends when the agent closes or transfers the contact.
- For Contact Center Outbound contacts, talk time begins when the agent accepts the contact, includes the time the agent is on the DN call, and ends when the agent releases the DN call and closes the contact.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Type: char

Length: 5

TimeBeforeDefault

Description: The total time spent in the system by local Contact Center Manager calls, SIP voice calls, multimedia contacts, and incoming NSBR contacts that received default treatment for this application.

Pegging: For local contacts, pegging begins when the Master_Script starts. For incoming NSBR contacts, pegging begins when the contact is queued to the site. Pegging ends when contact receives treatment.

Type: int

Length: 4

TimeBeforeForceBusy

Description: The total time spent in the system by local Contact Center Manager calls, SIP calls, and incoming NSBR calls that received Force Busy treatment for this application.

Pegging: For local calls, pegging begins when the Master_Script starts. For incoming NSBR calls, pegging begins when the contact queues to the site. Pegging ends when the contact receives Give Busy treatment.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

TimeBeforeForceDisconnect

Description: The total time spent in the system by local Contact Center Manager calls, SIP calls, multimedia contacts, and incoming NSBR calls that received Force Disconnect treatment for this application.

Pegging: For local contacts, pegging begins when the Master_Script starts. For incoming NSBR calls, pegging begins when the contact queues to the site. Pegging ends when the contact receives Give Disconnect treatment.

Type: int

Length: 4

TimeBeforeForceOverflow

Description: The total time spent in the system by local Contact Center Manager calls, SIP calls, and incoming NSBR calls that received Force Overflow treatment for this application.

Pegging: For local Contact Center Manager calls, pegging begins when the Master_Script starts. For incoming NSBR calls, pegging begins when the contact queues to the site. Pegging ends when the contact receives Give Overflow treatment.

Type: int

Length: 4

TimeBeforeInterflow

Description: The total amount of time that local contacts and outgoing NSBR contacts spent in the Master_Script application before the contact is passed to a primary application. For the Master_Script application, this is the total time spent in the Master_Script by all contacts. For primary applications, this is the total time spent in the Master_Script application by all contacts answered for the primary application.

Pegging: Pegging begins when the Master_Script starts, and ends when the contact is handed off to a primary application.

Type: int

Length: 4

TimeBeforeIVRTransferred

Description: The total time spent in the system by local Contact Center Manager calls and incoming NSBR calls transferred to an IVR session for this application.

Copyright © 2009-2010, Nortel Networks

IVRTransfer is not applicable in SIP-enabled contact centers.

Pegging: For local Contact Center Manager calls, pegging begins when the Master_Script starts. For incoming NSBR calls, pegging begins when the contact queues to the site. Pegging ends when the call transfers to an IVR session.

Type: int

Length: 4

TimeBeforeNACDOut

Description: The total time spent in the system by local Contact Center Manager calls networked out through the NACD queue and answered at remote nodes. NACD calls are sent to other switches without using the Contact Center Manager NSBR feature.

NACD is not applicable in SIP-enabled contact centers.

Pegging: Pegging begins when the call arrives at the site and ends when treatment is given.

Type: int

Length: 4

TimeBeforeNetOut

Description: For NSBR option only. The total time spent in the system by outgoing NSBR contacts networked out by this application.

Pegging: Pegging begins when the contact arrives at the site and ends when the contact is routed to the destination.

Type: int

Length: 4

TimeBeforeReachNonISDN

Description: For NSBR option only. The total time spent in the system by outgoing NSBR Contact Center Manager calls before they reached a non-ISDN trunk.

For Universal Networking, you can expect that voice calls encounter a non-ISDN trunk and the limitations the previous paragraph describes. The NSBR call arrives at the target node and the system treats as an incoming networked call.

Copyright © 2009-2010, Nortel Networks

SIP enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls peg on non-ISDN calls.

Pegging: Pegging begins when the call arrives at the site and ends when the call is routed to a non-ISDN trunk.

Type: int

Length: 4

TimeBeforeRouteTo

Description: The total time spent in the system by local Contact Center Manager calls, SIP voice calls, and incoming NSBR calls that received Route Call treatment.

Pegging: For local Contact Center Manager calls, pegging begins when the Master_Script starts. For incoming NSBR calls, pegging begins when the contact queues to the site. Pegging ends when the contact receives Route Call treatment.

Type: int

Length: 4

Timestamp

Description: The date and time when system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: smalldatetime

Length: 4

WaitTime

Description: The total time agents spend waiting for a contact after releasing a voice call or closing a multimedia contact handled by this application.

Triggers: WaitTime begins when the agent enters Idle state, for example, if:

- an agent releases a voice call or closes a multimedia contact, and the agent's call presentation class is not configured for Break time or Variable Wrap
- an agent's Break or Variable Wrap timer elapses after a contact is released or closed

Copyright © 2009-2010, Nortel Networks

- an agent presses the Not Ready key a second time after entering Not Ready state

WaitTime ends when the agent leaves the Idle state. If the agent handles another contact from the same application as the most recently handled contact, WaitTime resumes against that application when the agent returns to the Idle state. If the agent handles a contact from a different application than the most recently handled contact, WaitTime begins against the new application when the agent returns to the Idle state.

(NSBR option) WaitTime is not affected when an agent is reserved on the switch.

Communication Server 2x00/DMS systems, incoming DN calls do not stop the WaitTime timer.

For more information, see How is WaitTime pegged if the agent puts a DN call on hold and uses alternate call answer to accept another contact? (page 1054).

Pegging: WaitTime pegs for the last application for which the agent handled a contact during this logon. If the agent has not yet handled a contact associated with an application, WaitTime is not pegged.

Type: int

Length: 4

Linkages with other statistics groups

You can link application statistics to other statistics groups to generate custom reports. For more information, see Linking views (page 34).

The following table shows the statistics groups to which application statistics can be linked, as well as the data fields used as linkage keys.

Specify all these fields as your linkage key, in the specified order.

Copyright © 2009-2010, Nortel Networks

IF you generate a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp
	ApplicationID
AgentByApplicationStat	Timestamp
	ApplicationID
SkillsetStat	Timestamp
	ApplicationID
NetworkInCallStat	Timestamp
	ApplicationID
NetworkOutStat	Timestamp
	ApplicationID

CDNStat views

Control Directory Number (CDN) statistics summarize contact traffic information for the CDNs and Route Points configured on the server.

Statistics peg only for those intervals in which contacts arrive at the contact center through a CDN or Route Point. Incoming ACD, NACD, and DN calls are not routed through CDNs or Route Points and are not included in these statistics.

Definition: CDN

A Control Directory Number (CDN) is a number configured in the switch as the entry point for voice contacts into Contact Center Manager. You can configure multiple CDNs in the switch and associate them with the Master script of Contact Center Manager.

Definition: Route Point

A Route Point is an identifier configured in the Contact Center Manager Server as the entry point for multimedia contacts. You can configure multiple Route Points in the server and associate them with the Master script.

Requirements

Fulfill the following requirements:

- Define CDNs and Route Points on Contact Center Manager.
- Configure the server to collect CDN statistics; see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all

Copyright © 2009-2010, Nortel Networks

CDNs and Route Points; you cannot configure the system to collect statistics for only selected CDNs or Route Points.

Database views

Control Directory Number (CDN) statistics use the following views:

- iCDNStat
- dCDNStat
- wCDNStat
- mCDNStat

Non-ISDN trunks and call information

If a voice call encounters a non-ISDN trunk while it is networked to another Contact Center Manager site, the call information that normally travels with the call does not reach the destination site. This means that the destination site cannot distinguish that the call came from the Contact Center Manager network. At the destination site, the networked call is treated as a new call. At the source site, the network call is treated as terminated.

For Universal Networking, you can expect that voice calls encounter a non-ISDN trunk and the limitations the previous paragraph describes. The NSBR call arrives at the target node and the system treats as an incoming networked call.

SIP enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls peg on non-ISDN calls.

Field descriptions

This section provides the field descriptions for this view.

CallsAbandoned

Description: The number of local contacts and incoming NSBR calls abandoned from this CDN or Route Point. This includes local contacts networked out through the NSBR feature and abandoned or terminated at the destination site.

This statistic includes contacts that receive the Give IVR treatment and are presented with a messaging system voice menu, if the menu commands are programmed with CA (to go to a mailbox).

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

CallsAnswered

Description: The number of local contacts and incoming NSBR contacts answered by this CDN or Route Point. This includes local contacts that are networked out through the NSBR feature and answered or accepted by an agent or IVR at the destination site.

Pegging: Voice calls peg upon answer and multimedia contacts peg upon acceptance.

A contact pegs as answered if, when it arrives at the destination site, the reserved agent logs off or becomes unavailable and it receives one of the following treatments:

- Disconnect
- Route
- Give Recorded announcement (RAN)
- Give IVR
- Give Music

Type: int

Length: 4

CallsOffered

Description: The number of local contacts and incoming NSBR contacts offered to this CDN or Route Point.

This statistics include voice calls that receive the Give IVR treatment and are presented with a messaging system voice menu, if the menu commands are programmed with either CL (to go to a mailbox through a DN) or EM (to go to a mailbox).

Type: int

Length: 4

CallsTerminated

Description: The number of local contacts and incoming NSBR contacts for this CDN or Route Point, which terminate under one of the following conditions:

- The contact received a Force Busy, Force Overflow, Force Disconnect, Route Call, or default treatment.
- (NSBR option only) The call reached a non-ISDN trunk while it is routed to a remote site.

Copyright © 2009-2010, Nortel Networks

- The voice call is transferred to an IVR queue.
- (Communication Server 1000/Meridian 1 PBX switch only) The voice call is networked out through an NACD queue.

This statistic includes voice calls that receive the Give IVR treatment and are presented with a messaging system voice menu, if the menu commands are programmed with CL (to go to a mailbox through a DN).

Type: int

Length: 4

CallsWithDigitsCollected

Description: Communication Server 2x00/DMS switch only. The number of voice calls that received IVR treatment and arrived at this CDN accompanied by data collected during the IVR session.

Type: int

Length: 4

CDN

Description: A unique number to identify this CDN or Route Point, which the server assigns when the CDN or Route Point is added.

Type: varchar

Length: 30

CDNName

Description: The name of this CDN as configured when it is added.

Type: varchar

Length: 30

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. Custom reports can use the SiteID to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32).

Type: smalldatetime

Length: 4

URI

Description: The name of this Route Point as configured when it is added.

Type: varchar

Length: 255

DNISStat views

Dialed Number Identification Service (DNIS) statistics summarize information for each DNIS. These statistics provide a way to monitor the call traffic and call handling for each DNIS.

Definition: DNIS

DNIS is an optional service to identify the dialed number for calls entering the contact center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

Copyright © 2009-2010, Nortel Networks

Requirements

Fulfill the following requirements:

- Define DNISs on Contact Center Manager.
- Configure the server to collect DNIS statistics; see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all DNISs; you cannot configure the system to collect statistics for selected DNISs.

Database views

Dialed Number Identification Service (DNIS) statistics use the following views:

- iDNISStat
- dDNISStat
- wDNISStat
- mDNISStat

Field descriptions

This section provides the field descriptions for this view.

CallsAbandoned

Description: The number of local Contact Center Manager calls and incoming NSBR calls abandoned for a DNIS number.

Type: int

Length: 4

CallsAbandonedAftThreshold

Description: The number of local Contact Center Manager calls and incoming NSBR calls abandoned that experienced a delay greater than or equal to the service level threshold for the DNIS number.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script starts. For incoming NSBR calls, delays begin when the call logically queues to this site.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by all local Contact Center Manager calls and incoming NSBR calls abandoned for a DNIS number.

Copyright © 2009-2010, Nortel Networks

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script starts. For incoming NSBR calls, delays begin when the call logically queues to this site.

The delay time includes any time that the caller spends navigating menus and listening to announcements before it queues to a skillset.

Type: int

Length: 4

CallsAnswered

Description: The number of local Contact Center Manager calls and incoming NSBR calls answered for a DNIS number.

Pegging: Calls peg upon answer.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of local Contact Center Manager calls and incoming NSBR calls answered that experienced a delay greater than or equal to the service level threshold for the DNIS number.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script starts. For incoming NSBR calls, delays begin when the call logically queues to this site.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all local Contact Center Manager calls and incoming NSBR calls answered for a DNIS number.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script starts. For incoming NSBR calls, delays begin when the call logically queues to this site.

The delay time includes any time that the caller spends navigating menus and listening to announcements before it queues to a skillset.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

CallsGivenDefault

Description: The number of local Contact Center Manager calls and incoming NSBR calls given default treatment for a DNIS number.

Type: int

Length: 4

CallsGivenForceBusy

Description: The number of local Contact Center Manager calls and incoming NSBR calls given Force Busy treatment for a DNIS number.

Pegging: This statistic pegs when the Give Busy script command runs.

Type: int

Length: 4

CallsGivenForceDisconnect

Description: The number of local Contact Center Manager calls and incoming NSBR calls given Force Disconnect treatment for a DNIS number.

Pegging: This statistic pegs when the Disconnect script command runs.

Type: int

Length: 4

CallsGivenForceOverflow

Description: The number of local Contact Center Manager calls and incoming NSBR calls given Force Overflow treatment for a DNIS number.

Pegging: This statistic pegs when the Give Overflow script command runs.

Type: int

Length: 4

CallsGivenRouteTo

Description: The number of local Contact Center Manager calls and incoming NSBR calls given Route Call treatment for a DNIS number.

Pegging: This statistic pegs when the Route Call script command runs.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

CallsNACDOut

Description: For Communication Server 1000/Meridian 1 PBX switch only. The number of local Contact Center Manager calls networked out through an NACD queue and answered at remote sites.

NACD is not applicable in SIP-enabled contact centers.

Type: int

Length: 4

CallsNetworkedOut

Description: For NSBR option only. The number of local Contact Center Manager calls routed to a remote site and answered or abandoned.

Networking features are not supported in SIP IM-enabled contact center. However, SIP-enabled contact centers support networking features.

Type: int

Length: 4

CallsOffered

Description: The number of local Contact Center Manager calls and incoming NSBR calls offered to this server with this DNIS number.

Pegging: Calls peg upon arrival.

Type: int

Length: 4

CallsReachNonISDN

Description: For NSBR option only. The number of local Contact Center Manager calls that reached a non-ISDN trunk while it is routed to a remote site.

For Universal Networking, you can expect that voice calls encounter a non-ISDN trunk and the limitations the previous paragraph describes. The NSBR call arrives at the target node and the system treats as an incoming networked call.

Copyright © 2009-2010, Nortel Networks

SIP enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls peg on non-ISDN calls.

Pegging: Calls networked out using the MCDN networking are pegged against this field if the call reaches a non-ISDN trunk.

For Universal Networking, you can expect that voice calls encounter a non-ISDN trunk and the limitations the previous paragraph describes. The NSBR call arrives at the target node and the system treats as an incoming networked call.

SIP enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls peg on non-ISDN calls.

Restriction: If a call encounters a non-ISDN trunk while it is networked to another Contact Center Manager site, the call information that normally travels with the call does not reach the destination site. This means the destination site cannot determine that the call came from the Contact Center Manager network. At the destination site, the networked call is treated as a new call. At the source site, the NSBR call is pegged as terminated.

Type: int

Length: 4

DNIS

Description: A unique number used to identify a DNIS, which the server assigns when the DNIS is defined.

Type: varchar

Length: 16

DNISName

Description: The name of a DNIS.

Type: varchar

Length: 30

DNIS_Prefix

Description: Stores the prefix of a DNIS number. You can sort, filter, and report on individual DNIS 800 numbers.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 16

IVRTransferred

Description: The number of local Contact Center Manager calls and incoming NSBR calls transferred from an IVR session for a DNIS number.

IVRTransfers are not applicable in SIP-enabled contact centers.

Type: int

Length: 4

NetworkCDN

Description: For future use. Not valid in this release.

Type: varchar

Length: 30

MaxAbandonedDelay

Description: The wait time experienced by the local Contact Center Manager calls or incoming NSBR call that waited the longest before it is abandoned.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script starts. For incoming NSBR calls, delays begin when the call logically queues to this site.

Type: int

Length: 4

MaxAnsweredDelay

Description: The wait time experienced by the local Contact Center Manager calls or incoming NSBR call that waited the longest before it is answered.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script starts. For incoming NSBR calls, delays begin when the call logically queues to this site.

Type: int

Length: 4

Site

Description: The configured name of this Contact Center Manager site.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. Custom reports can use the SiteID to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

TalkTime

Description: The total time all agents spend on local Contact Center Manager calls and incoming NSBR calls for a DNIS number, including hold time.

Triggers:

- **Communication Server 1000/Meridian 1 PBX switch:** The call pegs when the caller disconnects or the agent releases the call.
- **Communication Server 2x00/DMS switch:** The time pegs when the agent releases the call.

Pegging: Talk time pegs at the end of the interval (for calls that are active at the end of an interval) and when the call terminates.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when system pegs the data.

Type: char

Length: 5

Copyright © 2009-2010, Nortel Networks

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32).

Type: smalldatetime

Length: 4

Type

Description: Distinguishes between local and landing-pad DNIS.

Type: tinyint

Length: 1

URI

Description: For future use. Not valid in this release.

Type: varchar

Length: 255

IVRPortStat views

Interactive Voice Response (IVR) port (or voice port) statistics summarize performance measurement information for your IVR ports. These statistics provide a way to monitor the amount of time that these ports are in and out of service.

IVR statistics are not applicable to multimedia contacts. SIP-enabled contact centers do not support IVRPortStats.

Requirements

Fulfill the following requirements:

- Define voice ports on Contact Center Manager.
- Configure the server to collect IVR port statistics; see Nortel Contact Center Performance Management (NN44400-710). Statistics are collected for all IVR ports; you cannot configure the system to collect statistics for selected ports.

Restrictions

IVR statistics may not be available if a third-party IVR application is used instead of a messaging system application.

Copyright © 2009-2010, Nortel Networks

Database views

IVR port statistics use the following views:

- iIVRPortStat
- dIVRPortStat
- wIVRPortStat
- mIVRPortStat

Field descriptions

This section provides the field descriptions for this view.

CallsAnswered

Description: The number of calls answered by this IVR port.

Pegging: Calls peg upon answer.

Type: int

Length: 4

CallsConferenced

Description: The number of calls conferenced from this IVR port.

Type: int

Length: 4

CallsTransferred

Description: The number of calls transferred from this IVR port.

Type: int

Length: 4

IVRPortID

Description: A unique number assigned by the server to identify an IVR port when the voice port is defined.

Type: varchar

Length: 30

IVRPortName

Description: The name of the IVR port.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 30

IVRQueueID

Description: A unique number assigned by the server to identify an IVR queue when the IVR ACD-DN is defined. This field is used to link tables in data queries.

Type: varchar

Length: 7

IVRQueueName

Description: The name of the IVR queue.

Type: varchar

Length: 30

LoggedInTime

Description: The total time the IVR port is logged on.

Type: int

Length: 4

NotReadyTime

Description: The total time the IVR port spends in the Not Ready state.

Type: int

Length: 4

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

Copyright © 2009-2010, Nortel Networks

This field contains the actual local SiteID value.

Type: int

Length: 4

TalkTime

Description: The total time the IVR port is in use.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32).

Type: smalldatetime

Length: 4

WaitingTime

Description: The total time the IVR port is idle.

Type: int

Length: 4

Linkages with other views

You can link IVR port statistics to other views to generate custom reports. For more information, see Linking views (page 34).

The following table shows the views which application statistics link to and the data fields used as a linkage key.

Specify both of fields as your linkage key in the specified order.

Copyright © 2009-2010, Nortel Networks

If you generate a custom report using	THEN the linkage key data fields are
IVRStat	Timestamp IVRQueueID

IVRStat views

Interactive Voice Response (IVR) statistics monitor port resource usage of an ACCESS IVR queue.

You can use these statistics to determine whether enough resources exist to handle the number of calls using Open/Close Voice Session, Give Controlled Broadcast, and Give IVR commands. IVR statistics are not applicable to multimedia contacts.

SIP-enabled contact center logs GiveIVR and GiveIVRComplete commands only, all other elements are not applicable.

Requirements

Fulfill the following requirements:

- Define IVR ACD-DNs on Contact Center Manager.
- Configure the server to collect IVR queue statistics (see *Nortel Contact Center Performance Management* (NN44400-710)). Statistics are collected for all IVR queues; you cannot configure the system to collect statistics for selected IVR queues.

Restrictions

IVR statistics may not be available if you use a third-party IVR application instead of Meridian Mail or CallPilot.

Database views

IVR statistics use the following views:

- iIVRStat
- dIVRStat
- wIVRStat
- mIVRStat

Field Descriptions

This section provides the field descriptions for this view.

CallsAnswered

Description: The number of calls answered by this IVR queue.

Pegging: Calls peg upon answer.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of calls answered that experienced a delay greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs.

Type: int

Length: 4

CallsAnsweredDelay

Description: The total wait time experienced by all the calls answered.

Triggers: The delay begins when a call enters the IVR queue.

Type: int

Length: 4

CallsConferenced

Description: The number of calls conferenced during an IVR session.

Type: int

Length: 4

CallsNotTreated

Description: The number of calls abandoned or pulled back while waiting in this IVR queue.

Type: int

Length: 4

CallsNotTreatedAftThreshold

Description: The number of calls abandoned or pulled back that experienced a delay greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs.

Triggers: The delay begins when a call queues against the IVR queue and ends when the call is abandoned or pulled back.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

CallsNotTreatedDelay

Description: The total wait time experienced by all the calls abandoned or pulled back from an IVR queue.

Triggers: The delay begins when a call is queued against the IVR queue and ends when the call is abandoned or pulled back.

Type: int

Length: 4

CallsOffered

Description: The number of calls offered to this IVR queue.

Type: int

Length: 4

CallsTransferred

Description: The number of calls transferred during an IVR session.

Type: int

Length: 4

IVRAbandoned

Description: The number of calls abandoned during an IVR session.

Type: smallint

Length: 2

IVRCompleted

Description: The number of calls for which the IVR session completed successfully.

Pegging: This statistic pegs when the IVR port disconnects.

Type: smallint

Length: 2

Copyright © 2009-2010, Nortel Networks

IVRInterrupted

Description: The number of calls interrupted by a script command during an IVR session.

Type: smallint

Length: 2

IVRQueueID

Description: A unique number assigned by the server to identify an IVR queue when the IVR ACD-DN is defined. This field is used to link tables in data queries.

Type: varchar

Length: 7

IVRQueueName

Description: The name of the IVR queue.

Type: varchar

Length: 30

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. Custom reports can use the SiteID to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Copyright © 2009-2010, Nortel Networks

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: smalldatetime

Length: 4

Linkages with other statistics groups

You can link IVR statistics to other statistics groups to generate custom reports. For more information, see Linking views (page 34).

The following table shows the views which application statistics can link to and the data fields used as a linkage key.

Specify both of these fields as your linkage key in the specified order.

IF you generate a custom report using	THEN the linkage key data fields are
IVRPortStat	Timestamp IVRQueueID

LicenseStat views

You can use License Manager statistics to view the distribution of licenses between each Contact Center Manager application—Contact Center Manager Server, Contact Center Manager Administration, Communication Control Toolkit, and Contact Center Multimedia—in the network. Statistics are collected on the server running the License Manager Server.

Requirements

License Manager statistics are collected by default.

Restrictions

Servers are identified by the IP address and not the server name.

Copyright © 2009-2010, Nortel Networks

Database views

License Manager statistics use the following views:

- iLicenseStat
- dLicenseStat
- wLicenseStat
- mLicenseStat

Field Descriptions

The following section describes the field descriptions for this view.

ClientAddress

Description: The IP address of the client machine where the licenses are issued.

Type: varchar

Length: 30

Feature

Description: The Contact Center Manager feature issued to the client.

Type: varchar

Length: 70

MaxNumber Licenses

Description: The maximum number of licenses held by the client machine in that interval. For example, the maximum number of licenses held each day.

Type: int

Length: 4

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: datetime

Length: 8

Copyright © 2009-2010, Nortel Networks

NetworkInCallStat views

For NSBR option only. Network call statistics provide information used to monitor contact distribution and handling in a network environment. They record statistics for all incoming NSBR contacts received at a site.

Network statistics only report on contacts that the server controls (Contact Center Manager contacts and multimedia contacts). They do not report DN, ACD, or NACD calls.

In these statistics, the local site is the destination site.

Networking of SIP voice calls is supported.

Requirements

Configure the server to collect network call statistics; see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all applications; you cannot configure the system to collect statistics for selected applications.

Restrictions

Network call statistics generated on the server are collected on the destination site only. To report on network contact handling at all sites, generate a network-wide report from the Network Control Center.

Database views

Network call statistics use the following views:

- iNetworkInCallStat
- dNetworkInCallStat
- wNetworkInCallStat
- mNetworkInCallStat

Field Descriptions

This section describes the field descriptions for this view.

CallsAbandoned

Description: The number of incoming NSBR contacts abandoned at the local site.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

CallsAbandonedAftThreshold

Description: The number of incoming NSBR contacts abandoned at the local site after a wait that exceeds the service level threshold for the application.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by all incoming NSBR contacts abandoned at the local site.

Triggers: Delays begin when the Master_Script starts at the source site and end when the contact is abandoned at the local site.

The delay time includes any time that the caller spends navigating menus and listening to announcements before it queues to a skillset.

Statistic	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

CallsAbandonedDelayAtDest

The total wait time experienced at the local site by all incoming NSBR contacts abandoned at the local site.

Triggers: Delays begin when the Master_Script starts and ends when the contact is abandoned at the local site.

Statistic	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

CallsAnswered

Description: The number of incoming NSBR contacts answered or accepted at the local site.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of incoming NSBR contacts answered or accepted at the local site after a wait greater than or equal to the service level threshold for the application. The delay begins when a contact enters the local site. The service level threshold is configured during system configuration of the local site.

Type: int

Length: 4

CallsAnsweredDelay

Description: The total wait time experienced by all incoming NSBR contacts answered or accepted at the local site.

Triggers: Delays begin when the Master_Script starts at the source site and end when the contact is answered or accepted at the local site.

The delay time includes any time that the caller spends navigating menus and listening to announcements in this application.

Statistic	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

CallsAnsweredDelayAtDest

Description: The total wait time experienced at the local site by all incoming NSBR contacts answered or accepted at the local site.

Triggers: Delays begin when the contact queues to the local site and end when the contact is answered or accepted at the local site.

Copyright © 2009-2010, Nortel Networks

Statistic	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

CallsOffered

Description: The number of incoming NSBR contacts offered to the local site.

Type: int

Length: 4

DstApplication

Description: The name of the destination application. This name is always Network_Script.

Type: varchar

Length: 30

DstApplicationID

Description: A unique number assigned by the server to identify the Network_Script application.

Type: int

Length: 4

DstSite

Description: The name of the local Contact Center Manager site, as defined on the Network Control Center.

Type: varchar

Length: 30

DstSiteID

Description: A unique number assigned by the server to identify the local Contact Center Manager site when the site is defined on the Network Control Center.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

MaxCallAbandonedDelay

Description: The wait time experienced by the incoming NSBR contact that waited the longest before it is abandoned at the local site.

Triggers: Delays begin when the Master_Script starts at the source site and end when the contact is abandoned at the local site.

Type: int

Length: 4

MaxCallAbandonedDelayAtDest

Description: The wait time experienced by the contact that waited the longest at the local site before it is abandoned.

Triggers: Delays begin when a contact logically queues to the local site and end when the contact is abandoned.

Type: int

Length: 4

MaxCallAnsweredDelay

Description: The total wait time experienced by all calls answered or contacts accepted at the local site.

Triggers: Delays begin when the Master_Script starts at the source site and end when the call is answered or contact is accepted at the local site.

Type: int

Length: 4

MaxCallAnsweredDelayAtDest

Description: The wait time experienced by the contact that waited the longest at the local site before it is answered or accepted.

Triggers: Delays begin when a contact logically queues to the local site and end when the contact is answered or accepted.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

SrcApplication

Description: The name of the source application.

Type: varchar

Length: 30

SrcApplicationID

Description: A unique number assigned by the server to identify the source application when the application is defined.

Type: int

Length: 4

SrcSite

Description: The name of the source Contact Center Manager site, as assigned when the site is defined on the Network Control Center.

Type: varchar

Length: 30

SrcSiteID

Description: The unique identifier for the source Contact Center Manager site at which a call originated.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data, in local (destination) site time. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: smalldatetime

Copyright © 2009-2010, Nortel Networks

Length: 4

Linkages with other statistics groups

You can link network call statistics to other statistics groups to generate custom reports. For more information, see Linking views (page 34).

The following table shows the statistics groups which network call statistics can link to and the data fields used as linkage keys.

Specify all these fields as your linkage key in the specified order.

IF you generate a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID
NetworkOutStats	Timestamp ApplicationID

NetworkOutStat views

NSBR option only. Network outgoing contact statistics summarize performance measurement information based on the origin and destination of a contact. They record statistics for all contacts networked from a site.

In these statistics, the local site is the source site.

Networking of SIP voice calls is supported.

Requirement

Configure the server to collect network outcall statistics; see *Nortel Contact Center Performance Management* (NN44400-710).

Restrictions

At each Contact Center Manager site, the historical network outgoing contact statistics are collected only for the local site. These statistics contain network outgoing contact traffic and handling information for contacts for which the local site is the source.

Database views

Network outgoing contact statistics use the following views:

- iNetworkOutStat

Copyright © 2009-2010, Nortel Networks

- dNetworkOutStat
- wNetworkOutStat
- mNetworkOutStat

Field Descriptions

This section describes the field descriptions for this view.

CallsAbandoned

Description: The number of contacts abandoned at the destination site.

Type: int

Length: 4

CallsAbandonedDelayAtDest

Description: The total wait time experienced at the destination site by all contacts from the local site abandoned at the destination site.

This statistic does not include Contact Center Multimedia Web Communication or abandoned text chat contacts.

Triggers: Delays begin when the contact is queued to the destination site and end when the contact is abandoned.

Statistic	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

CallsAnswered

Description: The number of contacts answered or accepted by an agent, answered by IVR, or terminated at the destination site.

Pegging: A contact pegs as answered if, when it arrives at the destination site, the reserved agent logs off or becomes unavailable and it receives one of the following treatments:

- Disconnect
- Route
- Give Recorded announcement (RAN)

Copyright © 2009-2010, Nortel Networks

- Give IVR
- Give Music

CallsAnsweredDelayAtDestination

Description: The total wait time experienced at the destination site by all contacts from the local site answered or accepted by an agent, answered by IVR, or terminated at the destination site.

Triggers: Delays begin when the contact is queued to the destination site and end when the contact is answered or accepted.

Statistic	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

CallsOffered

Description: The number of contacts offered to the destination site.

Type: int

Length: 4

DstApplication

Description: The name of the destination application (this is always Network_Script).

Type: varchar

Length: 30

DstApplicationID

Description: A unique number assigned by the server to identify the destination application.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

DstSite

Description: The name of the destination Contact Center Manager site, as defined when you configure the site on the Network Control Center.

Type: varchar

Length: 30

DstSiteID

Description: A unique number assigned by the server to identify a destination site when you configure the site on the Network Control Center.

Type: int

Length: 4

MaxCallsAbandonedDelay

Description: The wait time experienced by the contact originating at the local site that waited the longest before it is abandoned at the destination site.

Triggers: Delays begin when the Master_Script starts at the local site and end when the contact is abandoned.

Type: int

Length: 4

MaxCallsAbandonedDelayAtDest

Description: The wait time experienced by the contact originating at the local site that waited the longest at the destination site before it is abandoned.

Triggers: Delays begin when the contact is queued to the destination site and end when the contact is abandoned.

Type: int

Length: 4

MaxCallsAnsweredDelay

Description: The wait time experienced by the contact originating at the local site that waited the longest before it is answered or accepted by an agent, answered by IVR, or terminated at the destination site.

Triggers: Delays begin when the Master_Script starts at the local site and end when the contact is answered or accepted.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

MaxCallsAnsweredDelayAtDest

Description: The wait time experienced by the contact originating at the local site that waited the longest at the destination site before it is answered or accepted by an agent, answered by IVR, or terminated.

Triggers: Delays begin when the contact logically queues to the destination site and end when the contact is answered or accepted.

Type: int

Length: 4

SrcApplication

Description: The name of the source application.

Type: varchar

Length: 30

SrcApplicationID

Description: A unique number assigned by the server to identify the source application when the application is defined.

Type: int

Length: 4

SrcSite

Description: The name of the local site, as defined when the site is defined on the Network Control Center.

Type: varchar

Length: 30

SrcSiteID

Description: A unique number assigned by the server to identify a source Contact Center Manager site where a call originated when the site is defined on the Network Control Center.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data, in local (source) site time. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: smalldatetime

Length: 5

TotalCallsAbandonDelay

Description: The total wait time experienced by all contacts from the local site abandoned at the destination site.

Triggers: Delays begin when the Master_Script starts at the local site and end when the contact is abandoned.

Statistic	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

TotalCallsAnsweredDelay

Description: The total wait time experienced by all contacts from the local site answered or accepted by an agent, answered by IVR, or terminated at the destination site.

Triggers: Delays begin when the Master_Script starts at the local site and end when the contact is answered.

Copyright © 2009-2010, Nortel Networks

Statistic	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

Linkage with other statistic groups

You can link network outcall statistics to other statistics groups to generate custom reports. For more information, see Linking views (page 34).

The following table shows the statistics groups which network call statistics can link to, as well as the data fields used as linkage keys.

Specify all these fields as your linkage key in the specified order.

IF you generate a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID
NetworkOutStats	Timestamp ApplicationID

RANMusicRouteStat views

Recorded announcement (RAN) and music route statistics summarize resource usage information for each RAN and music route.

RAN and music route statistics are not applicable to multimedia contacts.

Requirements

Fulfill the following requirements:

- Define RAN and music routes codes on Contact Center Manager.
- Configure the server to collect music and route statistics; see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all music and RAN routes; you cannot configure the system to collect statistics for selected routes.

Copyright © 2009-2010, Nortel Networks

Database views

RAN and music route statistics use the following views:

- iRANMusicRouteStat
- dRANMusicRouteStat
- wRANMusicRouteStat
- mRANMusicRouteStat

Field Descriptions

This section describes the field descriptions for this view.

RemoteAccess

Description: The number of times a music or RAN route is accessed. Each time the route is accessed by a single call, this statistic increments.

Type: int

Length: 4

RouteAccessTime

Description: The total time a music or RAN route is in use.

Type: int

Length: 4

RouteID

Description: A unique number assigned by the server to identify a music or RAN route when the route is defined.

Type: int

Length: 4

RouteName

Description: The name of the music or RAN route.

Type: varchar

Length: 30

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32).

Type: smalldatetime

Length: 4

RouteStat views

For Communication Server 1000/Meridian 1 PBX switch only. Route statistics summarize all occurrences of all trunks busy (ATB) and network outcall blocked information for each route.

SIP-enabled contact center does not support Routes.

Requirements

Fulfill the following requirements:

- Define routes on Contact Center Manager.
- Configure the server to collect route statistics; see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all routes; you cannot configure the system to collect statistics for selected routes.

Copyright © 2009-2010, Nortel Networks

Pegging

CallsBlockedByAllTrunksBusy statistics apply to multiple routes and peg against the Default_Route, 999.

Database views

Route statistics use the following views:

- iRouteStat
- dRouteStat
- wRouteStat
- mRouteStat

Field Descriptions

This section describes the field descriptions for this view.

AllTrunksBusy

Description: The number of times all trunks in this route are busy.

Type: int

Length: 4

AllTrunksBusyTime

Description: The total time all trunks in this route are busy.

Type: int

Length: 4

CallsBlockedByAllTrunksBusy

Description: For NSBR option only. The number of calls offered to the network through this route that are blocked because all trunks are busy.

Pegging: This field pegs only against the Default_Route, 999.

Type: int

Length: 4

CallsReachNonISDN

Description: For NSBR option only. The number of calls that reached a non-ISDN trunk while it is routed to a remote site through this route.

Copyright © 2009-2010, Nortel Networks

For Universal Networking, you can expect that voice calls encounter a non-ISDN trunk and the limitations the previous paragraph describes. The NSBR call arrives at the target node and the system treats as an incoming networked call.

SIP enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls peg on non-ISDN calls.

Restriction: If a call encounters a non-ISDN trunk while it is networked to another Contact Center Manager site, the call information that normally travels with the call does not reach the destination site. This means the destination site cannot tell that the call came from the Contact Center Manager network. At the destination site, the networked call is treated as a new call. At the source site, the NSBR call is treated as terminated.

Type: int

Length: 4

RouteID

Description: A unique number assigned by the server to identify a route when the route is defined. This field is used to link tables in data queries.

Type: int

Length: 4

RouteName

Description: The name of the route.

Type: varchar

Length: 30

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

Copyright © 2009-2010, Nortel Networks

This field contains the actual local SiteID value.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: smalldatetime

Length: 4

Linkages with other statistics groups

You can link route statistics to other statistics groups to generate custom reports. For more information, see Linking views (page 34).

The following table shows the views which route statistics can link to and the data fields used as a linkage key.

Specify both of these fields as your linkage key in the specified order.

IF you generate a custom report using	THEN the linkage key data fields are
TrunkStat	Timestamp RouteID

SCCSDBSpace views

SCCSDBSpace views display information about the size of the Contact Center Manager database, including

- space allocated for the database
- space used by the database

Copyright © 2009-2010, Nortel Networks

- space available

With a report writer application, you can create a custom report using this view.

Field Descriptions

This section describes the field descriptions for this view.

DBName

Description: The name of the database. Contact Center Manager uses three databases:

- Master: Database control information.
- Blue: Contains all server configuration information and interval, daily, weekly, and monthly statistics.
- Call-by-call (CBC): Contains call-by-call data if you configure your server to collect it.

Type: varchar

Length: 30

DBSize

Description: The database size in megabytes.

Type: float

Length: 8

FreeSpace

Description: The amount of free space in the database in megabytes.

Type: float

Length: 8

UsedSpace

Description: The current data volume in the database in megabytes.

Type: float

Length: 8

Copyright © 2009-2010, Nortel Networks

SkillsetStat views

A skillset is a group of skills, or level of expertise in a certain area, to which an agent is assigned. Agents can be assigned more than one skillset. Skillset statistics summarize performance information based on a combination of skillset and application contact information. Statistics peg against a combination of skillset and application.

Statistics peg for a skillset only for intervals in which the skillset is staffed.

Only contacts queued to a skillset are included in these statistics (if a skillset maps to an ACD DN or NACD DN, calls to that DN are included). Except for DNOutExtCallsTalkTime and DNOutIntCallsTalkTime, these statistics do not include DN calls.

No support is available for ACD DN and NACD DN in SIP-enabled Contact Centers.

Requirements

Configure the server to collect skillset statistics; see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all skillsets; you cannot configure the system to collect statistics for selected skillsets.

Pegging

All statistics peg against a specific skillset and application combination and either the local or originating site.

Local contacts

Local Contact Center Manager contacts peg against the Master_Script or primary application (depending on the location of the call in the system) and against the answering skillset, or the Agent Queue To skillset (if the contact queues to a specific agent for the contact type).

Closed contacts pulled for additional processing by the agent are pegged against the Agent Queue To skillset for the contact type. New and New Reply contacts pulled while already within Contact Center Manager are pegged against the skillset they queue in, if any, up to the time they are pulled, and then against the Agent Queue To skillset for the contact type. Local contacts peg against the local site.

Incoming NSBR contacts

Incoming NSBR contacts peg against the Network_Script Application and the originating site.

Copyright © 2009-2010, Nortel Networks

ACD calls
ACD calls peg against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped (if defined) or the Default_ACD skillset. ACD calls peg against the local site.

Support is not available for ACD DN and NACD DN in SIP-enabled contact centers.

NACD calls
NACD calls peg against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped (if defined) or the Default_NACD skillset. NACD calls peg against the local site.

ACD DN and NACD DN are not supported in SIP-enabled contact centers.

Statistics pegged against the System_Application
The following statistics are applicable to multiple applications and peg against the System_Application and the local site:

- ActiveTime
- AllAgentBusyTime
- TotalStaffedTime

The System_Application does not appear on the standard reports. On the standard reports, these totals are in the summary line for the skillset statistics.

Pegging thresholds

You can define skillset threshold classes with different values for the service level threshold and the length (talk time, handling time) of a short call or contact. Thus, the value for service level and short call length can vary from one skillset to another. For more information about threshold classes, see *Nortel Contact Center Server Administration* (NN44400-610).

Mapping a skillset to an ACD-DN

Using Contact Center Manager Administration, you can map a skillset to an ACD-DN or NACD-DN. If you do so, statistics for that ACD-DN or NACD-DN peg against the skillset.

For ACD calls, the server does not record information about call activity on the switch. ACD calls are tracked from the time they are answered at a phone acquired by Contact Center Manager.

Support is not available for ACD DN and NACD DN in SIP-enabled contact centers.

For pegging examples, see Pegging of ACD-DNs (page 1033).

Copyright © 2009-2010, Nortel Networks

Database views

Skillset statistics use the following views:

- iSkillsetStat
- dSkillsetStat
- wSkillsetStat
- mSkillsetStat

Field descriptions

This section describes the field descriptions for this view.

ActiveTime

Description: The amount of time a skillset is in service. A skillset is in service when it is not in Out of Service mode and at least one agent is logged on.

Pegging: This field pegs only against the System_Application.

Type: int

Length: 4

AllAgentBusyTime

Description: The total time that all agents assigned to this skillset are busy with contacts or no agents are logged on.

Pegging: This field pegs only against the System_Application.

Type: int

Length: 4

Application

Description: The name of the application that queued the contact to this skillset.

Type: varchar

Length: 30

ApplicationID

Description: A unique number assigned by the server to identify an application when the application is defined. This field is used to link tables in data queries.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

CallsAnswered

Description: The number of local contacts (excluding DN calls), incoming NSBR calls, ACD calls, and NACD calls answered or accepted by agents in this skillset.

Support is not available for ACD DN and NACD DN in SIP-enabled contact centers.

Triggers: Calls peg upon answer or acceptance.

Pegging: Local contacts peg against the Master_Script or primary application (depending on the location of the call in the system) and against the answering or accepting skillset. Incoming NSBR contacts peg against the Network_Script Application. ACD calls peg against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped (if defined) or the Default_ACD skillset. NACD calls peg against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped (if defined) or the Default_NACD skillset.

Network statistics, such as NSBR contacts, are not applicable to SIP IM-enabled contact centers.

Restriction: This statistic does not include DN calls handled by agents assigned to this skillset.

Type: int

Length: 4

CallsAnsweredAfterThreshold

Description: The number of local contacts (excluding DN, ACD and NACD calls) and incoming NSBR contacts answered or accepted after a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs.

ACD DN and NACD DN are not supported in SIP-enabled Contact Centers. Network statistics, such as NSBR contacts, are not applicable to SIP IM-enabled contact centers.

Pegging: Local contacts peg against the Master_Script or primary application, depending on the location of the contact in the system, and against the answering or accepting skillset. Incoming NSBR contacts peg against the Network_Script application and against the answering or accepting skillset.

Copyright © 2009-2010, Nortel Networks

Triggers: Delays begin when the contact is queued at the skillset and end when the contact is answered or accepted. If a contact queues to the same skillset, the delay begins when the contact first queues.

Restriction: This statistic does not include ACD and NACD calls because delay statistics are not available for these types of calls.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all local contacts (excluding DN, ACD, and NACD calls0 and incoming NSBR contacts answered or accepted for this skillset. Network statistics, such as NSBR contacts, are not applicable to SIP IM-enabled contact centers.

Pegging: Local contacts peg against the Master_Script or primary application, depending on the location of the contact in the system, and against the answering or accepting skillset. Incoming NSBR contacts peg against the Network_Script application and against the answering or accepting skillset.

Triggers: Delays begin when the contact is queued at the skillset and end when it is answered or accepted. If a contact queues to the same skillset, the delay begins when the contact first queues.

Restriction: This statistic does not include ACD and NACD calls, because delay statistics are not available for these call types.

Type: int

Length: 4

CallsOffered

Description: The number of contacts, excluding DN, ACD, and NACD calls, offered to this skillset, regardless of whether the contacts are answered or accepted for this skillset. This statistic does not increment if the same contact is offered to this skillset again.

Triggers: Contacts peg against the Master_Script application upon arrival, and against a primary application when the Master_Script application hands over control.

If a contact is offered to multiple skillsets, this statistic pegs multiple times.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

ContactType

Description: The type of contact determined by the name of this skillset. This applies to SIP-enabled contact centers, if Contact Center Multimedia, or if Contact Center Outbound is installed and this skillset name begins with one of the configured prefixes as described in Associating contact types with applications and skillsets (page 47).

For example, if the skillset is named EM_application, ContactType pegs as email. If the skillset has no prefix, ContactType pegs as voice.

Type: varchar

Length: 30

DNOutIntCallsTalkTime

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total time agents spend on outgoing external DN calls, including hold time, for this skillset. This statistic does not include the time spent on the DN outcall part of a Contact Center Outbound contact.

Triggers: DNOutExtCallsTalkTime begins when the call is answered and the agent's previous contact queued in this skillset. Talk time ends when the caller disconnects or the agent releases the call. For a three-way conference call, talk time ends only when the agent releases the call.

Type: int

Length: 4

DNOutIntCallsTalkTime

Description: For Communication Server 1000/Meridian 1 PBX switch only. The total time agents spend on outgoing internal DN calls, including hold time, for this skillset. This statistic does not include the time spent on the DN outcall part of a Contact Center Outbound contact.

Triggers: DNOutIntCallsTalkTime begins when the call is answered and the agent's previous contact queued for this skillset. Talk time ends when the caller disconnects or the agent releases the call. For a three-way conference call, talk time ends only when the agent releases the call.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

MaxAnsweredDelay

Description: The wait time experienced by the local contact (excluding DN, ACD, and NACD calls) or incoming NSBR contact that waited the longest before it is answered or accepted.

Network statistics, such as NSBR contacts, are not applicable to SIP IM-enabled contact centers.

Pegging: Local contacts peg against the Master_Script or primary application, depending on the location of the contact in the system, and against the answering or accepting skillset. Incoming NSBR contacts peg against the Network_Script application and against the answering or accepting skillset.

Restriction: This statistic does not include ACD and NACD calls, because delay statistics are not available for these call types.

Type: int

Length: 4

MaxSkillsetAbandonedDelay

Description: The wait time experienced by the local contact (excluding DN, ACD, and NACD calls) or incoming NSBR contact queued to this skillset that waited the longest before it is abandoned.

Network statistics, such as NSBR contacts, are not applicable to SIP IM-enabled contact centers.

Triggers: The delay begins when a contact queues to the skillset.

Type: int

Length: 4

NetCallsAnswered

Description: For NSBR option only. The number of incoming NSBR contacts answered or accepted for this skillset.

Network statistics, such as NSBR contacts, are not applicable to SIP IM-enabled contact centers.

Pegging: Incoming NSBR contacts peg against the Network_Script application.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

PostCallProcessingTime

Description: This data is the total time agents spend performing post-contact processing. Normally, agents use this time to complete any work related to the contact just completed, such as filling in forms or filing papers.

Triggers: Post-call processing time begins when an agent presses Not Ready after releasing any contact, except DN calls, and ends when the agent presses Not Ready again, places or receives a DN call, or logs off. Post Call Processing Time is calculated for the first Not Ready period after a contact is closed. If the agent enters another state after the call (for example, by answering or receiving a DN call or logging off the skillset), and then enters Not Ready state, the Not Ready time does not peg against PostCallProcessingTime. Also, if the agent interrupts the Not Ready period to enter another state and then returns to Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

For Contact Center Multimedia contacts, PostCallProcessingTime does not include the time after the agent replies to an email or disconnects a WC session, and closes the contact. The time beween these two events can involve the agent setting closed reason codes, disposition codes or adding agent notes to a contacts. This time records as TalkTime, not PostCallProcessing time.

Pegging: This statistic pegs against the last skillset for which the agent handled a contact.

Type: int

Length: 4

Site

Description: The configured name of the Contact Center Manager site to which the fields are applicable. For incoming NSBR contacts, this is the originating site.

Network statistics, such as NSBR contacts, are not applicable to SIP IM-enabled contact centers.

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

SiteID

Description: A unique number assigned by the system to identify the Contact Center Manager site to which the fields are applicable. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to a particular site.

For incoming NSBR contacts, this is SiteID of the originating site. For the local site, the SiteID is 0.

SIP uses the configuration default SiteID.

Type: int

Length: 4

Skillset

Description: The name of the skillset.

Type: varchar

Length: 30

SkillsetAbandoned

Description: The number of contacts abandoned while queuing in this skillset. This statistic does not include contacts abandoned while being presented to an agent.

Type: int

Length: 4

SkillsetAbandonedDelay

Description: The total wait time experienced by contacts abandoned while queuing in this skillset.

Triggers: The delay begins when the contact is queued to this skillset and ends when the contact is abandoned.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

SkillsetAbandonThreshold

Description: The number of contacts abandoned while queuing in this skillset after a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs.

Type: int

Length: 4

SkillsetID

Description: A unique number assigned by the server to identify this skillset when the skillset is added. For network skillsets, this is the ID as it appears on the local site.

Type: int

Length: 4

TalkTime

Description: The total time that agents spend handling contacts (excluding DN calls) in this interval that queued in this skillset. This statistic includes hold time.

Triggers: The follow items trigger this statistic:

- For voice calls, talk time begins when the agent answers the call.
- For the Communication Server 1000/Meridian 1 PBX switch, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Communication Server 2x00 switch, talk time ends when the agent releases or transfers the call.
- For multimedia contacts, talk time begins when the agent accepts the contact and ends when the agent closes or transfers the contact.
- For Contact Center Outbound contacts, talk time begins when the agent accepts the contact, includes the time the agent is on the DN call, and ends when the agent releases the DN call and closes the contact.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the system pegs the data.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 5

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32). This field is used to link tables in data queries.

Type: smalldatetime

Length: 4

TotalStaffedTime

Description: The amount of logon time for all agents belonging to this skillset.

Pegging: This field pegs only against the System_Application.

Triggers: The logon time begins when an agent logs on to the skillset or is reassigned (while logged on) to the skillset and ends when the agent logs off or is reassigned to another skillset.

Type: int

Length: 4

VirtualCallsAbandoned

Description: The number of contacts abandoned while queuing in this skillset, provided that

- if the contact queues to multiple skillsets simultaneously, this skillset is the first listed skillset in the script.
- for NSBR contacts, the contact originated from this site.

Type: int

Length: 4

VirtualCallsAbdAftThreshold

Description: The number of contacts abandoned while queuing in this skillset, that exceed the skillset service level threshold, provided that

- if the contact queues to multiple skillsets simultaneously, this skillset is the first listed skillset in the script.
- For NSBR contacts, the contact originated from this site

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

VirtualCallsOffered

Description: The number of contacts offered in this skillset that are

- answered or accepted by an agent in this skillset and on this site.
- abandoned and originated on this site and, if queued to multiple skillsets simultaneously, this skillset is the first listed skillset in the script.

VirtualCallsOffered increments if the contact is answered, accepted, or abandoned. It is not counted if the contact is not answered, accepted, or abandoned, for example, if it is removed from queue in an application script, or routed outside the system.

Type: int

Length: 4

WaitTime

Description: The total time agents spend waiting for a contact after releasing a voice call or closing a multimedia contact handled that queued in this skillset.

Triggers: WaitTime begins when the agent enters Idle state, for example, if:

- an agent releases a voice call or closes a multimedia contact, and the agent's call presentation class is not configured for Break time or Variable Wrap
- an agent's Break or Variable Wrap timer elapses after a contact is release or closed
- an agent presses the Not Ready key a second time after entering Not Ready state

WaitTime ends when the agent leaves the Idle state. If the agent handles another contact from the same skillset as the most recently handled contact, WaitTime resumes against that skillset when the agent returns to the Idle state. If the agent handles a contact from a different skillset than the most recently handled contact, WaitTime begins against the new skillset when the agent returns to the Idle state.

For NSBR option, WaitTime is not affected when an agent is reserved on the switch.

Copyright © 2009-2010, Nortel Networks

Communication Server 2x00/DMS systems, incoming DN calls do not stop the WaitTime timer.

For more information, see How is WaitTime pegged if the agent puts a DN call on hold and uses alternate call answer to accept another contact? (page 1054).

Pegging: WaitTime pegs against the last skillset for which the agent handled a contact during this logon. If the agent has not yet handled a contact that was queuing in a skillset, WaitTime is not pegged.

Type: int

Length: 4

Linkages with other statistics groups

You can link skillset statistics to other statistics groups to generate custom reports. For more information, see Linking views (page 34).

The following table shows the statistics groups which skillset statistics can link to, as well as the data fields used as linkage keys.

Specify both of these fields as your linkage key in the specified order.

IF you generate a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
AgentBySkillsetStat	Timestamp ApplicationID
ApplicationStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutStat	Timestamp ApplicationID

TrunkStat views

For Communication Server 1000/Meridian 1 PBX switch only. Trunk statistics summarize trunk resource usage information. These statistics provide a way to monitor call traffic with available trunk resources.

This view does not contain statistics for

- ACD or NACD calls; trunk usage information is not available for these call types.

Copyright © 2009-2010, Nortel Networks

- Integrated Services Access (ISA) trunks.

Trunk statistics are not applicable to multimedia contacts.

Trunks are not applicable in SIP-enabled Contact Centers as a SIP-enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls are pegged as non-ISDN calls.

Requirements

Fulfill the following requirements:

- Define the routes to which the trunks belong on Contact Center Manager.
- Configure the server to collect trunk statistics; see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all trunks; you cannot configure the system to collect statistics for selected trunks.

Database views

Trunk statistics use the following views:

- iTrunkStat
- dTrunkStat
- wTrunkStat
- mTrunkStat

Field Descriptions

This section describes the field descriptions for this view.

CallsAbandoned

Description: The number of Contact Center Manager calls abandoned while waiting on this trunk.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by Contact Center Manager calls that are abandoned.

Triggers: For local Contact Center Manager calls and outgoing NSBR calls, delays begin when the Master_Script starts. For incoming NSBR calls, delays begin when the call logically queues to this site.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

CallsAnswered

Description: The number of Contact Center Manager calls answered.

Triggers: Calls peg upon answer.

Type: int

Length: 4

CallsAnsweredDelay

Description: The total wait time experienced by all Contact Center Manager calls that came in through a trunk.

Triggers: For local Contact Center Manager calls and outgoing NSBR calls, delays begin when the Master_Script starts. For incoming NSBR calls, delays begin when the call logically queues to this site.

Type: int

Length: 4

CallsOffered

Description: The number of Contact Center Manager calls offered to this trunk.

Triggers: Calls peg upon arrival.

Type: int

Length: 4

OccupancyTime

Description: The total time the trunk is occupied with Contact Center Manager calls.

Triggers: Occupancy times begin when the Master_Script starts at the source site and end when the call ends.

Type: int

Length: 4

Route

Description: The name of the route.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 30

RouteID

Description: A unique number assigned by the server to identify the route to which the trunk belongs when the route is defined. This field is used to link tables in data queries.

Type: int

Length: 4

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value. SIP uses the configuration default SiteID.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when system pegs the data.

Type: char

Length: 5

Timestamp

Description: The date and time when the system pegs the data. For more information about the format of the Timestamp in interval, daily, weekly, or monthly views, see Types of views (page 32).

Copyright © 2009-2010, Nortel Networks

Type: smalldatetime

Length: 4

TrunkID

Description: A unique number assigned by the server to identify the trunk within the route.

Type: int

Length: 4

Linkages with other views

You can link trunk statistics to other views to generate custom reports. For more information, see Linking views (page 34).

The following table shows the views which application statistics can link to, as well as the data fields used as a linkage key.

Specify both of these fields as your linkage key in the specified order.

IF you generate a custom report using	THEN the linkage key data fields are
RouteStat	Timestamp RouteID

Copyright © 2009-2010, Nortel Networks

Contact statistics

Contact statistics are collected for each contact rather than accumulated over a period of time. This chapter lists and describes the various contact statistic report views.

Contact statistics accumulate after contacts arrive in the contact center and can continue to accumulate after the contact ends, while the agent performs tasks related to the previous contact. Contact statistics are written to the database after all information about the contact and agent post-contact data is obtained, after the next pegging interval (that is, at the next 15-minute interval boundary after finishing data accumulation).

Navigation

- Type of statistics (page 188)
- Linking views (page 188)
- Contact Summary view (page 189)
- Contact Codes view (page 206)

Copyright © 2009-2010, Nortel Networks

Type of statistics

When you configure Historical Statistics Collection, you can collect Contact Summary statistics. You can enable or disable this data collection option at any time while the system runs. You can also configure the number days to store the contact statistics.

Linking views

To generate custom reports that combine data from Contact Statistics view, use a data base join between the views. To obtain the correct results, use a left outer join, where the eCSRStat view is the left view, and the eCSRCodeStat view is the right view. Keys used for linking the views are specified in the subsections below for each view.

You can link Contact Summary statistics to Contact Codes statistics to generate customized reports. The Contact Codes view contains information about each Activity Code or Post Contact Processing code entered by the agent against each contact.

Specify all the fields as your linkage key in the specified order. Linkage keys use the following data fields:

- eCSRStat ContactOriginatedStamp
- eCSRStat.CCMID

Copyright © 2009-2010, Nortel Networks

Contact Summary view

The Contact Summary view contains information about each contact arriving at this site in the Contact Center. It also contains intercontact agent statistics relevant to the last contact handled by the agent. Each row in the view corresponds to a single contact segment, which is a call or contact involving a monitored agent or route point/CDN. A contact that involves more than one agent has contact statistics on two rows in the contact summary view, for example, calls between agents. Transferred and conferenced voice calls are represented by a separate contact segment for each call leg provided the call is transferred or conferenced to a monitored agent DN or a route point-CDN.

Requirements

To configure the server to collect call flow - contact summary statistics, see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all contacts; you cannot configure the system to collect statistics for selected contacts.

Restrictions

The amount of data generated for Contact statistics can be extensive; therefore, the required time to generate a report using Contact statistics can be much greater than the required time to generate a report using summarized statistics.

Pegging

Where applicable, all data in a Contact Summary record is pegged against a specific skillset and application combination, the local and remote site, the contact address (for example, DNIS, To: email address), route point, agent, supervisor, and originator (for example, CLID, From: email address). Each segment of a multi segment contact is recorded separately in the Contact Summary view. A contact segment is a part of a contact associated with a particular agent or route point or CDN, for example a transferred voice call leg. Statistics in each row pertain only to the contact segment represented by that row.

Agents and supervisors

Agents link to reporting supervisors. An agent can have only one assigned reporting supervisor at a time. However, the agent can be assigned a different supervisor at different times of the day. To allow supervisors to monitor all of their reporting agents, these statistics allow agents to link to multiple supervisors. Agent intercontact statistics are collected only for the combination of agent and primary supervisor assigned at the time that contact statistics finished being accumulated (typically when the agent receives another contact).

Copyright © 2009-2010, Nortel Networks

Mapping a skillset to an ACD-DN

Using Contact Center Manager Administration, you can map a skillset to an ACD-DN or NACD-DN. If you do so, statistics for that ACD-DN or NACD-DN peg against the skillset. For ACD, NACD, and DN calls, the server does not record information about call activity on the switch. These calls are tracked from the time they are answered at a phone acquired by Contact Center Manager. Support for ACD DN and NACD DN is not available in SIP-enabled contact centers.

Transferred and conferenced calls

A transfer or conference pegs when an agent presses the key the second time to complete the transfer or conference. Each leg of the transfer or conferenced call records as a separate contact segment. Support for transfer and conference pegging is available only for Voice and IM contact types.

On the Communication Server 2x00/DMS switch, a call pegs as a transfer when the agent uses the Fast Transfer key. It pegs as a conference when the agent uses the 3WC key.

DN calls

On Communication Server 2x00/DMS switch, Contact Center Manager can configure and monitor only one DN key. Transfers and conferences to or from other DN keys are not reported.

On Communication Server 1000/Meridian 1 PBX switch, a phone can contain multiple DN keys. If an agent answers a DN call, places it on hold, and makes another DN call, both hold time and handling time peg concurrently for the first DN call.

DN calls Internal and External

An internal DN call is a call on a Communication Server 1000/Meridian 1 PBX in which the agent connects on a DN key to a DN configured in the same customer group on the switch as the agent's DN. An external DN call is a call on an agent's DN key connected to any other DN.

ACD and NACD calls

On the Communication Server 2x00/DMS switch, Contact Center Manager cannot distinguish between ACD and NACD calls. NACD calls peg as ACD calls in Contact Center Manager.

ACD calls peg against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped (if defined) or the Default_ACD skillset. ACD calls peg against the local site.

Copyright © 2009-2010, Nortel Networks

NACD calls peg against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped (if defined) or the Default_NACD skillset. NACD calls peg against the local site.

Local Contacts

Local Contact Center Manager contacts peg against the Master_Script or primary application (depending on the progress of the contact handling in the system when the contact ends). It pegs against the accepting skillset (if the contact is queued to a skillset and accepted), or the Agent Queue To skillset (if the contact is queued to a specific agent for the contact's contact type). If the contact is abandoned by the caller, then if the contact was presented to an agent, it is pegged to the first queued skillset on which the agent was logged on, or to the first queued skillset.

Local contacts peg against the local site.

Incoming NSBR contacts

Incoming NSBR contacts peg against the Network_Script Application and the originating and destination (remote and local) sites. The application name at the originating site is also included. Incoming NSBR contacts peg only at the selected destination site; they do not peg at sites where contacts queue awaiting final destination site selection unless the configured NSBR routing rules cause that site to be selected as the routing destination.

Outgoing NSBR contacts

Outgoing NSBR contacts peg against the primary application and network skillset, and the originating and destination (local and remote) sites. If an agent at a remote site is selected as the routing destination for this network out contact, then the contact also pegs as a network in contact at the destination site.

Database view

Contact statistics use the eCSRStat view.

Field Descriptions

The section includes field descriptions for the Contact Summary view.

CustID

Description: The CCMS customer ID. Always 1 in Contact Center.

Type: int

SequenceID

Description: The relative arrival order of this contact segment. SequenceIDs increase by one for every contact segment recorded in the Contact Summary view and for every Network In contact queued locally, even if this contact is

Copyright © 2009-2010, Nortel Networks

not recorded in the Contact Summary view (as can happen if this site is not selected by NSBR as the contact routing destination). Once the SequenceID reaches the maximum value for the data type, it is reset to zero.

Type: unsigned int

GUID

Description: An internal value generated by the contact center that uniquely identifies this contact segment. This GUID can also be stored on external applications that have programmatic access to the contact center routing capabilities. This field applies to multimedia contacts and SIP voice calls, if you run a CCT application, such as the Contact Center Agent Desktop.

Type: varchar

Length: 36

CCMID

Description: An internal value used to represent the contact ID as known throughout applications in the Contact Center suite. For Communication Server 1000/Meridian 1, Communication Server 2x00/DMS calls, CCMID is derived from the Call ID on these call servers. For all other contacts, this is an artificial value used only within the contact center. CCMID also appears in CallByCall reports as the Call ID and IntercallID.

Multi segment contacts such as voice calls between agents, and transferred or conferenced voice calls, have the same CCMID value, which is the same as the Call ID of the first call leg. These multiple segments also have the same ContactOriginatedStamp value.

Different classes of contact types are allocated different ranges of CCMIDs, and each range has a limited number of values.

The CCMID value is guaranteed to be unique for the life of the contact segment but can be reused later for new contacts. When the CCMID range for a contact type is exceeded, new contacts of the same type are assigned previously used CCMIDs. On systems with high traffic, or systems that restart frequently, various contacts can be assigned the same CCMID in a given span of time. Reports extracting data in this time span must be carefully crafted to account for this.

For Communication Server 1000/Meridian 1 PBX only. The CCMID range is affected by the number of Call Registers configured on the switch. The smaller the number of Call Registers, the quicker CCMIDs are re-used. CCMID values are not necessarily sequential. Do not assume patterns in the assignment of Call IDs. To match Contact Summary reports records to CallByCall recorded,

Copyright © 2009-2010, Nortel Networks

CCMID for all contact segments is the Call ID of the first leg of the contact. The Contact Summary report field IntercallID refers to the CallByCall ID for subsequent call legs.

To match CSR records to CallByCall records, the CCMID for all contact segments is the Call ID of the first leg of the contact. The CSR field IntercallID refers to the CallByCall Call ID for subsequent call legs.

Type: Int

ProviderContactId

Description: The contact ID as known to the external system that provided the contact request into the contact center. For Communication Server 1000/ Meridian 1, Communication Server 2x00/DMS calls, CCMID is identical to the Call ID on these call servers. For Network In calls, it is the Call ID on from the call server at the source site. For contacts provided by Contact Center Multimedia or Contact Center Outbound, this is the Contact ID value stored in the CCMM database. For contacts provided by the Open Queue service, this value was configured by the external application connecting to Open Queue and can correspond to a value held in that external application database.

Type: varchar

IntercallID

Description: the Call ID of the temporary call leg during a call transfer or conference. This value can be used to match separate call legs appearing in the contact statistics with call events in the CallByCall statistics. This field is applicable only to voice calls.

Type: Int

ContactType

Description: A value indicating the primary type of contact whose statistics are recorded in this record. ContactType receives the following values:

- 10000 = voice
- 10001 = email
- 10002 = web communication
- 10003 = outbound
- 10006 = instant message
- 10007= predictive outbound
- 10008 = open queue

Type: int

Copyright © 2009-2010, Nortel Networks

ContactTypeName

Description: The name corresponding to the primary contact type of the contact whose statistics are recorded in this record. ContactTypeName receives the following values:

- Voice
- Email
- Web_communication
- Outbound
- IM
- Predictive_Outbound
- OpenQ

Type: varchar (30)

ContactSubType

Description: A value indicating the sub type of the contact whose statistics are in this record. Only 1000 type (voice) contacts have a subtype. ContactSubType receives the following values:

- DN (a DN call)
- DI (a DN Incall)
- DO (a DN Outcall)
- CD (a CDN call)
- NI (a Network In call)
- NO (a Network Out call)
- A (an ACD call)
- NA (a NACD call)
- empty (not a Voice contact)

Type: varchar

ContactProximity

Description: Applies to DN In and DN Out calls only. This field indicates whether the DN In call is from an internal extension or external DN, and whether a DN Out call is to an internal extension or external DN.

Copyright © 2009-2010, Nortel Networks

When Contact Center Manager connects to a Communication Server 2x00/ DMS or SIP contact centers, you cannot distinguish external DN calls from internal DN calls. In this case, DN calls have no ContactProximity value. ContactProximity receives the following values:

- I (internal)
- E (external)

Type: varchar

Priority

Description: The initial priority of a contact when it queued to the skillset, or zero if it did not queue.

Type: small int

Provider

Description: The value identifying the external system that provided the contact request into the contact center.

For Local voice calls from Communication Server 1000 / Meridian 1 PBX systems, and Communication Server 2x00 / DMS systems, this is the switch ID. For Network In calls, the value is NSBR. For Network In calls on Communication Server 2x00 / DMS systems, this is the switch local node Id of the source site if known, or NSBR if the ID is unknown. For SIP call server contacts, the value is SIP. For Contact Center Multimedia contacts or Contact Center Outbound contacts, the value is CCMM. For Open Queue service contacts, the value is not specified.

Type: varchar

SiteID

Description: A unique number that the systems assigns to identify the Contact Center Manager site that records the contact summary record. The assigned SiteID remains unique over time even if you delete configured site and add another one with the same name. Use the SiteID in custom reports to identify contacts applicable to this site.

Type: int

SIteName

Description: The name of the Contact Center Manager site that records the configured contact summary record in CCMA.

Type: varchar

Copyright © 2009-2010, Nortel Networks

RemoteSiteID

Description: A unique number that the system assigns to identify the remote Contact Center Manager site that participates in the contact. For network out calls, this is the destination site. For network in calls, this is the source site.

Type: int

RemoteSiteName

Description: The name of the Contact Center Manager site that records the configured contact summary record in CCMA.

Type: varchar

Originator

Description: The known originator of the contact. For voice calls, this can be a CLID or ANI number or the calling DN. For SIP contacts, this can be the URI of the originator's user agent. For EMail contacts, this can be the sender address.

For DN Out calls from an agent logged on to a phone having more than one DN key, the first DN appears as the originator DN regardless of the DN key that the agent uses.

Type: varchar

Address

Description: The entry point for this contact into the contact center, as known to the contact originator. For incoming local and network Contact Center Manager voice calls, this is a DNIS number, or the CDN number if no DNIS number is available. For EMail contacts, this is the sender address on the email. For SIP contacts, this is the SIP service URI. For Web_Communications contacts, this is the URI of the web service. For Open Queue contacts, the external application sets the value with the Open Queue interface. For ACD calls, this is the ACD-DN. For NACD calls, this is the NACD-DN. For DN calls, this is the called DN.

Type: varchar

RoutePoint

Description: The CDN or Route Point from which the Contact Center Manager Server controls the incoming contact.

Type: varchar (30)

Copyright © 2009-2010, Nortel Networks

ApplicationID

Description: A unique number that the server assigns to identify the defined application. This application ID identifies the master script or primary application that processes the contact when the agent accepts or abandons the contact.

For DN calls, the application ID always 0.

Type: int

ApplicationName

Description: The name of the application that manages the contact when the agent answers, accepts, or abandons the contact.

Type: varchar (30)

SourceApplicationName

Description: The name of the application at the source site that networks the contact to the local site. The source application name appends to the source SiteID to distinguish the name from local application names or source application names from other sites.

Type: varchar (30)

ApplicationStartStamp

Description: If the contact is accepted or abandoned while in the Master_Script, this field contains the timestamp of when the Master_Script began processing the contact. If the contact is processed by a primary script, this field contains the timestamp of when the contact entered the primary application from the Master_Script.

For DN calls, ACD calls, NACD calls and Network In calls that applications do not process, this field contains the same value as the OriginatedStamp field, unless the agent abandons the contact; in which case the value contains the FinalDispositionStamp.

Type: datetime

LastTreatmentID

Description: A number that identifies the last applied treatment to the contact with a script command in an application.

Valid values:

- 0 (GIVE_FORCE_BUSY)
- 1 (GIVE_MUSIC)

Copyright © 2009-2010, Nortel Networks

- 2 (GIVE_RAN)
- 3 (GIVE_RINGBACK)
- 4 (GIVE_SILENCE)
- 5 (GIVE_IVR
- 6 (GIVE_BROADCAST)
- 7 (DIGIT_COLLECTION)
- 8 (PLAY_PROMPT)
- 9 (GIVE_ROUTE_TO)
- 10 (FORCE_DISCONNECT)
- 11 (FORCE_OVERFLOW)

Type: int

Treatment

Description: A string that identifies the last applied treatment to the contact with a script command in an application.

Valid values:

- GIVE_FORCE_BUSY
- GIVE_MUSIC
- GIVE_RAN
- GIVE_RINGBACK
- GIVE_SILENCE
- GIVE_IVR
- GIVE_BROADCAST
- DIGIT_COLLECTION
- PLAY_PROMPT
- GIVE_ROUTE_TO
- FORCE_DISCONNECT
- FORCE_OVERFLOW

Type: varchar

LastTreatmentStamp

Description: The timestamp corresponding to the start of the last treatment applied to this contact from a script command in an application.

Copyright © 2009-2010, Nortel Networks

Type: datetime

LastTreatmentTime

Description: A number that identifies the last applied treatment to the contact with a script command in an application.

Type: int

SkillsetID

Description: A unique number the server assigns to an added skillset. The SkillsetID identifies the skillset in which this contact queues when an agent receives the contact or the originator abandons the contact. If the contact does not queue to a skillset, this field has the value 0. For network skillsets, this is the ID that appears on the local site.

Type: int

SkillsetName

Description: The name of the skillset in which the contact queues when an agent receives the contact or the originator abandons the contact.

Type: varchar

Length: 30

SkillsetQueuedStamp

Description: If an agent accepts a skillset queued contact, the field contains the timestamp indicating when the contact begins to queue in the skillset. If the contact does not queue, the field contains the same value as the OriginatedStamp field. If the originator abandons the contact, the field has the FinalDispositionStamp.

Type: varchar

Length: 30

LocalUserID

Description: A unique number the server assigns to an added agent. This field appears for linking tables in data queries.

Type: binary

Length: 16

AgentSurName

Description: The surname of the agent.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 64

AgentGivenName

Description: The first or given name of the agent.

Type: varchar

Length: 64

SupervisorSurName

Description: The surname of the agent’s supervisor.

Type: varchar

Length: 64

SupervisorGivenName

Description: The first or given name of the agent's reporting supervisor that the supervisor defines.

Type: varchar

Length: 64

AgentID

Description: The numeric ID the agent uses to log on to the phone or agent desktop.

Type: Binary

Length: 16

SupervisorID

Description: A numeric ID the supervisor uses to log on to the phone or desktop.

Type: Binary

Length: 16

OriginatedStamp

Description: The timestamp of when the contact segment arrives the contact center, or for Network In calls, the time the contact queues at the site.

Copyright © 2009-2010, Nortel Networks

Type: datetime

InitialDisposition

Description: A string identifying the state of the contact upon arrival into the contact center, or the arrival manner.

Valid values:

- L (Local arrival)
- X (Transferred in)
- C (Consultation call)
- N (Network arrival)
- E (Established)

Type: varchar

Length:

ServiceStamp

Description: The timestamp indicating when the contact segment is accepted or by an agent or abandoned.

Type: datetime

AppAbandonedDelay

Description: The amount of time in seconds the contact spends in the application before the originator abandons the contact:.

Type: int

AppAcceptedDelay

Description: The amount of time in seconds the contact spends in the application before an agent accepts the contact.

Type: int

SksAbandonDelay

Description: The amount of time in seconds the contact spends in queue in the skillset before the originator abandons it.

Type: int

SksAcceptedDelay

Description: The amount of time in seconds the contact spends in queue in the skillset before an agent accepted the contact.

Copyright © 2009-2010, Nortel Networks

Type: int

HandlingTime

Description: The total time that agents spend on a contact, excluding Post Contact Processing time. For voice calls, this statistic includes hold time.

Triggers: The following actions trigger HandlingTime statistic:

- For voice calls, handling time begins when the agent answers the call.
- For the Communication Server 1000/Meridian 1 PBX switch, handling time ends when the caller disconnects or the agent releases or transfers the call.
- For the Communication Server 2000 switch, handling time ends when the agent releases or transfers the call.
- For multimedia contacts, handling time begins when the agent accepts the contact and ends when the agent closes or transfers the contact.
- For Contact Center Outbound contacts, handling time begins when the agent accepts the contact, includes the time the agent is on the DN call, and ends when the agent releases the DN call and closes the contact.

Type: int

ConsultTime

Description: The time in seconds an agent spends in an incomplete consult-transfer after the caller disconnects. Consult time starts when the customer releases the call and ends when the consult call is released. Applicable to voice contacts only.

Type: int

HoldTime

Description: The total time in seconds that the contact holds.

Type: int

NumberofTimesOnHold

Description: The number of times the agent places the contact on hold.

Type: int

NumberOfTimesRTQ

Description: The number of times the contact returns to queue. A contact can return to queue if an agent presses the Not Ready key while the agent receives the contact, or if the contact remains as presented to an agent for a

Copyright © 2009-2010, Nortel Networks

long time. If the originator abandons the contact, the last presented-to-agent appears in the AgentID field. If the agent accepts the contact, the AgentID field can vary from the same agent that causes the contact to return to queue.

Type: int

FinalDisposition

Description: A string identifying the state of the contact when it ends.

The values determine if an agent accepts a contact. If an agent accepts the contact, the contact has a FinalDisposition of RL, RH, RC or XF.

Valid values:

- AB (Abandoned)
- RL (Released)
- RH (Released on Hold)
- RC (Released during Consult)
- XF (Transferred)
- GD (Given Default)
- FB (Forced Busy)
- FO (Forced Overflow)
- FD (Forced Disconnect)
- GR (Routed)
- GN (Given NACD)
- AT (Encountered All Trunks Busy)

Type: varchar

FinalDipositionStamp

Description: The date and time when the contact segment ends.

Type: datetime

ServiceStamp

Description: The date and time when the agent accepts or abandons the contact segment.

Type: datetime

Copyright © 2009-2010, Nortel Networks

PresentingTime

Description: In Voice calls, the total time the contact spends in the Ringing state before an agent receives the contact. In multimedia calls, the total time the contact spends in Alerting or Presenting state.

On the Communication Server 1000/Meridian 1 PBX switch, if call force is configured for the agent's call presentation class, ring time equals the call force timer. Ring time begins when a contact is presented to the phone or agent desktop and ends when the contact is answered, accepted, returned to the queue or abandoned, or a script command causes the contact to be routed outside the control of the contact center.

The last agent to receive the contact appears in the AgentID field.

Type: int

PCPTime

Description: The total time the agent spends on post-contact processing after a contact. Normally, agents use this time to complete any work related to the last completed contact, such as filling in forms or filing papers.

PCP time begins when an agent presses Not Ready after releasing any contact and ends when the agent presses Not Ready again, places or receives a DN call, or logs off.

PCP Time is calculated for the first Not Ready period after a contact is released or transferred. If the agent enters another state after the call (for example, by answering or receiving a DN call or logging off the skillset), and then enters Not Ready state, the Not Ready time does not peg against PCPTime. Also, if the agent interrupts the first Not Ready period to enter another state, and then returns to Not Ready state, the second Not Ready period does not peg against PCPTime.

Type: int

PCPFirstCode

Description: The first Not Ready Reason Code that the agent enters in Post-Contact Processing state after contact.

Type: varchar

Length: 32

WaitTime

Description: The amount of idle time in seconds before the agent answers the contact.

Copyright © 2009-2010, Nortel Networks

Type: int

NextAddress

Description: For transferred or conferenced voice calls, this is the address to which this leg of the call transfers, or with which this leg is conferenced, if known. For transfers or conferences to a CDN, NextAddress shows the CDN. For transfers/conferences to other types of DNs, NextAddress shows the answering DN. In general, NextAddress is the same as the Address field in the Contact Summary record for the incoming call leg resulting from the transfer or conference, if it exists, or the destination DN reported by the switch if it does not.

Type: varchar (30)

NextSegmentID

Description: For transferred or conferenced voice calls, this is the SequenceID to which the leg of the call transfers, or with which this leg conferences.

Type: unsigned int

ContactOriginatedStamp

Description: The timestamp of the time the contact arrives in the contact center, or for Network In calls, the time it queues at this site. For multi segment contacts, this field is the OriginatedStamp of the first segment.

This value, with the CCMID, identifies contact segments that make up a single composite contact, for example, all legs of a transferred call.

Type: datetime

FinalDispositionInterval

Description: The timestamp at the start of the reporting interval in which the contact segment ends.

Type: varchar

ServiceInterval

Description: The timestamp at the start of the reporting interval in which this contact segment was accepted or abandoned.

Type: varchar

Copyright © 2009-2010, Nortel Networks

OriginatedInterval

Description: The timestamp at the start of the reporting interval in which a contact segment arrives in the contact center or, for Network In calls, the timestamp at the start of the interval in which a contact segment queues at the site.

Type: varchar

Linkages with other views

You can link Contact Summary statistics to Contact Code statistics to generate a custom report. The following table shows the data fields you can use as linkage keys.

eCSRStat.ContactOriginatedStamp	eCSRStat.CCMID

Contact Codes view

The Contact Codes view contains information about each Activity Code or Post Contact Processing code entered by the agent against each contact.

Requirements

To configure the server to collect Contact Summary statistics, see *Nortel Contact Center Performance Management* (NN44400-710). Contact Code statistics are collected automatically whenever you enable Contact Summary statistics, even if you do not enable Activity Code statistics collection.

You should also define activity codes and Not Ready reason codes on the server in Contact Center Manager. If you do not do this, activity codes statistics are collected, but the CodeName is null.

Pegging

All codes statistics peg against a specific contact segment. A contact segment is a part of a contact that associates with a particular agent, for example a transferred call leg. The Contact Codes view includes each code in a separate record.

Code Types

Contact Codes are Activity Codes that an agent enters while active on an accepted contact with a supported Activity Codes feature or a Post Contact Processing Codes (PCP Codes). PCP Codes are Not Ready Reason Codes that an agent enters in the first Not Ready period after a contact ends.

An activity (or Line of Business) code is a number that an agent enters on the phone or agent desktop while active on a contact. Activity codes provide a way to track the time an agent spends on various types of incoming contacts.

Copyright © 2009-2010, Nortel Networks

For example, the activity code 720 can be used to track sales calls. Agents enter 720 on the phones during sales calls and this information appears in this view.

System default activity code

The system default activity code (0) is the activity code against which contacts peg if an agent enters no activity code.

Skillset default activity code

For Communication Server 1000/Meridian 1 PBX switch only. If an agent enters no activity code, the skillset default activity code is the activity code against which contacts for a skillset peg if the agent presses the Activity key on the phone twice during a skillset contact. Your options to define this code are: system default (0), skillset default (00), or a valid activity code.

System default Not Ready reason code

The system default Not Ready reason code (000) is the code, for the Post Contact Processing state, against which the Contact Codes data pegs if one of the following events occur:

- an agent enters no Not Ready reason code in the Post Contact Processing state.
- An agent presses the Activity Code key on the phone twice while in Post Contact Processing state.

Types of contacts

Activity Codes apply only to Local and Incoming NSBR contacts because agents have no way to enter activity codes for other contact types. Agents can enter Post Contact Processing Codes after a contact type.

Database view

Contact Codes statistics use the eCSRCodeStat view.

Field Descriptions

This section describes the field descriptions for this view.

CustID

Description: For future use. The CCMS customer ID. Always 1 in this release.

Type: int

CCMID

The CCMID value of the contact segment for which this code applies.

Copyright © 2009-2010, Nortel Networks

Use the value with the ContactOriginatedStamp to identify contact segments that apply for this code. CCMID can also match the CallID and InterCallID values in CallByCall reports.

Type: int

ContactOriginatedStamp

Description: The ContactOriginatedStamp value for the contact for which this code applies. This value with CCMID identifies contact segments that apply for this code.

Type: datetime

CodeStartStamp

Description: The timestamp of the Activity Code or Post Contact Processing code that an agent enters.

Type: datetime

Duration

Description: The total time of an active activity code during a contact.

Duration for activity codes begins if an agent performs one of the following:

- answers a call or accepts a multimedia contact
- presses the Activity key and enters a code

Duration for PCP codes begins when an agent

- enters Post Contact Processing state
- presses the Activity key while in Post Contact Processing state and enters a Not Ready
- reason code

Duration for PCP codes begins when an agent

- presses the Activity key again to enter another Not Ready reason code
- enters Ready state
- logs off

Type: int

OriginatedStamp

Description: The timestamp of when this contact segment arrived in the contact center, or for Network In calls, the time it queued at this site.

Copyright © 2009-2010, Nortel Networks

Type: datetime

Code

Description: The Activity Code or Post Contact Processing code digits entered by an agent.

Type: varchar

Length: 32

CodeName

Description: The name associated with an Activity Code or Post Contact Processing code entered by an agent.

Type: varchar

Length: 30

CodeType

Description: A value identifying whether this code is an Activity code or a Post Contact Processing code.

Valid values:

- 0 (Activity Code)
- 1 (Post Contact Processing Code)

Type: int

CodeSequence

Description: The relative order of occurrence of the Activity Code or Post Contact Processing code for the associated contact segment. The first code (Activity Code or Post Contact Processing code) entered for this contact segment has the CodeSequence 1 and this increases by one for every subsequent code entered.

Type: int

Linkages with other views

You can link Contact Code statistics to Contact Summary statistics to generate customized report. The following table shows the data fields you can use as linkage keys. Specify all these fields as your linkage key, in the specified order.

eCSRCodeStat.ContactOriginatedStamp eCSRCodeStat.CCMID

Copyright © 2009-2010, Nortel Networks

Event statistics

Event statistics are collected for each event rather than accumulated over a period of time. This chapter lists and describes the various event statistic report views.

Navigation

- Types of statistics (page 211)
- eAgentLoginStat view (page 211)
- eCallByCallStat views (page 214)
- eIVRPortLoginStat view (page 228)

Copyright © 2009-2010, Nortel Networks

Types of statistics

When you configure Historical Statistics Collection, you can choose whether to collect each of the following types of event statistics:

- agent logon and logoff statistics
- call-by-call statistics
- network call-by-call statistics (NSBR option)
- IVR port logon and logoff statistics

You can enable or disable the data collection option at any time while the system is running. Event statistics accumulate as events occur and are written to the database at the end of each pegging interval (that is, every 15 minutes).

eAgentLoginStat view

Agent logon and logoff statistics provide detailed information about the distribution of an agent's time during work hours. Agent logon and logoff statistics show the amount of time spent on events such as Login, Logout, Walkaway, and Return from walkaway. Ready and Not Ready events also peg here.

Statistics peg only logged on agents.

Requirements

Configure the server to collect agent logon statistics; see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database view

Agent logon and logoff statistics use the eAgentLoginStat view.

Field Descriptions

This section describes the field descriptions for this view.

AgentGivenName

Description: The first or given name of the agent.

Type: varchar

Length: 64

AgentLogin

Description: The numeric ID the agent uses to log on to the phone or agent desktop.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 16

AgentSurName

Description: The surname of the agent.

Type: varchar

Length: 64

Duration

Description: For events of type logoff, the time between first logon (or, if the first event of the day is not logon–12:00 midnight) and the last logoff of the day (or if the last event of the day is not logoff–12:00 midnight).

For events of type walkaway, the amount of time the agent is in the Walkaway state.

For all other event types, this field contains zeros.

Type: int

Length: 4

Event Type

A unique identifier for an agent event.

Valid values:

- LI (Login)
- LO (Logout)
- WW (Walkaway)
- RT (Return from walkaway)
- RY (Ready)
- NR (Not Ready)

Type: char

Length: 2

FirstEventTimeStamp

Description: The timestamp of the first event for this agent.

Type: datetime

Copyright © 2009-2010, Nortel Networks

Length: 8

PositionID

Description: A unique identifier for the agent's position ID, as received from the switch.

Type: int

Length: 4

SequenceNumber

Description: The sequence identifier of this event.

Type: int

Length: 4

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the data is pegged by the system.

Type: char

Length: 5

Timestamp

Description: The date and time when the data is pegged by the system.

Copyright © 2009-2010, Nortel Networks

Type: datetime

Length: 4

UserID

Description: A unique number assigned by the server to identify the agent when the agent is added.

Type: binary

Length: 16

eCallByCallStat views

Call-by-call statistics provide detailed information for each contact event basis. These statistics enable you to trace a Contact Center Manager contact from beginning to end regardless of the number of treatments applied to it. It also provides a way to monitor the performance of a specified agent, application, or skillset.

Requirements

Configure the server to collect call-by-call statistics, and select the applications on which to collect statistics; see *Nortel Contact Center Performance Management* (NN44400-710).

Restrictions

The amount of data generated for call-by-call statistics is very large; therefore, the time required to generate a report using call-by-call statistics is much greater than the time required to generate a report using summarized statistics.

Database view

Call-by-call statistics use the eCallByCallStatYYYYMMDD view.

Field Descriptions

This section describes the field descriptions for this view.

- the other extension, trunk ID (on the Communication Server 1000/ Meridian 1 PBX switch), or outside phone number associated with a call conferenced with another party, transferred to another party, or placed on hold while another call is placed.
- the DNIS number for an incoming call

Type: varchar

Length: 40

Copyright © 2009-2010, Nortel Networks

CallEvent

Description: A unique identifier for the type of event.

Type: int

Length: 4

CallEventName

Description: The type of event. For a complete list of events that can be collected, see Call Events (page 217).

Type: varchar

Length: 80

CallID

Description: A unique number assigned by the Contact Center Manager Server to identify the contact to which this call event applies. The assigned Call ID is derived from the call identifier provided by the attached switch or contact provider.

Call IDs are unique only for the life of the contact, and can be reused later for new contacts.

When the Call ID range is exceeded, new contacts are assigned previously used Call IDs. On systems with high traffic, different contacts can be assigned the same Call ID within a single reporting interval.

For Communication Server 1000/Meridian 1 PBX only. The Call ID range is affected by the number of Call Registers configured on the switch. The smaller the number of Call Registers, the quicker Call IDs are re-used.

Call ID values are not necessarily sequential. Do not assume patterns in the assignment of Call IDs.

Type: int

Length: 4

Destination

Description: The location where a contact is directed during an event. The destination can be identified by, for example, a dialed number, trunk ID, agent ID, skillset name, application name, IVR queue ID or name, or site ID.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 40

EventData

Description: The information related to or generated by this event. The data can be a PIN entered by the caller in response to the collect digits command; an ANI, CLID, site ID, or activity code; or reasons for the event.

Type: varchar

Length: 40

FirstEventTimeStamp

Description: The timestamp of the first event for this call.

Type: datetime

Length: 8

NodeID

Description: For Communication Server 2x00/DMS switch only. A unique identifier for the switch.

Type: varchar

Length: 40

SequenceNumber

Description: The sequence identifier of this event.

Type: Int

Length: 4

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

Copyright © 2009-2010, Nortel Networks

This field contains the actual local SiteID value.

Type: int

Length: 4

Source

Description: The location of the contact before this event occurred. The source can be identified by a dialed number, trunk ID, agent ID, skillset name, application name, IVR queue ID or name, or site ID.

Type: varchar

Length: 40

TelsetLoginID

Description: The numeric ID the agent uses to log on to the phone or agent desktop.

Type: varchar

Length: 16

Time

Description: The time (in 24-hour HH:MM format) when the data is pegged by the system.

Type: char

Length: 8

Timestamp

Description: The date and time when the data is pegged by the system.

Type: datetime

Length: 8

Call Events

The following table lists the call event types and the field contents for each call event.

SIP does not support ACD DN, NACD DN, IVRTransfers, and other IVR elements. Therefore, these call events do not apply in SIP enabled Contact Centers. SIP IM contacts do not support Network statistics.

Copyright © 2009-2010, Nortel Networks

All further table notes are listed at the end of the table.

CallEvent Name	Call event	Source	Destination	Associated data	Event data	Notes
ACD Call Answered	67	ACDDN: %ACDDN Number	AGT: %AgentId	NULL	NULL	
ACD Call on Hold	69	NULL	NULL	NULL	NULL	
ACD Call Restored	71	NULL	NULL	NULL	NULL	
Activity Code Entered	82	NULL	NULL	NULL	DIGIT: %Activity Code	
Local Call Abandoned	41	NULL	NULL	NULL	NULL	
Network Incall Abandoned	47	L_APP: %Application Name	NULL	NULL	NULL	
Network Outcall Abandoned	53	R_SITE : %Remote SiteName	NULL	NULL	TIME_IN_R _NODE: %TimeIn Remote Node	%TimeIn Remote Node = Call abandoned time - Destination arrival time
Local Call Answered	42	NULL	NULL	SK_SET: %Skillset Name	NULL	
Network Incall Answered	48	NULL	NULL	SK_SET: %Skillset Name	DELAY_ AFTER_Q: %Delay Time	%Delay Time = Call answer time - Call queue time
Network Outcall Answered	54	NULL	NULL	R_SITE: %Remote SiteName	DELAY_ IN_R_ NODE: %DelayIn Remote Node	%DelayIn Remote Node = Call answer time - Destination arrival time
Call Blocked by ATB	4	RTE: %Route Number	NULL	NULL	NULL	See Note 2 (365).

Copyright © 2009-2010, Nortel Networks

CallEvent Name	Call event	Source	Destination	Associated data	Event data	Notes
Call Conferenced	6	AGT: % SrcAgentId TYPE: %SrcCall Type	AGT: %Target AgentId TYPE: %TargetCall Type	INTER CALL_ID: %InterCall Id DEST:%Dest Number	HANDLING _TIME: %Handling Time	See Note 3 (365).
Call Consult Init	83	NULL	NULL	INTER CALL_ID: %InterCall Id	DIALED# %Dialled Number	See Note 14 (369).
Call Data	88	NULL	NULL	DATA: %CallData	CDN: %CDN Number	
Dequeued From Skillset	19	%Source	NULL	PRI: %Call Priority	REASON: %Dequeue Reason TIME_IN_Q : %Value	See Note 4 (366).
Dequeued From Network Skillset	20	SK_SET: %Skillset Name	NULL	R_SITE: %Remote SiteName	REASON: %Dequeue Reason TIME_IN_Q : %Value	See Note 4 (366).
Network Incall Dequeued	50	%Source	NULL	NULL	REASON: %Dequeue Reason TIME_IN_Q : %Value	See Note 4 (366).
Network Incall Queued	51	R_APP: %Application Name R_SITE: %Remote SiteName	SK_SET: %Skillset Name	L_APP: %Application Name	1st_TIME_Q UEUED_ TO_SKSET: %Value	See Note 5 (366).
Queued To Agent	60	L_APP: %Application Name	AGT: %AgentId	PRI: %CallPriority	1st_TIME_Q UEUED_ TO_SKSET: %Value	See Note 5 (366).
Queued To Skillset	62	L_APP: %Application Name	SK_SET: %Skillset Name	%Associated Data	1st_TIME_Q UEUED_ TO_SKSET: %Value	See Note 6 (367).
Task Flow Handed Off	66	TF: %SourceTask FlowId	TF: %Destination TaskFlowId	NULL	NULL	

Copyright © 2009-2010, Nortel Networks

CallEvent Name	Call event	Source	Destination	Associated data	Event data	Notes
Application Interflowed	1	L_APP: %Source Application Name	L_APP: %Destination Application Name	NULL	NULL	
Call Presented	10	NULL	AGT: %AgentId	NULL	NULL	
Network Outcall Reached Non-ISDN	55	RTE: %Route Number	NULL	NULL	NULL	See Note 2 (365).
Local Call Released	46	NULL	NULL	%Associated Data	NULL	See Note 7 (367).
Network Incall Released	52	NULL	NULL	%Associated Data	NULL	See Note 7 (367).
Network Outcall Released	56	NULL	NULL	%Associated Data	NULL	See Note 7 (367).
ACD Call Released	70	NULL	NULL	%Associated Data	NULL	See Note 7
NACD Call Released	76	NULL	NULL	%Associated Data	NULL	See Note 7
DN Call Released	93	NULL	NULL	%Associated Data	NULL	See Note 7
Returned To Skillset	64	AGT: %AgentId	NULL	REASON: %ReturnTo Queue Reason	NULL	See Note 8 (368).
Call Transferred	18	AGT: % SrcAgentId TYPE: %SrcCall Type	AGT: %Target AgentId TYPE: %TargetCall Type	INTERCAL L_ID: %Inter CallId DNIS:%DNIS Number DEST:%Dest Number	HANDLING _TIME: %Handling Time CLID: %Calling LineId	See Note 3 (365).
Digit Collection	21	NULL	NULL	NULL	NULL	
Digit Collection Ended	22	NULL	NULL	DIGIT: %Digits	DURATION : %Duration	

Copyright © 2009-2010, Nortel Networks

CallEvent Name	Call event	Source	Destination	Associated data	Event data	Notes
DN Call On Hold	91	NULL	NULL	NULL	NULL	
DN Call Restored	92	NULL	NULL	NULL	NULL	
DN Call Answered	90	FROM# %Calling Number	NULL	%Associated Data	NULL	See Note 9 (368).
DN Call Initiated	89	NULL	DIALED# %Dialled Number	%Associated Data	REASON: %Reason	See Note 9 (368)
Give Broadcast	23	L_APP: %Application Name	IVR_Q: %IVR QueueId	NULL	NULL	
Give Broadcast Completed	24	L_APP: %Application Name	IVR_Q: %IVR QueueId	NULL	DURATION : %Duration	
Give Default	25	L_APP: % Application Name	NULL	NULL	CDN: % Default CDN Number	
Give Force Busy	26	L_APP: % Destination Application Name	NULL	NULL	NULL	
Give Force Disconnect	27	L_APP: % Destination Application Name	NULL	NULL	NULL	
Give Force Overflow	28	L_APP: %Destination Application Name	NULL	NULL	NULL	
Give IVR	29	L_APP: %Application Name	NULL	IVR_Q: %IVR QueueId	NULL	For SIP see Note 15 (369).
Give Music	30	L_APP: %Application Name	RTE: %Route Number	NULL	NULL	
Give Music Completed	31	RTE: %Route Number	L_APP: %Application Nam	NULL	DURATION : %Duration	See Note 2 (365).

Copyright © 2009-2010, Nortel Networks

CallEvent Name	Call event	Source	Destination	Associated data	Event data	Notes
Give NACD	32	L_APP: %Application Name	NACDDN: %NACDDN Number	NULL	NULL	
Give RAN	33	L_APP: %Application Name	RTE: %Route Number	NULL	NULL	See Note 2 (365).
Give RAN Completed	34	RTE: %Route Number	L_APP: %Application Name	NULL	DURATION : %Duration	See Note 2 (365).
Give Ringback	35	NULL	NULL	NULL	NULL	
Give Route To	36	L_APP: %Application Name	NULL	REASON: %Give RouteTo Reason	NULL	See Note 10 (368).
Give Silence	37	NULL	NULL	NULL	NULL	
Host Response	40	NULL	NULL	HOST ID: %HostId	NULL	
Call On Hold	8	NULL	NULL	NULL	NULL	
Call Restored	14	NULL	NULL	NULL	NULL	
Call Entered IVR Queue	7	L_APP: %Application Name	IVR_Q: %IVR QueueId	NULL	NULL	
IVR Call Session Begin	3	NULL	IVR_Q: %IVR QueueId IVR_P: %IVRPort Number	NULL	NULL	
IVR Call Session End	16	IVR_Q: %IVR QueueId IVR_P: %IVRPort Number	NULL	NULL	NULL	
IVR Call Session Interrupted	81	IVR_Q: %IVR QueueId IVR_P: %IVRPort Number	NULL	REASON: %Reason	NULL	See Note 11 (368).

Copyright © 2009-2010, Nortel Networks

CallEvent Name	Call event	Source	Destination	Associated data	Event data	Notes
Call Conferenced At IVR Queue	5	IVR_P: %IVRPort Number	NULL	NULL	NULL	
Call Not Treated At IVR Queue	2	IVR_Q: %IVR QueueId	NULL	NULL	NULL	
Call On Hold At IVR Port	9	IVR_P: %IVRPort Number	NULL	NULL	NULL	
Call Restored At IVR Port	15	IVR_P: %IVRPort Number	NULL	NULL	NULL	
Call Transferred At IVR Queue	17	IVR_P: %IVRPort Number	NULL	NULL	NULL	
Handed Over To Master Applicatio	38	CDN: %CDN Number	L_APP: %Application Name	%Associated Data	NULL	See Note 12 (369).
Local Call Arrived	43	RTE: %Route Number TRK: %TrunkId	CDN: %CDN Number	DNIS: %DNIS Number	CLID: %Calling LineId	See Note 2 (365).
Local Call NACD Out	44	NULL	R_SITE: %Remote SiteName	NULL	NULL	
Local Call Networked Out	45	L_APP: %Application Name	R_SITE: %Remote SiteName	NULL	NULL	
NACD Call Answered	73	NACDDN: %NACDDN Number	AGT: %AgentId	NULL	NULL	
NACD Call On Hold	75	NULL	NULL	NULL	NULL	
NACD Call Restored	77	NULL	NULL	NULL	NULL	
Handed Over To Network Application	39	CDN: %CDN Number	L_APP: %Destination Application Name	% Associated Data	NULL	See Note 12 (369).

Copyright © 2009-2010, Nortel Networks

CallEvent Name	Call event	Source	Destination	Associated data	Event data	Notes
Network Incall Arrived	49	RTE: %Route Number TRK: %TrunkId	CDN: %CDN Number	DNIS: %DNIS Number	CLID: %Calling LineId	See Note 2 (365).
Play Prompt	57	NULL	NULL	NULL	VOICEFILE: %Voice File LANG: %Language Id	
Play Prompt Ended	58	NULL	NULL	NULL	DURATION : %Duration	
Call Priority Changed At Skillset	11	SK_SET: %Skillset Name	NULL	NEW_PRI: %Priority	NULL	
Call Priority Changed At NACD Queue	12	NACDDN: %NACDDN Number	NULL	NEW_PRI: %Priority	NULL	
Query Host Info	59	NULL	NULL	HOST ID: %HostId	NULL	
Time Change	94	NULL	NULL	NULL	DELTA: %Time Change	See Note 13 (369).
Call Removed From NACD	13	NACDDN: %NACDDN Number	NULL	NULL	NULL	
Returned From IVR	63	IVR_Q: %IVR QueueId	L_APP: %Application Name	NULL	NULL	For SIP see Note 15 (369).
Sent Info To Host	65	NULL	NULL	HOST ID: %HostId	NULL	

Note 1: The values that begin with % in this table are variables that have different values each time the event is written. The legal values of these variables is in the Notes column.

Note 2: %RouteNumber = Internal Route if an internal route. If not, %RouteNumber is a number representing the route.

Note 3: %SrcCallType and %TargetCallType can be any of the following depending on the call type:

- DN
- CDN
- ACD

Copyright © 2009-2010, Nortel Networks

- NACD
- INCALLS
- NETWORK IN
- NETWORK OUT
- OTHER
- UNKNOWN

The call type should never be UNKNOWN. UNKNOWN is a default setting and can occur only if the call messaging is not updated with the correct call type value.

If the %SrcAgentId or %TargetAgentId do not exist, AGT:N/A and the source or target call type appear in these fields.

The %InterCallId and %DNISNumber appears on separate lines within the Associated data column, as does the %HandlingTime and %CallingLineId in the Event data column.

Note 4: %Source = AGT: %AgentId in the case of a local call removed from queue from agent event. %Source = SK_SET: %SkillsetName in the case of a local call removed from queue from skillset event.

%DequeueReason can be any of the following:

- ABANDONED
- PRESENTED
- SKSET_OUT_OF_SERVICE
- CANCELLED
- NET_NODE_BLOCKED
- NET_ALREADY_SERVICED
- PULLED
- UNKNOWN

Attention: If %DequeueReason is UNKNOWN, an error occurred.

A %DequeueReason of CANCELLED can occur if you encounter a REMOVE FROM SKILLSET or REMOVE FROM AGENT command in the script.

Copyright © 2009-2010, Nortel Networks

NET_ALREADY_SERVICED occurs when an agent at another site is reserved for this call. For example, QUEUE TO NETWORK SKILLSET queues the call at Site A and Site B. Agent in Site B is reserved to take the call and the call is removed from queue from skillset at Site A with reason NET_ALREADY_SERVICED.

In networking, a call targeted site is known as Best Node. If for some reason this node no longer responds to requests made to queue calls, or if requests timeout, a CallDequeue message issues with a NET_NODE_BLOCKED reason.

Note 5: %Value = YES if this is the first time queued to a skillset; otherwise, it is NO.

Note 6: %AssociatedData = PRI: %CallPriority in the case of a local call queued to a local skillset. %AssociatedData = PRI: %CallPriority R_SITE: %RemoteSiteName in the case of a local call queued to a network skillset. %Value = YES if this is the first time queued to a skillset, otherwise it is NO.

Note 7: %AssociatedData = TRANSF INTERCALL_ID: %InterCallId in the case of a release due to call transfer or %AssociatedData = NORM INTERCALL_ID: %InterCallId in the case of a normal call released event. This event occurs only for skillset calls.

Note 8: %ReturnToQueueReason can be any of the following:

- TIME_OUT
- NRDY
- MSB
- UNKNOWN

Attention: If %ReturnToQueueReason is UNKNOWN, an error occurred.

Note 9: %AssociatedData = DN_INT if this is an internal DN call. %AssociatedData = DN_EXT if this is an external DN call.

%Reason can be any of the following depending on the reason for the DN call:

- NORMAL
- OUTBOUND CAMPAIGN
- UNKNOWN

Attention: If %Reason is UNKNOWN, an error occurred.

Copyright © 2009-2010, Nortel Networks

Note 10: %GiveRouteToReason can be any of the following:

- SCRIPTED
- UNKNOWN

Attention: If %GiveRouteToReason is UNKNOWN, an error occurred.

Note 11: %Reason can be any of the following:

- ABANDONED
- CANCELLED
- UNKNOWN

Attention: If %Reason is UNKNOWN, an error occurred.

If the caller abandons in the middle of an IVR Session, if the caller finishes the transfer in the middle of an IVR Session, or if an agent becomes available in the middle of an IVR Session, an IVR Call Session Interrupted with reason CANCELLED occurs.

Note 12: %AssociatedData = NORM in the case of a normal call. %AssociatedDate = TRANSF INTERCALLID: %InterCallId in the case of a transferred call or CONF INTERCALLID: %InterCallId in the case of a conferenced call.

Note 13: %TimeChange details the a positive or negative number representing the plus (+) or minus (–) timeshift in seconds of the switch time.

Note 14: In certain switch environments, the dialed number information is not available and therefore does not peg. For example, DIALED#:N/A appears in the Event data column.

Note 15: The following table shows changes for Give IVR and Returned from IVR with regard to SIP.

Copyright © 2009-2010, Nortel Networks

Give IVR	AssociatedData = IVR_Q: %IVRQueueId; %IVRQueueId details the SIP Service URI.
Returned from IVR	Source = IVR_Q: %IVRQueueId; %IVRQueueId details the SIP Service URI in the case of SIP. AssociatedData = IVR_Info: %IVRReturnInfo; %IVRReturnInfo details the Media Server IP address.

eIVRPortLoginStat view

Interactive Voice Response (IVR) port—or voice port—logon and logoff statistics provide detailed information about how an IVR port time is distributed while in service and out of service.

IVR statistics are not applicable

- to multimedia contacts
- in SIP-enabled Contact Centers

Requirements

Fulfill the following requirements:

- Define IVR ports on Contact Center Manager.
- Configure the server to collect IVR port statistics; see *Nortel Contact Center Performance Management* (NN44400-710). Statistics are collected for all IVR ports; you cannot configure the system to collect statistics for selected ports.

Database view

IVR port logon and logoff statistics use the eIVRPortLoginStat view.

Field Descriptions

This section describes the field descriptions for this view.

Event Type

Description: A unique identifier for an IVR event.

Valid values:

- login (LI)
- logout (LO)

Type: char

Length: 2

Copyright © 2009-2010, Nortel Networks

FirstEventTimestamp

Description: The timestamp of the first event for this agent.

Type: datetime

Length: 8

IVRPortID

Description: A unique number assigned by the server to identify an IVR port when the voice port is defined.

Type: varchar

Length: 30

SequenceNumber

Description: The sequence identifier of this event.

Type: Int

Length: 4

Site

Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the data is pegged by the system.

Type: char

Copyright © 2009-2010, Nortel Networks

Length: 5

Timestamp

Description: The date and time when the data is pegged by the system.

Type: datetime

Length: 4

Copyright © 2009-2010, Nortel Networks

Integrated Reporting statistics

Integrated Reporting statistics are collected for each contact rather than accumulated over a period of time. This chapter lists and describes the various integrated contact statistic report views.

The Contact Center Manager Server (CCMS) has an integrated reporting capability for Multimedia Contact Summary (CCMM) and ICP server's session detail record statistics (SDR) combined with CCMS Contact Summary statistics (CSR).

The CCMS provides a GUI that allows your administrator to configure the CCMM and ICP server to access the Multimedia and ICP statistics from the CCMS database. The Multimedia Contact statistics are linked by using the Caché database SQL Gateway interface. The ICP statistics are collected by CCMS every 15 minutes.

The CCMS database provides combined reporting views that include the following statistics:

- CCMM ContactByContact statistics
- ICP SDR statistics
- ICP Collection Status statistics

You can create and run the reports using Report Creation Wizard application on CCMA.

Navigation

- Multimedia Contact Summary view (page 231)
- ICP Collection Status view (page 232)
- ICP Contact Summary view (page 234)

Multimedia Contact Summary view

The Multimedia Contact Summary view provides integrated Contact Summary statistics from CCMS and CCMM for non-voice contact types.

Copyright © 2009-2010, Nortel Networks

Requirements

Use CCMA to configure the server to collect Contact Summary statistics. Use the CCMS Database Management Utility to configure the CCMM as an Integrated Reporting server.

Restrictions

The amount of generated data for Multimedia Contact Summary statistics can be extensive; therefore, the required time to generate a report using Contact statistics can be much greater than the required time to generate a report using summarized statistics.

DatabaseView

Access Multimedia Contact Summary statistics through the dbo.eMMCSRStat.

Field Descriptions

The Multimedia Contact Summary view has the following fields:

- Contact Summary view fields
  For more information about Contact Summary fields see Contact Summary view (page 189)
- CCMM ContactByContact view fields
  For more information about ContactByContact fields, see Contacts By Contacts (page 532).

ICP Collection Status view

The ICP Collection Status statistics provide ICP data collection status for each interval on the CCMS server.

The data is collected on the CCMS server from the ICP database table emarchive.sdr_archive. The status of this collection is in the CCMS view dbo.SDRArchStatus.

Requirements

The Cdbo.SDRArchStatus view is automatically enabled after you configure the ICP Contact Summary statistics.

Database view

ICP Collection Status statistics use dbo.SDRArchStatus view.

Fields

The section includes field descriptions for the ICP Collection Status view.

Copyright © 2009-2010, Nortel Networks

EndTs

This timestamp is the next 15th minute interval after the StartTs. For example if StartTs is 10:00:00, the EndTs will be 10:14:59. This time interval is in the CCMS server's timezone.

Type: Timestamp

EndTsGMT

This field is the EndTs timestamp value converted to GMT. The ICP SDR Archive data is stored on the ICP server in the GMT. The CCMS server uses the EndTsGMT to collect the SDR Archive data from the ICP server.

Note: The CCMS runs the SQL query on the ICP server for the 15 minute interval range: StartTsGMT to EndTsGMT for the SDR Archive table field "endts" on the ICP server. The CCMS server runs this process every 15 minutes. The data collection process is initiated by the CCMS Historical Data Manager component (HDM).

Type: Timestamp

ErrorDescription

This is the common field used to store the data collection status description for both successful data collection and for the error conditions. For example:

- Successful data collection: SDR Data collection completed., ICP Server Refreshed
- In case of Errors: Fatal error connecting to the ICP_<ICP_IP_ADDRESS>_DSN

Type: varchar

ICPServerIP

It is the ICP Server's address stored in the form of ICP server's ODBC DSN. For example: ICP_10.0.0.1_DSN

Type: varchar

IsError

This field stores the data collection status of the 15 minute interval (StartTs to EndTs). If there were errors in the data collection, the IsError value will be 1 (True).

Type: Boolean

LastUpdated

It is the timestamp value when this status record was written.

Copyright © 2009-2010, Nortel Networks

Type: Timestamp

RecordsCopied

This is the number of SDR Archive records copied from the ICP server to the local copy of the CCMS table in the 15 minute interval (StartTsGMT to EndTsGMT).

Type: Integer

StartTs

This is the CCMS server's last 15 minute interval timestamp. This time interval is in the CCMS server's timezone.

Type: Timestamp

StartTsGMT

This field is the StartTs timestamp value converted to GMT. The ICP SDR Archive data is stored on the ICP server in the GMT. The CCMS server uses this StartTsGMT to collect the SDR Archive data from the ICP server.

Type: Timestamp

ICP Contact Summary view

The ICP Contact Summary view shows statistics related to the contact, including the defined statistics in the ICP application.

ICP Contact Summary integrated reporting provides a database view containing combined data from CCMS and ICP that report writer applications can access. Each row in the database view represents one leg of the call, and contains all the columns from the row corresponding to that call leg in the CCMS CSR view and certain columns from the corresponding row in the ICP SDR view.

Requirements

Use CCMA to configure the server to collect Contact Summary statistics. Use the CCMS Database Management Utility to configure the ICP as an Integrated Reporting server.

Synchronization

CCMS and ICP server times are not synchronized automatically. The time zones can be different but the system clock time must be same on both CCMS and ICP server.

Copyright © 2009-2010, Nortel Networks

For example, if the ICP server is in Eastern time zone and CCMS is in the GMT time zone, the system clock time must be the same on both ICP and CCMS servers:

- ICP server time: 9:00 am (EST)
- CCMS server time: 2:00PM (GMT)

Additional configuration is required to enable supporting features for Integrated Reporting. See *Nortel Contact Center Commissioning (NN44400-312)*.

The ICP application must also be written to explicitly make use of the Integrated Reporting capabilities. See *Nortel Contact Center Configuration–Service Creation Environment Application Development (NN44400-510)* and *Interactive Communications Portal Solutions Interop Guide (NN44471-104)*.

Restrictions

The amount of generated data for ICP Contact Summary statistics can be extensive; therefore, the required time to generate a report using Contact statistics can be much greater than the required time to generate a report using summarized statistics.

Database view

You can access the ICP Contact Summary statistics by using the dbo.eICPCSRStat view.

Field Descriptions

The ICP Contact Summary view has the following fields:

- Contact Summary view fields.
  These fields are identical to those provided in the Contact Summary view, except that SkillsetName is renamed CSRSkillsetName.
  For more information about Contact Summary fields, see Contact Summary view (page 189).

Copyright © 2009-2010, Nortel Networks

Configuration views

Configuration data describes your server configuration. This chapter describes the various configuration views.

Navigation

- AccessRights view (page 238)
- ActivityCode view (page 241)
- Agent view (page 241)
- Application view (page 246)
- ApplicationByScript view (page 247)
- ApplicationThresholdTemplate view (page 249)
- CDN view (page 250)
- CodeToMessage view (page 251)
- ContactType view (page 252)
- DNIS view (page 253)
- DNISThresholdTemplate view (page 254)
- Formula view (page 255)
- HistoricalStatCollection view (page 256)
- HistoricalStatDuration view (page 259)
- HistoricalStatStorage view (page 261)
- IVRPort view (page 262)
- IVRQueue view (page 263)
- NCCNetworkSkillset view (page 264)
- NCCRanking view (page 266)
- NCCRemoteApplication view (page 267)
- NCCSite view (page 269)
- NetworkConfig view (page 271)

Copyright © 2009-2010, Nortel Networks

- NetworkRankingAssignment view (page 271)
- NetworkSkillsetStatus view (page 273)
- NetworkThresholdTemplate view (page 275)
- PhonesetDisplay view (page 276)
- Provider view (page 277)
- Ranking view (page 277)
- RealTimeColumn view (page 279)
- RealTimeStatCollection view (page 280)
- RealTimeTemplate view (page 283)
- RemoteApplication view (page 284)
- Route view (page 286)
- RouteThresholdTemplate view (page 287)
- ScheduledSkillsetAssignment view (page 288)
- ScheduledSupervisorAssignment view (page 291)
- Script view (page 293)
- ScriptVariableProperties view (page 295)
- ScriptVariables view (page 296)
- Site view (page 298)
- Skillset view (page 301)
- SkillsetByAgent view (page 305)
- SkillsetByAssignment view (page 306)
- SkillsetThresholdTemplate view (page 308)
- SummaryThresholdTemplate view (page 310)
- Supervisor view (page 311)
- SupervisorAgentAssignment view (page 314)
- SupervisorByAssignment view (page 315)
- SwitchPort view (page 318)
- TargetSwitchComm view (page 319)
- UserTemplate view (page 321)
- UserThresholdTemplate view (page 323)
- Views view (page 324)

Copyright © 2009-2010, Nortel Networks

AccessRights view

This view lists all desktop users and their access levels.

Field Descriptions

This section describes the field descriptions for this view.

Comment

Description: Additional information about the Access Class, if any.

Type: varchar

Length: 127

CreateDeleteAccess

Description: Shows whether the user can add or remove objects of this type.

Type: char

Length: 1

CreateDeleteAgentAccess

Description: Shows whether the user can add or remove agents.

Type: char

Length: 1

CreateDeleteAllAgentAccess

Description: Shows whether the user can add or remove all agents.

Type: char

Length: 1

Execute Access

Description: Shows whether the user can run objects of this type.

Type: char

Length: 1

ExecuteAgentAccess

Description: Shows whether the user can run objects of this type to process reporting or associated agents.

Copyright © 2009-2010, Nortel Networks

Type: char

Length: 1

ExecuteAllAgentAccess

Description: Shows whether the user can run objects of this type for all agents.

Type: char

Length: 1

GivenName

Description: The desktop user's first or given name.

Type: varchar

Length: 64

GroupName

Description: The access class to which the desktop user belongs.

Type: varchar

Length: 40

ObjectKey

Description: A unique identifier for a function for which the user is assigned access rights.

Type: varchar

Length: 40

ObjectName

Description: A function for which the user is assigned access rights.

Type: varchar

Length: 40

PCLoginName

Description: The desktop user's user ID.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 30

ReadAccess

Description: Shows whether the user has view access for this function.

Type: char

Length: 1

ReadAgentAccess

Description: Shows whether the user has view access for reporting or associated agents.

Type: char

Length: 1

ReadAllAgentAccess

Description: Shows whether the user has view access for all agents.

Type: char

Length: 1

SurName

Description: The desktop user's surname.

Type: varchar

Length: 64

WriteAccess

Description: Shows whether the user has modify access for this function.

Type: char

Length: 1

WriteAgentAccess

Description: Shows whether the user has modify access for agents.

Type: char

Length: 1

Copyright © 2009-2010, Nortel Networks

WriteAllAgentAccess

Description: Shows whether the user has modify access for all agents.

Type: char

Length: 1

ActivityCode view

This view lists all of the activity codes and their assigned names.

Field Descriptions

This section describes the field descriptions for this view.

ActivityCode

Description: The number assigned to the activity code.

Type: nvarchar

Length: 32

Name

Description: The name assigned to the activity code.

Type: varchar

Length: 30

SourceApplicationName

Description: The name of the application that handled the calls reported in this row at the remote site that was the source for these calls. The name has the following format: application name_site ID.

Site ID is the internal identifier to uniquely identify a site. Site names can be determined from the Site ID through the CCMA networking configuration pages. This field applies only to Network In calls.

Type: varchar

Length: 30

Agent view

This view lists agents and their properties.

Copyright © 2009-2010, Nortel Networks

Field Descriptions

This section describes the field descriptions for this view.

AlternateCallAnswer

Description: Communication Server 1000/Meridian 1 PBX switch only. Shows whether the agent can place a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

CallForceOption

Description: For Communication Server 1000/Meridian 1 PBX switch only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

Type: char

Length: 1

CallForceDelayAnswer

Description: For Communication Server 1000/Meridian 1 PBX switch only. The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

Type: int

Length: 4

Comment

Description: Additional information about the agent, if any.

Type: varchar

Length: 127

Department

Description: The department to which the agent belongs.

Type: varchar

Length: 64

Copyright © 2009-2010, Nortel Networks

GivenName

Description: The agent's first or given name.

Type: varchar

Length: 64

NROSDN

Description: For Communication Server 2x00/DMS switch only. Shows whether agents can receive calls while active on an outgoing call on their secondary DN.

Type: char

Length: 1

PersonalDN

Description: For Communication Server 1000/Meridian 1 PBX switch only. The agent's personal DN, if any.

Type: varchar

Length: 32

ReturnToQueueMode

Description: The mode of the agent's phone after returning a call to the queue.

Type: varchar

Length: 80

ReturnToQueueOnNoAnswer

Description: Shows whether unanswered calls returns to the queue.

Type: char

Length: 1

ReturnToQueueWaitInterval

Description: The time before an unanswered call returns to the queue.

Type: smallint

Length: 2

Copyright © 2009-2010, Nortel Networks

SecondaryDN

Description: For Communication Server 2x00/DMS switch only. The secondary DN configured on the phone at which the agent is logged on.

Type: varchar

Length: 16

Surname

Description: The agent's surname.

Type: varchar

Length: 64

SwitchID

Description: The switch ID of the phone at which the agent is logged on, received from the switch.

Type: int

Length: 4

SwitchPortAddress

Description: The switch port address of the phone at which the agent is logged on, received from the switch.

Type: varchar

Length: 30

SwitchPortName

Description: The switch port name of the phone at which the agent is logged on, as received from the switch.

Type: varchar

Length: 30

TelsetLoginId

Description: The numeric ID that the agent uses to log in to the phone or agent desktop.

Type: varchar

Length: 16

Copyright © 2009-2010, Nortel Networks

TelsetShowReserve

Description: For NSBR option only. Shows whether an agent's phone can show that the agent is reserved for an NSBR call.

Type: char

Length: 1

TemplateID

Description: A unique number assigned by the server to identify the agent's call presentation class when the call presentation class is added. It determines how calls are presented to the agent.

Type: varchar

Length: 30

TemplateName

Description: The call presentation class assigned to the agent. The call presentation class determines how calls are presented to the agent.

Type: varchar

Length: 30

ThresholdTemplateID

Description: A unique number assigned by the server to identify the agent's threshold class when the threshold class is added.

Type: varchar

Length: 30

ThresholdTemplateName

Description: The threshold class assigned to the agent.

Type: varchar

Length: 30

Title

Description: The agent's title.

Type: varchar

Length: 64

Copyright © 2009-2010, Nortel Networks

UnionBreakTimer

Description: For Communication Server 1000/Meridian 1 PBX switch only. The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

Type: smallint

Length: 2

UserID

Description: A unique number assigned by the server to identify the agent when the agent is added.

Type: binary

Length: 16

VariableWrap

Description: For Communication Server 2x00/DMS switch only. Shows whether the agent is placed into Variable Wrap state after a call. Calls are not presented to agents while they are in Variable Wrap state. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

Valid values:

- 0 (variable wrap configured with an interval of 0)
- 1 (variable wrap configured with an interval greater than 0)
- 2 (release guard configured)

Application view

The Application view lists all applications (master and primary scripts) and the service level. The view also indicates whether the server collects call-by-call statistics for the application.

Field Descriptions

This section describes the field descriptions for this view.

ApplicationID

Description: A unique number assigned by the server to identify the application when the application is defined.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

CallByCall

Description: Shows whether the collection of call-by-call statistics for this application is enabled.

Type: tinyint

Length: 1

Name

Description: The name of the application.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which this application belongs.

Type: varchar

Length: 30

TemplateId

Description: A unique number assigned by the server to identify the application's threshold class when the threshold class is added.

Type: int

Length: 4

ApplicationByScript view

The ApplicationByScript view describes the relationship between application scripts.

Parent Script: definition

A parent script is any script that directs a call to another secondary script.

Child Script: definition

A child script is a secondary script to which a primary script or another secondary script directs a call.

Field Descriptions

This section describes the field descriptions for this view.

Copyright © 2009-2010, Nortel Networks

ChildComment

Description: Not used in this release.

Type: varchar

Length: 80

ChildName

Description: The name of the referenced script.

Type: varchar

Length: 30

ChildStatus

Description: The status of the referenced script.

Type: varchar

Length: 80

ChildUserFirstName

Description: The first or given name of the user who created the referencing script.

Type: varchar

Length: 30

ChildUserLastName

Description: The surname of the user who created the referencing script.

Type: varchar

Length: 30

ParentComment

Description: Not used in this release.

Type: varchar

Length: 80

ParentName

Description: The name of the referencing script.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 30

ParentStatus

Description: The status of the referencing script.

Type: varchar

Length: 80

ParentUserFirstName

Description: The first or given name of the user who created the referencing script.

Type: varchar

Length: 30

ParentUserLastName

Description: The family or surname of the user who created the referencing script.

Type: varchar

Length: 30

ApplicationThresholdTemplate view

The ApplicationThresholdTemplate view lists your application threshold classes and their threshold levels.

This view supersedes the ApplicationTemplate view.

Field Descriptions

This section describes the field descriptions for this view.

Field

Description: A field for which a threshold is defined in the threshold class to which the application belongs.

Type: varchar

Length: 80

Level1

Description: The low end of the normal range for the field.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the threshold class to which this application belongs.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class.

Type: int

Length: 4

TemplateID

Description: A unique number assigned by the server to identify the threshold class when the threshold class is added.

Type: int

Length: 4

CDN view

The CDN view lists the CDNs and the assigned names and statuses.

Field Description

This section describes the field descriptions for this view.

Acquire

Description: Shows whether a request exists to acquire the CDN.

Type: char

Length: 1

Copyright © 2009-2010, Nortel Networks

CDN

Description: The number assigned to the CDN.

Type: varchar

Length: 7

Name

Description: The name assigned to the CDN.

Type: varchar

Length: 30

Status

Description: The status of the CDN.

Type: varchar

Length: 80

Type

Description: The call type.

Valid values:

- Local
- MCDN Network
- Landing Pad
- DNIS Network

Type: varchar

Length: 80

CodeToMessage view

The program uses this view internally.

Field Descriptions

This section describes the field descriptions for this view.

Category

Description: A system-defined classification for the status code.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 30

Code

Description: The numeric status code value.

Type: int

Length: 4

Msg

Description: The corresponding message text.

Type: varchar

Length: 80

ContactType view

Contact types are the media types by which contacts arrive into (inbound) and are sent from (outbound) a contact center. Voice is the traditional contact type by which the contact center receives contacts. Other standard contact types include Web Communications, e-mail, and Outbound.

This applies to SIP-enabled contact centers or if Contact Center Multimedia or Contact Center Outbound is installed and the application name begins with one of the configured prefixes as described in Associating contact types with applications and skillsets (page 47).

Field Descriptions

This section describes the field descriptions for this view.

ContactID

Description: A unique number assigned by the server to identify the contact type when the contact type is added.

Type: int

Length: 4

Description

Description: Additional information regarding the contact type.

Type: varchar

Length: 60

Copyright © 2009-2010, Nortel Networks

Name

Description: Name of the contact type.

Type: varchar

Length: 30

Prefix

Description: First three letters of the name. It is the prefix used to link skillsets to that contact type.

Type: varchar

Length: 3

ProviderID

Description: Link to the provider table for reference to obtain the name of the provider associated with the contact type.

Type: int

Length: 4

SkillsetName

Description: Default skillset for this contact type.

Type: varchar

Length: 30

DNIS view

The DNIS view lists the DNIS numbers and the properties.

Field Descriptions

This section describes the field descriptions for this view.

DNIS

Description: A unique number used to identify a DNIS, which the server assigns when the DNIS is defined.

Type: varchar

Length: 16

Copyright © 2009-2010, Nortel Networks

DNIS_PREFIX

Description: Stores the prefix of a DNIS number. You can sort, filter, and report on individual DNIS 800 numbers.

Type: varchar

Length: 16

Name

Description: The name of a DNIS.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the DNIS.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class assigned to this DNIS. The system contains a single system-defined DNIS threshold class.

Type: int

Length: 4

DNISThresholdTemplate view

The DNISThresholdTemplate view provides information about the DNIS threshold class. The system contains a single system-defined threshold class.

Field Descriptions

This section describes the field descriptions for this view.

Name

Description: The system-defined name of the threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

TemplateID

Description: A unique number assigned by the server to identify the threshold class.

Type: int

Length: 4

Formula view

The Formula view lists all of the custom formulas and the definitions. You can use formulas to create custom real-time statistics fields by combining existing statistics fields with mathematical operators.

Field Descriptions

This section describes the field descriptions for this view.

Class

Description: The class to which the formula belongs.

Type: varchar

Length: 80

Comment

Description: Additional information about the formula, if any.

Type: varchar

Length: 127

Definition

Description: The standard formulas used to create the custom formula.

Type: varchar

Length: 255

Format

Description: The display format for the formula.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 80

FormulaID

Description: A unique number assigned by the server to identify a formula when the formula is added.

Type: int

Length: 4

Name

Description: The name of the formula.

Type: varchar

Length: 30

HistoricalStatCollection view

The HistoricalStatCollection view lists all of the data types Contact Center Manager can collect and, for each one, indicates whether it is selected.

Field Descriptions

This section describes the field descriptions for this view.

ActivityCode

Description: Shows whether statistics in the activity code statistics group are collected.

Type: char

Length: 1

AgentByApplication

Description: Shows whether statistics in the agent by application statistics group are collected.

Type: char

Length: 1

AgentLogin

Description: Shows whether statistics in the agent logon and logoff statistics group are collected.

Type: char

Copyright © 2009-2010, Nortel Networks

Length: 1

AgentPerformance

Description: Shows whether statistics in the agent performance statistics group are collected.

Type: char

Length: 1

Application

Description: Shows whether statistics in the application statistics group are collected.

Type: char

Length: 1

CDN

Description: Shows whether statistics in the CDN statistics group are collected.

Type: char

Length: 1

DNIS

Description: Shows whether statistics in the DNIS statistics group are collected.

Type: char

Length: 1

IVR

Description: Shows whether statistics in the IVR statistics group are collected.

Type: char

Length: 1

IVRPort

Description: Shows whether statistics in the IVR port statistics group are collected.

Copyright © 2009-2010, Nortel Networks

Type: char

Length: 1

IVRPortLogin

Description: Shows whether statistics in the IVR port login and logout statistics group are collected.

Type: char

Length: 1

NetworkCall

Description: NSBR option only. Shows whether statistics in the network call statistics group are collected.

Type: char

Length: 1

NetworkOutCall

Description: NSBR option only. Shows whether statistics in the network outcall statistics group are collected.

Type: char

Length: 1

RANMusicRoute

Description: Shows whether statistics in the RAN/Music route statistics group are collected.

Type: char

Length: 1

Route

Description: Communication Server 1000/Meridian 1 PBX switch only. Shows whether statistics in the route statistics group are collected.

Type: char

Length: 1

Copyright © 2009-2010, Nortel Networks

Skillset

Description: Shows whether statistics in the skillset statistics group are collected.

Type: char

Length: 1

SkillsetByAgent

Description: Shows whether statistics in the agent by skillset statistics group are collected.

Type: char

Length: 1

SkillsetState

Description: Not used in this release.

Trunk

Description: For Communication Server 1000/Meridian 1 PBX switch only. Shows whether statistics in the trunk statistics group are collected.

Type: char

Length: 1

HistoricalStatDuration view

The HistoricalStatDuration view shows the length of time the server keeps statistics for each collection period and event type.

Field Descriptions

This section describes the field descriptions for this view.

BusinessDaysPerWeek

Description: The number of business days for each week for which the system collects historical statistics data.

Type: smallint

Length: 2

BusinessHoursPerDay

Description: The number of hours for each business day that the system collects historical statistics data.

Copyright © 2009-2010, Nortel Networks

Type: smallint

Length: 2

DaysOfAgentLogin

Description: The number of days for which the system stores agent logon statistics.

Type: smallint

Length: 2

DaysOfCallByCall

Description: The number of days for which the system stores call-by-call statistics.

Type: smallint

Length: 2

DaysOfDaily

Description: The number of days for which the system stores daily statistics.

Type: smallint

Length: 2

DaysOfInterval

Description: The number of days for which the system stores interval statistics.

Type: smallint

Length: 2

DaysOfIVRPortLogin

Description: The number of days for which the system stores IVR port logon statistics.

Type: smallint

Length: 2

DaysOfSkillsetState

Description: Not used in this release.

Copyright © 2009-2010, Nortel Networks

FirstDayOfWeek

Description: The day defined as the first day of the business week. This day is the day that weekly statistics are accumulated for the previous week.

Type: varchar

Length: 80

MonthsOfMonthly

Description: The number of months for which the system stores monthly statistics.

Type: smallint

Length: 2

WeeksOfWeekly

Description: The number of months for which the system stores monthly statistics.

Type: smallint

Length: 2

HistoricalStatStorage view

The HistoricalStatStorage view describes the amount of disk space allocated to store historical data. Space allocation depends upon the size of the disk drive.

Field Descriptions

This section describes the field descriptions for this view.

Configured

Description: The parameter value is used to calculate the required database size (for example, estimated number of activity codes).

Type: int

Length: 4

Purchased

Description: The maximum number you can configure on the system.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

System

Description: The maximum number that can be defined on the largest possible configuration of the system, if all available options are installed.

Type: int

Length: 4

IVRPort view

The IVRPort view lists the voice ports. For each port, it provides the switch configuration information.

Field Descriptions

This section describes the field descriptions for this view.

Acquire

Description: Shows whether a request exists to acquire the voice port.

Type: char

Length: 1

IVRPortID

Description: A unique number assigned by the server to identify the voice port when the port is added.

Type: varchar

Length: 16

IVRQueueID

Description: The threshold class to which the IVR queue is assigned.

Type: varchar

Length: 7

Name

Description: The name of the voice port.

Type: varchar

Length: 30

Status

Description: The status of the voice port.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 80

SwitchID

Description: The switch ID of an IVR port, as received from the switch.

Type: int

Length: 4

SwitchPortAddress

Description: The switch address of the IVR port, as received from the switch.

Type: varchar

Length: 40

SwitchPortName

Description: The name assigned to the IVR port on the switch, as received from the switch.

Type: varchar

Length: 30

IVRQueue view

The IVRQueue view lists the IVR ACD-DNs and their properties.

Field Descriptions

This section describes the field descriptions for this view.

Acquire

Description: Shows whether a request exists to acquire the IVR ACD-DN.

Type: char

Length: 1

IVRQueueID

Description: A unique number assigned by the server to identify the IVR ACDDN when the IVR ACD-DN is added.

Type: varchar

Length: 7

Copyright © 2009-2010, Nortel Networks

Name

Description: The name of the IVR ACD-DN.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which the IVR ACD-DN belongs.

Type: int

Length: 4

Status

Description: The status of the IVR ACD-DN.

Type: varchar

Length: 80

TemplateID

Description: The name of the threshold class to which the IVR ACD-DN belongs.

Type: int

Length: 4

NCCNetworkSkillset view

For Network Control Center option only. The NCCNetworkSkillset view lists all the network skillsets and, for each one, indicates the routing table method used for the network skillset.

A routing table defines how calls queue to sites on the network. Each site has a routing table for each network skillset at that site. When you create a network skillset, you choose the routing table type for that skillset. Two types of routing tables are available.

Round-robin
The server queues the first call to the first, second, and third site in the routing table for the network skillset. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

Copyright © 2009-2010, Nortel Networks

When the second call arrives, the server queues it to the second, third, and fourth site in the routing table. When the third call arrives, the server queues it, for example, to the third, fourth, and then the fifth site.

This type of routing table distributes calls most evenly among the sites.

Sequential
Whenever a call arrives, the server queues it to the first three sites in the routing table. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

This type of routing table minimizes the number of trunks used to network calls.

Field Descriptions

This section describes the field descriptions for this view.

Comment

Description: Additional information about the network skillset, if any.

Type: int

Length: 4

IdleAgentsPriority

Description: Not used in this release.

Type: smallint

Length: 2

NetworkSkillSet

Description: The name of the network skillset.

Type: varchar

Length: 30

NetworkSkillSetID

Description: A unique number assigned by the server to identify the network skillset when the network skillset is added.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

UseBestNode

Description: Not used in this release.

Type: char

Length: 1

UseRoundRobin

Description: The routing table method used for the network skillset.

Type: char

Length: 1

Valid values:

- 0 (sequential)
- 1 (round-robin)

NCCRanking view

For Network Control Center option only. The NCCRanking view provides a list of sites on your network. For each site, the view lists the networked skillsets at that site. For each skillset, it lists the possible destination sites and ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

Field Descriptions

This section describes the field descriptions for this view.

DstSiteID

Description: A unique number assigned by the server to identify a destination site when you configure the site on the Network Control Center.

Type: int

Length: 4

DstSiteName

Description: The name of a site to which calls for the network skillset can be routed.

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

NetworkSkillsetID

Description: A unique number assigned by the server to identify a network skillset when you configure the skillset on the Network Control Center.

Type: int

Length: 4

NetworkSkillsetName

Description: The name of a network skillset defined on the source site.

Type: varchar

Length: 30

Rank

Description: The ranking of the destination site in the routing table.

Type: smallint

Length: 2

SrcSiteID

Description: A unique number assigned by the server to identify a source site when you configure the site on the Network Control Center.

Type: int

Length: 4

SrcSiteName

Description: The name of the source site.

Type: varchar

Length: 30

NCCRemoteApplication view

Network Control Center option only. The NCCRemoteApplication view lists all applications (Master and primary scripts) and the service level. The view also indicates whether the server collects call-by-call statistics for the application.

Field Descriptions

This section describes the field descriptions for this view.

Copyright © 2009-2010, Nortel Networks

CallbyCall

Description: Shows whether the collection of call-by-call statistics for this application is enabled.

Type: tinyint

Length: 1

Valid values:

- 0 (none)
- 1 (local)
- 2 (network)
- 3 (local and network)

Name

Description: The name of the application.

Type: varchar

Length: 30

RemoteApplicationID

Description: A unique number assigned by the server to identify the application when the application is defined.

Type: int

Length: 4

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which this application belongs.

Type: int

Length: 4

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

SiteName

Description: The name of the Contact Center Manager site, as assigned during installation.

Type: varchar

Length: 30

NCCSite view

Network Control Center option only. The NCCSite view lists each site in the network and, for each one, shows the properties.

Field Descriptions

This section describes the field descriptions for this view.

Comment

Description: Additional information about the site, if any.

Type: varchar

Length: 127

ContactPerson

Description: The contact person name for the site.

Type: varchar

Length: 30

LandingPadOptions

Description:

Valid values:

- 0 to 7

Value	Description
0	No Landing Pad selections
1	DNIS is selected.

Copyright © 2009-2010, Nortel Networks

Value	Description
2	CDN is selected.
3	CDN and DNIS are selected.
4	MCDN is selected.
5	MCDN and DNIS are selected.
6	MCDN and CDN are selected.
7	MCDN, CDN, and DNIS are selected.

Type: int

Length: 1

OutOfServiceTimer

Description: The amount of time the site is filtered from the routing table when the maximum retry limit is reached.

Type: int

Length: 4

RelativeGMT

Description: The time difference (in hours) between GMT and the time zone in which the site is located.

Type: int

Length: 4

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

NetworkConfig view

NSBR option only. This view contains the name of the Network Control Center for the server.

Field Descriptions

The field description for this view is described in this section.

NCCSite

Description: The name of the Network Control Center, as defined when the server is installed. You can view the Network Control Center name from the Network Communication Parameters dialog box.

Type: varchar

Length: 30

NetworkRankingAssignment view

NSBR option only. The NetworkRankingAssignment view lists of the Network Control Center table routing assignments.

Field Descriptions

This section describes the field descriptions for this view.

AssignName

Description: The name of the table routing assignment, as defined when you configure the assignment on the Network Control Center.

Type: varchar

Length: 30

Comment

Description: Additional information, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value, if any, for the error encountered when the assignment last ran.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

DestSiteID

Description: A unique number assigned by the server to identify a destination site when you configure the site on the Network Control Center.

Type: int

Length: 4

DestSiteName

Description: A destination site for this network skillset, as defined in the routing table.

Type: varchar

Length: 30

NetworkSkillsetID

Description: A unique number assigned by the server to identify the network skillset when you configure the network skillset on the Network Control Center.

Type: int

Length: 4

NetworkSkillsetName

Description: The name of a network skillset included in this table routing assignment.

Type: varchar

Length: 30

Rank

Description: The ranking of the site in the routing table.

Type: smallint

Length: 2

RankAssignID

Description: A unique number assigned by the server to identify the table routing assignment when you configure the assignment on the Network Control Center.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

SrcSiteID

Description: A unique number assigned by the server to identify the source site when you configure the site on the Network Control Center.

Type: int

Length: 4

SrcSiteName

Description: The source site for which the table routing assignment is defined.

Type: varchar

Length: 30

Status

Description: The current status for this table routing assignment.

Type: varchar

Length: 80

NetworkSkillsetStatus view

NSBR option only. The NetworkSkillsetStatus view provides a listing of the network skillsets and their statuses.

Field Descriptions

This section describes the field descriptions for this view.

FilterStatus

Description: Indicates whether the skillset is filtered.

Type: smallint

Length: 2

Valid values:

- 11 (Server communication failure)
- 12 (Dialable DN is not configured correctly)
- 13 (NACD package restriction at destination)
- 14 (Maximum number of retries reached)

Copyright © 2009-2010, Nortel Networks

- 15 (Trunk allocation problem, server suspended)
- 16 (Incompatible server versions)
- any other value (Undefined)

FlowControlStatus

Description: Indicates whether the skillset rejects calls because too many calls are queued.

Type: smallint

Length: 2

Valid values:

- 0 (Off)
- 1 (Max Request)
- 2 (Out of Service)
- 3 (Unknown Skillset)
- any other value (Undefined)

NetworkSkillset

Description: The name of the network skillset.

Type: varchar

Length: 30

NetworkSkillsetID

Description: A unique number assigned by the server to identify the network skillset when you configure the network skillset on the Network Control Center.

Type: int

Length: 4

SiteName

Description: The destination site.

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

NetworkThresholdTemplate view

NSBR option only. Not used in this release.

Field Descriptions

This section describes the field descriptions for this view.

Field

Description: The name of the field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the network threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for this threshold class.

Type: int

Length: 4

TemplateID

Description: A unique number assigned by the server to identify the threshold class when the threshold class is added.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

PhonesetDisplay view

Communication Server 1000/Meridian 1 PBX switch only. This view lists the configured display types, the width of each display, and the number of rows in each display.

Field Descriptions

This section describes the field descriptions for this view.

DisplayTypeName

Description: The type of display the phone uses.

Valid values:

- 1 x 40 Alphanumeric
- 1 x 16 Alphanumeric
- 1 x 18 or 1 x 24 Alphanumeric
- 1 x 12 Numeric

Type: varchar

Length: 80

FieldName

Description: The name of the field displayed on the phone.

Type: varchar

Length: 80

Row

Description: The row in which the field appears.

Type: smallint

Length: 2

Width

Description: The display width for the field.

Type: smallint

Copyright © 2009-2010, Nortel Networks

Length: 2

Provider view

Logical creator or owner of a contact type. Providers include Contact Center Multimedia and Contact Center Manager Server. For more information about contact types, see Associating contact types with applications and skillsets (page 47).

Field Descriptions

This section describes the field descriptions for this view.

Description

Description: Additional information about the provider.

Type: varchar

Length: 60

Name

Description: Name of the provider.

Type: varchar

Length: 30

ProviderID

Description: A unique number assigned by the server to identify the provider when the provider is added.

Type: int

Length: 4

Ranking view

NSBR option only. The Ranking view lists the sites in your network. For each site, it lists the networked skillsets at that site. For each skillset, the view lists the possible destination sites and their ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

Field Descriptions.

This section describes the field descriptions for this view.

DstSiteID

Description: A unique number assigned by the server to identify a destination site when you configure the site on the Network Control Center.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

DstSiteName

Description: The name of a site to which calls for the network skillset can be routed.

Type: varchar

Length: 30

NetworkSkillsetID

Description: A unique number assigned by the server to identify the network skillset when you configure the network skillset on the Network Control Center.

Type: int

Length: 4

NetworkSkillsetName

Description: The name of a network skillset defined on the source site.

Type: varchar

Length: 30

Rank

Description: The ranking of the destination site in the routing table.

Type: smallint

Length: 2

SrcSiteID

Description: A unique number assigned by the server to identify a source site when you configure the site on the Network Control Center.

Type: int

Length: 4

SrcSiteName

Description: The name of the source site.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 30

RealTimeColumn view

The RealTimeColumn view lists the real-time display definitions and the column definitions.

Field Descriptions

This section describes the field descriptions for this view.

Column

Description: The column number of a field that appears on a real-time display definition.

Type: smallint

Length: 2

Format

Description: The format of the column.

Valid values:

- text
- numeric
- time
- bar chart

Type: varchar

Length: 80

FormulaID

Description: A unique number assigned by the server to identify the formula used in this column when the formula is added.

Type: int

Length: 4

Label

Description: The label of the column, as it appears on the real-time display.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 80

TemplateID

Description: A unique number assigned by the server to identify a real-time display definition when the real-time display definition is added.

Type: int

Length: 4

ScaleFrom

Description: For columns with bar format only. The minimum scale value to report in this column.

Type: smallint

Length: 2

ScaleTo

Description: For columns with bar format only. The maximum scale value to report in this column.

Type: smallint

Length: 2

RealTimeStatCollection view

The RealTimeStatCollection view lists the real-time statistical information you configured Contact Center Manager to collect.

Moving Window Mode

In moving window mode, statistics represent the last 10 minutes of system activity.

Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval. When the interval ends, data fields initialize to 0 and collection begins for the next interval.

Field Descriptions

This section describes the field descriptions for this view.

IntervalDuration

Description: The interval duration for collecting real-time statistics (applies only to statistics collected in interval-to-date mode).

Copyright © 2009-2010, Nortel Networks

Type: smallint

Length: 2

IntervalStartTime

Description: The interval start time for collecting real-time statistics.

Type: char

Length: 8

ITDAgent

Description: Shows whether agent statistics appear using the interval-to-date format.

Type: char

Length: 1

ITDApplication

Description: Shows whether application statistics appear using the interval-todate format.

Type: char

Length: 1

ITDIVR

Description: Shows whether IVR statistics appear using the interval-to-date format.

Type: char

Length: 1

ITDNetworkCall

Description: NSBR option only. Shows whether network call statistics appear using the interval-to-date format.

Type: varchar

Length: 80

ITDNodalCall

Description: NSBR option only. Shows whether contact center summary statistics appear using the interval-to-date format.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

ITDRoute

Description: Communication Server 1000/Meridian 1 PBX switch only. Shows whether route statistics appear using the interval-to-date format.

Type: varchar

Length: 80

ITDSkillset

Description: Shows whether skillset statistics appear using the interval-to-date format.

Type: varchar

Length: 80

MinRefreshRate

Description: The minimum interval between refreshes of real-time statistics appears.

Type: varchar

Length: 80

MWAgent

Description: Shows whether agent statistics appear using the moving window format.

Type: char

Length: 1

MWApplication

Description: Shows whether application statistics appear using the moving window format.

Type: char

Length: 1

Copyright © 2009-2010, Nortel Networks

MWIVR

Description: Shows whether IVR statistics appear using the moving window format.

Type: char

Length: 1

MWNetworkCall

Description: NSBR option only. Shows whether network call statistics appear using the moving window format.

Type: varchar

Length: 80

MWNodalCall

Description: NSBR option only. Shows whether contact center summary statistics appear using the moving window format.

Type: int

Length: 4

MWRoute

Description: Communication Server 1000/Meridian 1 PBX switch only. Shows whether route statistics appear using the moving window format.

Type: varchar

Length: 80

MWSkillset

Description: Shows whether skillset statistics appear using the moving window format.

Type: varchar

Length: 80

RealTimeTemplate view

The RealTimeTemplate view lists the real-time display definitions and the general properties.

Field Descriptions

This section describes the field descriptions for this view.

Copyright © 2009-2010, Nortel Networks

Class

Description: The class to which the real-time display definition belongs.

Type: varchar

Length: 80

Name

Description: The name of the real-time display definition.

Type: varchar

Length: 30

RefreshRate

Description: The refresh rate defined for the real-time display definition.

Type: int

Length: 4

TemplateID

Description: A unique number assigned by the server to identify a real-time display definition when the real-time display definition is added.

Type: int

Length: 4

Viewmode

Description: The view mode defined for the real-time display definition.

Valid values:

- . Moving Window
- Interval To Date

Type: varchar

Length: 80

RemoteApplication view

NSBR option only. The RemoteApplication view lists all applications defined in the network except those defined at the local site.

Copyright © 2009-2010, Nortel Networks

Field Descriptions

This section describes the field descriptions for this view.

CallbyCall

Description: Shows whether the collection of call-by-call statistics for this application is enabled.

Type: tinyint

Length: 1

Valid values:

- 0 (none)
- 1 (local)
- 2 (network only)
- 3 (local and network)

Name

Description: The name of the application.

Type: varchar

Length: 30

RemoteApplicationID

Description: A unique number assigned by the server to identify the application when the application is defined.

Type: int

Length: 4

ServiceLevelThreshold

Description: A unique number assigned by the server to identify the application when the application is defined.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

SiteName

Description: The name of the Contact Center Manager site, as assigned during installation.

Type: varchar

Length: 30

Route view

Communication Server 1000/Meridian 1 PBX switch only. The Route view lists the routes and their properties.

Field Descriptions

This section describes the field descriptions for this view.

Acquire

Description: Shows whether there is a request to acquire or release the route.

Type: char

Length: 1

Name

Description: The name of the route.

Type: varchar

Length: 30

RouteID

Description: The route number.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

Status

Description: The status of the route.

Type: varchar

Length: 80

TemplateID

Description: A unique number assigned by the server to identify the threshold class to which the route belongs when the threshold class is added.

Type: int

Length: 4

RouteThresholdTemplate view

Communication Server 1000/Meridian 1 PBX switch only. The RouteThresholdTemplate view lists the route threshold classes and their threshold levels.

Field Descriptions

This section describes the field descriptions for this view.

Field

Description: The name of the field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique number assigned by the server to identify the field when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the route threshold class.

Type: varchar

Length: 30

TemplateID

Description: A unique number assigned by the server to identify the threshold class when the threshold class is added.

Type: int

Length: 4

ScheduledSkillsetAssignment view

The ScheduledSkillsetAssignment view lists agent to skillset assignments and their properties.

Field Descriptions

This section describes the field descriptions for this view.

AssignID

Description: A unique number assigned by the server to identify the assignment when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to skillset assignment.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 64

Comment

Description: Additional information about the agent, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran, if any.

Type: int

Length: 4

Priority

Description: The agent's priority for this skillset.

Range: 1–48 where 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Length: 1

SkillsetID

Description: A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier the server assigns when the skillset is added.

Type: int

Length: 4

SkillsetName

Description: The name of the skillset to which the agent is assigned when the assignment is run.

Type: varchar

Length: 64

SkillsetState

Description: The current state of the skillset.

Copyright © 2009-2010, Nortel Networks

Valid values:

- Standby
- Active

Type: varchar

Length: 80

Status

Description: The status of the agent to skillset assignment.

Valid values:

- Edited/Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

UserGivenName

Description: The given or first name of the agent.

Type: varchar

Length: 64

UserID

Description: A unique number assigned by the server to identify the agent when the agent is added.

Type: binary

Length: 16

UserSurName

Description: The family or surname of the agent.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 64

UserTelsetLogin

Description: The numeric ID the agent uses to log in to the phone or agent desktop.

Type: varchar

Length: 16

ScheduledSupervisorAssignment view

The ScheduledSupervisorAssignment view lists agent to supervisor assignments and their properties.

Field Descriptions

This section describes the field descriptions for this view.

AgentID

Description: A unique number assigned by the server to identify the agent when the agent is added.

Type: binary

Length: 16

AssignID

Description: A unique number assigned by the server to identify the assignment when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to supervisor assignment.

Type: varchar

Length: 64

AssignType

Description: The assignment type.

Type: varchar

Length: 80

Copyright © 2009-2010, Nortel Networks

Comment

Description: Additional information about the Supervisor, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran, if any.

Type: int

Length: 4

Status

Description: The status of the agent to supervisor assignment.

Valid values:

- Edited/Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

SupervisorGivenName

Description: The given or first name of the supervisor to which the user is assigned when this assignment is run.

Type: varchar

Length: 64

SupervisorID

Description: A unique number assigned by the server to the supervisor when the supervisor is added.

Type: binary

Copyright © 2009-2010, Nortel Networks

Length: 16

SupervisorSurName

Description: The family or surname of the supervisor to which the user is assigned when this assignment is run.

Type: varchar

Length: 64

Type

Description: The assignment type.

Valid values:

- P (Reporting)
- S (Associated)

Type: char

Length: 1

Script view

The Script view lists the scripts and their properties. For more information about scripting, see *Nortel Contact Center Configuration – Service Creation Environment Application Development* (NN44400-510).

Field Descriptions

This section describes the field descriptions for this view.

Comment

Description: Additional information about the script, if any.

Type: varchar

Length: 30

GivenName

Description: The first or given name of the user who performed the most recent action on the script.

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

LastModified

Description: The date when the most recent action is performed on the script.

Type: datetime

Length: 8

Name

Description: The name of the script.

Type: varchar

Length: 30

Owner

Description: The name of the user who created the script.

Type: varchar

Length: 80

ScriptID

Description: A unique number assigned by the server to identify the script when the script is added.

Type: int

Length: 4

Status

Description: The status of the variable.

Valid values:

- Activated
- Deactivated

Type: varchar

Length: 80

SurName

Description: The surname of the user who performed the most recent action on the script.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 30

Type

Description: The type of script.

Valid values:

- Local Master
- Network
- Primary
- Secondary

Type: varchar

Length: 80

ScriptVariableProperties view

The ScriptVariableProperties view lists the script variables and their properties. For more information about scripting, see *Nortel Contact Center Configuration – Service Creation Environment Application Development* (NN44400-510).

Field Descriptions

This section describes the field descriptions for this view.

Class

Description: The name of the variable class to which this variable belongs.

Valid values:

- Item
- Set Of Values

Type: varchar

Length: 80

Comment

Description: Not used.

Grouping

Description: The name of the variable group to which this variable belongs.

Valid values:

- Global Variable

Copyright © 2009-2010, Nortel Networks

- Call Variable

Type: varchar

Length: 80

Name

Description: The name of the script variable.

Type: varchar

Length: 30

Status

Description: The status of the variable.

Valid values:

- Activated
- Deactivated

Type: varchar

Length: 80

Variable type

Description: The data type of the variable. For more information about variables, refer to the Contact Center Manager Scripting Guide for Communication Server 1000/Meridian 1 PBX or the Contact Center Manager Scripting Guide for Communication Server 2X00/DMS.

Type: varchar

Length: 80

ScriptVariables view

The ScriptVariables view lists the script variables. For each variable, it provides the variable status and type, and the name, status, and type of any scripts that use that variable. For more information about scripting, see *Nortel Contact Center Configuration – Service Creation Environment Application Development* (NN44400-510).

Field Descriptions

This section describes the field descriptions for this view.

Copyright © 2009-2010, Nortel Networks

Script

Description: The name of a script that uses this variable.

Type: varchar

Length: 32

ScriptStatus

Description: The status of the script.

Valid values:

- Edited
- Validated
- Activated

Type: varchar

Length: 80

ScriptType

Description: The type of script.

Valid values:

- Local Master
- Network
- Primary
- Secondary

Type: varchar

Length: 80

Variable

Description: The name of the script variable.

Type: varchar

Length: 30

VariableStatus

Description: The status of the variable.

Copyright © 2009-2010, Nortel Networks

Valid values:

- Activated
- Deactivated

Type: varchar

Length: 80

VariableType

Description: The data type of the variable. For more information about variables, see *Nortel Contact Center Configuration – Service Creation Environment Application Development* (NN44400-510).

Type: varchar

Length: 80

Site view

NSBR option only. The Site view lists the sites and their properties.

Field Description

This section describes the field descriptions for this view.

Comment

Description: Additional information about the site, if any.

Type: varchar

Length: 127

ContactNumber

Description: The phone number of the contact person.

Type: varchar

Length: 30

ContactPerson

Description: The name of the contact person for the site.

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

HeteroNetworking

Description:

Type: int

Valid values:

- 0 (Universal Networking disabled)
- 1 (Universal Networking enabled)

Length: 1

LandingPadOptions

Description:

Valid Values

0 to 7

Value	Description
0	MCDN, CDN, and DNIS are disabled
1	MCDN and CDN are disabled. DNIS is enabled.
2	MCDN and DNIS are disabled. CDN is enabled.
3	MCDN is disabled. CDN and DNIS are enabled.
4	MCDN is enabled. CDN and DNIS are disabled.
5	MCDN and DNIS are enabled. CDN is disabled.
6	MCDN and CDN are enabled. DNIS is disabled.
7	MCDN, CDN, and DNIS are enabled.

IsLocal

Description: Specifies whether the site is the local site or a remote site.

Valid values:

- 0 (remote)
- 1 (local)

Type: char

Length: 1

Copyright © 2009-2010, Nortel Networks

Name

Description: The name of the site.

Type: varchar

Length: 30

OutOfServiceTimer

Description: The amount of time the site is filtered from the routing table when the maximum retry limit is reached.

Type: int

Length: 4

RelativeGMT

Description: The time difference (in hours) between GMT and the time zone in which the site is located.

Type: int

Length: 4

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

SwitchType

Description:

Type: The type of switch you use to process contacts in your contact center.

Valid values:

- 1 (CS 1000/M1 switch)
- 4 (CS 2x00/DMS switch)

Copyright © 2009-2010, Nortel Networks

TemplateID

Description: Not used in this release.

Type: char

Length: 1

TemplateName

Description: Not used in this release.

Type: varchar

Length: 30

Skillset view

The Skillset view lists all skillsets and their general properties.

Field Descriptions

This section describes the field descriptions for this view.

ActivityCode

Description: Communication Server 1000/Meridian 1 PBX switch only. The default activity code for the skillset.

Type: varchar

Length: 32

CallAgePreference

Description: The call age preference for a skillset.

Valid values:

- 18 (Oldest)
- 19 (First in Queue)
- any other value (None)

Type: smallint

Length: 2

CallSourcePreference

Description: NSBR option only. The call source preference for a skillset.

Copyright © 2009-2010, Nortel Networks

Valid values:

- 15 (Local)
- 16 (Network)
- 17 (None)

Type: smallint

Length: 2

CallRequestQueueSize

Description: The maximum number of calls that can be queued to this skillset.

Type: int

Length: 4

CallRequestQueueSizeThreshol

Description: The number by which queued calls should decrease before more calls are queued to this skillset.

Type: int

Length: 4

Comment

Description: Additional information about the skillset, if any.

Type: varchar

Length: 127

DN

Description: The ACD-DN number for which calls peg to this skillset.

Type: varchar

Length: 7

IdleAgentsPriority

Description: The agent idle time preference defined on the Global Settings dialog box.

Type: smallint

Copyright © 2009-2010, Nortel Networks

Length: 2

IsNetworked

Description: NSBR option only. Shows whether a skillset is networked.

Type: char

Length: 1

MinShortCallDelay

Description: The short call threshold for the threshold class to which the skillset belongs. Calls with a talk time less than this value are considered short calls.

Type: int

Length: 4

NetworkSkillsetComment

Description: NSBR option only.

Type: varchar

Length: 127

NetworkSkillsetID

Description: NSBR option only.

Type: int

Length: 4

NetworkSkillsetNAME

Description: NSBR option only.

Type: varchar

Length: 30

NightServiceType

Description: The night service type for a skillset.

Valid values:

- 20 (Transition)
- 21 (Night)

Copyright © 2009-2010, Nortel Networks

- any other value (None)

Type: smallint

Length: 2

ServiceLevelThreshold

Description: The service level for the threshold class to which the skillset belongs.

Type: int

Length: 4

Skillset

Description: The name of the skillset.

Type: varchar

Length: 30

SkillsetID

Description: A unique number assigned by the server to identify the skillset when the skillset is added.

Type: int

Length: 4

TemplateID

Description: A unique number assigned by the server to identify the threshold class to which the skillset belongs.

Type: int

Length: 4

UseBestNode

Description: Not used.

UseRoundRobin

Description: NSBR option only.

Type: char

Length: 1

Copyright © 2009-2010, Nortel Networks

Valid values:

- 0 (round robin)
- 1 (sequential)

SkillsetByAgent view

The SkillsetByAgent view lists the skillsets and the agents assigned to them. For each assigned agent, it shows the agent priority for the skillset.

Field Descriptions

This section describes the field descriptions for this view.

Priority

Description: The agent's priority for this skillset.

Range: 1–48, where 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Length: 1

SkillsetID

Description: A unique number assigned by the server to identify the skillset when the skillset is added.

Type: int

Length: 4

SkillsetState

Description: The skillset state.

Valid values:

- Standby
- Active

Type: varchar

Length: 80

UserID

Description: A unique number assigned by the server to identify an agent assigned to this skillset.

Type: binary

Copyright © 2009-2010, Nortel Networks

Length: 16

SkillsetByAssignment view

The SkillsetByAssignment view lists skillsets and the agent-to-skillset assignments in which they are assigned.

Field Descriptions

This section describes the field descriptions for this view.

AssignID

Description: A unique number assigned by the server to identify the assignment when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent-to-skillset assignment.

Type: varchar

Length: 64

Comment

Description: The comments defined by the supervisor, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran, if any.

Type: int

Length: 4

Priority

Description: The agent's priority for this skillset.

Range: 1 to 48; 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Copyright © 2009-2010, Nortel Networks

Length: 1

SkillsetID

Description: A unique number assigned by the server to identify the skillset when the skillset is added.

Type: int

Length: 4

SkillsetName

Description: The name of the skillset to which the agent is assigned when the assignment is run.

Type: varchar

Length: 64

SkillsetState

Description: The current state of the skillset.

Valid values:

- Standby
- Active

Type: varchar

Length: 80

Status

Description: The status of the agent-to-skillset assignment.

Valid values:

- Edited or Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

Copyright © 2009-2010, Nortel Networks

UserGivenName

Description: The given or first name of the agent.

Type: varchar

Length: 64

UserID

Description: A unique number assigned by the server to identify the agent when the agent is added.

Type: binary

Length: 16

UserSurName

Description: The family or surname of the agent.

Type: varchar

Length: 64

UserTelsetLoginID

Description: The numeric ID the agent uses to log on to the phone or agent desktop.

Type: varchar

Length: 16

SkillsetThresholdTemplate view

The SkillsetThresholdTemplate view lists the skillset threshold classes and threshold levels.

Field Descriptions

This section describes the field descriptions for this view.

Field

Description: The name of the field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

Copyright © 2009-2010, Nortel Networks

FieldID

Description: A unique number assigned by the server to identify the field when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

MinShortCallDelay

Description: The length of a short call for this threshold class.

Type: int

Length: 4

Name

Description: The name of the skillset threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for this threshold class.

Type: int

Length: 4

TemplateID

Description: A unique number assigned by the server to identify the threshold class when the threshold class is added.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

SummaryThresholdTemplate view

The SummaryThresholdTemplate view lists the thresholds defined for the Nodal threshold class.

Field Descriptions

This section describes the field descriptions for this view.

Field

Description: The name of the field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique number assigned by the server to identify the field when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the nodal threshold class.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 30

TemplateID

Description: A unique number assigned by the server to identify the threshold class when the threshold class is added.

Type: int

Length: 4

Supervisor view

The Supervisor view lists all Contact Center Manager supervisors and the general properties.

Field Descriptions

This section describes the field descriptions for this view.

Comment

Description: Additional information about the supervisor, if any.

Type: varchar

Length: 127

Department

Description: The department to which the supervisor belongs.

Type: varchar

Length: 64

GivenName

Description: The given or first name of the supervisor.

Type: varchar

Length: 64

PCLoginName

Description: The supervisor's desktop user ID.

Type: varchar

Length: 40

Copyright © 2009-2010, Nortel Networks

PersonalDN

Description: Communication Server 1000/Meridian 1 PBX switch only. The supervisor's personal directory number.

Type: varchar

Length: 32

SurName

Description: The family or surname of the supervisor.

Type: varchar

Length: 64

SwitchID

Description: The switch ID of the phone at which the supervisor is logged on, received from the switch.

Type: int

Length: 4

SwitchPortAddress

Description: The switch port address of the phone at which the supervisor is logged on, received from the switch.

Type: varchar

Length: 30

SwitchPortName

Description: The switch port name of the phone at which the supervisor is logged on, as received from the switch.

Type: varchar

Length: 30

TelsetLoginID

Description: The numeric ID the supervisor uses to log on to the phone or agent desktop.

Type: varchar

Length: 16

Copyright © 2009-2010, Nortel Networks

TemplateID

Description: A unique number assigned by the server to identify the access class, which the supervisor belongs to, when the access class is added.

Type: int

Length: 4

TemplateName

Description: The name of the access class to which the supervisor belongs.

Type: nvarchar

Length: 30

ThresholdTemplateID

Description: A unique number assigned by the server to identify the threshold class to which the supervisor belongs, when the threshold class is added.

Type: int

Length: 4

ThresholdTemplateName

Description: The name of the threshold class to which the supervisor belongs.

Type: nvarchar

Length: 30

Title

Description: The supervisor's title.

Type: varchar

Length: 64

UserID

Description: A unique number assigned by the server to identify the supervisor when the supervisor is added.

Type: binary

Length: 16

Copyright © 2009-2010, Nortel Networks

SupervisorAgentAssignment view

This view shows all agents and their supervisor assignments (both reporting and associated). The view contains a record for each agent-supervisor relationship. For example, if an agent has a reporting and two associated supervisors, the view contains three records for that agent.

Field Descriptions

This section describes the field descriptions for this view.

AgentGivenName

Description: The first or given name of an assigned agent.

Type: varchar

Length: 64

AgentSurName

Description: The family or surname of the agent.

Type: varchar

Length: 64

AgentTelsetLoginID

Description: The numeric ID that the agent uses to log on to the phone or agent desktop.

Type: varchar

Length: 16

AgentUserID

Description: A unique number assigned by the server to identify the agent when the agent is added.

Type: binary

Length: 16

SupervisorGivenName

Description: The first or given name of the supervisor.

Type: varchar

Length: 64

Copyright © 2009-2010, Nortel Networks

SupervisorSurname

Description: The surname or family name of the supervisor.

Type: varchar

Length: 64

SupervisorTelsetLoginID

Description: The numeric ID the supervisor uses to log on at the phone or agent desktop.

Type: varchar

Length: 16

SupervisorUserID

Description: A unique number assigned by the server to identify the supervisor when the supervisor is added.

Type: binary

Length: 16

Type

Description: Shows whether the supervisor is the reporting or associated supervisor for an agent.

Type: char

Length: 1

Valid values:

- P (Reporting)
- S (Associated)

SupervisorByAssignment view

The SupervisorByAssignment view lists the agent to supervisor assignments and properties.

Field Descriptions

This section describes the field descriptions for this view.

AgentID

Description: A unique number assigned by the server to identify the agent when the agent is added.

Copyright © 2009-2010, Nortel Networks

Type: binary

Length: 16

AssignID

Description: A unique number assigned by the server to identify the assignment when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to supervisor assignment.

Type: varchar

Length: 64

AssignType

Description: The assignment type.

Type: varchar

Length: 80

Comment

Description: Additional information, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran, if any.

Type: int

Length: 4

Status

Description: The status of the agent to supervisor assignment.

Valid values:

- Edited or Saved

Copyright © 2009-2010, Nortel Networks

- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

SupervisorGivenName

Description: The given or first name of the supervisor to which the user is assigned when this assignment runs.

Type: varchar

Length: 64

SupervisorID

Description: A unique number assigned by the server to identify the supervisor to which the user is assigned to when this assignment runs, when the supervisor is added.

Type: binary

Length: 16

SupervisorSurName

Description: The family or surname of the supervisor to which the user is assigned when this assignment runs.

Type: varchar

Length: 64

Type

Description: The assignment type.

Valid values:

- P (Reporting)
- S (Associated)

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 80

SwitchPort view

SwitchPort view lists phone ports and switch configuration information.

Field Descriptions

This section describes the field descriptions for this view.

Acquire

Description: Shows whether a request exists to acquire or remove the route.

Type: char

Length: 1

Name

Description: The switch port name of the phone at which the agent is logged on, as received from the switch.

Type: varchar

Length: 30

PortAddress

Description: The switch port address of the phone at which the agent logged on, as received from the switch.

Type: varchar

Length: 30

PositionID

Description: Communication Server 1000/Meridian 1 PBX switch only. A unique identifier for the agent's position ID, as received from the switch.

Type: int

Length: 4

SecondaryDN

Description: Communication Server 2x00/DMS switch only. The secondary DN defined on the phone.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

Status

Description: The status of the phone.

Type: varchar

Length: 80

SwitchID

Description: The switch ID of the phone at which the agent logged on, received from the switch.

Type: int

Length: 4

Type

Description: The phone type.

Type: varchar

Length: 80

TargetSwitchComm view

NSBR option only. The TargetSwitchComm view lists the parameters configured for each destination site in the network. These parameters are defined on the Site Parameters dialog box.

Field Descriptions

This section describes the field descriptions for this view.

AgentReserveTimer

Description: The amount of time an agent at this site is reserved for an NSBR call.

Type: int

Length: 4

DialableDN

Description: The number your switch dials to connect to the destination site.

Type: varchar

Length: 32

Copyright © 2009-2010, Nortel Networks

LandingPadOptions

Description:

Valid Values:

0 to 7

Value	Description
0	MCDN, CDN, and DNIS are disabled
1	MCDN and CDN are disabled. DNIS is enabled.
2	MCDN and DNIS are disabled. CDN is enabled.
3	MCDN is disabled. CDN and DNIS are enabled.
4	MCDN is enabled. CDN and DNIS are disabled.
5	MCDN and DNIS are enabled. CDN is disabled.
6	MCDN and CDN are enabled. DNIS is disabled.
7	MCDN, CDN, and DNIS are enabled.

MultiMediaNetworkURI

Description:

Type: varchar

Length: 255

NumRetries

Description: The number of times your switch attempts to connect to the destination site, if a connection attempt is unsuccessful.

Type: smallint

Length: 2

RetryTimer

Description: The time that elapses between retry attempts.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

SiteID

Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. You can use the SiteID in custom reports to identify statistics applicable to this site.

This field contains the actual local SiteID value.

Type: int

Length: 4

SiteName

Description: The name of the Contact Center Manager site, as assigned during installation.

Type: varchar

Length: 30

UserTemplate view

The UserTemplate view lists the agent call presentation classes and their properties.

Field Descriptions

This section describes the field descriptions for this view.

AlternateCallAnswer

Description: Communication Server 1000/Meridian 1 PBX switch only. Shows whether the agent can place a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

CallForceOption

Description: Communication Server 1000/Meridian 1 PBX switch only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

Type: char

Length: 1

Copyright © 2009-2010, Nortel Networks

CallForceDelayTimer

Description: Communication Server 1000/Meridian 1 PBX switch only. The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

Type: int

Length: 4

NROSDN

Description: Communication Server 2x00/DMS switch only. Shows whether the agent can receive calls while active on their secondary DN.

Type: char

Length: 1

ReturnToQueueMode

Description: The mode of the agent's phone after returning a call to the queue.

Type: varchar

Length: 80

ReturnToQueueOnNoAnswer

Description: Shows whether unanswered calls return to the queue.

Type: char

Length: 1

ReturnToQueueWaitInterval

Description: The time before an unanswered call return to the queue.

Type: smallint

Length: 2

TelsetShowReserve

Description: NSBR option only. Shows whether an agent's phone can show that the agent is reserved for an NSBR call.

Type: char

Length: 1

Copyright © 2009-2010, Nortel Networks

Template

Description: The name of the call presentation class.

Type: varchar

Length: 30

TemplateID

Description: A unique number assigned by the server to identify the call presentation class when the call presentation class is added.

Type: int

Length: 4

UnionBreakTimer

Description: Communication Server 1000/Meridian 1 PBX switch only. The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

Type: smallint

Length: 2

VariableWrap

Description: Communication Server 2x00/DMS switch only. Shows whether the agent is placed into Variable Wrap state after a call. Calls are not presented to agents while they are in Variable Wrap state. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

UserThresholdTemplate view

The UserThresholdTemplate view lists the agent threshold classes and their properties.

Field Descriptions

This section describes the field descriptions for this view.

FieldID

Description: A unique number assigned by the server to identify the field when you define a threshold value for the field.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the agent threshold class.

Type: varchar

Length: 30

ThresholdTemplateID

Description: A unique number assigned by the server to identify the threshold class when the threshold class is added.

Type: int

Length: 4

Views view

The View view lists all of the database views available in the Contact Center Manager database.

Field Descriptions

This section describes the field descriptions for this view.

ColumnName

Description: The name of a field in the view. This name is not necessarily the same as the field label printed on the report.

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

Length

Description: The length of the field, in number of characters.

Type: tinyint

Length: 1

Name

Description: The name of the view.

Type: varchar

Length: 30

Type

Description: The field type.

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

Access and Partition Management views

The Access and Partition Management configuration data is stored in the ADAM data source on the Contact Center Manager Administration (CCMA) server. The data for these reports is extracted from ADAM (active directory) and are stored in the temporary MS Access database files for every user report session. This chapter lists and describes the various Access and Partition Management report views.

Navigation

- Access and Partition Management views (page 327)
- Access Classes view (page 327)
- Report Groups view (page 329)
- User Defined Partitions view (page 330)
- Users view (page 333)

Copyright © 2009-2010, Nortel Networks

Access and Partition Management views

The data for the Access and Partition management reports is generated from the proprietary API developed for the CCMA server. The data for these reports are extracted from ADAM (active directory) and is stored in the temporary MS Access database files for every user report session. The reports are run using the temporary MS Access database files as the data source. When the user closes the report session, the temporary MS Access database files are removed from the server. The file name is UserID_DateTime_APMReport.MDB, for example, User1_08122005041256_APMReport.MDB stored under directory folder: \Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\tmpData.

The Microsoft Access database file contains four tables reports use.

Report name	Table name
Access Classes	AccessClassesRepor
Report Groups	ReportGroupsReport
User Defined Partitions	PartitionsReport
Users	UsersReport

Access Classes view

The name of the Microsoft Access database table is AccessClassesReport. The data in the view is for each access class, access levels for each Contact Center Manager Server (CCMS), and members assigned to this access class (CCMA users).

Field Descriptions

This section describes the field descriptions for this view.

AccessClass

Description: Name of the access class.

Type: text

Length: 120

AccessLevel

Description: Access levels, such as Run and Import, Report Creation, Edit, or View.

Type: text

Copyright © 2009-2010, Nortel Networks

Length: 60

EleDesc

Description: Access Class, for example, Historical Reporting or Real-time.

Type: text

Length: 100

FirstName

Description: First name of user.

Type: text

Length: 30

Group2

Description: Group header contains titles such as Members or Access Class Properties.

Type: text

Length: 120

Group3

Description: Group header field displaying the Contact Center Manager Server.

Type: text

Length: 120

UserName

Description: Logon ID of user.

Type: text

Length: 30

LastName

Description: Surname of user.

Copyright © 2009-2010, Nortel Networks

Type: text

Length: 30

Report Groups view

The name of the Microsoft Access database table is ReportGroupsReport. The data in the view is for each report group (standard and user-defined report group) for each Contact Center Manager Server (CCMS). For user-defined report groups, the data includes the user-defined and user-created report names, report owners, and last modified date of the reports. Only the names of the standard report groups are listed. If the report groups are configured in the user-defined partitions, the name of the partitions appear under each report group (standard report groups and user defined report groups).

Field descriptions

This section describes the field descriptions for this view.

EleDesc

Description: Contains the name of the report groups, user reports, and user defined partition names.

Type: text

Length: 60

Group2

Description: Contains report group header titles:

- List of report groups
- Standard_Outbound
- Standard_Multimedia
- Standard_Networking
- Standard_Others
- Standard_Configuration
- Standard_ContactSummary
- Standard_CallByCall

Type: text

Length: 120

Group3

Copyright © 2009-2010, Nortel Networks

Description: Contains header titles:

- User Defined Partitions
- User Defined Report Groups
- User Reports

Type: text

Length: 120

LastModified

Description: Last modified date of the user report.

Type: text

Length: 50

Owner

Description: User ID of the report owner.

Type: text

Length: 100

ServerName

Description: Name of the Contact Center Manager Server.

Type: text

Length: 120

User Defined Partitions view

The name of the Microsoft Access database table is PartitionsReport. The data in the view is for each user-defined partition, configured elements (Agents, Skillsets report groups, Applications, DNIS and CDN) for each CCMS, members assigned to the user-defined partition (CCMA users), and component-level access for the each member, such as for Contact Center Management, Real Time Reporting, and Historical Reporting.

Field descriptions

This section describes the field descriptions for this view.

CCM

Copyright © 2009-2010, Nortel Networks

Description: Partition access (True or False) for Contact Center Manager application.

Type: text

Variable: char

Length: 5

EleDesc

Description: Contains names of agents, skillsets, report groups, applications, CDNs (Route Points), and DNISs.

Type: text

Length: 120

EleID

Description: Contains the Agent Login ID, CDN ID, and DNIS ID.

Type: text

Length: 50

FirstName

Description: First name of user.

Type: text

Length: 30

Group2

Description: Contains header titles:

- Member
- Contact Center Manager Server name

Type: text

Length: 120

Group3

Copyright © 2009-2010, Nortel Networks

Description: Contains partition element header titles:

- Agents
- Skillsets
- Report Groups
- Applications
- CDNs (Route Points)
- DNISs

Type: text

Length: 120

HR

Description: Partition access (True or False) for Historical Reporting (HR) application.

Type: text

Length: 5

LastName

Description: Surname of user.

Type: text

Length: 30

PartitionName

Description: Name of the user defined partition.

Type: text

Length: 120

RTR

Description: Partition access (True or False) for Real Time Reporting (RTR) application.

Type: text

Copyright © 2009-2010, Nortel Networks

Length: 5

UserName

Description: Logon ID of user.

Type: text

Length: 30

Users view

The name of the Microsoft Access database table is UsersReport. The data in the view is for each user, such as user's basic access rights, access classes allocated to the user, full data access (yes or no), standard partitions, and reporting agents data for every configured CCMS and defined partition assigned to the user.

Field descriptions

This section describes the field descriptions for this view.

EleDesc

Description: Contains the name of the report groups, user reports, and user defined partition names.

Type: text

Length: 60

Group2

Description: Contains report group header titles:

- List of report groups
- Standard_Outbound
- Standard_Multimedia
- Standard_Networking
- Standard_Others
- Standard_Configuration
- Standard_ContactSummary
- Standard_CallByCall

Type: text

Copyright © 2009-2010, Nortel Networks

Length: 120

Group3

Description: Contains header titles:

- User Defined Partitions
- User Defined Report Groups
- User Reports

Type: text

Length: 120

LastModified

Description: Last modified date of user report.

Type: text

Length: 50

Owner

Description: User ID of report owner.

Type: text

Length: 100

ServerName

Description: Name of Contact Center Manager Server.

Type: text

Length: 120

Copyright © 2009-2010, Nortel Networks

Contact Center Network Control Center Data dictionary

- Overview of NCC (page 336)
- Summarized Historical statistics (page 340)
- Event statistics (page 399)

Nortel Contact Center
Performance Management Data Dictionary
NN44400-117 01.07 Standard
Release 7.0 26 February 2010

Copyright © 2009-2010, Nortel Networks

Overview of NCC

The Contact Center Manager database is an open database. You can access the data in this database with any SQL- or ODBC-compliant application. You can use the data to perform the following:

- to import data into a spreadsheet for manipulation
- to import data into your corporate database
- to develop custom reports using Report Creation Wizard, Crystal Reports, or another reporting application.

This chapter describes the data that is available to you.

Navigation

- Types of data (page 336)
- Statistical field types (page 336)
- Resource usage (page 337)
- Default applications (page 337)
- Access right by view (page 338)

Types of data

Contact Center Manager Network Control Center Data Dictionary has two types of data:

- Summarized historical statistics: Statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly).
- Event statistics: Statistics that report each occurrence of an event.

Statistical field types

The following table describes the field types in the statistics descriptions for Contact Center Manager Network Control Center Data Dictionary.

Copyright © 2009-2010, Nortel Networks

Field type	Description	Value range	Length
binary	binary data	not available	16 bytes
char	fixed character length	not available	n bytes
datetime	timestamp	Jan 1, 1753 to Dec 31, 9999	8 bytes
float	integer		8 bytes
int	integer	-2,147,483,648 to 2,147,483,648	4 bytes
numeric		0 to 999,999,999,999	6 bytes
smalldatetime		Jan 1, 2900 to June 6, 2079	4 bytes
smallint		-32,768 to 32,767	2 bytes
tinyint		0 to 255	1 byte
varbinary	variable length binary data	not applicable	n bytes, data dependent
varchar	variable length character	not applicable	n bytes, data dependent

Resource usage

When you generate reports or export data from the database, you use system resources, including server CPU and LAN bandwidth. To calculate resource requirements for a specific application, use the Capacity Assessment Tool (CapTool) application.

Generate large reports or export large amounts of data during off-peak times in your contact center.

Default applications

There are five default applications that ship with Contact Center Manager: Master_Script, Network_Script, ACD-DN, NACD-DN, and System. In some views, activity code statistics peg against these default applications.

Copyright © 2009-2010, Nortel Networks

Application	Description
Master_Script Application	Contact Center Manager Server controlled calls enter the Master_Script Application, which transfers call to a Primary application.
Network_Script Application	Contact Center Manager Server presented calls from an internal network of Contact Center Manager Servers. Although all incoming network calls peg against the Network_Script Application, the Network_Script Application executes fro all incoming network calls. The network script executes for error conditions, for example, if a reserved agent does not handle call. However, all network in calls that the reserved agent handles (non-error condition) peg against the network application. At the destination site, all delays and events peg against the Network_Script Application regardless where the Network script executes. At the source site, delays and events that occur on the target site peg against the Master_Script Application or Primary_Script Application, whichever is appropriate.
ACD-DN_ Application	Presented calls to a Contact Center Manager Server agent through an ACD-DN (default calls).
NACD-DN_ Application	Presented NACD calls to a Contact Center Manager Server through ACD-DN
System_ Application	Null application to peg information such as All Agent Busy time if more than one application queues calls to a skillset.

Access right by view

The following tables lists the access rights needed to run reports, depending on what view you are accessing. sysadmin has all access rights.

Historical reports

The following table lists the required access rights to run historical reports.

View	Item	Level of access
AppConStat	Reports-Other	Create and run any report
CDNConstat	Reports-Other	Create and run any report
DNISConStat	Reports-Other	Create and run any report

Copyright © 2009-2010, Nortel Networks

View	Item	Level of access
NetINCallConStat	Reports-Other	Create and run any report
NetOutConStat	Reports-Other	Create and run any report
SkillsetConStat	Reports-Other	Create and run any report

Run these reports run from the Network Control Center server.

You must configure users with these permissions on the Network Control Center server and all Contact Center Manager Servers associated with the Network Control Center server.

User permissions for the views, in the table, apply to Contact Center Manager Server 7.0. If the Network Control Center server has a Symposium Call Center Server 5.0 server, the users do not possess adequate permissions to retrieve data from these views.

Event reports

The following table lists the required access rights to run event reports.

View	Item	Level of access
eNetCallByCallStat	Reports-CallByCall	Create and run any report

Copyright © 2009-2010, Nortel Networks

Summarized Historical statistics

Summarized historical statistics accumulate over a period of time (15-minute interval, daily, weekly, or monthly). For example, summarized historical statistics can tell you the number of calls answered during a 15-minute interval.

These statistics are used in standard and user-defined reports. You can include these statistics in your Report Creation Wizard-created and user-created reports.

Navigation

- Types of statistics collected (page 341)
- Storage duration (page 341)
- Types of views (page 341)
- ApplicationConStat views (page 343)
- CDNConStat views (page 364)
- DNISConStat views (page 368)
- NetworkInCallConStat views (page 375)
- NetworkOutConStat views (page 381)
- SkillsetConStat views (page 386)

Copyright © 2009-2010, Nortel Networks

Types of statistics collected

When you configure the Historical Statistics Collection, you can choose to collect statistics in each of the following statistics groups:

- application statistics
- CDN and Route Point statistics
- DNIS statistics
- network incoming call statistics (NSBR option)
- network outgoing call statistics (NSBR option)
- skillset statistics

You can enable or disable data collection for one of these groups at any time while the system runs. The number and type of statistics you choose to collect affects the amount of disk space required for the database.

Storage duration

When you configure the Historical Statistics Collection, you can choose how long to store different types of statistics. The duration you choose determines the amount of disk space required for the database.

For more information about configuring the Historical Statistics Collection, see NN44400-710 (Performance Management).

Types of views

Summarized historical statistics are available in interval, daily, weekly, and monthly views.

Interval views

The server accumulates interval statistics for 15 minutes. The statistics accumulate in the server RAM until the end of the 15-minute interval. The server then creates a new record in the database for each entity (or combination of entities). The new record contains the summarized statistics for that entity for that interval. (The statistics collected depend on the type of entity.) The Timestamp field of the new record is in the format YYYY/MM/DD HH:MM:00:00, where MM is 00, 15, 30, or 45.

For example, to record agent by skillset statistics, the server creates a record for each skillset for which an agent answered calls during the interval just ended.

Attention: Interval statistics are not available until after the interval ends. If you shut down the server without properly shutting down the Contact Center Manager services, data for the current interval is lost.

Copyright © 2009-2010, Nortel Networks

Interval views begin with the prefix i.

Daily views

Immediately after the end of the business day (after 12:00 midnight), the server sums all of the interval records for the day, and creates corresponding daily records. The Timestamp field of the daily records is in the format YYYY/MM/ DD 00:00:00:00.

Current day statistics are not available until the beginning of the next day (after12:00 midnight). Daily views begin with the prefix d.

Weekly views

After the end of the first day of the week (after 12:00 midnight), the server creates weekly records that contain each of the daily totals. After the end of each subsequent day in the week, the server adds the day total to the fields in the weekly records. The Timestamp field of the weekly records is in the format YYYY/MM/DD 00:00:00:00, where DD is the first day of the week.

Weekly statistics are not available until the beginning of the next week. You can configure the first day of the week in the Historical Statistics Configuration.

Weekly views begin with the prefix w.

Monthly views

Immediately after the end of the first day of the month (after 12:00 midnight), the server creates monthly records that contain each of the daily totals. After the end of each subsequent day in the month, the server adds the day total to the fields in the monthly record. The Timestamp field of the monthly records is in the format YYYY/MM/DD 00:00:00:00, where DD is 01.

Monthly statistics are not available until after 12:00 midnight of the first day in the next month.

Monthly views begin with the prefix m.

When statistics are accumulated

The following table shows the time period in which the different types of statistics accumulate and are available for reporting.

Type	When accumulated
Interval	every 15 minutes
daily	immediately after the end of the day (after 12:00 midnight)

Copyright © 2009-2010, Nortel Networks

Type	When accumulated
weekly	immediately after the end of the week (after 12:00 midnight on the first day of the next business week)
monthly	immediately after the end of the month (after 12:00 midnight on the first day of the next month)

ApplicationConStat views

Application statistics provide summarized performance data on a per application basis. The servers collect and report application statistics to give contact center managers specific details about contact types, callers, or conditions. You can use these statistics to monitor the contribution of an application to the operation of a contact center. Statistics peg against a given application only for those intervals in which a contact arrives for that application. Except for DNOutExtCallsTalkTime and DNOutIntCallsTalkTime, these statistics do not include DN calls

Definition: Application

An application is a logical entity that represents a script for reporting purposes. The Master script and each script it references (that is, each primary script) has an application with a name that is the same as the script name.

Requirements

Configure the servers to collect application statistics. Statistics are collected for all applications; you cannot configure the system to collect statistics for selected applications.

Database views

Application statistics use the following views:

- iAppConStat
- dAppConStat
- wAppConStat
- mAppConStat

Pegging

Incoming NSBR contacts peg against the Network_Script application.

ACD and NACD calls

Contact Center Manager becomes aware of ACD and NACD calls only when they are answered. After answer, ACD calls peg against the ACD_DN_Application, and NACD calls against the NACD_DN_Application.

Copyright © 2009-2010, Nortel Networks

Contact Center Manager does not have access to abandoned events and delay statistics for ACD and NACD calls; therefore, these statistics are not applicable to ACD_DN and NACD_DN applications.

ACD and NACD calls are not applicable to the SIP-enabled contact center.

CDN Terminated calls

CDN Terminated calls map to AppConStat views by giving the number of local and incoming network CDN calls that:

- Terminate with one of the following treatments—Give Busy, Give Overflow, Disconnect, Route Call, or Default
- Reach a Non-ISDN trunk during routing to a remote site (Networking Feature)
- Transfer in an IVR session (IVR Feature)
- Network out through an NACD queue (not applicable for incoming network calls) (NACD Feature)

Only calls that receive termination treatment initiated by Contact Center Manager but not by the switch are recorded.

Pegging thresholds

You can define application threshold classes with different values for the service level threshold and short call length. Thus, the value for service level and short call length can vary from one application to another.

Non-ISDN trunks and call information

If a voice call encounters a non-ISDN trunk during networking to another Contact Center Manager site, the call information that normally travels with the call does not reach the destination site. This means that the destination site cannot identify those calls that originate within the Contact Center Manager network. At the destination site, the NSBR call is treated as a new call. At the source site, the NSBR call is treated as terminated.

For Universal Networking, you can expect that voice calls encounter a non-ISDN trunk and the limitations the previous paragraph describes. The NSBR call arrives at the target node and the system treats as an incoming networked call.

SIP enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls peg on non-ISDN calls.

Field descriptions

The field descriptions for this view are described in this section.

Copyright © 2009-2010, Nortel Networks

AbdDelay2, AbdDelay4, AbdDelay6,... AbdDelay60 AbdDelay70, AbdDelay80, AbdDelay90,... AbdDelay300 AbdDelay360, AbdDelay420, AbdDelay480, AbdDelay540, AbdDelay600 AbdDelayBeyond
Description: An array of fields divided into incremental periods of time. Each field contains the number of contacts—excluding DN calls, ACD, and NACD calls—that are abandoned after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

The delay time includes any time that the caller spends going through menus and listening to announcements in this application.

Pegging: For local contacts and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact is logically queued to this site. Delays end when the caller disconnects.

Type: int

Length: 4

AnsDelay2, AnsDelay4, AnsDelay6,...AnsDelay60, AnsDelay70, AnsDelay80, AnsDelay90,...AnsDelay300, AnsDelay360, AnsDelay420, AnsDelay480, AnsDelay540, AnsDelay600, AnsDelayBeyond
Description: An array of fields divided into incremental periods of time. Each field contains the number of contacts—excluding DN calls, ACD, and NACD calls—that are answered after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

For voice calls, the delay time includes any time that the caller spends going through menus and listening to announcements in this application.

Pegging: For local contacts and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact is logically queued to this site. Delays end when the call is answered or contact is accepted.

Type: int

Length: 4

Application
Description: The name of the application.

Type: varchar

Copyright © 2009-2010, Nortel Networks

Length: 30

ApplicationID

Description: A unique number assigned by the server to identify an application when the application is defined. This field is used for linking tables in data queries.

Type: int

Length: 4

Pegging: This statistic pegs when a caller disconnects while still in queue or receiving treatment. This statistic includes calls that receive the Give IVR treatment and are presented with a messaging system voice menu, if the menu options are programmed with EM (to go to a mailbox).

CallsAbandonedAftThreshold

Description: The number of contacts—excluding DN calls, ACD, and NACD calls—abandoned for this application after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs.

Triggers: For local contacts and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact is logically queued to this site. Delays end when the caller disconnects.

Type: int

Length: 4

CallsAbandonedDelay

Description: The wait time experienced by all contacts—excluding DN calls, ACD, and NACD calls— that are abandoned by callers. The delay time includes any time that the caller spends reviewing menus and listening to announcements in this application. DNIS delay times include up front menu time. Application delay times do not.

Triggers: For local contacts and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact is logically queued to this site. Delays end when the caller disconnects.

Copyright © 2009-2010, Nortel Networks

Database view	Type	Length
iAppConStat	int	4
dAppConStat	int	4
wAppConStat	numeric	6
mAppConStat	numeric	6

CallsAnswered

Description: The number of contacts, excluding DN calls, answered or accepted for this application.

Pegging: Voice calls peg upon answer. Multimedia contacts peg upon acceptance. ACD calls peg against the ACD_DN_Application, and NACD calls against the NACD_DN_Application.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of contacts—excluding DN calls, ACD and NACD calls—answered or accepted after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs.

Triggers: For local and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR voice contacts, delays begin when the contact is logically queued to this site. Delays end when the contact is answered or the contact is accepted.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all contacts—excluding DN calls, ACD and NACD calls—answered or accepted for this application. This statistic includes Contact Center Multimedia Web Communication and text chat contacts presented to the agent even if the customer abandons the contact.

Triggers: For local and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact is logically queued to this site. Delays end when the contact is answered or the contact is accepted.

Copyright © 2009-2010, Nortel Networks

Database view	Type	Length
iAppConStat	int	4
dAppConStat	int	4
wAppConStat	numeric	6
mAppConStat	numeric	6

CallsAnsweredDelayAtSkillset

Description: The total wait time experienced in the skillset queue by all contacts answered or accepted for this application.

Triggers: Delays begin when the contact is queued against the first skillset and end when the contact is answered.

Database view	Type	Length
iAppConStat	int	4
dAppConStat	int	4
wAppConStat	numeric	6
mAppConStat	numeric	6

CallsConferencedIn

Description: The number of local Contact Center Manager calls, SIP calls, and incoming NSBR calls conferenced to this application.

Type: int

Length: 4

CallsConferencedOut

Description: The number of local Contact Center Manager calls, SIP calls, incoming NSBR calls, ACD calls, and NACD calls conferenced out of this application.

Type: int

Length: 4

CallsGivenBroadcast

Description: Communication Server 1000/Meridian 1 PBX switch only. The number of local Contact Center Manager calls, SIP calls, and incoming NSBR calls given broadcast treatment for this application. Broadcast is not applicable for SIP-enabled contact center.

Copyright © 2009-2010, Nortel Networks

Pegging: This statistic pegs when the Give Controlled Broadcast Announcement script command runs.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenDefault

Description: The number of local Contact Center Manager contacts, SIP calls, multimedia contacts, and incoming NSBR contacts given default treatment as the result of an error condition.

This statistic does not include calls given default treatment by the switch. Contact Center Manager is unaware of these calls.

Pegging: Contacts are given default treatment under the following conditions:

- The script fails or end of script is reached before controlling treatment is given to the contact.
- A QUIT command or end of script is reached and the contact is not queued or routed.
- The script contains illegal first statements.
- An error condition has occurred from which the script executor cannot recover.
- Contact Center Manager Server is down.
- All agents log out of the skillsets to which a call is queued, or all skillsets are put out of service and a QUIT command or end of script is reached.
- All skillsets to which the script queues a new call are out of service.

Type: int

Length: 4

CallsGivenForceBusy

Description: The number of local Contact Center Manager calls and SIP calls given Force Busy treatment for this application.

Pegging: This statistic pegs when the Give Busy script command runs.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

CallsGivenForceDisconnect
Description: The number of local Contact Center Manager calls SIP calls, and multimedia contacts and incoming NSBR calls given Force Disconnect treatment for this application. This statistic also includes any Contact Center Outbound contacts that are removed from the system when an outbound campaign ends.

Pegging: This statistic pegs when the Disconnect script command runs.

Type: int

Length: 4

CallsGivenForceOverflow
Description: The number of local Contact Center Manager calls and SIP calls that receive Force Overflow treatment for this application.

Pegging: This statistic pegs when the Give Overflow script command is executed.

Type: int

Length: 4

CallsGivenHostLookup
Description: The number of local contacts and incoming NSBR contacts for which data is obtained from a remote host through Host Data Exchange (HDX) for this application.

Pegging: This statistic pegs when the Send Request script command is executed.

Restriction: The count is not increased if the same contact receives this treatment more than once.

Type: int

Length: 4

CallsGivenIVR
Description: The number of local Contact Center Manager calls, SIP voice calls, and incoming NSBR calls given music treatment through a music route for this application.

Pegging: This statistic pegs when the Give IVR script command is executed.

Copyright © 2009-2010, Nortel Networks

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenMusic

Description: The number of local Contact Center Manager calls, SIP voice calls, and incoming NSBR calls given music treatment through a music route for this application.

Pegging: This statistic pegs when the Give Music script command is executed.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenNACD

Description: Communication Server 1000/Meridian 1 PBX switch only. The number of local Contact Center Manager calls given Network ACD (NACD) treatment. This treatment sends calls to a switch that does not use the Contact Center Manager NSBR feature.

NACD is not applicable in SIP-enabled contact center.

Pegging: This statistic pegs when the Queue To NACD script command is executed.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenRAN

Description: The number of local Contact Center Manager calls, SIP calls, and incoming NSBR calls given recorded announcement (RAN) treatment for this application.

Pegging: This statistic pegs when the Give RAN script command is executed.

Copyright © 2009-2010, Nortel Networks

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenRouteTo

Description: The number of local Contact Center Manager calls, SIP calls, and incoming NSBR calls given Route Call treatment for this application.

Pegging: This statistic pegs when the Route Call script command is executed.

Type: int

Length: 4

CallsNACDOut

Description: Communication Server 1000/Meridian 1 PBX switch only. The number of local Contact Center Manager calls networked out through an NACD queue and answered at remote switches. NACD is used to send calls to a switch that does not use the Contact Center Manager NSBR feature.

NACD is not applicable in SIP-enabled contact center.

Pegging: This statistic pegs when a call is routed to the NACD-DN.

Type: int

Length: 4

CallsOffered

Description: The number of local contacts, incoming NSBR contacts, ACD calls, and NACD calls offered to this application.

Pegging: Local Contact Center Manager contacts peg against the Master_Script application upon arrival, and against a primary application when the Master_Script application hands over control. ACD and NACD calls peg when the call is answered. After answer, ACD calls peg against the ACD_DN_Application and NACD calls against the NACD_DN_Application.

This statistic includes calls that receive the Give IVR treatment and are presented with a messaging system voice menu, if the menu options are programmed with either CL (to go to a mailbox through a DN) or Call Answering (to go to a mailbox).

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

CallsTransferredIn

Description: Communication Server 1000/Meridian 1 PBX switch only. The number of local and incoming NSBR contacts transferred to this application.

This statistic does not include Contact Center Multimedia contacts transferred to an agent or skillset.

Pegging: This statistic pegs as soon as the transfer is initiated, regardless of whether the transfer is completed.

Type: int

Length: 4

CallsTransferredOut

Description: The number of local contacts, incoming NSBR contacts, ACD calls, and NACD calls transferred out of this application.

This statistic does not include Contact Center Multimedia contacts that are transferred out of this application.

Pegging: This statistic pegs when the transfer is completed. If the agent aborts the transfer before it is complete, this statistic does not peg.

Type: int

Length: 4

ContactType

Description: The type of contact determined by the name of this application. This applies to SIP-enabled contact centers, if Contact Center Multimedia, or if Contact Center Outbound is installed and this application name begins with one of the configured prefixes.

For example, if the application is named EM_application, ContactType pegs as e-mail. If the application does not have a prefix, ContactType pegs as voice.

Type: varchar

Length: 30

Copyright © 2009-2010, Nortel Networks

DNOutExtCallsTalkTime
Description: Communication Server 1000/Meridian 1 PBX switch only. The total time spent by agents on outgoing external DN calls, including hold time, for this application. This statistic does not include the time spent on the DN outcall part of a Contact Center Outbound contact.

Triggers: DNOutExtCallsTalkTime begins when the call is answered and the agent's previous contact was handled by this application. Talk time ends when the caller disconnects or the agent releases the call.

Type: int

Length: 4

DNOutIntCallsTalkTime
Description: Communication Server 1000/Meridian 1 PBX switch only. The total time spent by agents on outgoing internal DN calls, including hold time, for this application. This statistic does not include the time spent on the DN outcall part of a Contact Center Outbound contact.

Triggers: DNOutIntCallsTalkTime begins when the call is answered and the agent's previous contact was handled by this application. Talk time ends when the caller disconnects or the agent releases the call.

Type: int

Length: 4

IVRAbandoned
Description: The number of local Contact Center Manager calls and incoming NSBR calls abandoned during IVR treatment.

Type: int

Length: 4

IVRTerminated
Description: The number of local Contact Center Manager calls and incoming NSBR calls that received and completed the IVR treatment in this application. This statistic includes calls transferred by IVR.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

IVRTransferred
Description: The number of local Contact Center Manager calls and incoming NSBR calls transferred from an IVR session for this application.

IVRTransfer is not applicable in SIP-enabled contact center.

Type: int

Length: 4

MaxCallsAbandonedDelay
Description: The wait time experienced by the contact—excluding DN calls, ACD, and NACD calls—that waited the longest before the caller abandoned it.

Triggers: For local contacts and outgoing NSBR calls, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contacts, delays begin when the contact is logically queued to this site. Delays end when the caller disconnects.

Type: int

Length: 4

MaxCallsAnsDelay
Description: The wait time experienced by the local contact, incoming NSBR contact, or outgoing NSBR contact—excluding DN calls, ACD and NACD calls—that waited the longest before the contact is answered or accepted.

Triggers: For local contacts and outgoing NSBR contacts, delays begin when the Master_Script hands off the contact to a primary application. For incoming NSBR contact, delays begin when the contact is logically queued to this site. Delays end when the contact is answered or accepted.

Type: int

Length: 4

MaxCallsAnsDelayAtSkillset
Description: The wait time experienced by the contact that waited the longest in the skillset queue before the contact is answered or accepted.

Triggers: Delays begin when the contact is queued against the first skillset and end when the contact is answered or accepted for this application.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

MaxNetOutCallsAbandonedDelay

Description: NSBR option only. The wait time experienced by the outgoing NSBR contact routed by this application that waited the longest before the contact is abandoned at the destination site.

The SIP-enabled contact center does not support networking features.

Triggers: Delays begin when the Master_Script hands off the contact to a primary application at the source site and end when the caller disconnects.

Type: int

Length: 4

MaxNetOutCallsAnsweredDelay

Description: NSBR option only. The wait time experienced by the outgoing NSBR contact routed by this application that waited the longest before the contact is answered or terminated at the destination site.

Triggers: Delays begin when the Master_Script hands off the contact to a primary application at the source site and end when the contact is answered or accepted by an agent, answered by IVR, or terminated at the destination site.

Type: int

Length: 4

NetOutCalls

Description: NSBR option only. The number of outgoing NSBR contacts successfully routed by this application to another site. This statistic includes contacts answered (or accepted) or abandoned at the destination site, as well as calls terminating on non-ISDN trunks and calls blocked by an all trunks busy condition.

The SIP-enabled contact center does not support networking features.

Type: int

Length: 4

NetOutCallsAbandoned

Description: NSBR option only. The number of outgoing NSBR contacts, excluding Contact Center Multimedia contacts, sent by this application and abandoned at the destination sites.

The SIP-enabled contact center does not support networking features.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

NetOutCallsAbandonedDelay

Description: NSBR option only. The total time delay experienced by outgoing NSBR contacts sent by this application and abandoned at the destination sites.

The SIP-enabled contact center does not support networking features.

Triggers: Delays begin when the Master_Script hands off the contact to a primary application at the source site and end when the caller disconnects. The delay time includes any time that the caller spends going through menus and listening to announcements in this application.

The following table lists the database views.

Database view	Type	Length
iAppConStat	int	4
dAppConStat	int	4
wAppConStat	numeric	6
mAppConStat	numeric	6

NetOutCallsAnswered

Description: NSBR option only. The number of outgoing NSBR contacts routed by this application and answered or accepted at the destination site.

This includes contacts that arrive at the destination site, but the reserved agent logs off or becomes unavailable, and the contact receives one of the following treatments:

- Disconnect
- Route
- Give Recorded announcement (RAN)
- Give IVR
- Give Music

The SIP-enabled contact center does not support networking features.

Pegging: This statistic pegs when an agent answers a contact, when IVR answers a contact, or when a contact is terminated at the destination site.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

NetOutCallsAnsweredDelay

Description: NSBR option only. The total wait time experienced by all outgoing NSBR contacts routed by this application and answered or accepted at the destination site.

The SIP-enabled contact center does not support networking features.

Triggers: Delays begin when the Master_Script hands off the contact to a primary application at the source site and end when the contact is answered or accepted by an agent, answered by IVR, or terminated at the destination site.

The delay time includes any time that the caller spends going through menus and listening to announcements in this application.

Database view	Type	Length
iAppConStat	int	4
dAppConStat	int	4
wAppConStat	numeric	6
mAppConStat	numeric	6

NetOutCallsReachNonISDN

Description: NSBR option only. The number of outgoing NSBR calls sent by this application that reached a non-ISDN trunk on the way to its destination.

The SIP-enabled contact center does not support networking features.

Type: int

Length: 4

PostCallProcessingTime

Description: This data is the total time agents spent performing post-contact processing. Normally, agents use this time to complete any work related to the contact just completed, such as filling in forms or filing papers.

Triggers: Post-call processing time begins when an agent presses Not Ready after releasing any contact, except DN calls, and ends when the agent presses Not Ready again, places or receives a DN call, or logs off.

Copyright © 2009-2010, Nortel Networks

Post Call Processing Time is calculated for the first Not Ready period after a contact is closed. If the agent enters another state after the call (for example, by answering or receiving a DN call or logging out of the skillset), and then enters Not Ready state, the Not Ready time does not peg against PostCallProcessingTime. Also, if the agent interrupts the Not Ready period to enter another state, and then returns to Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

For Contact Center Multimedia contacts, PostCallProcessingTime does not include the time after replying to an email or disconnecting a WC session, and closing the contact. The time between these two events can involve the agent setting closed reason codes, disposition codes or adding agent notes to a contacts. This time is recorded as TalkTime, not Post Call Processing time.

Pegging: This statistic pegs against the last application for which the agent

handled a contact.

Type: int

Length: 4

Site
Description: The configured name of the Contact Center Manager site.

Type: varchar

Length: 30

SiteID
Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. The SiteID can be used in custom reports to identify statistics applicable to this site.

Type: int

Length: 4

TalkTime
Description: The total time that agents spent handling contacts (excluding DN calls) in this interval, that were handled by this application. This statistic includes hold time.

Copyright © 2009-2010, Nortel Networks

Triggers: The follow items trigger this statistic:

- For voice calls, talk time begins when the agent answers the call.
- For the Communication Server 1000/Meridian 1 PBX switch, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Communication Server 2x00 switch, talk time ends when the agent releases or transfers the call.
- For multimedia contacts, talk time begins when the agent accepts the contact and ends when the agent closes or transfers the contact.
- For Contact Center Outbound contacts, talk time begins when the agent accepts the contact, includes the time the agent is on the DN call, and ends when the agent releases the DN call and closes the contact.

Type: int

Length: 4

Time

Description: The time (in 24-hour HH:MM format) when the data is pegged by the system.

Type: char

Length: 5

TimeBeforeDefault

Description: The total time spent in the system by local Contact Center Manager calls, SIP calls, and incoming NSBR calls that received default treatment for this application.

Pegging: For local Contact Center Manager calls, pegging begins when the Master_Script is initiated. For incoming NSBR calls, pegging begins when the contact is queued to the site. Pegging ends when Give Overflow treatment is given.

Type: int

Length: 4

TimeBeforeForceBusy

Description: The total time spent in the system by local Contact Center Manager calls, SIP calls, and incoming NSBR calls that received Force Busy treatment for this application.

Copyright © 2009-2010, Nortel Networks

Pegging: For local Contact Center Manager calls, pegging begins when the Master_Script is initiated. For incoming NSBR calls, pegging begins when the contact is queued to the site. Pegging ends when Give Busy treatment is given.

Type: int

Length: 4

TimeBeforeForceDisconnect

Description: The total time spent in the system by local Contact Center Manager calls, SIP calls, and incoming NSBR calls that receive Force Disconnect treatment for this application.

Pegging: For local Contact Center Manager calls, pegging begins when the Master_Script is initiated. For incoming NSBR calls, pegging begins when the contact is queued to the site. Pegging ends when Give Disconnect treatment is given.

Type: int

Length: 4

TimeBeforeForceOverflow

Description: The total time spent in the system by local Contact Center Manager calls, SIP calls, and incoming NSBR calls that receive Force Overflow treatment for this application.

Pegging: For local Contact Center Manager calls, pegging begins when the Master_Script is initiated. For incoming NSBR calls, pegging begins when the contact is queued to the site. Pegging ends when Give Overflow treatment is given.

Type: int

Length: 4

TimeBeforeInterflow

Description: The total amount of time that local contacts and outgoing NSBR contacts spent in the Master_Script application before the contact is passed to a primary application. For the Master_Script application, this is the total time spent in the Master_Script by all contacts. For primary applications, this is the total time spent in the Master_Script application by all contacts answered for the primary application.

Pegging: Pegging begins when the Master_Script is initiated, and ends when the contact transfers to a primary application.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

TimeBeforeIVRTransferred

Description: The total time spent in the system by local Contact Center Manager calls and incoming NSBR calls transferred to an IVR session for this application.

IVRTransfer is not supported in SIP-enabled contact center.

Pegging: For local Contact Center Manager calls, pegging begins when the Master_Script is initiated. For incoming NSBR calls, pegging begins when the contact is queued to the site. Pegging ends when the call is transferred to an IVR session.

Type: int

Length: 4

TimeBeforeNACDOut

Description: The total time spent in the system by local Contact Center Manager calls networked out through the NACD queue and answered at remote nodes. NACD calls are sent to other switches without using the Contact Center Manager NSBR feature.

NACD is not applicable in SIP-enabled contact center.

Pegging: Pegging begins when the call arrives at the site and ends when the call receives treatment.

Type: int

Length: 4

TimeBeforeNetOut

Description: NSBR option only. The total time that outgoing NSBR contacts, networked by this application, spend in the system.

Pegging: Pegging begins when the contact arrives at the site and ends when the contact routes to the destination.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

TimeBeforeReachNonISDN

Description: NSBR option only. The total time that the NSBR Contact Center Manager calls spend in the system before they reach a non-ISDN trunk.

Pegging: Pegging begins when the call arrives at the site and ends when the call routes to a non-ISDN trunk.

Type: int

Length: 4

TimeBeforeRouteTo

Description: The total time that Contact Center Manager calls, SIP voice calls, SIP video calls, and incoming NSBR calls, which receive Route Call treatment, spend in the system.

Pegging: For local Contact Center Manager calls, pegging begins when the Master_Script starts. For incoming NSBR calls, pegging begins when the contact queues to the site. Pegging ends when the call receives Route Call treatment.

Type: int

Length: 4

Timestamp

Description: The date and time when the data pegged. This field is used for linking tables in data queries.

Type: smalldatetime

Length: 4

WaitTime

Description: The total time agents spend waiting for a contact after releasing a voice call or closing a multimedia contact handled by this application.

Triggers: WaitTime begins when the agent goes into Idle state, for example, if:

- an agent releases a voice call or closes a multimedia contact, and the agent's call presentation class is not configured for Break time or Variable Wrap
- an agent's Break or Variable Wrap timer elapses after a contact is released or closed

Copyright © 2009-2010, Nortel Networks

- an agent presses the Not Ready key a second time after entering Not Ready state

WaitTime ends when the agent leaves the Idle state. If the agent handles another contact from the same application as the most recently handled contact, WaitTime resumes against that application when the agent returns to the Idle state. If the agent handles a contact from a different application than the most recently handled contact, WaitTime begins against the new application when the agent returns to the Idle state.

(NSBR option) WaitTime is not affected when an agent is reserved on the switch.

Communication Server 2x00/DMS systems, incoming DN calls do not stop the WaitTime timer.

Pegging: WaitTime pegs against the last application for which the agent handled a contact during this logon. If the agent has not handled an associated contact with an application, WaitTime doe not peg.

Type: int

Length: 4

CDNConStat views

Control Directory Number (CDN) statistics provide summarized contact traffic information for the CDNs and Route Points configured on the server.

Statistics peg only for those intervals in which there are contacts coming into the contact center through a CDN or Route Point. Incoming ACD, NACD, and DN calls are not routed through CDNs or Route Points and are not included in these statistics.

Definition: CDN

A Control Directory Number (CDN) is a number configured in the switch as the entry point for voice contacts into Contact Center Manager. You can configure multiple CDNs in the switch and associate them with the Master script of Contact Center Manager.

Definition: Route Point

A Route Point is an identifier configured in the Contact Center Manager Server as the entry point for multimedia contacts. You can configure multiple Route Points in the server and associate them with the Master script.

Copyright © 2009-2010, Nortel Networks

Requirements

You must fulfill the following requirements:

- Define CDNs and Route Points on Contact Center Manager.
- Configure the server to collect CDN statistics. Statistics are collected for all CDNs and Route Points; you cannot configure the system to collect statistics for only selected CDNs or Route Points.

Database views

Control Directory Number (CDN) statistics use the following views:

- iCDNConStat
- dCDNConStat
- wCDNConStat
- mCDNConStat

Non-ISDN trunks and call information

If a voice call encounters a non-ISDN trunk while it is networked to another Contact Center Manager site, the call information that normally travels with the call does not reach the destination site. This means that the destination site cannot distinguish that the call came from the Contact Center Manager network. At the destination site, the networked call is treated as a new call. At the source site, the network call is treated as terminated.

For Universal Networking, you can expect that voice calls encounter a non-ISDN trunk and the limitations the previous paragraph describes. The NSBR call arrives at the target node and the system treats as an incoming networked call.

SIP enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls peg on non-ISDN calls.

Field descriptions

This section provides the field descriptions for CDNConStat views.

CallsAbandoned

Type: int

Length: 4

CallsAnswered

Description: The number of local contacts and incoming NSBR contacts answered by this CDN or Route Point. This includes local contacts that are networked out through the NSBR feature and answered or accepted by an agent or IVR at the destination site.

Copyright © 2009-2010, Nortel Networks

Pegging: Voice calls peg upon answer and multimedia contacts peg upon acceptance. A contact pegs as answered if, when it arrives at the destination site, the reserved agent logs out or becomes unavailable and it receives one of the following treatments:

- Disconnect
- Route
- Give Recorded announcement (RAN)
- Give IVR
- Give Music

Type: int

Length: 4

CallsOffered

Description: The number of local contacts and incoming NSBR contacts offered to this CDN or Route Point.

This statistics include voice calls that receive the Give IVR treatment and are presented with a messaging system voice menu, if the menu options are programmed with either CL (to go to a mailbox through a DN) or CA (to go to a mailbox).

Type: int

Length: 4

CallsTerminated

Description: The number of local contacts and incoming NSBR contacts for this CDN or Route Point, which are terminated under one of the following conditions:

- The contact received a Force Busy, Force Overflow, Force Disconnect, Route Call, or default treatment.
- (NSBR option only) The call reached a non-ISDN trunk while it is routed to a remote site.
- The voice call is transferred to an IVR queue.
- (Communication Server 1000/Meridian 1 PBX switch only) The voice call is networked out through an NACD queue.

This statistic includes voice calls that receive the Give IVR treatment and are presented with a messaging system voice menu, if the menu options are programmed with CL (to go to a mailbox through a DN).

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

CallsWithDigitsCollected
Description: Communication Server 2x00/DMS switch only. The number of voice calls that received IVR treatment and arrived at this CDN accompanied by data collected during the IVR session.

Type: int

Length: 4

CDN
Description: A unique number to identify this CDN or Route Point, which the server assigns when the CDN or Route Point is added.

Type: varchar

Length: 30

CDNName
Description: The name of this CDN as configured when it is added.

Type: varchar

Length: 30

Site
Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID
Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. The SiteID can be used in custom reports to identify statistics applicable to this site.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

Time
Description: The time (in 24-hour HH:MM format) when the data is pegged by the system.

Type: smalldatetime

Length: 4

Timestamp
Description: The date and time when the data is pegged by the system.

Type: smalldatetime

Length: 4

URL
Description: The name of the configured Route Point that you add.

Type: varchar

Length: 255

DNISConStat views
Dialed Number Identification Service (DNIS) statistics provide summarized information for each DNIS. These statistics provide a means of monitoring the call traffic and call handling for each DNIS.

Definition: DNIS
DNIS is an optional service to identify the dialed number for calls entering the contact center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

Requirements
Fulfill the following requirements:

- Define DNISs on Contact Center Manager.
- Configure the servers to collect DNIS statistics. Statistics are collected for all DNISs; you cannot configure the system to collect statistics for selected DNISs.

Database views
NDialed Number Identification Service (DNIS) statistics use the following views:

- iDNISConStat

Copyright © 2009-2010, Nortel Networks

- dDNISConStat
- wDNISConStat
- mDNISConStat

Field descriptions

This section provides the field descriptions for DNISConStat views.

CallsAbandoned

Description: The number of local Contact Center Manager calls and incoming NSBR contacts abandoned for a DNIS number.

Type: int

Length: 4

CallsAbandonedAftThreshold

Description: The number of local Contact Center Manager calls and incoming NSBR calls abandoned that experienced a delay greater than or equal to the service level threshold for the DNIS number.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script is initiated. For incoming NSBR calls, delays begin when the call is logically queued to this site.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by all local Contact Center Manager calls and incoming NSBR calls abandoned for a DNIS number.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script is initiated. For incoming NSBR calls, delays begin when the call is logically queued to this site.

The delay time includes any time that the caller spends navigating menus and listening to announcements before it is queued to a skillset.

Type: int

Length: 4

CallsAnswered

Description: The number of local Contact Center Manager calls and incoming NSBR calls answered for a DNIS number.

Copyright © 2009-2010, Nortel Networks

Pegging: Calls peg upon answer.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of local Contact Center Manager calls and incoming NSBR calls answered that experienced a delay greater than or equal to the service level threshold for the DNIS number.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script is initiated. For incoming NSBR calls, delays begin when the call is logically queued to this site.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all local Contact Center Manager calls and incoming NSBR calls answered for a DNIS number.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script is initiated. For incoming NSBR calls, delays begin when the call is logically queued to this site.

The delay time includes any time that the caller spends navigating menus and listening to announcements before it is queued to a skillset.

Type: int

Length: 4

CallsGivenDefault

Description: The number of local Contact Center Manager calls and incoming NSBR calls given default treatment for a DNIS number.

Type: int

Length: 4

CallsGivenForceBusy

Description: The number of local Contact Center Manager calls and incoming NSBR calls given Force Busy treatment for a DNIS number.

Pegging: This statistic pegs when the Give Busy script command is executed.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

CallsGivenForceDisconnect
Description: The number of local Contact Center Manager calls and incoming NSBR calls given Force Disconnect treatment for a DNIS number.

Pegging: This statistic pegs when the Disconnect script command is executed.

Type: int

Length: 4

CallsGivenForceOverflow
Description: The number of local Contact Center Manager calls and incoming NSBR calls given Force Overflow treatment for a DNIS number.

Pegging: This statistic pegs when the Give Overflow script command is executed.

Type: int

Length: 4

CallsGivenRouteTo
Description: The number of local Contact Center Manager calls and incoming NSBR calls given Route Call treatment for a DNIS number.

Pegging: This statistic pegs when the Route Call script command is executed.

Type: int

Length: 4

CallsNACDOut
Description: Communication Server 1000/Meridian 1 PBX switch only. The number of local Contact Center Manager calls networked out through an NACD queue and answered at remote sites.

NACD is not applicable in SIP-enabled contact center.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

CallsNetworkedOut
Description: NSBR option only. The number of local Contact Center Manager calls routed to a remote site and answered or abandoned.

Networking features are not supported in SIP-enabled contact center.

Type: int

Length: 4

CallsOffered
Description: The number of local Contact Center Manager calls and incoming NSBR calls offered to this server with this DNIS number.

Pegging: Calls peg upon arrival.

Type: int

Length: 4

CallsReachNonISDN
Description: NSBR option only. The number of local Contact Center Manager calls that reached a non-ISDN trunk while it is routed to a remote site.

Pegging: SIP-enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls are pegged on non-ISDN calls.

Restriction: If a call encounters a non-ISDN trunk while it is networked to another Contact Center Manager site, the call information that normally travels with the call does not reach the destination site. This means the destination site cannot tell that the call came from the Contact Center Manager network. At the destination site, the networked call is treated as a new call. At the source site, the NSBR call is terminated.

Type: int

Length: 4

DNIS
Description: A unique number used to identify a DNIS, which the server assigns when the DNIS is defined.

Type: varchar

Length: 16

Copyright © 2009-2010, Nortel Networks

DNISName
Description: The name of a DNIS.

Type: varchar

Length: 30

DNIS_Prefix
Description: Stores the prefix of a DNIS number. You can sort, filter, and report on individual DNIS 800 numbers.

Type: varchar

Length: 16

IVRTransferred
Description: The number of local Contact Center Manager calls and incoming NSBR calls transferred from an IVR session for a DNIS number.

IVRTransfers are not applicable in SIP-enabled Contact Centers.

Type: int

Length: 4

MaxAbandonedDelay
Description: The wait time experienced by the local Contact Center Manager calls or incoming NSBR call that waited the longest before it is abandoned.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script is initiated. For incoming NSBR calls, delays begin when the call is logically queued to this site.

Type: int

Length: 4

MaxAnsweredDelay
Description: The wait time experienced by the local Contact Center Manager calls or incoming NSBR call that waited the longest before it is answered.

Triggers: For local Contact Center Manager calls, delays begin when the Master_Script is initiated. For incoming NSBR calls, delays begin when the call is logically queued to this site.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

NetworkCDN
Description:

Type: varchar

Length: 30

Site
Description: The configured name of this Contact Center Manager site.

Type: varchar

Length: 30

SiteID
Description: A unique number assigned by the system to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. The SiteID can be used in custom reports to identify statistics applicable to this site.

The actual local SiteID value is written in this field.

Type: int

Length: 4

TalkTime
Description: The total time spent by all agents on local Contact Center Manager calls and incoming NSBR calls for a DNIS number, including hold time.

Triggers:

- **Communication Server 1000/Meridian 1 PBX switch**: The call pegs when the caller disconnects or the agent releases the call.
- **Communication Server 2x00/DMS switch**: The time pegs when the agent releases the call.

Pegging: Talk time pegs at the end of the interval (for calls that are active at the end of an interval), and when the call terminates.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

Time
Description: The time (in 24-hour HH:MM format) when the data is pegged by the system.

Type: char

Length: 5

Timestamp
Description: The date and time when the data is pegged by the system.

Type: smalldatetime

Length: 4

Type
Description: Distinguishes between local and landing-pad DNIS.

Type: tinyint

Length: 1

URL
Description: The name of the configured Route Point that you add.

Type: varchar

Length: 255

NetworkInCallConStat views
NSBR option only. Network call statistics provide information that can be used to monitor contact distribution and handling in a network environment. They record statistics for all incoming NSBR contacts received at a site.

Network statistics only report on contacts that are controlled by the server (that is, Contact Center Manager contacts and multimedia contacts). They do not report on DN, ACD, or NACD calls.

In these statistics, the local site is the destination site. Networking features are not applicable in SIP-enabled Contact Centers.

Requirements
Configure the server to collect network call statistics. Statistics are collected for all applications; you cannot configure the system to collect statistics for selected applications.

Copyright © 2009-2010, Nortel Networks

Restrictions

Network call statistics generated on the server are collected on the destination site only. To report on network contact handling at all sites, generate a network-wide report from the Network Control Center.

Database views

Network call statistics use the following views:

- iNetworkInCallStat
- dNetworkInCallstat
- wNetworkInCallStat
- mNetworkInCallStat

Field descriptions

This section provides the field descriptions for DNISConStat views.

CallsAbandoned

Description: The number of incoming NSBR contacts abandoned at the local site.

Type: int

Length: 4

CallsAbandonedAftThreshold

Description: The number of incoming NSBR contacts abandoned at the local site after a wait that exceeds the service level threshold for the application.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by all incoming NSBR contacts abandoned at the local site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the contact is abandoned at the local site.

The delay time includes any time that the caller spends going through menus and listening to announcements before it is queued to a skillset.

The following tables lists the statistics you can use for the CallsAbandonedDelay field.

Copyright © 2009-2010, Nortel Networks

Statistics	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

CallsAbandonedDelayAtDest

Description: The total wait time experienced at the local site by all incoming NSBR contacts abandoned at the local site.

Triggers: Delays begin when the Master_Script is initiated and end when the contact is abandoned at the local site.

The following tables lists the statistics that the NetworkInCallConStat view uses.

Statistics	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

CallsAnswered

Description: The number of incoming NSBR contacts answered or accepted at the local site.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of incoming NSBR contacts answered or accepted at the local site after a wait greater than or equal to the service level threshold for the application. The delay begins when a contact enters the local site. The service level threshold is set during system configuration of the local site.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

CallsAnsweredDelay

Description: The total wait time experienced by all incoming NSBR contacts answered or accepted at the local site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the contact is answered or accepted at the local site.

The delay time includes any time that the caller spends going through menus and listening to announcements in this application.

The following tables lists the statistics that NetworkInCallConStat field uses.

Statistics	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

Description: The total wait time experienced at the local site by all incoming NSBR contacts answered or accepted at the local site.

Triggers: Delays begin when the contact is queued to the local site and end when the contact is answered or accepted at the local site.

The following table lists the statistics that the CallsAnswereDelayAtDest field uses.

Statistics	Type	Length
iNetworkInCallStat	int	4
dNetworkInCallStat	int	4
wNetworkInCallStat	numeric	6
mNetworkInCallStat	numeric	6

CallsOffered

Description: The number of incoming NSBR contacts offered to the local site.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

DstApplication
Description: The name of the destination application. This name is always Network_Script.

Type: varchar

Length: 30

DstApplicationID
Description: A unique number assigned by the server to identify the Network_Script application.

Type: int

Length: 4

DstSite
Description: The name of the local Contact Center Manager site, as defined on the Network Control Center.

Type: varchar

Length: 30

DstSiteID
Description: A unique number assigned by the server to identify the local Contact Center Manager site when the site is defined on the Network Control Center.

Type: int

Length: 4

MaxAbandonedDelay
Description: The wait time experienced by the incoming NSBR contact that waited the longest before it is abandoned at the local site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the contact is abandoned at the local site.

Type: int

Length: 4

MaxAbandonedDelayAtDest
Description: The wait time experienced by the contact that waited the longest at the local site before it is abandoned.

Copyright © 2009-2010, Nortel Networks

Triggers: Delays begin when a contact is logically queued to the local site and end when the contact is abandoned.

Type: int

Length: 4

MaxAnsweredDelay
Description: The total wait time experienced by all calls answered or contacts accepted at the local site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the call is answered or contact is accepted at the local site.

Type: int

Length: 4

MaxAnsweredDelayAtDest
Description: The wait time experienced by the contact that waited the longest at the local site before it is answered or accepted.

Triggers: Delays begin when a contact is logically queued to the local site and end when the contact is answered or accepted.

Type: int

Length: 4

SrcApplication
Description: The name of the source application.

Type: varchar

Length: 30

SrcApplicationID
Description: A unique number assigned by the server to identify the source application when the application is defined.

Type: int

Length: 4

SrcSite
Description: The name of the source Contact Center Manager site, as assigned when the site is defined on the Network Control Center.

Copyright © 2009-2010, Nortel Networks

Type: varchar

Length: 30

SrcSiteID
Description: The unique identifier for the source Contact Center Manager site where a call originated.

Type: int

Length: 4

Time
Description: The time (in 24-hour HH:MM format) when the data is pegged by the system.

Type: char

Length: 5

Timestamp
Description: The date and time when the data is pegged by the system, in local (destination) site time. This field is used for linking tables in data queries.

Type: smalldatetime

Length: 4

NetworkOutConStat views

NSBR option only. Network outgoing contact statistics provide summarized performance measurement information based on the origin and destination of a contact. They record statistics for all contacts networked out from a site.

In these statistics, the local site is the source site.

Networking features are not applicable in SIP-enabled Contact Centers.

Requirements

Configure the server to collect network outcall statistics.

Restrictions

At each Contact Center Manager site, the historical network outgoing contact statistics are only collected against the local site. These statistics contain network outgoing contact traffic and handling information for contacts for which the local site is the source.

Copyright © 2009-2010, Nortel Networks

Database views

Network outgoing contact statistics use the following views:

- iNetworkOutConStat
- dNetworkOutConStat
- wNetworkOutConStat
- mNetworkOutConStat

Field descriptions

This section provides the field descriptions for NetworkOutConStat views.

CallsAbandoned

Description: The number of contacts abandoned at the destination site.

Type: int

Length: 4

CallsAbandonedDelayAtDest

Description: The total wait time experienced at the destination site by all contacts from the local site abandoned at the destination site.

Triggers: Delays begin when the contact is queued to the destination site and end when the contact is abandoned.

Statistics	Type	Length
iNetworkOutConStat	int	4
dNetworkOutConStat	int	4
wNetworkOutConStat	numeric	6
mNetworkOutConStat	numeric	6

CallsAnswered

Description: The number of contacts answered or accepted by an agent, answered by IVR, or terminated at the destination site.

Pegging: A contact pegs as answered if, when it arrives at the destination site, the reserved agent logs off or becomes unavailable and it receives one of the following treatments:

- Disconnect
- Route
- Give Recorded announcement (RAN)
- Give IVR

Copyright © 2009-2010, Nortel Networks

- Give Music

Type: int

Length: 4

CallsAnsweredDelayAtDestination

Description: The total wait time experienced at the destination site by all contacts from the local site answered or accepted by an agent, answered by IVR, or terminated at the destination site.

Triggers: Delays begin when the contact is queued to the destination site and end when the contact is answered or accepted.

Statistics	Type	Length
iNetworkOutConStat	int	4
dNetworkOutConStat	int	4
wNetworkOutConStat	numeric	6
mNetworkOutConStat	numeric	6

CallsOffered

Description: The number of contacts offered to the destination site.

Type: int

Length: 4

DstApplication

Description: The name of the destination application (this is always Network_Script).

Type: varchar

Length: 30

DstApplicationID

Description: A unique number assigned by the server to identify the destination application.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

DstSite
Description: The name of the destination Contact Center Manager site, as defined when the site is configured on the Network Control Center.

Type: varchar

Length: 30

DstSiteID
Description: A unique number assigned by the server to identify a destination site when the site is configured on the Network Control Center.

Type: int

Length: 4

MaxCallAbandonedDelay
Description: The wait time experienced by the contact originating at the local site that waited the longest at the destination site before it is abandoned.

Triggers: Delays begin when the contact is queued to the destination site and end when the contact is abandoned.

Type: int

Length: 4

MaxCallAnsweredDelay
Description: The wait time experienced by the contact originating at the local site that waited the longest before it is answered or accepted by an agent, answered by IVR, or terminated at the destination site.

Triggers: Delays begin when the Master_Script is initiated at the local site and end when the contact is answered or accepted.

Type: int

Length: 4

MaxCallAnsweredDelayAtDest
Description: The wait time experienced by the contact originating at the local site that waited the longest at the destination site before it is answered or accepted by an agent, answered by IVR, or terminated.

Triggers: Delays begin when the contact is logically queued to the destination site and end when the contact is answered or accepted.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

SrcApplication
Description: The name of the source application.

Type: varchar

Length: 30

SrcApplicationID
Description: A unique number assigned by the server to identify the source application when the application is defined.

Type: int

Length: 4

SrcSite
Description: The name of the local site, as defined when the site is defined on the Network Control Center.

Type: varchar

Length: 30

SrcSiteID
Description: A unique number assigned by the server to identify a source Contact Center Manager site where a call originated when the site is defined on the Network Control Center.

Type: int

Length: 4

Time
Description: The time (in 24-hour HH:MM format) when the data is pegged by the system.

Type: char

Length: 5

Timestamp
Description: The date and time when the data is pegged by the system, in local (source) site time.

Copyright © 2009-2010, Nortel Networks

Type: smalldatetime

Length: 5

TotalCallAbandonedDelay

Description: The total wait time experienced by all contacts from the local site abandoned at the destination site.

Triggers: Delays begin when the Master_Script is initiated at the local site and end when the contact is abandoned.

Statistic	Type	Length
iNetworkOutConStat	int	4
dNetworkOutConStat	int	4
wNetworkOutConStat	numeric	6
mNetworkOutConStat	numeric	6

TotalCallAnsweredDelay

Description: The total wait time experienced by all contacts from the local site answered or accepted by an agent, answered by IVR, or terminated at the destination site.

Triggers: Delays begin when the Master_Script is initiated at the local site and end when the contact is answered.

Statistic	Type	Length
iNetworkOutConStat	int	4
dNetworkOutConStat	int	4
wNetworkOutConStat	numeric	6
mNetworkOutConStat	numeric	6

SkillsetConStat views

A skillset is a group of skills, such as level of expertise in a certain area, to which an agent is assigned. Agents can be assigned to more than one skillset. Skillset statistics provide summarized performance information based on a combination of skillset and application contact information. Statistics peg against a combination of skillset and application.

Statistics peg for a given skillset only for those intervals in which the skillset is staffed.

Copyright © 2009-2010, Nortel Networks

Only contacts queued to a skillset are included in these statistics (if a skillset is mapped to an ACD DN or NACD DN, calls to that DN are included). Except for DNOutExtCallsTalkTime and DNOutIntCallsTalkTime, these statistics do not include DN calls.

ACD DN and NACD DN are not supported in SIP-enabled Contact Centers.

Requirements

Configure the server to collect skillset statistics. Statistics are collected for all skillsets; you cannot configure the system to collect statistics for selected skillsets.

Pegging

All statistics peg against a specific skillset and application combination and either the local or originating site.

Local contacts

Local Contact Center Manager contacts peg against the Master_Script or primary application (depending on the location of the call in the system) and against the answering skillset, or the Agent Queue To skillset (if the contact is queued to a specific agent for the contact's contact type).

Closed contacts that are pulled for additional processing by the agent are pegged against the Agent Queue To skillset for the contact’s contact type. New and New Reply contacts that are pulled while already within Contact Center Manager are pegged against the skillset they are queuing in, if any, up to the time they are pulled, and then against the Agent Queue To skillset for the contact type. Local contacts peg against the local site.

Incoming NSBR contacts

Incoming NSBR contacts peg against the Network_Script Application and the originating site.

ACD calls

ACD calls peg against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped (if defined) or the Default_ACD skillset. ACD calls peg against the local site.

ACD DN and NACD DN are not supported in SIP-enabled contact centers.

NACD calls

ACD calls peg against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped (if defined) or the Default_NACD skillset. NACD calls peg against the local site.

NACD DN and NACD DN are not supported in SIP-enabled contact centers.

Copyright © 2009-2010, Nortel Networks

Statistics pegged against the System_Application

The following statistics are applicable to multiple applications, and peg against the System_Application and the local site:

- ActiveTime
- AllAgentBusyTime
- TotalStaffedTime

The System_Application does not appear on the standard reports. On the standard reports, these totals are included in the summary line for the skillset statistics.

Pegging thresholds

You can define skillset threshold classes with different values for the service level threshold and the length (talk time, handling time) of a short call or contact. Thus, the value for service level and short call length can vary from one skillset to another. For more information about threshold classes, refer to the Contact Center Manager Administrator's Guide.

Mapping a skillset to an ACD-DN

Using Contact Center Manager Administration, you can map a skillset to an ACD-DN or NACD-DN. If you do so, statistics for that ACD-DN or NACD-DN peg against the skillset.

For ACD calls, the server does not record information about call activity on the switch. ACD calls are tracked from the time they are answered at a phoneset acquired by Contact Center Manager.

ACD DN and NACD DN are not supported in SIP-enabled contact centers.

Database views

Skillset statistics use the following views:

- iSkillsetConStat
- dSkillsetConStat
- wSkillsetConStat
- mSkillsetConStat

Field descriptions

This section provides the field descriptions for SkillsetConStat views.

Active Time

Description: The amount of time a skillset is in service. A skillset is in service when it is not in Out of Service mode and at least one agent is logged on.

Copyright © 2009-2010, Nortel Networks

Pegging: This field pegs only against the System_Application.

Type: int

Length: 4

AllAgentBusyTime
Description: The total time that all agents assigned to this skillset are busy with contacts or no agents are logged on.

Pegging: This field pegs only against the System_Application.

Type: int

Length: 4

Application
Description: The name of the application that queues the contact to this skillset.

Type: varchar

Length: 30

ApplicationID
Description: A unique number that the server assigns to identify a defined application. Use this field to link tables in data queries.

Type: int

Length: 4

CallsAnswered
Triggers: Calls peg upon answer or acceptance.

Pegging: Local contacts peg against the Master_Script or primary application (depending on the location of the call in the system) and against the answering or accepting skillset. Incoming NSBR contacts peg against the Network_Script Application. ACD calls peg against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped (if defined) or the Default_ACD skillset. NACD calls peg against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped (if defined) or the Default_NACD skillset.

Network statistics, such as NSBR contacts, are not applicable to SIP-enabled Contact Centers.

Copyright © 2009-2010, Nortel Networks

Restriction: This statistic does not include DN calls that agents, whom you assign to this skillset, handle.

Type: int

Length: 4

CallsAnsweredThreshold

Description: The number of local contacts (excluding DN, ACD and NACD calls) and incoming NSBR contacts answered or accepted after a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs.

ACD DN and NACD DN are not supported in SIP-enabled Contact Centers. Network statistics, such as NSBR contacts, are not applicable to SIP-enabled Contact Centers.

Pegging: Local contacts peg against the Master_Script or primary application, depending on the location of the contact in the system, and against the answering or accepting skillset. Incoming NSBR contacts peg against the Network_Script application and against the answering or accepting skillset.

Triggers: Delays begin when the contact is queued at the skillset and end when the contact is answered or accepted. If a contact is queued to the same skillset, the delay begins when the contact is first queued.

Restriction: This statistic does not include ACD and NACD calls because delay statistics are not available for these types of calls.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all local contacts—excluding DN, ACD, and NACD calls—and incoming NSBR contacts answered or accepted for this skillset.

Network statistics, such as NSBR contacts, are not applicable to SIP-enabled Contact Centers.

Pegging: Local contacts peg against the Master_Script or primary application, depending on the location of the contact in the system, and against the answering or accepting skillset. Incoming NSBR contacts peg against the Network_Script application and against the answering or accepting skillset.

Copyright © 2009-2010, Nortel Networks

Triggers: Delays begin when the contact is queued at the skillset and end when it is answered or accepted. If a contact is queued to the same skillset, the delay begins when the contact is first queued.

Restriction: This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

Type: int

Length: 4

CallsOffered

Description: The number of contacts—excluding DN, ACD, and NACD calls— offered to this skillset, regardless of whether the contacts are answered or accepted for this skillset. This statistic is not incremented if the same contact is offered to this skillset again.

Triggers: Contacts peg against the Master_Script application upon arrival, and against a primary application when the Master_Script application hands over control. If a contact is offered to multiple skillsets, this statistic pegs multiple times.

Type: int

Length: 4

ContactType

Description: The type of contact determined by the name of this skillset. This applies to SIP-enabled contact centers, if Contact Center Multimedia, or if Contact Center Outbound is installed and this skillset name begins with one of the configured prefixes as described in Associating contact types with applications and skillsets (page 47).

For example, if the skillset is named EM_application, Contact Type pegs as e-mail. If the skillset does not have a prefix, ContactType pegs as voice.

Type: varchar

Length: 30

DNOutExtCallsTalkTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time spent by agents on outgoing external DN calls, including hold time, for this skillset. This statistic does not include the time spent on the DN outcall part of a Contact Center Outbound contact.

Copyright © 2009-2010, Nortel Networks

Triggers: DNOutExtCallsTalkTime begins when the call is answered and the agent's previous contact was queuing in this skillset. Talk time ends when the caller disconnects or the agent releases the call. For a three-way conference call, talk time ends only when the agent releases the call.

Type: int

Length: 4

DNOutIntCallsTalkTime

Description: Communication Server 1000/Meridian 1 PBX switch only. The total time spent by agents on outgoing internal DN calls, including hold time, for this skillset. This statistic does not include the time spent on the DN outcall part of a Contact Center Outbound contact

Triggers: DNOutIntCallsTalkTime begins when the call is answered and the agent's previous contact was queuing for this skillset. Talk time ends when the caller disconnects or the agent releases the call. For a three-way conference call, talk time ends only when the agent releases the call.

Type: int

Length: 4

MaxAnsweredDelay

Description: The wait time experienced by the local contact—excluding DN, ACD, and NACD calls—or incoming NSBR contact that waited the longest before it is answered or accepted.

Network statistics, such as NSBR contacts, are not applicable to SIP-enabled Contact Centers.

Pegging: Local contacts peg against the Master_Script or primary application, depending on the location of the contact in the system, and against the answering or accepting skillset. Incoming NSBR contacts peg against the Network_Script application and against the answering or accepting skillset.

Restriction: This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

MaxSkillsetAbandonDelay

Description: The wait time experienced by the local contact—excluding DN, ACD, and NACD calls—or incoming NSBR contact queued to this skillset that waited the longest before it is abandoned.

Network statistics, such as NSBR contacts, are not applicable to SIP-enabled Contact Centers.

Triggers: The delay begins when a contact is queued to the skillset.

Type: int

Length: 4

NetCallsAnswered

Description: NSBR option only. The number of incoming NSBR contacts answered or accepted for this skillset.

Network statistics, such as NSBR contacts, are not applicable to SIP-enabled Contact Centers.

Pegging: Incoming NSBR contacts peg against the Network_Script application.

Type: int

Length: 4

PostCallProcessingTime

Description: This data is the total time agents spent performing post-contact processing. Normally, agents use this time to complete any work related to the contact just completed, such as filling in forms or filing papers.

Triggers: Post-call processing time begins when an agent presses Not Ready after releasing any contact, except DN calls, and ends when the agent presses Not Ready again, places or receives a DN call, or logs out.

Post Call Processing Time is calculated for the first Not Ready period after a contact is closed. If the agent enters another state after the call (for example, by answering or receiving a DN call or logging out of the skillset), and then enters Not Ready state, the Not Ready time does not peg against PostCallProcessingTime. Also, if the agent interrupts the Not Ready period to enter another state, and then returns to Not Ready state, the second Not Ready period does not peg against PostCallProcessingTime.

Copyright © 2009-2010, Nortel Networks

For Contact Center Multimedia contacts, PostCallProcessingTime does not include the time after replying to an email or disconnecting a WC session, and closing the contact. The time between these two events can involve the agent setting closed reason codes, disposition codes or adding agent notes to a contacts. This time is recorded as TalkTime, not PostCallProcessing time.

Pegging: This statistic pegs against the last skillset for which the agent handled a contact.

Type: int

Length: 4

OriginatingSite
Description: The configured name of the originating Contact Center Manager site that the fields are applicable to Network statistics, such as NSBR contacts, are not applicable to SIP-enabled Contact Centers.

Type: varchar

Length: 30

OriginatingSiteID
Description: A unique number assigned by the system to identify the Contact Center Manager site that the fields are applicable to. The assigned OriginatingSiteID remains unique over time even if a configured site is deleted and another one is added with the same name. The OriginatingSiteID can be used in custom reports to identify statistics applicable to a particular site.

Type: int

Length: 4

Skillset
Description: The name of the skillset.

Type: varchar

Length: 30

SkillsetAbandoned
Description: The number of contacts abandoned while queuing in this skillset. This statistic does not include contacts abandoned while being presented to an agent.

Type: int

Copyright © 2009-2010, Nortel Networks

Length: 4

SkillsetAbandonedDelay
Description: The total wait time experienced by contacts abandoned while queuing in this skillset.

Triggers: The delay begins when the contact is queued to this skillset and ends when the contact is abandoned.

Type: int

Length: 4

SkillsetAbandonedAftThreshold
Description: The number of contacts abandoned while queuing in this skillset after a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs.

Type: int

Length: 4

SkillsetID
Description: A unique number assigned by the server to identify this skillset when the skillset is added. For network skillsets, this is the ID as it appears on the local site.

Type: int

Length: 4

TalkTime
Description: The total time that agents spent handling contacts (excluding DN calls) in this interval, that were queuing in this skillset. This statistic includes hold time.

Triggers: The follow items trigger this statistic:

- For voice calls, talk time begins when the agent answers the call
- For the Communication Server 1000/Meridian 1 PBX switch, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Communication Server 2x00 switch, talk time ends when the agent releases or transfers the call.
- For multimedia contacts, talk time begins when the agent accepts the contact and ends when the agent closes or transfers the contact.

Copyright © 2009-2010, Nortel Networks

- For Contact Center Outbound contacts, talk time begins when the agent accepts the contact, includes the time the agent is on the DN call, and ends when the agent releases the DN call and closes the contact.

Type: int

Length: 4

TerminatingSite
Description: The configured name of the terminating Contact Center Manager site that the fields are applicable to.

Network statistics, such as NSBR contacts, are not applicable to SIP-enabled Contact Centers.

Type: varchar

Length: 30

TerminatingSiteID
Description: A unique number assigned by the system to identify the Contact Center Manager site that the fields are applicable to. The assigned TerminatingSiteID remains unique over time even if a configured site is deleted and another one is added with the same name. The TerminatingSiteID can be used in custom reports to identify statistics applicable to a particular site.

Type: int

Length: 4

Time
Description: The time (in 24-hour HH:MM format) when the data is pegged by the system.

Type: int

Length: 5

Timestamp
Description: The date and time when the data is pegged by the system. This field is used for linking tables in data queries.

Type: smalldatetime

Length: 4

Copyright © 2009-2010, Nortel Networks

TotalStaffedTime
Description: The amount of logon time for all agents belonging to this skillset.

Pegging: This field pegs only against the System_Application.

Triggers: The logon time begins when an agent logs on to the skillset or is reassigned (while logged on) to the skillset and ends when the agent logs off or is reassigned out of the skillset.

Type: int

Length: 4

VirtualCallsAbandoned
Description: The number of contacts abandoned while queuing in this skillset, provided that:

- if the contact is queued to multiple skillsets simultaneously, this skillset is the first listed skillset in the script.
- for NSBR contacts, the contact originated from this site.

Type: int

Length: 4

VirtualCallsOffered
Description: The number of contacts offered in this skillset that are one of the following:

- answered or accepted by an agent in this skillset and on this site.
- abandoned and originated on this site and, if queued to multiple skillsets simultaneously, this skillset is the first listed skillset in the script.

VirtualCallsOffered increments if the contact is answered, accepted, or abandoned. It is not counted if the contact is not answered, accepted, or abandoned, for example, if it is removed from queue in an application script, or routed outside the system.

Type: int

Length: 4

WaitTime
Description: The total time agents spend waiting for a contact after releasing a voice call or closing a multimedia contact handled that was queuing in this skillset.

Copyright © 2009-2010, Nortel Networks

Triggers: WaitTime begins when the agent goes into Idle state, for example, if:

- an agent releases a voice call or closes a multimedia contact, and the agent's call presentation class is not configured for Break time or Variable Wrap
- an agent's Break or Variable Wrap timer elapses after a contact is released or closed
- an agent presses the Not Ready key a second time after entering Not Ready
- state 588 Contact Center Manager Contact Center Manager Network Control Center Data dictionary Standard 8.16

WaitTime ends when the agent leaves the Idle state. If the agent handles another contact from the same skillset as the most recently handled contact, WaitTime resumes against that skillset when the agent returns to the Idle state. If the agent handles a contact from a different skillset than the most recently handled contact, WaitTime begins against the new skillset when the agent returns to the Idle state.

(NSBR option) WaitTime is not affected when an agent is reserved on the switch Communication Server 2x00/DMS systems, incoming DN calls do not stop the WaitTime timer.

Pegging: WaitTime pegs against the last skillset for which the agent handled a contact during this login. If the agent has not yet handled a contact that was queuing in a skillset, WaitTime is not pegged.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

Event statistics

Event statistics are collected for each event rather than accumulated over a period of time. This chapter lists and describes the different event statistic report views for Contact Center Manager Network Control Center Data dictionary.

Navigation

- Data Collection option (page 400)
- When statistics are accumulated (page 400)
- eNetCallByCallStat views (page 400)

Copyright © 2009-2010, Nortel Networks

Data Collection option

When you configure the Historical Statistics Collection, you can choose to collect statistics in each of the following types of event statistics:

- agent logon and logoff statistics
- call-by-call statistics
- network call-by-call statistics (NSBR option)
- IVR port logon and logoff statistics

You can enable or disable data collection at any time while the system runs.

When statistics are accumulated

Event statistics accumulate as the event occur and written to the database at the end of each pegging interval, every 15 minutes.

eNetCallByCallStat views

The eNetCallByCallStat views provide detailed information for contact events that occurred at the destination site. The database for these statistics is on the Network Control Center. These statistics allow you to trace an NSBR Contact Center Manager contact during the selected interval.

To populate the eNetCallByCallStat view, Contact Center Manager regularly copies data from the eCallByCallStat views at the destination server to the eNetCallByCallStat view at the Network Control Center. If your servers are in different time zones, you can convert destination site times to source site times before you include them to the eNetCallByCallStat view. (To do so, ensure that you configure correctly the Time Zone Relative to GMT in the parameters for each site.) This makes tracking a contact easier.

For example, a contact may arrive at the source at 13:00:00 local time and be answered at the destination 5 seconds later, at 14:00:05 local time. If Time Zone Relative to GMT is configured correctly for both sites, the answer time pegs as 13:00:05 in the eNetCallByCallStat view, and the events appear in chronological order, regardless of time zone.

Server times are not synchronized automatically. If server times are not synchronized, events may appear in the wrong order. For example, if the source site clock is several seconds behind the destination site clock, a contact may arrive at the source site at 13:15:05 and be answered at the destination site at 13:14:57.

Copyright © 2009-2010, Nortel Networks

Furthermore, if the administrator at the destination site wants to generate a report containing that contact, he or she may request a report for the interval from 13:00 to 13:15. However, the contact does not appear in the report. It is included in reports for the interval during which it is networked out from the source site, for example, 13:15 to 13:30.

Changing the Time Zone Relative to GMT for a site (for example, for a change to or from daylight saving time) affects pegging of contacts that are networked out but not answered. All events at the source site peg with the old time, and all events at the destination site peg with the new time.

Networking features are not applicable in SIP-enabled Contact Centers.

Enabling network call-by-call statistics collection

To enable the collection of network call-by-call statistics for an application, configure the application for network call-by-call statistics collection at the source site (see the Contact Center Manager Administrator's Guide). Statistics are collected at the destination site, regardless of the configuration of call-by-call statistics collection at that site.

If you change the call-by-call statistics collection option at the source site, the change is effective only for calls arriving after the change is propagated through the network. Propagation can take several minutes.

Restrictions

The amount of data generated for call-by-call statistics is very large, and the time required to generate a report using call-by-call statistics is much longer than the time required to generate a report using summarized statistics.

Field descriptions

This section provides field descriptions for eNetCallByCallStat view.

Associated Data

Description: Associated data is information that associates to a specific event, for example:

- the other extension, trunk ID, or outside phone number that associates with a call that conferences with another party, transfers to another party or is on hold while another call is placed
- the DNIS number for an incoming call

Type: varchar

Length: 40

CallEvent

Description: A unique identifier for the type of event.

Copyright © 2009-2010, Nortel Networks

Type: int

Length: 4

CallEventName

Description: A number assigned by the Communication Server 1000/ Meridian 1 PBX and Communication Server 2x00/DMS for every call. It is unique only for the life of the call and may be reused later for new calls.

Treat Call ID by external applications as a random number. Do not assume any patterns in assignment. When the Call ID range is exhausted, new contacts are assigned previously used Call IDs. On systems with very high traffic, different contacts may be assigned the same Call ID within a single reporting interval.

On the Communication Server 1000/Meridian 1 PBX, the number of configured Call Registers affects the Call ID range. The smaller the number of Call Registers, the quicker the server reuses Call IDs. The only value a CallID cannot have is 0 (zero).

If a duplicate CallID scenario is encountered by the Contact Center Manager Server, the newer call is retained and the older call discarded (server memory cleaned up).

In Communication Server 2x00/DMS, the switch CallID is 64 bits. Contact Center Manager generates its own 32-bit CallID and then translates it into the switch CallID at its open programming interfaces (like HDX).

Type: int

Length: 4

Destination

Description: The location where a contact is directed during an event. The destination could be identified by, for example, a dialed number, trunk ID, agent ID, skillset ID, application ID, IVR queue ID or name, or site ID.

Type: varchar

Length: 40

EventData

Description: The information related to or generated by this event. The data can be one of the following:

- a PIN that the caller enters in response to the collect digits command
- an ANI, CLID, site ID, or activity code

Copyright © 2009-2010, Nortel Networks

- reasons for the event

Type: int

Length: 4

FirstEventTimestamp
Description: The timestamp of the first event.

Type: datetime

Length: 8

NodeID
Description: (Communication Server 2x00/DMS switch only) A unique identifier for the switch.

Type: varchar

Length: 40

SequenceNumber
Description: The order you must use.

Type: int

Length: 4

Site
Description: The configured name of the Contact Center Manager site.

Type: varchar

Length: 30

SiteID
Description: A unique number that system assigns to identify this Contact Center Manager site. The assigned SiteID remains unique over time even if a configured site is deleted and another one is added with the same name. The SiteID can be used in custom reports to identify statistics applicable to this site.

The actual local SiteID value is written in this field.

Type: int

Length: 4

Copyright © 2009-2010, Nortel Networks

Source
Description: The location of this contact before this event occurred. The source could be identified by, for example, a dialed number, trunk ID, agent ID, skillset ID, application ID, IVR queue ID or name, or site ID.

Type: varchar

Length: 40

SourceSiteID
Description: A unique number that identifies the switch on the network, as received from the switch. SQL does not support signed integers. Therefore, site IDs can appear negative in the database views.

Type: int

Length: 4

TelsetLoginID
Description: The numeric ID the agent uses to log in to the phoneset or agent desktop.

Type: varchar

Length: 16

Time
Description: The time (in 24-hour HH:MM format) when the data is pegged by the system. If Time Zone Relative to GMT is configured correctly for the source and destination sites, this time is in the time zone of the source site.

Type: char

Length: 5

Timestamp
Description: The date and time when the data is pegged by the system. The time is in the time zone of the source site.

Type: datetime

Length: 4

Call events
These call events are the same as the Call events in the table for the eCallByCallStat view, except that no DN call event information pegs to the eNetCallByCallStat view. See “Call Events” on page 357.

Copyright © 2009-2010, Nortel Networks

Contact Center Multimedia Data dictionary

- Overview for CCMM (page 406)
- Multimedia database tables (page 412)
- Multimedia database views (page 528)

Nortel Contact Center
Performance Management Data Dictionary
NN44400-117 01.07 Standard
Release 7.0 26 February 2010

Copyright © 2009-2010, Nortel Networks

Overview for CCMM

Contact Center Multimedia uses a structured database to capture and maintain the data needed to effectively run the system. The database is a Caché database from Intersystems, Version 5.0.12. The database is installed with Contact Center Multimedia.

You access data through database views. Database views organize the information in the database for your use. You can access the underlying tables with read-only access. This chapter provides definitions for all available Contact Center Multimedia database tables, fields, and views.

When creating data-warehouse applications, you use these database views. The database views contain all the information for custom reporting and queries and are created on top of the database tables.

Some of the data captured includes

- customer contact details
- customer queries and agent responses
- details of all configured agents, supervisors, and administrators
- site configuration details

You can access the data in this database with any SQL- or OLE DB-compliant application. You can use the data in many ways:

- import it into a spreadsheet for manipulation
- import it into your corporate database
- generate custom reports to store and evaluate the data using Report Creation Wizard, Crystal Reports, or another third-party reporting application

This chapter is intended for database administrators who maintain the Contact Center Multimedia database, and for developers, administrators, or supervisors who create custom reports.

Copyright © 2009-2010, Nortel Networks

This chapter describes available data. It defines the database tables and the table fields that make up the Contact Center Multimedia database schema.

For more information about creating reports for Contact Center Multimedia, see *Nortel Contact Center Performance Management* (NN44400-710).

Navigation

- Caché database (page 408)
- Custom Contact Center Multimedia reports and searches (page 410)

Copyright © 2009-2010, Nortel Networks

Caché database

The Caché database is an Object Orientated Database (OOD). An Object Oriented Database contains simple code and runs quickly. This provides a better solution to store and retrieve data. Caché also provides a SQL relational view of the classes.

The following table shows the relationship between the Object Oriented terminology and the SQL relational terminology.

Object Oriented term	SQL relational term
Class	Table
Property	Field
Object	Record

The following are general definitions for SQL relational terms:

- Table: a table in which the data is stored. This term refers to the definition of the data or the structure of the database in a generic form.
- Record: a record represents one row (or logical unit) of data from a table.
- Fields: the fields are individual items of data within a record. The fields are defined in the table definition. This term does not change. It used in reference to tables and records.

The Caché database can expose the data in either a class view or a SQL relational view. This chapter describes the only the SQL relational view of the database.

Within SQL and the relational environment, some of the tables contain fields that are themselves tables, called embedded tables. Embedded tables appear within the field definitions where the Type information lists another table (a table has the prefix cls). You can use these fields in a number of ways.

The following examples use the Status field from the cls.Contacts table. The Status field is actually a link to the cls.CodeMappings table.

Field

In the simplest form, the Status field contains the ID value of the related record.

SELECT STATUS FROM CLS.CONTACTS

Copyright © 2009-2010, Nortel Networks

SQL Rational Join

As a field, you can use a SQL relational join to retrieve other information relating to the Status field from the cls.CodeMappings table.

```
SELECT C.ID, CM.TEXTVALUE
FROM CLS.CONTACTS C, CLS.CODEMAPPINGS CM
WHERE CM.ID = C.STATUS
```

Pointer

If you use a third-party-compliant client with plain SQL, you can use the Status field as a pointer to the data in the cls.CodeMappings table. A pointer is a value that contains the address of another value, such as in an index. This is a less complex form of the preceding script example.

You cannot use pointers in Report Creation Wizard.

```
SELECT ID, STATUS->TEXTVALUE
FROM CLS.CONTACTS
```

Note the arrow (->) symbol used to point to the related data. This is a Caché SQL extension, but is valid to use through ODBC.

Field types

The following table describes the field types used in the database tables in this chapter. For each type, it provides a range of valid values and a size.

Field Type	Description	Value Range	Length
Boolean	Logical true or false	0 or 1	1 byte
Integer	Integer value	–999999999999999999 to +9999999999999999999	4 bytes
Stream	Variable length character	non applicable	Length is theoretically unlimited

Copyright © 2009-2010, Nortel Networks

Field Type	Description	Value Range	Length
String	Variable length character	n/a	0 bytes to 65 534 bytes
TimeStamp	Date and time information	0001-01-01 00:00:00 to 9999-12-31 23:59:59	8 bytes

Internal Use only definition

Some fields in the Contact Center Multimedia data dictionary have the definition Internal use only. This applies to fields in the database that are not relevant to end users. It can mean that the field holds only transient data used by the system, or it can mean that the field is not currently used by the system and the contents of the fields cannot be guaranteed. Therefore, you must not use these fields within reports.

Example
The cls.Addresses table contains the field FullAddress. This field contains all of the address information concatenated together without any spaces. The field is used internally when an agent searches on the address of a customer because the system is required to search on one field, FullAddress, rather than searching all the individual fields for the string that the user typed in.

Custom Contact Center Multimedia reports and searches

When you create custom Contact Center Multimedia reports, limitations exist for searching on String field types and password fields.

String field types

When you search on String field types, note the following:

- When you use the = (equal) operator or the STARTSWITH operator, searches on String field types are case-insensitive.
- When you use the LIKE operator, searches on String field types are case-sensitive.
- When you use the ORDER BY clause on String field types
  - — Only the first 100 characters determine the order. If the first 100 characters are the same, the data is returned in the order based on the ID field.
  - — If you order on multiple fields, you are limited to two String field types only.

Copyright © 2009-2010, Nortel Networks

Password fields

When you search on password fields, the expected results are not returned as the data is encrypted in the database.

Copyright © 2009-2010, Nortel Networks

Multimedia database tables

This chapter is intended for database administrators who maintain the Contact Center Multimedia database, and for developers, administrators, or supervisors who create custom reports. This chapter describes the various tables in the Contact Center Multimedia database schema.

Navigation

- Actions (page 415)
- Activity Codes (page 422)
- Addresses (page 423)
- Administrators (page 426)
- Answers (page 427)
- Archive Notes (page 429)
- Area Codes (page 433)
- Attachments (page 434)
- Audits (page 436)
- AutoResponses (page 438)
- AutoResponseAttachments (page 439)
- BarredOutBoundAddresses (page 441)
- Campaigns (page 442)
- CampaignScripts (page 448)
- Closed Reasons (page 449)
- CodeMappings (page 450)
- Contacts (page 451)
- ContactTypes (page 460)
- CustomFields (page 462)
- Customer (page 465)
- Debugs (page 468)

Copyright © 2009-2010, Nortel Networks

- DispositionCodes (page 469)
- Durations (page 471)
- EmailAddresses (page 472)
- EmailAddressGroups (page 473)
- HolidayHours (page 474)
- Inboxes (page 475)
- InvalidXMLAudits (page 477)
- InvalidXMLChrs (page 478)
- InvalidXMLFields (page 479)
- KeywordGroups (page 480)
- Launch Entries (page 480)
- Licenses (page 481)
- Migrations (page 482)
- MigrationNotes (page 483)
- OnHoldURLs (page 483)
- OutOfHoursRules (page 484)
- PageChanges (page 485)
- PagePushes (page 485)
- PagePushURLs (page 486)
- PhoneNumbers (page 487)
- Phrases (page 490)
- Preferences (page 492)
- Questions (page 493)
- RegularHours (page 494)
- Restores (page 495)
- RestoredAudits (page 497)
- RoutePoints (page 499)
- Rules (page 500)
- RuleAdmins (page 502)
- RuleKeywordGroups (page 503)
- Servers (page 504)
- Services (page 505)

Copyright © 2009-2010, Nortel Networks

- Sessions (page 506)
- SIP Uris (page 507)
- Sites (page 508)
- SiteComponents (page 510)
- SiteParameters (page 511)
- SkillsetAgentProperties (page 512)
- Skillsets (page 513)
- SkillsetOnHoldURLs (page 516)
- Time Zones (page 517)
- Updates (page 518)
- Users (page 519)
- UserResets (page 523)
- WebCommsMessages (page 523)
- WebCommsSessions (page 525)
- Additional Tables (page 526)

Copyright © 2009-2010, Nortel Networks

Actions

The Actions table stores the conversation between the customer and the contact center. Each cls.Actions record is linked to a cls.Contacts record through the Contact field. The cls.Contacts record contains header type information for the contact. The contact detail is stored in the cls.Actions records. One cls.Contacts record can have many cls.Actions records.

Field descriptions

This following sections describe cls.Actions fields.

Agent

Description: The Agent field links to the cls.Users record that contains details about the current or last agent who is dealing with this action. This field is applicable to both Outbound and e-mail.

Type: Integer

Attempt

Description: The Attempt field stores the number of attempts made to send this cls.Actions record. This field is applicable to both Outbound and e-mail.

Type: Integer

CallBackMedia

Description: The CallBackMedia field is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Actions record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450)

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable to both Outbound and e-mail.

Type: Integer

CallBackStatus

Description: The CallBackStatus field is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Actions record. As a pointer, it refers to the fields on the cls.CodeMappings record.

Copyright © 2009-2010, Nortel Networks

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, refer to CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable to both Outbound and e-mail.

Type: Integer

CallBackTime

Description: The date and time that the agent should contact the customer. This field is applicable to both Outbound and e-mail.

Type: TimeStamp

CallEndTime

Description: The end date and time of the contact. This field is applicable to both Outbound and e-mail.

Type: TimeStamp

CallStartTime

Description: The start date and time of the contact. This field is applicable to both Outbound and e-mail.

Type: TimeStamp

CharSet

Description: The CharSet field stores the character set for the cls.Actions records. This field is applicable to both Outbound and e-mail.

Type: String

Length: 50

ClosedReason

Description: The ClosedReason field is an embedded table (cls.ClosedReasons). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.ClosedReasons record related to this cls.Actions record. As a pointer, it refers to the fields on the cls.ClosedReasons record.

As a field, it can be used in an SQL relational join to the cls.ClosedReasons record.

Type: Integer

Copyright © 2009-2010, Nortel Networks

ClosedReasonCode

Description: The ClosedReasonCode field is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Actions record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable to both Outbound and e-mail.

Type: Integer

ClosedTime

Description: The date and time that the cls.Actions record is closed. This field is applicable to both Outbound and e-mail.

Type: TimeStamp

Comment

Description: Any comments from this agent. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

Contact

Description: This is an embedded table (cls.Contacts). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Contacts record related to this cls.Actions record. As a pointer, it refers to the fields on the cls.Contacts record.

As a field, it can be used in an SQL relational join to the cls.Contacts record. For a list of fields, see CodeMappings (page 450)

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable to both Outbound and e-mail.

Type: Integer

Copyright © 2009-2010, Nortel Networks

ContactID

Description: Relational link to the cls.Contacts record that this action relates to. This field is applicable to both Outbound and e-mail.

Type: Integer

CreationTime

Description: The date and time this cls.Actions record is created. For the first action this is the same as the cls.Contacts.ArrivalTime. This field is applicable to both Outbound and e-mail.

Type: TimeStamp

CustomFields

Description: This is an embedded table (cls.CustomFields). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CustomFields record related to this cls.Actions record. As a pointer, it refers to the fields on the cls.CustomFields record.

As a field, it can be used in an SQL relational join to the cls.CustomFields record. For a list of fields, see CustomFields (page 462).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable to both Outbound and e-mail.

Type: Integer

DialEndTime

Description: The dial end date and time of the contact. This field is applicable to both Outbound and e-mail.

Type: TimeStamp

DialStartTime

Description: The dial start date and time of the contact. This field is applicable to both Outbound and e-mail.

Type: TimeStamp

DispositionCode

Description: This is an embedded table (cls.DispositionCodes). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.DispositionCodes record related to this cls.Actions record. As a pointer, it refers to the fields on the cls.DispositionCodes record.

Copyright © 2009-2010, Nortel Networks

As a field, it can be used in an SQL relational join to the cls.DispositionCodes record. For a list of fields, see DispositionCodes (page 469).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable to Outbound only.

Type: Integer

HistoryFlag

Description: The action history flag. This indicates whether each action should contain details from previous actions. A value of 1 equals Yes. This field is applicable to both Outbound and e-mail.

Type: Boolean

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field is applicable to both Outbound and e-mail.

Type: Integer

MailBCC

Description: The e-mail addresses that this action is blind copied to. This field is applicable to both Outbound and e-mail.

Type: String

Length: 32767

MailCC

Description: The e-mail addresses that this action is copied to. This field is applicable to both Outbound and e-mail.

Type: String

Length: 32767

MailForm

Description: The e-mail address that appears as the From address to the recipient of this action. This is usually the same as a cls.Mailbox table record. This field is applicable to both Outbound and e-mail.

Type: String

Copyright © 2009-2010, Nortel Networks

Length: 255

MailTo

Description: The e-mail address that this action is sent to. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

NumberUsed

Description: The telephone number used to contact the customer. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

OpenTime

Description: The date and time this cls.Actions record is opened. This field is applicable to both Outbound and e-mail.

Type: TimeStamp

Source

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Actions record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable to both Outbound and e-mail.

Type: Integer

Subject

Description: The subject for this action. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

Copyright © 2009-2010, Nortel Networks

TemplateLocation

Description: Location of any templates used on this action. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

Text

Description: The full text for this action. It can contain text from other actions, depending upon the history flag. This field is applicable to both Outbound and e-mail.

Type: Stream

TimeAllocated

Description: The length of time, in seconds, this action is worked on. This is the difference between the OpenTime and the ClosedTime expressed in seconds. This field is applicable to both Outbound and e-mail.

Type: Integer

Type

Description: This is an embedded table (cls.ContactTypes). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.ContactTypes record related to this cls.Actions record. As a pointer, it refers to the fields on the cls.ContactTypes record.

As a field, it can be used in an SQL relational join to the cls.ContactTypes record. For a list of fields, see ContactTypes (page 460).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable to both Outbound and e-mail.

Type: Integer

Indexes

The following table lists the indexes used by the cls.Actions table.

Copyright © 2009-2010, Nortel Networks

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxContact	Contact	bitmap	0	Index on the Contact field to aid searching.
idxContactID	Contact	bitmap	0	Index on the Contact field to aid searching.
idxClosedReason	Contact	bitmap	0	Index on the Contact field to aid searching

Activity Codes

This table stores a list of activity codes.

ActivityCode

Description: Activity code.

Length: 255

Type: String

ActivityDisplayName

Description: Activity displayed in CCAD.

Length: 255

Type: String

ActivityName

Description: Activity name.

Length: 255

Type: String

DeletionTimeStamp

Descriptiion: The date and time this record was marked as deleted.

Type: Timestamp

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Copyright © 2009-2010, Nortel Networks

Type: Integer

MarkAsDeleted

Description: Flag to indicate whether this record is deleted. This record is retained for foreign key integrity and the record is not physically deleted.

Type: Bit

Index name	Fields indexed	Type	Unique 1 = Yes	Description
ActivityCodeIndex	Contact	bitmap	0	Index on the Contact field to aid searching.

Addresses

This table stores address details for customers. The address details are linked to the relevant cls.Customers record through the customer field. Several cls.Addresses records can be linked to the same cls.Customers record.

Field descriptions

The field descriptions for this table are described in this section.

Country

Description: The country information for this address. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

Customer

Description: This is an embedded table (cls.Customers). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Customers record related to this cls.Addresses record. As a pointer, it refers to the fields on the cls.Customers record.

As a field, it can be used in an SQL relational join to the cls.Customers record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable to both Outbound and e-mail. This field is applicable to both Outbound and e-mail.

Type: Integer

Copyright © 2009-2010, Nortel Networks

Default

Description: Flag that indicates this address is used as the default. A value of 1 equals Yes. This field is applicable to both Outbound and e-mail.

Type: Boolean

FullAddress

Description: For internal use only. It contains all concatenated address fields, which assists with searching. This field is applicable to both Outbound and e-mail.

Type: String

Length: 1785

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field is applicable to both Outbound and e-mail.

Type: Integer

Imported

Description: Flag to indicate that this address should be used as the default for the customer. A value of 1 equals Yes.

Type: Boolean

Line1

Description: First line of the address information. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

Line2

Description: Second line of the address information. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

Copyright © 2009-2010, Nortel Networks

Line3

Description: Third line of the address information. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

Line4

Description: Fourth line of the address information. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

Line5

Description: Fifth line of the address information. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

ZipCode

Description: Zip code or postal code information for the address. This field is applicable to both Outbound and e-mail.

Type: String

Length: 255

Indexes

The following table lists the indexes used by the cls.Addresses table.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxCustomer	Customer	bitmap	0	Index on the Customer field to aid searching.
idxFullAddress	FullAddress	bitmap	0	Index on the FullAddress field to aid searching.

Copyright © 2009-2010, Nortel Networks

Administrators

This table stores details of the administrator user account used to access the multimedia administration application.

Field descriptions

The field descriptions for this table are described in this section.

AdminRole

Description: Not used at present in this release.

Type: String

Length: 20

DN

Description: The administrator's phone number.

Type: String

Length: 32

EmailAddress

Description: The administrator's e-mail address.

Type: String

Length: 255

FaxNumber

Description: The administrator's FAX number, if available.

Type: String

Length: 32

FirstName

Description: The administrator's first name.

Type: String

Length: 50

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Copyright © 2009-2010, Nortel Networks

Type: Integer

LogonID

Description: The administrator's logon name.

Type: String

Length: 50

Password

Description: The password to use with the LogonID information.

Type: String

Length: 20

Status

Description: Indicates whether the administrator is logged on. A value of 1 equals logged on; a value of 0 equals logged off.

Type: Integer

Surname

Description: The administrators last name (surname).

Type: String

Length: 50

Indexes

The are no indexes used by the cls.Administrators table.

Answers

This table stores the list of answers relating to an Outbound contact record. They are linked to the Contact record through the Contact field. Multiple answer records can exist with the same contact value.

Field descriptions

The field descriptions for this table are described in this section.

Answer

Description: The actual textual answer, which usually derives from the list of possible answers that relate to the question. This field is applicable to Outbound only.

Type: String

Copyright © 2009-2010, Nortel Networks

Length: 255

Contact

Description: This is an embedded table (cls.Contacts). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Contacts record related to this cls.Answers record. As a pointer, it refers to the fields on the cls.Contacts record.

As a field, it can be used in an SQL relational join to the cls.Contacts record. For a list of fields, see Contacts (page 451).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable to Outbound only.

Type: Integer

DateCreated

Description: Date and time the answer record was created. This field is applicable to Outbound only.

Type: TimeStamp

FreeText

Description: If FreeText is allowed for the question, the text is entered here. This field is applicable to Outbound only.

Type: String

Length: 255

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field is applicable to Outbound only.

Type: Integer

QuestionID

Description: Relational link to the question that this answer relates to. This field is applicable to Outbound only.

Type: Integer

Indexes

The following table lists the indexes used by the cls.Answers table.

Copyright © 2009-2010, Nortel Networks

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idx Contact	Contact	bitmap	0	Index on the Contact field to aid searching.

Archive Notes

This table is used internally by the archive function. For internal use only.

Field descriptions

The field descriptions for this table are described in this section.

ArchiveContent

Description: Internal use only.

Type: Boolean

ArchivedAudits

Description: Internal use only.

Type: Integer

ArchivedContacts

Description: Internal use only.

Type: Integer

ArchivedPreviousStatus

Description: Internal use only.

Type: Integer

ArchiveProgress

Description: Internal use only.

Type: Double

ArchiveStatus

Description: Internal use only.

Type: Integer

AuditRestoreComplete

Description: Internal use only.

Copyright © 2009-2010, Nortel Networks

Type: Boolean

ID

Description: Internal use only.

Type: Integer

CampaignIds

Description: Internal use only.

Length: 500

Types: String

ClosedReasons

Description: Internal use only.

Length: 500

Type: String

ClosedTime

Description: Internal use only.

Type: Timestamp

DatabaseFolder

Description: Internal use only.

Length: 32767

Type: String

DatabaseName

Description: Internal use only.

Length: 255

Type: String

DataTimeStamp

Description:

Type: Timestamp

Copyright © 2009-2010, Nortel Networks

DeleteCustomerData

Description: Internal use only.

Type: Bit

Description

Description: Internal use only.

Type: String

Length: 50

JobOK

Description: Internal use only.

Type: Integer

JobPID

Description: Internal use only.

Type: Integer

LastError

Description: Internal use only.

Type: String

Length: 1024

NoteText

Description: Internal use only.

Type: String

Length: 255

ProgressArchiveCampaigns

Description: Internal use only.

Type: Integer

ProgressArchiveContacts

Description: Internal use only.

Type: Integer

Copyright © 2009-2010, Nortel Networks

ProgressArchiveCustomers

Description: Internal use only.

Type: Integer

ProgressDeleteCampaigns

Description: Internal use only.

Type: Integer

ProgressDeleteContacts

Description: Internal use only.

Type: Integer

ProgressDeleteCustomers

Description: Internal use only.

Type: Integer

RestoreProgress

Description: Internal use only.

Type: Double

RuleIds

Description: Internal use only.

Type: String

Length: 500

ScheduledTimeStamp

Description: Internal use only.

Type: Timestamp

SkillsetIds

Description: Internal use only.

Type: String

Length: 500

TotalArchiveCampaigns

Description: Internal use only.

Copyright © 2009-2010, Nortel Networks

Type: Integer

TotalArchiveContacts

Description: Internal use only.

Type: Integer

TotalArchiveCustomers

Description: Internal use only.

Type: Integer

Area Codes

This table stores a list of standard international area codes.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Abbreviation

Description: Country, State abbreviation, for example, NY-New York, FR-France.

Type: String

Length: 255

AreaCode

Description: Area code phone number prefix, for example Your City-212, Paris -1.

Type: String

Length: 10

InternationalCode

Description: International phone number prefix, for example US-1, France-33.

Type: String

Length: 10

Copyright © 2009-2010, Nortel Networks

Location

Description: Text description of the area code location.

Type: String

Length: 255

MarkAsDeleted

Description: Flag to indicate whether this record is deleted. This record is retained for foreign key integrity and the record is not physically deleted.

Type: Bit

TimeZone

Description: The TimeZone field is an embedded table (cls.TimeZone). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.TimeZones recorded related to this cls.AreaCodes record. As a pointer, it refers to the fields on the cls.TimeZones record.

Type: Integer

UserModified

Description: Flag to indicate if the CCMM default settings for the area code is modified. CCMM patching of area code data does not affect records modified by a contact center user.

Type: Bit

Attachments

This table stores details relating to file attachments that are either received from the customer or sent to the customer. The direction field holds information relating to whether the file was received or sent. They are linked to action records as the customer can send an attachment (action 1) and the contact center agent can reply with another attachment (action 2).

Field Descriptions

The field descriptions for this table are described in this section.

Action

Description: This is an embedded table (cls.Actions). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Actions record related to this cls.Attachements record. As a pointer, it refers to the fields on the cls.Actions record.

As a field, it can be used in an SQL relational join to the cls.Actions record. For a list of fields, see Actions (page 415).

Copyright © 2009-2010, Nortel Networks

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Actions

Direction

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Attachements record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, refer to CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

DisplayFileName

Description: The display name for the attached file. This is usually the name of the file with no folder information. This field applies to both Outbound and e-mail.

Type: String

Length: 255

FileContents

Description: Internal use only. If you configure a redundant server, this field is used to copy the contents of the file from the Primary server to the redundant server. After the contents of the file is copied, this field is cleared again. Therefore, under normal circumstances this field is blank. This field applies to both Outbound and e-mail.

Type: Stream

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to both Outbound and e-mail.

Type: Integer

Copyright © 2009-2010, Nortel Networks

InternalFileName

Description: The full path and name for the attached file. This field applies to both Outbound and e-mail.

Type: String

Length: 255

Indexes

The following table lists the indexes used by the cls.Attachments table.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxAction	Action	bitmap	0	Index on the Action field to aid searching.

Audits

This table stores audit details for customers, contacts, actions, and campaigns. The details include when the information changed, what changed, and who changed it. Not all the fields appear in each record—only the relevant fields.

Field Descriptions

The field descriptions for this table are described in this section.

ActionId

Description: Relational link to the cls.Actions record that this cls.Audits record relates to. This field applies to both Outbound and e-mail.

Type: Integer

AgentId

Description: Relational link to the cls.Users record who updated the customer, contact, action, or campaign. This field applies to both Outbound and e-mail.

Type: Integer

CampaignId

Description: Relational link to the cls.Campaigns record that this cls.Audits record relates to. This field applies to both Outbound and e-mail.

Type: Integer

Copyright © 2009-2010, Nortel Networks

CampaignUserName

Description: Campaign user name that created the cls.Audits record. This field applies to both Outbound and e-mail.

Type: String

ContactId

Description: Relational link to the cls.Contacts record that this cls.Audits relates to. This field applies to both Outbound and e-mail.

Type: Integer

CustomerId

Description: Relational link to the cls.Customers record that this cls.Audits record relates to. This field applies to both Outbound and e-mail.

Type: Integer

DateTimeStamp

Description: The date and time that this cls.Audits record is created. This field applies to both Outbound and e-mail.

Type: TimeStamp

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to both Outbound and e-mail.

Type: Integer

NewValue

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Audits record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, refer to CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

Copyright © 2009-2010, Nortel Networks

OldValue

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Audits record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, refer to CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

Type

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Audits record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, refer to CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

Indexes

The cls.Audits table uses no indexes.

AutoResponses

This table stores predefined AutoResponses that can be sent to the customer.

Field Descriptions

The field descriptions for this table are described in this section.

Attachments

Description: This is an embedded table (cls.AutoResponseAttachments). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.AutoResponseAttachments record related to this cls.AutoResponses record. As a pointer, it refers to the fields on the cls.AutoResponseAttachments record.

Copyright © 2009-2010, Nortel Networks

As a field, it can be used in an SQL relational join to the cls.AutoResponseAttachments record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to e-mail only.

Type: cls.AutoResponseAttachments

Body

Description: The acknowledgement text itself. This field applies to e-mail only.

Type: String

Length: 4095

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to e-mail only.

Type: Integer

Name

Description: The name displayed to reference the acknowledgement. This field applies to e-mail only.

Type: String

Length: 255

Subject

Description: The subject displayed for the acknowledgement. This field applies to e-mail only.

Type: String

Length: 255

Indexes

The are no indexes used by the cls.AutoResponses table.

AutoResponseAttachments

This table stores information relating to any file attachments that are sent out with an AutoResponse record.

Copyright © 2009-2010, Nortel Networks

Field Descriptions

The field descriptions for this table are described in this section.

AutoResponse

Description: This is an embedded table (cls.AutoResponses). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.AutoResponses record related to this cls.AutoResponseAttachments record. As a pointer, it refers to the fields on the cls.AutoResponses record.

As a field, it can be used in an SQL relational join to the cls.AutoResponses record. For a list of fields, see AutoResponses (page 438).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to e-mail only.

Type: cls.AutoResponses

DisplayFileName

Description: The name as it appears to an end user. Usually it is the file name. This field applies to e-mail only.

Type: String

Length: 255

FileContents

Description: Temporary location for the actual contents of the file. This is used to ensure that the file is correctly copied over to the shadow server. When at the shadow server, the file is copied back to disk and this field is cleared. This field applies to e-mail only.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to e-mail only.

Type: Integer

InternalFileName

Description: The full folder and file name for the attachment. The system uses this field to locate the attachment. This field applies to e-mail only.

Type: String

Length: 255

Copyright © 2009-2010, Nortel Networks

Indexes

The following table lists the indexes used by the cls.AutoResponseAttachement table.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxAuto Response	AutoResponse	bitmap	0	Index on the AutoResponse field to aid searching.

BarredOutBoundAddresses

This table stores an e-mail addresses that are not used for outbound campaigns.

Field Descriptions

The field descriptions for this table are described in this section.

EmailAddress

Description: A link to an address field. This field applies to both Outbound and e-mail.

Type: String

Length: 255

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to both Outbound and e-mail.

Type: Integer

Indexes

The cls.BarredOutBoundAddresses table uses no indexes.

CallBarrings

This table is not currently used.

Field Descriptions

The field descriptions for this table are described in this section.

Agent

Description: The agent.

Copyright © 2009-2010, Nortel Networks

Type: Users

AgentComment

Description: Any comments that the agent has.

Type: String

Length: 255

Customer

Description: This is an embedded table (cls.Customers). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Customers record related to this cls.CallBarrings record. As a pointer, it refers to the fields on the cls.Customers record.

As a field, it can be used in an SQL relational join to the cls.Customers record. For a list of fields, see Customer (page 465).

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.Customers

ExpiryDate

Description: The date and time that the details within this record expire.

Type: TimeStamp

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Indexes

The cls.CallBarrings table uses no indexes.

Campaigns

This table stores details related to an outbound campaign.

Field Descriptions

The field descriptions for this table are described in this section.

Copyright © 2009-2010, Nortel Networks

AutoDialTimeOut

Description: The length of time, in seconds, to wait before timing out when trying to dial a phone number. This field applies to Outbound only.

Type: Integer

CampaignScript

Description: This is an embedded table (cls.CampaignScripts). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CampaignScripts record related to this cls.Campaigns record. As a pointer, it refers to the fields on the cls.CampaignScripts record.

As a field, it can be used in an SQL relational join to the cls.CampaignScripts record. For a list of fields, see CampaignScripts (page 448).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.CampaignScripts

CustomFields

Description: This is an embedded table (cls.CustomFields). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CustomFields record related to this cls.Campaigns record. As a pointer, it refers to the fields on the cls.CustomFields record.

As a field, it can be used in an SQL relational join to the cls.CustomFields record. For a list of fields, see CustomFields (page 462).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.CustomFields

DailyEndTime

Description: The end time to use with the DailyStartTime. This field applies to Outbound only.

Type: TimeStamp

DailyStartTime

Description: The time during the day that this campaign becomes active. If this field has an assigned value, then the campaign does not become active until this time during the day. For example, the field is used for campaigns that can run during office hours only. This field applies to Outbound only.

Copyright © 2009-2010, Nortel Networks

Type: TimeStamp

DateCreated

Description: The date and time that this campaign was created on the system. This field applies to Outbound only.

Length: TimeStamp

Description

Description: The textual description for this campaign. This field applies to Outbound only.

Type: String

Length: 32768

DialingPrefix

Description: The dialing prefix to use for this campaign. This is used if a specific prefix exists that agents use to call customers on this campaign. This field applies to Outbound only.

Type: String

Length: 10

DispositionCodes

Description: This is an embedded table (cls.DispositionCodes). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.DispositionCodes record related to this cls.Campaigns record. As a pointer, it refers to the fields on the cls.DispositionCodes record.

As a field, it can be used in an SQL relational join to the cls.DispositionCodes record. For a list of fields, see DispositionCodes (page 469).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.DispositionCodes

EndDateTime

Description: The date and time that this campaign expires. This is used by the Contact Center Multimedia Outbound Scheduler Service to determine when to change the status values for Contacts records linked to this campaign. This field applies to Outbound only.

Type: TimeStamp

Copyright © 2009-2010, Nortel Networks

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to Outbound only.

Type: Integer

LastLoadedDate

Description: The date and time that contacts were last loaded into the system for this campaign. Internal use only. This field applies to Outbound only.

Type: TimeStamp

LoadedContactsPerInterval

Description: Number of contacts to load each time the LoadInterval elapses. This field applies to Outbound only.

Type: Integer

LoadInterval

Description: Amount of time to wait before loading the next set of contacts into the system. This field applies to Outbound only.

Type: Integer

Locked

Description: Flag to indicate if the campaign is locked by another process. Internal use only. This field applies to Outbound only.

Type: Boolean

LockedBy

Description: Used with Locked field to indicate who has the lockout. Internal use only. This field applies to Outbound only.

Type: String

Length: 50

LockedDateTime

Description: Used with Locked field to indicate the date and time that the lock was taken out. Internal use only. This field applies to Outbound only.

Type: TimeStamp

Copyright © 2009-2010, Nortel Networks

MinimumRingTime

Description: The length of time, in seconds, that the phone rings in this campaign. This field applies to Outbound only.

Type: Integer

Name

Description: Title for this campaign. This field applies to Outbound only.

Type: String

Length: 255

NumberOfContacts

Description: The number of contacts in this campaign. This field applies to Outbound only.

Type: Integer

NumberOfContactsClosed

Description: Calculated field to return the number of closed campaign contacts.

Type: Integer

NumbeOfContactsProcessed

Description: The number of contacts processed for this campaign. This number updates when the status on a contact changes. This field applies to Outbound only.

Type: Integer

Owner

Description: The owner of this campaign. This is the name of the person who created this campaign. This person is not necessarily an agent or supervisor who is registered on the system. Therefore, the information is stored as a simple string. This field applies to Outbound only.

Type: String

Length: 255

Copyright © 2009-2010, Nortel Networks

PreviousStatus

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Campaigns record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.CodeMappings

Priority

Description: The priority of this campaign. This field applies to Outbound only.

Type: Integer

Skillset

Description: This is an embedded table (cls.Skillsets). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Skillsets record related to this cls.Campaigns record. As a pointer, it refers to the fields on the cls.Skillsets record.

As a field, it can be used in an SQL relational join to the cls.Skillsets record. For a list of fields, see Skillsets (page 513).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.Skillsets

StartDateTime

Description: The date and time this campaign becomes active. This is used by the Contact Center Multimedia Outbound Scheduler Service to determine when to change the status values for Contacts records linked to this campaign. This field applies to Outbound only.

Type: TimeStamp

StartOfRun

Description: Internal use only. This field applies to Outbound only.

Type: Boolean

Copyright © 2009-2010, Nortel Networks

Status

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Campaigns record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.CodeMappings

UseTimeZone

Description: Flag to indicate if timezone should be considered when processing these campaign contacts.

Type: Integer

Indexes

The cls.Campaigns table uses no indexes.

CampaignScripts

This table stores campaign scripts that are used by cls.Campaigns records to prompt agents with questions that they ask the customer. The actual questions are stored in the cls.Questions table.

Field Descriptions

The field descriptions for this table are described in this section.

Conclusion

Description: Textual conclusion for the cls.CampaignScripts record. This field applies to Outbound only.

Type: String

Length: 1024

DateCreated

Description: The date and time this cls.CampaignScripts record is created. This field applies to Outbound only.

Type: TimeStamp

Copyright © 2009-2010, Nortel Networks

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to Outbound only.

Type: Integer

Introduction

Description: Textual introduction for the cls.CampaignScripts record. This field applies to Outbound only.

Type: String

Length: 1024

Name

Description: Textual description for the cls.CampaignScripts record. This field applies to Outbound only.

Type: String

Length: 255

Questions

Description: This is an embedded table (cls.Questions). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Questions record related to this cls.CampaignScripts record. As a pointer, it refers to the fields on the cls.Questions record.

As a field, it can be used in an SQL relational join to the cls.Questions record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.Questions

Indexes

The are no indexes used by the cls.CampaignScripts table.

Closed Reasons

This table stores a list of closed reason codes. Closed reason codes can be specific to one contact type or can apply to all contact types.

Copyright © 2009-2010, Nortel Networks

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

DeletionTimeStamp

Description: The date and time this record appears as deleted.

Type: Timestamp

MarksAsDeleted

Description: Flag to indicate whether this record is deleted. This record is retained for foreign key integrity and the record is not physically deleted.

Type: Bit

Name

Description: Textual description for the cls.ClosedReasons record.

Type: String

Length: 255

OldCodeMappingID

Description: Closed reasons in CCMM6 were code mapping records. This field is used to migrate the CCMM6 data to CCMM7.

Type: Integer

Type

Description: This identifies the contact type to which this closed reason applies. Null means that the closed reason applies to all contact types.

Type: Integer

CodeMappings

This is a reference table that contains all the text values for the various integer codes used in other tables.

Field Descriptions

The field descriptions for this table are described in this section.

Copyright © 2009-2010, Nortel Networks

FieldName

Description: Contains the type of code. The code is usually the concatenated table and field name, for example, for Status values from the Contact table the FieldName is ContactStatus. This field applies to both Outbound and e-mail.

Type: String

Length: 50

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to both Outbound and e-mail.

Type: Integer

Icon

Description: Currently not used, but may be used in the future to store icon details representing the code. This field applies to both Outbound and e-mail.

Type: String

Length: 50

NumericValue

Description: Numeric value for the code. For example, closed contacts have a numeric value of 3. This field applies to both Outbound and e-mail.

Type: Integer

Text

Description: Text description of the code, such as Closed. This field applies to both Outbound and e-mail.

Type: String

Length: 50

Indexes

The cls.CodeMappings table uses no indexes.

Contacts

This table stores customer contact information. This is the header type information for the contact. The details of the contact are stored in the cls.Actions records. Each time the customer contacts the contact center, a

Copyright © 2009-2010, Nortel Networks

new cls.Contacts record is created. Each cls.Contacts record is linked to a cls.Customers record through the Customer field. Multiple cls.Contacts records can be linked to the same cls.Customers record.

Field Descriptions

The field descriptions for this table are described in this section.

AcquiredTime

Description: The first date and time that the contact is acquired by an agent. When this is configured, it is not updated again. This shows the delay between the ArrivalTime of the contact and the time that the contact was acted upon. This field applies to both Outbound and e-mail.

Type: TimeStamp

Agent

Description: The agent field contains an embedded table (cls.Users). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the

cls.Answers record related to this cls.Users record. As a pointer, it refers to the fields on the cls.Users record.

As a field, it can be used in an SQL relational join to the cls.Users record. For a list of fields, see Users (page 519).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Users

Answers

Description: This is an embedded table (cls.Answers). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Answers record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.Answers record.

As a field, it can be used in an SQL relational join to the cls.Answers record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Answers

Copyright © 2009-2010, Nortel Networks

Arrival

Description: The date and time that this cls.Contacts record is created on the system. This field applies to both Outbound and e-mail.

Type: TimeStamp

AutoResponded

Description: Link to the cls.Acknowledgements record that contains the details of the acknowledgement sent to the customer for this contact. This field applies to both Outbound and e-mail.

Type: cls.AutoResponses

CMFStatus

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

CallID

Description: The contact call ID. This field applies to both Outbound and e-mail.

Type: Integer

Campaign

Description: This is an embedded table (cls.Campaigns). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Campaigns record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.Campaigns record.

As a field, it can be used in an SQL relational join to the cls.Campaigns record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.Campaigns

Copyright © 2009-2010, Nortel Networks

CampaignRetryCount

Description: Number of times this outbound campaign contact is retried. This field applies to Outbound only.

Type: Integer

CharSet

Description: The contact character set. This field applies to both Outbound and e-mail.

Type: String

Length: 50

ClickStreamText

Description: The URLs the customer visited prior to submitting this contact. This field applies to both Outbound and e-mail.

Type: String

Length: 32767

ClosedReason

Description: The ClosedReason field is an embedded table (clos.ClosedReasons). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.ClosedReasons record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.ClosedReasons record.

Type: Integer

ClosedReasonCode

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

Copyright © 2009-2010, Nortel Networks

ClosedTime

Description: The date and time the contact was last closed. This field applies to both Outbound and e-mail.

Type: TimeStamp

CmfId

Description: The identifier for this contact in CMF.

Type: String

Length: 50

CustomFields

Description: This is an embedded table (cls.CustomFields). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CustomFields record related to this cls.Campaigns record. As a pointer, it refers to the fields on the cls.CustomFields record.

As a field, it can be used in an SQL relational join to the cls.CustomFields record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CustomFields

Customer

Description: This is an embedded table (cls.Customers). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Customers record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.Customers record.

As a field, it can be used in an SQL relational join to the cls.Customers record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Customers

CustomerID

Description: Relational link to the cls.Customers record that owns this contact. This field applies to both Outbound and e-mail.

Copyright © 2009-2010, Nortel Networks

Type: Integer

Disposition

Description: This is an embedded table (cls.DispositionCodes). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.DispositionCodes record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.DispositionCodes record.

As a field, it can be used in an SQL relational join to the cls.DispositionCodes record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.DispositionCodes

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to both Outbound and e-mail.

Type: Integer

MailCC

Description: The e-mail addresses this contact is copied to, in addition to being sent to the contact center. This field applies to both Outbound and e-mail.

Type: String

Length: 255

MailFrom

Description: The e-mail address this contact is received from. This field applies to both Outbound and e-mail.

Type: String

Length: 255

MailTo

Description: The e-mail address that this contact is sent to. This should match the cls.Mailbox table record. This field applies to both Outbound and e-mail.

Type: String

Copyright © 2009-2010, Nortel Networks

Length: 255

NNCCApplicationID

Description: The contact center application ID. This field applies to both Outbound and e-mail.

Type: Integer

OpenDuration

Description: The length of time, in seconds, the contact is open. This value is updated each time the contact is closed. If a value is present in this field, it is added to so that it contains the total time in seconds that this contact is open. This field applies to both Outbound and e-mail.

Type: Integer

OpenTime

Description: The date and time the contact is opened. This is not necessarily the first time that the contact is opened. If the contact is opened again, then this value is reset. This field applies to both Outbound and e-mail.

Type: TimeStamp

OriginalSubject

Description: The original contact subject text. This field applies to both Outbound and e-mail.

Type: String

Length: 255

OutboundOriginator

Description: The Outbound originator's e-mail address. This field applies to both Outbound and e-mail.

Type: String

Length: 255

PreferredCallBackMedia

Description: This is an embedded table (cls.ContactTypes). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.ContactTypes record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.ContactTypes record.

Copyright © 2009-2010, Nortel Networks

As a field, it can be used in an SQL relational join to the cls.ContactTypes record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.ContactTypes

Priority

Description: The contact's priority.

Type: Integer

Rule

Description: This is an embedded table (cls.Rules). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Rules record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.Rules record.

As a field, it can be used in an SQL relational join to the cls.Rules record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Rules

Skillset

Description: This is an embedded table (cls.Skillsets). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Skillsets record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.Skillsets record.

As a field, it can be used in an SQL relational join to the cls.Skillsets record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Skillsets

Copyright © 2009-2010, Nortel Networks

Source

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

Status

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

SubStatus

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

Copyright © 2009-2010, Nortel Networks

TimeZone

Description: The contact's time zone. This field applies to both Outbound and e-mail.

Type: Integer

Type

Description: This is an embedded table (cls.ContactTypes). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.ContactTypes record related to this cls.Contacts record. As a pointer, it refers to the fields on the cls.ContactTypes record.

As a field, it can be used in an SQL relational join to the cls.ContactTypes record. For a list of fields, see ContactTypes (page 460).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.ContactTypes

Indexes

The following table lists the indexes used by the cls.Contacts table.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxCustomer	Customer	bitmap	0	Index on the Address field to aid searching.
idxClosedReason	ClosedReason	integer	0	Index on the Address field to aid searching.
idxCmfld	Cmfld	String	0	Index on the Address field to aid searching.

ContactTypes

This table contains additional entries from Contact Center Manager Server. If they are subsequently deleted from Contact Center Manager Server, the MarkAsDeleted flag on this record is configured. This is because it is likely contact records link to cls.ContactType records, which means the information cannot be deleted.

Copyright © 2009-2010, Nortel Networks

Field Descriptions

The field descriptions for this table are described in this section.

DefaultClosedReason

Description: The identifier of the default closed reason for the contact type.

Type: Integer

DefaultSkillset

Description: This is an embedded table (cls.Skillsets). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Skillsets record related to this cls.ContactTypes record. As a pointer, it refers to the fields on the cls.Skillsets record.

As a field, it can be used in an SQL relational join to the cls.Skillsets record. For a list of fields, see Skillsets (page 513).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Skillsets

DeletionTimeStamp

Description: The date and time this record is marked as deleted. This field applies to both Outbound and e-mail.

Type: TimeStamp

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to both Outbound and e-mail.

Type: Integer

MarkAsDeleted

Description: Flag to indicate whether this media type is deleted. This flag is necessary because the actual details arrive from the main contact center database and the historic information must be kept here as a Contact may still have this MediaType. A value of 1 equals Yes. This field applies to both Outbound and e-mail.

Type: Boolean

Copyright © 2009-2010, Nortel Networks

NumericValue

Description: The numeric value for this type. OAM specifies this field or it is 0 for types that are relevant only within the multimedia environment. This field applies to both Outbound and e-mail.

Type: Integer

Parent

Description: Link to the cls.ContactTypes record that is the parent record for this contact type. This is a circular reference back to this table. It is primarily used to assist in sending the correct type to Contact Center Manager Server and to assist in grouping for reporting purposes.

If this is a type of field from Contact Center Manager Server, then the parent field is a circular reference to the same record, for example, the e-mail entry has a parent of e-mail as well. This field applies to both Outbound and e-mail.

Type: cls.ContactTypes

TextValue

Description: The text value of the type. This field applies to both Outbound and e-mail.

Type: String

Length: 50

Indexes

The cls.ContactTypes table uses no indexes.

CustomFields

This table is used by other tables that need to define custom fields. Implementing it this way allows other tables to have as many custom fields as needed.

Field Descriptions

The field descriptions for this table are described in this section.

Action

Description: This is an embedded table (cls.Actions). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Actions record related to this cls.CustomFields record. As a pointer, it refers to the fields on the cls.Actions record.

As a field, it can be used in an SQL relational join to the cls.Actions record.

Copyright © 2009-2010, Nortel Networks

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Actions

Campaign

Description: This is an embedded table (cls.Campaigns). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Campaigns record related to this cls.CustomFields record. As a pointer, it refers to the fields on the cls.Campaigns record.

As a field, it can be used in an SQL relational join to the cls.Campaigns record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Campaigns

Contact

Description: This is an embedded table (cls.Contacts). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Contacts record related to this cls.CustomFields record. As a pointer, it refers to the fields on the cls.Contacts record.

As a field, it can be used in an SQL relational join to the cls.Contacts record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Contacts

Customer

Description: This is an embedded table (cls.Customers). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Customers record related to this cls.CustomFields record. As a pointer, it refers to the fields on the cls.Customers record.

As a field, it can be used in an SQL relational join to the cls.Customers record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Copyright © 2009-2010, Nortel Networks

Type: cls.Customers

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to both Outbound and e-mail.

Type: Integer

IsTextVisible

Description: Determines whether to display the field to the agent. Default is true. A value of 1 equals True. This field applies to both Outbound and e-mail.

Type: Boolean

Name

Description: This describes the type of information in the value field. This field applies to both Outbound and e-mail.

Type: String

Length: 50

Site

Description: This is an embedded table (cls.Sites). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Sites record related to this cls.CustomFields record. As a pointer, it refers to the fields on the cls.Rules record.

As a field, it can be used in an SQL relational join to the cls.Sites record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Sites

Text

Description: The actual value for this instance. This field applies to both Outbound and e-mail.

Type: String

Length: 255

Copyright © 2009-2010, Nortel Networks

Indexes

The following table lists the indexes used by the cls.CustomFields table.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxAction	Action	bitmap	0	Index on the Action field to aid searching.
idxCampaign	Campaign	bitmap	0	Index on the Campaign field to aid searching.
idxContact	Contact	bitmap	0	Index on the Contact field to aid searching.
idxCustomer	Customer	bitmap	0	Index on the Customer field to aid searching.
idxSite	Site	bitmap	0	Index on the Site field to aid searching.

Customer

This table contains Contact Center Multimedia customer details.

Field Descriptions

The field descriptions for this table are described in this section.

Addresses

Description: This is an embedded table (cls.Addresses). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Addresses record related to this cls.Customers record. As a pointer, it refers to the fields on the cls.Addresses record.

As a field, it can be used in an SQL relational join to the cls.Addresses record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Addresses

Copyright © 2009-2010, Nortel Networks

CustomFields

Description: This is an embedded table (cls.CustomFields). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CustomFields record related to this cls.Customers record. As a pointer, it refers to the fields on the cls.CustomFields record.

As a field, it can be used in an SQL relational join to the cls.CustomFields record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CustomFields

EmailAddresses

Description: This is an embedded table (cls.EmailAddresses). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.EmailAddresses record related to this cls.Customers record. As a pointer, it refers to the fields on the cls.EmailAddresses record.

As a field, it can be used in an SQL relational join to the cls.EmailAddresses record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.EmailAddresses

FirstName

Description: The customer's first name. This field applies to both Outbound and e-mail.

Type: String

Length: 50

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to both Outbound and e-mail.

Type: Integer

Copyright © 2009-2010, Nortel Networks

LastName

Description: The customer's last name (surname). This field applies to both Outbound and e-mail.

Type: String

Length: 100

LoginPage

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Customers record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

Password

Description: The customer's password, stored in encrypted format. This field applies to both Outbound and e-mail.

Type: String

Length: 50

PhoneNumbers

Description: This is an embedded table (cls.PhoneNumbers). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.PhoneNumbers record related to this cls.Customers record. As a pointer, it refers to the fields on the cls.PhoneNumbers record.

As a field, it can be used in an SQL relational join to the cls.PhoneNumbers record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.PhoneNumbers

Copyright © 2009-2010, Nortel Networks

PreferredAgent

Description: This is an embedded table (cls.Users). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Users record related to this cls.Customers record. As a pointer, it refers to the fields on the cls.Users record.

As a field, it can be used in an SQL relational join to the cls.Users record. For a list of fields, see Users (page 519).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Users

RegisterDate

Description: The date and time that this cls.Customers record is created. This field applies to both Outbound and e-mail.

Type: TimeStamp

Title

Description: This is for titles such as Mr., Mrs., Miss, and Dr. A predefined list of valid values does not exist. This field applies to both Outbound and e-mail.

Type: String

Length: 20

UserName

Description: The user name that the customer uses to log on. This field applies to both Outbound and e-mail.

Type: String

Length: 50

Indexes

The are no indexes used by the cls.Customers table.

Debugs

This table is used to write debug information from any Object Script Routines.

Field Descriptions

The field descriptions for this table are described in this section.

Copyright © 2009-2010, Nortel Networks

Code

Description: Internal use only.

Type: Integer

Comment

Description: Internal use only.

Type: String

Severity

Description: Internal use only.

Type: Integer

Text

Description: Internal use only.

Type: String

Length: 255

Time

Description: Internal use only.

Type: TimeStamp

Indexes

The are no indexes used by the cls.Debugs table.

DispositionCodes

This table stores information relating to cls.DispositionCodes for an outbound campaign. You cannot delete Contact records, but if they are no longer required, the MarkAsDeleted field is configured.

Field Descriptions

The field descriptions for this table are described in this section.

Deletable

Description: Flag to indicate whether the system can delete this cls.DispositionCode record. A value of 1 equals Yes. This field applies to Outbound only.

Type: Boolean

Copyright © 2009-2010, Nortel Networks

DisplayName

Description: The display name for this cls.DispositionCode record. This field applies to Outbound only.

Type: String

Length: 50

ID

Description: This is the primary key for the table. The database automatically generates the value for this field when the record is created. You cannot update this field at any time. This field applies to Outbound only.

Type: Integer

MarkAsDeleted

Description: Flag to indicate that this cls.DispositionCode record should appear as deleted. A value of 1 equals Yes. This field information must stay in the system for historic contacts that can link to this cls.DispositionCode record. This field applies to Outbound only.

Type: Boolean

MaxRetryCount

Description: Number of times a to try a contact with this DispositionCode. Used with RetryTimeout. This field applies to Outbound only.

Type: Integer

Name

Description: The short name for this cls.Disposition Code record. This is usually used for reporting rather than the cls.DisplayName record. This field applies to Outbound only.

Type: String

Length: 50

NumericValue

Description: Integer value for this cls.DispositionCode record. Internal use only. This field applies to Outbound only.

Type: Integer

Copyright © 2009-2010, Nortel Networks

RetryTimeout

Description: Amount of time to wait, in seconds, before retrying a contact that has this DispositionCode. This field applies to Outbound only.

Type: Integer

SaveAgentScript

Description: Flag to save the agent script to an action when the contact is processed. A value of 1 equals Yes. This field applies to Outbound only.

Type: Boolean

Type

Description: This is an embedded table (cls.CodeMappings). You can select it either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.DispositionCodes record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, you can use it in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.CodeMappings

Indexes

The are no indexes used by the cls.DispositionCodes table.

Durations

This table contains details about the length of time the contact is open. One entry for each agent worked on the contact.

Field Descriptions

The field descriptions for this table are described in this section.

Agent

Description: This is an embedded table (cls.Users). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Users record related to this cls.Durations record. As a pointer, it refers to the fields on the cls.Users record.

As a field, it can be used in an SQL relational join to the cls.Users record. For a list of fields, see Users (page 519).

Copyright © 2009-2010, Nortel Networks

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.Users

Duration

Description: Length of time agent has the contact open.

Type: Integer

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Indexes

The are no indexes used by the cls.Durations table.

EmailAddresses

This table stores e-mail addresses owned by cls.Customers records. Each record in this table is linked to a cls.Customers record using the Customer field. Multiple cls.EmailAddresses records can be linked to the same cls.Customers record.

Field Descriptions

The field descriptions for this table are described in this section.

Address

Description: The e-mail address. This field applies to both Outbound and e-mail.

Type: String

Length: 255

Customer

Description: This is an embedded table (cls.Customers). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Customers record related to this cls.EmailAddresses record. As a pointer, it refers to the fields on the cls.Customers record.

As a field, it can be used in an SQL relational join to the cls.Customers record. For a list of fields, see Customer (page 465).

Copyright © 2009-2010, Nortel Networks

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Customers

Default

Description: Flag to indicate whether this e-mail address is used as the default for communicating with the customer. A value of 1 equals Yes. This field applies to both Outbound and e-mail.

Type: Boolean

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to both Outbound and e-mail.

Type: Integer

SearchAddress

Description: This release of the e-mail address is used for searching purposes. This field applies to both Outbound and e-mail.

Type: String

Length: 255

Indexes

The following table lists the indexes used by the cls.EmailAddresses table.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxCustomer	Customer	bitmap	0	Index on the Customer field to aid searching.
idxSearch Address	SearchAddress	bitmap	0	Index on the Address field to aid searching.

EmailAddressGroups

This table stores a list of e-mail addresses that can be compared to an incoming contact record to trigger the actions of a specific rule. Each rule record can link to one cls.EmailAddressGroup record.

Copyright © 2009-2010, Nortel Networks

Field Descriptions

The field descriptions for this table are described in this section.

Addresses

Description: This contains a space delimited collection of e-mail addresses.

Type: String

Length: 4095

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Name

Description: User defined e-mail address group name.

Type: String

Length: 255

Indexes

The are no indexes used by the cls.EmailAddressGroups table.

HolidayHours

This table contains details about holidays for which the contact center may have special working hours.

Field Descriptions

The field descriptions for this table are described in this section.

CloseTime

Description: The time that the contact center closes. If this is blank, then the contact center is open all day.

Type: String

Length: 5

HolidayDate

Description: The actual date of the holiday.

Type: String

Copyright © 2009-2010, Nortel Networks

Length: 22

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Name

Description: The name of the holiday, such as New Year's Day.

Type: String

Length: 255

OpenTime

Description: The time the contact center opens. This is any time from 00:00 to 23:59.

Type: String

Length: 5

Indexes

The are no indexes used by the cls.HolidayHours table.

Inboxes

This table contains details about e-mail mailboxes used by the Contact Center Multimedia application.

Field Description

The field descriptions for this table are described in this section.

DisplayName

Description: The display name for this inbox.

Type: String

Length: 100

Enabled

Description: Flag to indicate whether this inbox is enabled. A value of 1 equals Yes.

Type: Integer

Copyright © 2009-2010, Nortel Networks

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

InBoundMailThreshold

Description: The number of e-mail message to be read each time the mailbox is accessed.

Type: Integer

Name

Description: The name of the inbox. The name is concatenated with the at symbol (@) and the DomainName to obtain the full e-mail address.

Type: String

Length: 100

OutBoundMailThreshold

Description: The number of e-mail messages to be sent each time the mailbox is accessed.

Type: Integer

Password

Description: The password to gain access to the mailbox.

Type: String

Length: 100

SMTPServer

Description: Internal use only.

Type: cls.Servers

Server

Description: This is an embedded table (cls.Servers). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Servers record related to this cls.Inboxes record. As a pointer, it refers to the fields on the cls.Servers record.

As a field, it can be used in an SQL relational join to the cls.Servers record.

Copyright © 2009-2010, Nortel Networks

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.Servers

SmtpAuthLogon

Description: Internal use only.

Type: String

Length: 64

WinNTAccount

Description: The NT account to use to access the mailbox.

Type: String

Length: 100

Indexes

The are no indexes used by the cls.Inboxes table.

InvalidXMLAudits

Internal use only.

Field Descriptions

The field descriptions for this table are described in this section.

ActionID

Description: Internal use only.

Type: Integer

Char

Description: Internal use only.

Type: Integer

ContactId

Description: Internal use only.

Type: Integer

DateTimeStamp

Description: Internal use only.

Copyright © 2009-2010, Nortel Networks

Type: TimeStamp

Field

Description: Internal use only.

Type: String

Position

Description: Internal use only.

Type: Integer

Indexes

The following table lists the indexes used by the cls.InvalidXMLAudits table.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxChar	Char	bitmap	0	IIndex to aid searching for invalid characters that are found on contact or action records.
idxField	Field	bitmap	0	Index to aid searching to find the relevant contact or action field where the invalid characters were found.

InvalidXMLChrs

This table stores invalid XML characters.

Field Descriptions

The field descriptions for this table are described in this section.

InvalidXMLField

Description: Internal use only.

Type: cls.InvalidXMLFields

Copyright © 2009-2010, Nortel Networks

New

Description: If a value is used, it is written to the field in the position of the Old ASCII value. If no value is used, the character is removed.

Type: String

Old

Description: ASCII character searched for in the parent field.

Type: Integer

Indexes

The following table lists the indexes used by the cls.InvalidXMLChrs table.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
InvalidXML FieldIndex	InvalidXML Field	bitmap	0	Index to aid selecting the correct table and field information to be searched for invalid characters.

InvalidXMLFields

Internal use only.

Field Descriptions

The field descriptions for this table are described in this section.

Characters

Description: Internal use only.

Type: cls.InvalidXMLChrs

Table

Description: Internal use only.

Type: String

Field

Description: Internal use only.

Copyright © 2009-2010, Nortel Networks

Type: String

Search

Description: Internal use only.

Type: Boolean

Indexes

The are no indexes used by the cls.InvalidXMLFields table.

KeywordGroups

This table contains groups of key words used to correctly route new contacts

Field Descriptions

The field descriptions for this table are described in this section.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Name

Description: The name of the key word group.

Type: String

Length: 64

Query

Description: List of the key words.

Type: String

Length: 4095

Indexes

The are no indexes used by the cls.KeyWordGroups table.

Launch Entries

This table stores application start requests from CCMA. This is for internal use only.

Copyright © 2009-2010, Nortel Networks

ID

Description: Internal use only.

Type: Integer

DateActivated

Description: Internal use only.

Type: Timestamp

Enabled

Description: Internal use only.

Type: Bit

UserName

Description: Internal use only.

Type: String

Licenses

This table contains details of the various licenses that relate to the Contact Center Multimedia application.

Field Descriptions

The field descriptions for this table are described in this section.

Enabled

Description: Field to indicate whether a feature has a licence (true) on not (false). The default value is 0 (false).

Type: Boolean

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Name

Description: The name of the licensable feature. This corresponds to the name used in the licence file.

Type: String

Copyright © 2009-2010, Nortel Networks

Length: 255

Services

Description: Internal use only.

Type: cls.Services

Indexes

The are no indexes used by the cls.Licenses table.

Migrations

This table contains details about the customers and contacts migrated from Symposium Web Client 4.0 to Contact Center Multimedia 6.0. Internal use only.

Field Description

The field descriptions for this table are described in this section.

CustomerName

Description: Internal use only.

Type: String

Length: 255

FromCustomerId

Description: Internal use only.

Type: Integer

Migrated

Description: Internal use only.

Type: Integer

NotMigratedReason

Description: Internal use only.

Type: String

Length: 255

ToCustomerId

Description: Internal use only.

Type: Integer

Copyright © 2009-2010, Nortel Networks

Indexes

The are no indexes used by the cls.Migrations table.

MigrationNotes

This table contains informational notes that the migration application reads to provide feedback to the end user during the migration process. Internal use only.

Field Descriptions

The field descriptions for this table are described in this section.

DateTimeStamp

Description: Internal use only.

Type: TimeStamp

DebugOnly

Description: Internal use only.

Type: Integer

MigratedCustomers

Description: Internal use only.

Type: Integer

NoteText

Description: Internal use only.

Type: String

Length: 255

ToolCustomers

Description: Internal use only.

Type: Integer

Indexes

The are no indexes used by the cls.MigrationNotes table.

OnHoldURLs

This table contains URL details for use when a customer is on hold. Internal use only.

Copyright © 2009-2010, Nortel Networks

Field Descriptions

The field descriptions for this table are described in this section.

Description

Description: Internal use only.

Type: String

Length: 255

HoldTime

Description: Internal use only.

Type: Integer

Sequence

Description: Internal use only.

Type: Integer

Tag

Description: Internal use only.

Type: String

Length: 1024

URL

Description: Internal use only.

Type: String

Length: 1024

Indexes

The cls.OnHoldURLs table uses no indexes.

OutOfHoursRules

This table contains details about out-of-hours rules.

Field Descriptions

The field descriptions for this table are described in this section.

Copyright © 2009-2010, Nortel Networks

AutoResponse

Description: Relational link to the cls.AutoResponses record used by the cls.OutOfHoursRules record.

Type: Integer

Enabled

Description: Flag to indicate if this out-of-hours rule should be used. A value of 1 equals Yes.

Type: Boolean

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Indexes

The are no indexes used by the cls.OutOfHoursRules table.

PageChanges

Internal use only.

Field Descriptions

The field descriptions for this table are described in this section.

ChangeCounter

Description: Internal use only.

Type: Integer

Name

Description: Internal use only.

Type: String

Length: 255

Indexes

The are no indexes used by the cls.PageChange table.

PagePushes

Internal use only.

Copyright © 2009-2010, Nortel Networks

Field Descriptions

The field descriptions for this table are described in this section.

SerialNo

Description: Internal use only.

Type: Integer

SkillIset

Description: Internal use only.

Type: cls.Skillsets

URL

Description: Internal use only.

Type: cls.PagePushURLs

Indexes

The are no indexes used by the cls.PagePushes table.

PagePushURLs

This table contains URL details for use when pushing pages to customers.

Field Descriptions

The field descriptions for this table are described in this section.

Description

Description: Description for this URL.

Type: String

Length: 255

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Copyright © 2009-2010, Nortel Networks

Skillset

Description: This is an embedded table (cls.Skillsets). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Skillsets record related to this cls.PagePushURLs record. As a pointer, it refers to the fields on the cls.Skillsets record.

As a field, it can be used in an SQL relational join to the cls.Skillsets record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.Skillsets

URL

Description: The full URL.

Type: String

Length: 4095

Indexes

The are no indexes used by the cls.PagePushURLs table.

PhoneNumbers

This table stores phone number details for customers. They are linked to the relevant cls.Customers record through the cls.Customer field. Multiple cls.PhoneNumbers records can be linked to the cls.Customers record.

AreaCode

Description: The area code part of the phone number. This field applies to both Outbound and e-mail.

Type: String

Length: 10

Customer

Description: This is an embedded table (cls.Customers). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Customers record related to this cls.PhoneNumbers record. As a pointer, it refers to the fields on the cls.Customers record.

As a field, it can be used in an SQL relational join to the cls.Customers record.

Copyright © 2009-2010, Nortel Networks

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.Customers

Default

Description: Flag to indicate if this should be used as the default number for this customer. A value of 1 equals Yes. This field applies to both Outbound and e-mail.

Type: Boolean

DoNotCall

Description: Flag to indicate whether or not the customer requested that this number not be used to for contact. A value of 1 equals Do Not Call. This field applies to both Outbound and e-mail.

Type: Boolean

FullNumber

Description: This field is used internally to store the phone number stripped of any spaces and non-numeric characters. This is used with the index to aid searching for a particular phone number. This field applies to both Outbound and e-mail.

Type: String

Length: 32

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to both Outbound and e-mail.

Type: Integer

InternationalCode

Description: The international code part of the phone number. This field applies to both Outbound and e-mail.

Type: String

Length: 10

Copyright © 2009-2010, Nortel Networks

Number

Description: The local number part of the phone number. This field applies to both Outbound and e-mail.

Type: String

Length: 32

Offset

Description: Calculated field to return the time offset for this phone number from the CCMM server time.

Type: Integer

TimeZoneId

Description: Calculated field to return the timezone ID for this phone number based on the international area codes.

Type: Integer

Type

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.PhoneNumbers record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to both Outbound and e-mail.

Type: cls.CodeMappings

Copyright © 2009-2010, Nortel Networks

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxCustomer	Customer	bitmap	0	Index on the Customer field to aid searching.
idxFullNumber	FullNumber	bitmap	0	Index on the FullNumber field this is to aid searching for phone numbers.

Phrases

This table contains a list of default text strings that a user can select when using Web Chat. The user need not type the same text repeatedly.

Field Descriptions

The field descriptions for this table are described in this section.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Skillset

Description: This is an embedded table (cls.Skillsets). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Skillsets record related to this cls.Phrases record. As a pointer, it refers to the fields on the cls.Skillsets record.

As a field, it can be used in an SQL relational join to the cls.Skillsets record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.Skillsets

Text

Description: Phrase which is linked to skillset and appears in a selection list for the agents to choose from during a chat session.

Type: String

Copyright © 2009-2010, Nortel Networks

Length: 32767

Indexes

The are no indexes used by the cls.Phrases table.

Preferences

This table contains user-defined preferences.

Field Descriptions

The field descriptions for this table are described in this section.

Agent

Description: This is an embedded table (cls.Users). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Users record related to this cls.Preferences record. As a pointer, it refers to the fields on the cls.Users record.

As a field, it can be used in an SQL relational join to the cls.Users record. For a list of fields, refer to Users (page 519).

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.Users

Context

Description: Internal use only.

Type: String

Length: 30

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

IdKey

Description: Internal use only.

Type: String

Length: 30

Copyright © 2009-2010, Nortel Networks

Text

Description: Details of the preferences.

Type: Stream

Indexes

The are no indexes used by the cls.Preferences table.

Preferences

This table stores CCAD agent preferences.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Agent

Description: This is an embedded table (cls.Users). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the clos.Users record related to this cls.Preferences record. As a pointer, it refers to the fields on the clos.Users record. As a field, it can be used in a SQL relational join to the cls.Users record.

Type: Integer

Context

Description: Internal use only.

Type: String

Length: 60

IdKey

Description: Internal use only.

Type: String

Length: 60

Text

Description: Internal use only.

Type: Stream

Copyright © 2009-2010, Nortel Networks

Questions

This table stores questions that are associated with a cls.CampaignScripts table. They are linked to the relevant cls.CampaignScripts records through the CampaignScript field. Multiple cls.Questions records can be linked to one cls.CampaignScripts record.

Field Descriptions

The field descriptions for this table are described in this section.

AllowedAnswers

Description: A comma delimited selection of possible answers. This field applies to Outbound only.

Type: String

Length: 1024

AllowedFreeText

Description: Flag to indicate whether or not the answer for this question can be free text or should be selected from the list of AllowedAnswers. 1 = Free text allowed. This field applies to Outbound only.

Type: Boolean

CampaignScript

Description: This is an embedded table (cls.CampaignScripts). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CampaignScripts record related to this cls.Questions record. As a pointer, it refers to the fields on the cls.CampaignScripts record.

As a field, it can be used in an SQL relational join to the cls.CampaignScripts record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.CampaignScripts

DefaultAnswer

Description: The default answer for this question. This is one from the list of AllowedAnswers. This field applies to Outbound only.

Type: String

Length: 255

Copyright © 2009-2010, Nortel Networks

GUI

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Questions record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field applies to Outbound only.

Type: cls.CodeMappings

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field applies to Outbound only.

Type: Integer

Question

Description: The name of the question. This field applies to Outbound only.

Type: String

Length: 1024

Indexes

The following table lists the indexes used by the cls.Questions table.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxCampaignScript	CampaignScript	bitmap	0	Index on the CampaignScript field to aid searching.

RegularHours

This table holds information relating to the regular opening hours of the contact center.

Field Descriptions

The field descriptions for this table are described in this section.

Copyright © 2009-2010, Nortel Networks

CloseTime

Description: The time that the contact center closes. If this field is blank, then the contact center is open all day.

Type: String

Length: 5

Day

Description: The day that open and close hours apply to. There can be multiple entries for a given day. For example, this supports Contact Centers that close for lunch.

Type: String

Length: 50

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

OpenTime

Description: The hours that the contact center opens. This value is in the range 00:00 to 23:59.

Type: String

Length: 5

Indexes

The are no indexes used by the cls.RegularHours table.

Restores

This table stores details relating to any restores performed on the database. This is through the archive and restore functionality supplied with Contact Center Multimedia and not through the database backup and restore functionality.

Field Descriptions

The field descriptions for this table are described in this section.

FromActionId

Description: Internal use only.

Copyright © 2009-2010, Nortel Networks

Type: Integer

FromCampaignId

Description: Internal use only.

Type: Integer

FromContactId

Description: Internal use only.

Type: Integer

FromCustomerId

Description: Internal use only.

Type: Integer

FromQuestionId

Description: Internal use only.

Type: Integer

ToActionId

Description: Internal use only.

Type: Integer

ToCampaignId

Description: Internal use only.

Type: Integer

ToContactId

Description: Internal use only.

Type: Integer

ToCustomerId

Description: Internal use only.

Type: Integer

ToQuestionId

Description: Internal use only.

Type: Integer

Copyright © 2009-2010, Nortel Networks

Indexes

The following table lists the indexes used by the cls.Restores table.

Index name	Fields indexed	Type	Unique 1 = Yes	Description
idxToActionId	ToActionId	bitmap	0	Index on the ToActionId field to aid searching.
idxToCampainId	ToCampaignId	bitmap	0	Index on the ToCampaignId field to aid searching.
idxToContactId	ToContact	bitmap	0	Index on the ToContactId field to aid searching.
idxToCustomerI	ToCustomer	bitmap	0	Index on the ToCustomerId field to aid searching
idxToQuestionId	ToQuestionId	bitmap	0	Index on the ToQuestionId field to aid searching.

RestoredAudits

This table stores a temporary copy of audit records that are being restored, through the archive and restore functionality, to the database. It is necessary to keep a temporary copy as all the links within the audit records change upon the restore and need to be updated on the temporary versions here before being written to the audit table.

ActionId

Description: Link to the cls.Action record that this cls.Audit record relates to.

Type: Integer

Field Descriptions

The field descriptions for this table are described in this section.

AgentId

Description: The agent that made the change. This is link to the cls.UserDetails table.

Type: Integer

Copyright © 2009-2010, Nortel Networks

CampaignId

Description: Link to the cls.Campaigns record that this audit record relates to.

Type: Integer

CampaignUserName

Description: Campaign user name that created the audit record.

Type: String

ContactId

Description: Link to the cls.Contacts record that this audit relates to.

Type: Integer

CustomerId

Description: Link to the cls.Customers record that this audit record relates to.

Type: Integer

DateTimeStamp

Description: The date and time that this audit event took place.

Type: TimeStamp

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

NewValue

Description: Contains the new value relevant to the type field. If type is ContactStatus, then this field holds the old contact status value.

Type: Integer

OldValue

Description: Contains the old value relevant to the type field. If type is ContactStatus, then this field holds the old contact status value.

Type: Integer

Copyright © 2009-2010, Nortel Networks

Type

Description: The audit type. This is a link to a record in the cls.CodeMappings table.

Type: Integer

Indexes

The are no indexes used by the cls.RestoredAudits table.

RoutePoints

This table contains details of the Route Point assigned to a skillset. This table replaces CDN. It has a MarkAsDeleted flag. Although it may be deleted on Contact Center Manager Server, it is still be referenced within the Contact Center Multimedia database on contacts created when the RoutePoint did exist.

Field Descriptions

The field descriptions for this table are described in this section.

DeletionTimeStamp

Description: The date and time when this cls.RoutePoints record is deleted.

Type: TimeStamp

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

MarkAsDeleted

Description: Flag to indicate if this RoutePoint is deleted. A value of 1 equals Yes.

Type: Boolean

RoutePoint

Description: The name of the cls.RoutePoint record.

Type: String

Length: 32

Indexes

The are no indexes used by the cls.RoutePoints table.

Copyright © 2009-2010, Nortel Networks

Rules

This table contains the details for a rule used to route a contact to the relevant skillset.

This table does not use embedded tables.

Field Descriptions

The field descriptions for this table are described in this section.

AutoResponseId

Description: Relational link to the cls.Acknowledgement record used by this rule.

Type: Integer

ContactTypeId

Description: Internal use only.

Type: Integer

EmailAddressGroupId

Description: Relational link to the cls.EmailAddressGroups record used by this rule.

Type: Integer

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

InboxID

Description: Relational link to the cls.Inboxes record used by this rule.

Type: Integer

IsClosed

Description: Flag to indicate whether this rule is closed or not. A value of 1 equals Yes.

Type: Boolean

Name

Description: Textual name for the rule.

Copyright © 2009-2010, Nortel Networks

Type: String

Length: 64

Priority

Description: The rule's priority.

Type: Integer

RuleQuery

Description: The text that makes up the body of the rule.

Type: String

Length: 2000

Sequence

Description: The order in which this rule should be used. This applies if there is more than one rule for a cls.Skillsets record. Lowest sequence numbers are processed first.

Type: Integer

SkillsetID

Description: Relational link to the cls.Skillsets record used by this rule.

Type: Integer

SkillsetReset

Description: Internal use only.

Type: Boolean

Status

Description: Internal use only.

Type: Integer

Type

Description: Internal use only.

Type: Integer

UseOutOfHoursRule

Description: Flag to indicate whether or not the out-of-hours rule should be used instead of this rule. A value of 1 equals Yes.

Copyright © 2009-2010, Nortel Networks

Type: Boolean

Indexes

The are no indexes used by the cls.Rules table.

RuleAdmins

This table is used by the e-mail manager service to determine if it needs to refresh its internal copy of the rules.

Field Descriptions

The field descriptions for this table are described in this section.

DefaultPriority

Description: The default priority value for this rule.

Type: Integer

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

LastModifiedTime

Description: The date and time this rule was last modified. If any cls.Rules record is updated, this field is also updated.

Type: TimeStamp

LastQueryBuildTime

Description: The date and time that the rule query was last built.

Type: TimeStamp

NumberOfCharacters

Description: The number of characters in the last rule query.

Type: Integer

SearchBody

Description: Flag to indicate whether or not the body of the e-mail should be searched. A value of 1 equals Yes.

Type: Boolean

Copyright © 2009-2010, Nortel Networks

SearchSubject

Description: Flag to indicate whether or not the e-mail subject should be searched. A value of 1 equals Yes.

Type: Boolean

Indexes

The are no indexes used by the cls.RuleAdmins table.

RuleKeywordGroups

This table contains cls.KeyWordGroups records that are used within rules.

Field Descriptions

The field descriptions for this table are described in this section.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

KeyWordGroupID

Description: Link to the internal unique identifier of the cls.KeyWordGroups record.

Type: Integer

Operator

Description: Descriptions of how this table should be connected to the other cls.RuleKeyWordGroup records for the rule.

Type: String

Length: 10

RuleID

Description: Link to the internal unique identifier of the cls.Rules record.

Type: Integer

Sequence

Description: The sequence number for this cls.RuleKeyWordGroup record.

Type: Integer

Copyright © 2009-2010, Nortel Networks

Indexes

The are no indexes used by the cls.RuleKeywordGroups table.

Servers

This table contains a list of the servers required by the Contact Center Multimedia application.

Field Descriptions

The field descriptions for this table are described in this section.

Auth

Description: Internal use only.

Type: Integer

BackUpHost

Description: The name of the back-up server.

Type: String

Length: 255

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Name

Description: The name of the server. This can also be an IP address.

Type: String

Length: 255

NewType

Description: This is an embedded table (cls.CodeMappings). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CodeMappings record related to this cls.Servers record. As a pointer, it refers to the fields on the cls.CodeMappings record.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings (page 450).

Copyright © 2009-2010, Nortel Networks

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.CodeMappings

Port

Description: The port number to use when connecting to this server.

Type: Integer

Type

Description: Internal use only.

Type: Integer

Indexes

The are no indexes used by the cls.Servers table.

Services

This table contains a list of the services that make up the Contact Center Multimedia application.

Field Descriptions

The field descriptions for this table are described in this section.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

License

Description: This is an embedded table (cls.Licenses). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Licenses record related to this cls.Services record. As a pointer, it refers to the fields on the cls.Licenses record.

As a field, it can be used in an SQL relational join to the cls.Licenses record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.Licenses

Copyright © 2009-2010, Nortel Networks

NTName

Description: Name in services, used by caché and the sc Winnt command to stop the service.

Type: String

Length: 255

ServiceName

Description: Name of the Contact Center Multimedia service. This is used by Licence Manager to start and stop services.

Type: String

Length: 255

Indexes

The are no indexes used by the cls.Services table.

Sessions

This table contains a session key for each user that is logged on.

Field Descriptions

The field descriptions for this table are described in this section.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

LoginTime

Description: Date and time that the user logged on to the system.

Type: TimeStamp

SessionKey

Description: Session key value for the user.

Type: String

UserID

Description: Link to the unique internal identifier for the user.

Type: String

Copyright © 2009-2010, Nortel Networks

UserType

Description: Whether the user is an agent or a supervisor.

Type: String

Indexes

The are no indexes used by the cls.Sessions table.

SIP Uris

This table stores SIP-URI details for customers. They are linked to the relevant cls. Customer record through the Customer property. Many cls.SIPURI records can be linked to the cls.Customer record.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Address

Description: The SIPuri address.

Type: String

Length: 255

Customer

Description: This is an embedded table (cls.Users). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the clos.Users record related to this cls.Preferences record. As a pointer, it refers to the fields on the clos.Users record. As a field, it can be used in a SQL relational join to the cls.Users record.

Type: Integer

Default

Description: Flag that indicates this address is used as the default. 1=Yes.

Type: Bit

SearchAddress

Description: The release of the SIPUri address used when searching.

Type: String

Copyright © 2009-2010, Nortel Networks

Length: 255

Sites

This table contains details that relate to the site that the Contact Center Multimedia application is installed on.

Field Descriptions

The field descriptions for this table are described in this section.

AccessKey

Description: Internal use only.

Type: String

Length: 20

BuildVersion

Description: The build version of the Contact Center Multimedia application.

Type: String

Length: 20

CompanyName

Description: Name of the company that controls the site.

Type: String

Length: 20

CustomFields

Description: This is an embedded table (cls.CustomFields). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.CustomFields record related to this cls.Sites record. As a pointer, it refers to the fields on the cls.CustomFields record.

As a field, it can be used in an SQL relational join to the cls.CustomFields record. For a list of fields, refer to “CustomFields” on page 656.

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.CustomFields

Copyright © 2009-2010, Nortel Networks

EnableSecurityBanner

Description: Flag to indicate whether or not the security banner should be displayed. A value of 1 equals Yes.

Type: Boolean

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

MMKeyCode

Description: Internal use only.

Type: String

Length: 20

MMSwitchSerialNumber

Description: Internal use only.

Type: String

Length: 12

NNCCSiteName

Description: Internal use only.

Type: String

Length: 255

NNCCSwitchSerialNumber

Description: Internal use only.

Type: String

Length: 12

SecurityBanner

Description: Banner text that should be displayed to the agent when logging into the Contact Center Agent Desktop.

Type: String

Copyright © 2009-2010, Nortel Networks

Length: 4095

Site

Description: Name of the site.

Type: String

Length: 10

SkillsetPrefix

Description: Internal use only.

Type: String

Length: 10

Indexes

The are no indexes used by the cls.Sites table.

SiteComponents

This table contains the various components that make up the Contact Center Multimedia application.

Field Descriptions

The field descriptions for this table are described in this section.

Comment

Description: Description for the cls.SiteComponent record.

Type: String

Length: 255

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Name

Description: The name of the cls.SiteComponent record.

Type: String

Length: 255

Copyright © 2009-2010, Nortel Networks

Parameters

Description: Internal use only.

Type: cls.SiteParameters

Indexes

The are no indexes used by the cls.SiteComponents table.

SiteParameters

This table contains various parameters that the various Contact Center Multimedia services use.

Field Descriptions

The field descriptions for this table are described in this section.

Comment

Description: Textual description for this cls.SiteParameter record.

Type: String

Length: 255

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Name

Description: The name of the cls.SiteParameter record.

Type: String

Length: 255

SiteComponent

Description: This is an embedded table (cls.SiteComponents). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.SiteComponents record related to this cls.SiteParameters record. As a pointer, it refers to the fields on the cls.SiteComponents record.

As a field, it can be used in an SQL relational join to the cls.SiteComponents record. For a list of fields, refer to “SiteComponents” on page 725.

Copyright © 2009-2010, Nortel Networks

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.SiteComponents

Text

Description: The value of the cls.SiteParameter record.

Type: String

Length: 255

Indexes

The following table lists the indexes used by the cls.SiteParameters table.

Index Name	Fields Indexed	Type	Unique 1 = Yes	Description
idxSite Component	SiteComponent	bitmap	0	Index on the SiteComponent field to aid searching.

SkillsetAgentProperties

This is a stand-alone table managed by OAM to store extra properties of the Skillset-Agent relationship needed for the blended predictive agent functions. This table is for internal use only.

ID

Description: Internal use only.

Type: Integer

Agents

Description: Internal use only.

Type: Integer

CurrentPriority

Description: Internal use only.

Type: Integer

OAMStatus

Description: Internal use only.

Copyright © 2009-2010, Nortel Networks

Type: Integer

OldPriority

Description: Internal use only.

Type: Integer

Skillsets

Description: Internal use only.

Type: Integer

Undo

Description: Internal use only.

Type: Integer

Skillsets

This table contains a list of all skillsets on the system. A flag indicates skillsets that are no longer current. They are kept on the system as contacts may exist for those skillsets.

Field Descriptions

The field descriptions for this table are described in this section.

ActivityCode

Description: Internal use only.

Type: String

Length: 32

Agents

Description: This is an embedded table (cls.Users). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Users record related to this cls.Skillsets record. As a pointer, it refers to the fields on the cls.Users record.

As a field, it can be used in an SQL relational join to the cls.Users record. For a list of fields, see Users (page 519).

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.Users

Copyright © 2009-2010, Nortel Networks

AutoSignature

Description: Default signature appended to e-mail messages sent from this skillset.

Type: String

Length: 4095

CCMSID

Description: The ID from the Contact Center Manager Server.

Type: Integer

DeletionTimeStamp

Description: The date and time this skillset is deleted from the system.

Type: TimeStamp

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

MailBox

Description: This is an embedded table (cls.Inboxes). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Inboxes record related to this cls.Skillsets record. As a pointer, it refers to the fields on the cls.Inboxes record.

As a field, it can be used in an SQL relational join to the cls.Inboxes record. For a list of fields, see Inboxes (page 475).

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.Inboxes

Mapping

Description: Internal use only.

Type: String

Length: 50

Copyright © 2009-2010, Nortel Networks

MarkAsDeleted

Description: Flag to indicate if this skillset is deleted. A value of 1 equals Yes.

Type: Boolean

Name

Description: Textual name for this skillset.

Type: String

Length: 50

PagePushURLs

Description: Internal use only.

Type: cls.PagePushURLs

Phrases

Description: Internal use only.

Type: cls.Phrases

RoutePoint

Description: This is an embedded table (cls.RoutePoints). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.RoutePoints record related to this cls.Skillsets record. As a pointer, it refers to the fields on the cls.RoutePoints record.

As a field, it can be used in an SQL relational join to the cls.RoutePoints record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.RoutePoints

Status

Description: Internal use only.

Type: cls.CodeMappings

Threshold

Description: Internal use only.

Type: Integer

Copyright © 2009-2010, Nortel Networks

UseOriginalAddress

Description: Internal use only.

Type: Integer

WebDescription

Description: Textual description for this Skillset.

Type: String

Length: 50

WelcomeMessage

Description: Skillset specific welcome text when this skillset is used in Web communications.

Type: String

Length: 4095

WrapUpMessage

Description: Skillset specific wrap-up text when this skillset is used in Web communications.

Type: String

Length: 4095

Indexes

The are no indexes used by the cls.Skillsets table.

SkillsetOnHoldURLs

This table contains a list of URLs for a skillset that can be used when a customer is on hold.

Field Descriptions

The field descriptions for this table are described in this section.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Copyright © 2009-2010, Nortel Networks

SerialNo

Description: Internal use only.

Type: Integer

Skillset

Description: This is an embedded table (cls.Skillsets). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.Skillsets record related to this cls.SkillsetOnHoldURLs record. As a pointer, it refers to the fields on the cls.Skillsets record.

As a field, it can be used in an SQL relational join to the cls.Skillsets record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.Skillsets

Indexes

The are no indexes used by cls.SkillsetOnHoldURLs table.

Time Zones

This table stores a list of standard international time zones.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

FriendlyName

Description: Description of the time zone

Type: String

Length: 255

TimeZone

Description: Short name of the time zone.

Type: String

Length: 10

Copyright © 2009-2010, Nortel Networks

UtcOffset

Description: Offset from GMT in minutes.

Type: Integer

Updates

This table contains information relating to updates performed on this server. This is the same as the information in the NortelSU.txt file except for the ID and the DateTimeStamp fields.

Field Descriptions

The field descriptions for this table are described in this section.

CRNumber

Description: The change request (CR) number that this update relates to.

Type: String

Length: 20

Changes

Description: Free form text notes on the update applied.

Type: String

Length: 2000

Date

Description: The date field as taken from the text file.

Type: String

Length: 30

DateTimeStamp

Description: The date and time that this update was applied to the system.

Type: TimeStamp

DeleteFlag

Description: Internal use only.

Type: String

Length: 1

Copyright © 2009-2010, Nortel Networks

DeployFlag

Description: Internal use only.

Type: String

Length: 1

FileChanged

Description: The name of the file that contains the new code.

Type: String

Length: 200

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

Notes

Description: Any other comments are recorded here.

Type: String

Length: 2000

RequestedBy

Description: Name of person who requested the update.

Type: String

Length: 50

Indexes

The are no indexes used by the cls.Updates table.

Users

This table contains a list of valid multimedia users, such as agents.

Field Descriptions

The field descriptions for this table are described in this section.

Copyright © 2009-2010, Nortel Networks

CCMSID

Description: The Contact Center Multimedia ID of this agent or supervisor. Contact Center Manager Server supplies this value.

Type: Integer

DataPurge

Description: Flag to indicate if the user can edit contact text in CCAD to remove sensitive information.

Type: Bit

DeletedOnCCMS

Description: Deleted on CCMS.

Type: Bit

DeletionTimeStamp

Description: Date and time this user was deleted from the system.

Type: TimeStamp

Email

Description: The e-mail address for the user.

Type: String

Length: 255

Fax

Description: The FAX number for the user.

Type: String

Length: 20

FirstName

Description: User’s first name.

Type: String

Length: 50

Copyright © 2009-2010, Nortel Networks

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

LastName

Description: User's last name.

Type: String

Length: 50

LogonID

Description: The logon ID used to connect to the Contact Center Agent Desktop.

Type: String

Length: 50

MarkAsDeleted

Description: Flag to indicate if this user is deleted.

Type: Boolean

Password

Description: Internal use only.

Type: String

Length: 20

PredictiveAgent

Description: Flag to indicate if this record represents a predictive user.

Type: Bit

PredictiveReportingEnabled

Description: Flag to indicate if this contact should be reported.

Type: Bit

PredictiveWrapTimeLimit

Description: Time allowed for this user to complete a predictive contact.

Copyright © 2009-2010, Nortel Networks

Type: Integer

RoutePoint

Description: This is an embedded table (cls.RoutePoints). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.RoutePoints record related to this cls.Users record. As a pointer, it refers to the fields on the cls.RoutePoints record.

As a field, it can be used in an SQL relational join to the cls.RoutePoints record.

For more information about querying data from fields that are embedded tables, see Caché database (page 408).

Type: cls.RoutePoints

SIPTerminal

Description: SIP Terminal

Type: String

Length: 255

SIPUri

Description: SIP Uri

Type: String

Length: 255

Status

Description: Flag to indicate whether the user is logged on. A value of 1 equals Logged in.

Type: Boolean

Supervisor

Description: Link to the user's cls.Supervisors record.

Type: cls.Users

TelsetLogonID

Description: The logon ID used to access the user's telephone.

Type: String

Copyright © 2009-2010, Nortel Networks

Length: 255

UserClass

Description: Text to describe the user type, which can be agent or supervisor.

Type: String

Length: 20

Indexes

The are no indexes used by the cls.Users table.

UserResets

This table contains a list of valid multimedia users, such as agents.

Field Descriptions

The field descriptions for this table are described in this section.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated.

Type: Integer

PasswordReset

Description: Flag to indicate if the user's password was reset.

Type: Integer

UserID

Description: Relational link to the cls.User table. The administration application uses this field.

Type: Integer

Indexes

The are no indexes used by the cls.UserResets table.

WebCommsMessages

This table stores details of messages that are written by either the agent or the customer during a Web communication session. The messages are linked to a cls.WebCommsSession record. Multiple cls.WebCommsMessages records can be linked to the same cls.WebCommsSessions record.

Copyright © 2009-2010, Nortel Networks

Field Descriptions

The field descriptions for this table are described in this section.

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field is applicable for Web communications only.

Type: Integer

Message

Description: Message text from either the agent or customer. This field is applicable for Web communications only.

Type: String

Length: 255

Session

Description: This is an embedded table (cls.WebCommsSessions). It can be selected either as a field or as a pointer. As a field, it returns the ID value of the cls.WebCommsSessions record related to this cls.WebCommsMessages record.

As a pointer, it refers to the fields on the cls.WebCommsSessions record. As a field, it can be used in an SQL relational join to the cls.WebCommsSessions record. For a list of fields, see WebCommsSessions (page 525).

For more information about querying data from fields that are embedded tables, see Caché database (page 408). This field is applicable for Web communications only.

Type: cls.WebCommsSessions

WriteTime

Description: The date and time that this message was written. This field is applicable for Web communications only.

Type: TimeStamp

Indexes

The are no indexes used by the cls.WebCommsMessages table.

Copyright © 2009-2010, Nortel Networks

WebCommsSessions

This table stores high-level detail relating to a Web communications session. The actual text sent between the agent and the customer is stored in the cls.WebCommsMessage table.

Field Descriptions

The field descriptions for this table are described in this section. This field is applicable for Web communications only.

AgentWriting

Description: Flag to indicate if the agent is currently writing. This field is applicable for Web communications only.

Type: Boolean

ContactID

Description: Relational link to the contact's unique internal identifier to which this session belongs. This field is applicable for Web communications only.

Type: String

CustomerWriting

Description: Flag to indicate if the customer is currently writing. This field is applicable for Web communications only.

Type: Boolean

ID

Description: This is the primary key for the table. The value for this field is automatically generated by the database when the record is created and can never be updated. This field is applicable for Web communications only.

Type: Integer

LastAgentPoll

Description: Internal use only. This field is applicable for Web communications only.

Type: TimeStamp

LastCustomerPoll

Description: Internal use only. This field is applicable for Web communications only.

Type: TimeStamp

Copyright © 2009-2010, Nortel Networks

Messages

Description: Internal use only. This field is applicable for Web communications only.

Type: cls.WebCommsMessages

Indexes

The following table lists the indexes used by the cls.WebCommsSessions table.

Index Name	Fields Indexed	Type	Unique 1 = Yes	Description
idxContactID	ContactID	bitmap	0	Index on the SessionID field to aid searching.

Additional Tables

Two additional tables are generated specifically the SQL representation of the data.

cls.Campaigns_DispositionCodes

The cls.Campaigns and cls.DispositionCodes tables have a many-to-many relationship. This is the table that links the tables.

Fields	Description
ID	The value for this field is automatically generated by the database when the record is created and can never be updated.
Campaigns	ID of the cls.Campaigns record that this record relates to.
DispositionCodes	ID of the cls.DispositionCodes record that this record relates to.
Element_key	Internal use only.

cls.Skillsets_Agents

The cls.Skillsets and cls.Users tables have a many-to-many relationship. This is the table that links thee table.

Copyright © 2009-2010, Nortel Networks

Fields	Description
ID	The value for this field is automatically generated by the database when the record is created and can never be updated.
Skillsets	ID of the cls.Skillsets record that this record relates to.
Agents	ID of the cls.Agents record that this record relates to.
Element_key	Internal use only.

Copyright © 2009-2010, Nortel Networks

Multimedia database views

This chapter contains database view information. You access data through database views or logical representations of the database. Database views organize the information in the database for your use. In SQL terms, a view is a named query in a schema, defined with a CREATE VIEW statement. A view is not a table, but the result of a view is a table.

This chapter provides definitions for all the Contact Center Multimedia database views available.

Navigation

- Campaign Agent Script Result (page 529)
- Campaign Call By Call Details (page 529)
- Campaign Summary (page 531)
- Contacts By Contacts (page 532)
- Contacts Outstanding (page 533)
- Contacts Outstanding Detail (page 534)
- Contacts Outstanding Summary (page 535)
- ScriptSummary (page 535)

Copyright © 2009-2010, Nortel Networks

Campaign Agent Script Result

This view displays the questions and answers for campaigns. The results are sorted by contact. This view is often used to retrieve the details for a particular campaign. You can use this view to see, by contact, the name and phone number for the customer and the answers given to the campaign questions.

The following table lists the view field, source table, and source field, where applicable.

View field	Source table	Source field
ContactID	cls.Contacts	ID
PhoneNumber	cls.Actions	NumberUsed
CustomerID	cls.Customers	ID
FirstName	cls.Customers	—
LastName	cls.Customers	—
Campaign	cls.Campaigns	Name
DateCreated	cls.Answers	DateCreated
Answer	cls.Answers	—
Question	cls.Questions	—
FreeText	cls.Answers	—
AllowedAnswers	cls.Questions	—
DispositionCode	cls.DispositionCodes	Name

Campaign Call By Call Details

This view provides call by call details for campaigns. Use this view to retrieve the information relating to one outbound campaign. The view displays when the contact was opened and closed, when the relevant action was opened and closed, the length of time the agent dialed and talked, and overview information about the campaign. The overview information includes the daily start and end times for the campaign and how many contacts are in the campaign SQL used to create view.

The following table lists the view field, source table, and source field, where applicable, for this view.

View field	Source table	Source field
CampaignName	cls.Campaigns	Name
ContactLastClosedTime	cls.Contacts	ClosedTime
ContactLastOpenTime	cls.Contacts	OpenTime

Copyright © 2009-2010, Nortel Networks

View field	Source table	Source field
ContactOpenDuration	cls.Contacts	OpenDuration
TotalDialTime	cls.Contacts	DialTime
TotalTalkTime	cls.Contacts	TalkTime
ContactID	cls.Contacts	ID
ContactDispositionCode	cls.DispositionCodes	Name
ContactCreatedTime	cls.Contacts	ArrivalTime
ContactFirstOpenTime	cls.Contacts	AcquiredTime
RetryCount	cls.Contacts	CampaignRetryCount
Priority	cls.Contacts	—
SkillsetName	cls.Skillsets	Name
CallStatus	cls.Contacts	Status
CallAttempts	cls.Contacts	NoOfCallAttempts
ContactSource	cls.Contacts	Source
CallBackTime	cls.Actions	—
CallBackStatus	cls.Actions	—
CallBackMedia	cls.Actions	—
ActionID	cls.Actions	ID
ActionOpenTime	cls.Actions	OpenTime
ActionClosedTime	cls.Actions	ClosedTime
DialStartTime	cls.Actions	—
DialEndTime	cls.Actions	—
TalkStartTime	cls.Actions	—
TalkEndTime	cls.Actions	—
ActionDispositionCode	cls.Actions	DispositionCode
ActionSource	cls.Actions	Source
ActionType	cls.Actions	Type
ActionProcessedTime	cls.Actions	CreationTime
DialledDN	cls.Actions	NumberUsed
LastName	cls.Customers	—
FirstName	cls.Customers	—
CustomerID	cls.Customers	ID
Agent	cls.Users	FirstName + LastName
AgentLoginID	cls.Users	LogonID

Copyright © 2009-2010, Nortel Networks

View field	Source table	Source field
CampaignStatus	cls.Campaigns	Status
AgentScript	cls.Campaigns	CampaignScript
NumCallsInCampaign	cls.Campaigns	NumberOfContacts
NumContactsProcessed	cls.Campaigns	NumberOfContacts Processed
CampaignStartDateTime	cls.Campaigns	StartDateTime
CampaignEndDateTime	cls.Campaigns	EndDateTime
CampaignDailyStartTime	cls.Campaigns	DailyStartTime
CampaignDailyEndTime	cls.Campaigns	DailyEndTime
CampaignDateCreated	cls.Campaigns	DateCreated
CampaignDescription	cls.Campaigns	Description
CampaignCreatedBy	cls.Campaigns	Owner

Campaign Summary

This view summarizes campaign information around the disposition codes used to close contacts within a campaign. The view shows the number of contacts that have a disposition code within a campaign. The view also contains summary information relating to the campaign, such as who created it and when, the daily start and end times, and the start and end date for the campaign.

The following table lists the view field, source table, and source field, where applicable, for this view.

View field	Source table	Source field
DispositionCodeCount	All in view	Number of Contacts with this DispositionCode
DispositionCodeName	cls.DispositionCodes	Name
CampaignName	cls.Campaigns	Name
SkillsetName	cls.Skillsets	Name
CampaignStatus	cls.Campaigns	Status
AgentScript	cls.Campaigns	CampaignScript
NumberOfContacts	cls.Campaigns	—
NumberOfContacts Processed	cls.Campaigns	—
StartDateTime	cls.Campaigns	—

Copyright © 2009-2010, Nortel Networks

View field	Source table	Source field
EndDateTime	cls.Campaigns	—
DailyStartTime	cls.Campaigns	—
DailyEndTime	cls.Campaigns	—
Description	cls.Campaigns	—
Owner	cls.Campaigns	—
Priority	cls.Campaigns	—

Contacts By Contacts

This view provides details for contacts in a user-friendly format. The view includes the customer name and the agent name. For Outbound contacts, the view also shows summary information from the campaign, such as the campaign name, how many times the customer was called, and the dial and talk time totals.

The following table lists the view field, source table, and source field, where applicable, for this view.

View field	Source table	Source field
ContactID	cls.Contacts	ID
ContactStatus	cls.Contacts	Status
SkillsetName	cls.Skillsets	Name
ArrivalTime	cls.Skillsets	—
ContactOpenTime	cls.Skillsets	OpenTime
ContactClosedTime	cls.Skillsets	ClosedTime
ClosedReasonCode	cls.Skillsets	—
ClosedReasonCodeID	cls.Skillsets	ClosedReasonCode
CustomerID	cls.Skillsets	Customer
FirstName	cls.Customers	—
LastName	cls.Customers	—
MailCC	cls.Contacts	—
MailFrom	cls.Contacts	—
MailTo	cls.Contacts	—
OriginalSubject	cls.Contacts	—
Priority	cls.Contacts	—
QueueType	cls.Contacts	—

Copyright © 2009-2010, Nortel Networks

View field	Source table	Source field
RuleName	cls.Contacts	Rule
Source	cls.Contacts	—
Type	cls.Contacts	—
AgentName	cls.Users	FirstName + LastName
AgentCCMSID	cls.Users	CCMSID
OutboundDispositionCode	cls.DispositionCodes	Name
AutoResponseName	cls.AutoReponses	Name
NumberOfContacts	cls.Contacts	—
NumberOfContacts Processed	cls.Contacts	—
CampaignName	cls.Campaigns	Name
CampaignRetryCount	cls.Contacts	—
CampaignDialTime	cls.Contacts	DialTime
CampaignCallTime	cls.Contacts	CallTime

Contacts Outstanding

This view provides the number of contacts in the contact center that do not have a status of Closed. The view includes the arrival time from the contact formatted in various ways: just the date, date and time (hour only), and the full arrival time information. This is useful to sort or use the fields in a where clause to restrict the data returned to a particular time frame.

The following table lists the view field, source table, and source field, where applicable, for this view.

View field	Source table	Source field
ByDay	cls.Contacts	ArrivalTime with Date only
ByHour	cls.Contacts	ArrivalTime with Hour only (no minutes or seconds included)
ContactNo	cls.Contacts	ID
ArrivalTime	cls.Contacts	ArrivalTime
Subject	cls.Contacts	OriginalSubject
Customer	cls.Customers	FirstName + LastName
ArrivedFrom	cls.Contacts	MailTo
Agent	cls.Users	FirstName + LastName

Copyright © 2009-2010, Nortel Networks

View field	Source table	Source field
Status	cls.Contacts	—
ParentContactType	cls.Types	Parent
ContactType	cls.Contacts	Type
ContactSource	cls.Contacts	Source
Campaign	cls.Campaigns	Name
Skillset	cls.Contacts	—

Contacts Outstanding Detail

This view is similar to the ContactsOutstanding view, but includes the date, subject, and source information from all the actions related to the outstanding contacts. For more information, see Contacts Outstanding (page 533).

The following table lists the view field, source table, and source field, where applicable, for this view.

View field	Source table	Source field
ByDay	cls.Contacts	ArrivalTime with Date only
ByHour	cls.Contacts	ArrivalTime with Hour only (no minutes or seconds included)
ContactNo	cls.Contacts	ID
ArrivalTime	cls.Contacts	ArrivalTime
Subject	cls.Contacts	OriginalSubject
Customer	cls.Customers	FirstName + LastName
ArrivedFrom	cls.Contacts	MailTo
Agent	cls.Users	FirstName + LastName
Status	cls.Contacts	—
ParentContactType	cls.Types	Parent
ContactType	cls.Contacts	Type
ContactSource	cls.Contacts	Source
Campaign	cls.Campaigns	Name
Skillset	cls.Contacts	—
ActionTime	cls.Actions	CreationTime
ActionSubject	cls.Actions	Subject
ActionSource	cls.Actions	Source

Copyright © 2009-2010, Nortel Networks

Contacts Outstanding Summary

This view displays the number of contacts for each skillset grouped by the date they arrived. Only contacts without a status of Closed are included. It uses the ContactsOutstanding view as the base for the results.

The following table lists the view field, source table, and source field, where applicable, for this view.

View field	Source table	Source field
ByDay	cls.Contacts	ArrivalTime with Date only
Skillset	cls.Skillsets	Name
Count	—	The number of Contacts matching the Date and Skillset

ScriptSummary

This view displays count information related to the questions and answers for an outbound campaign. It shows the number of times each answer was selected for each question.

The following table lists the view field, source table, and source field, if applicable, for this view.

View field	Source table	Source field
Name	cls.CampaignScript	—
Question	cls.Questions	—
AllowedAnswers	cls.Questions	—
AllowedFreeText	cls.Questions	—
DefaultAnswer	cls.Questions	—
QuestionID	cls.Questions	QuestionID
Count	—	Number of records matching each QuestionID

Copyright © 2009-2010, Nortel Networks

Entity relationship diagrams

This chapter describes the relationships among the Contact Center Manager database views. This chapter contains diagrams illustrating each statistics group, plus an overall diagram with all of the relationships in the database.

Navigation

- Contact Center Manager entity relationships (page 537)
- Contact Center Multimedia Data relationships (page 553)

Copyright © 2009-2010, Nortel Networks

Contact Center Manager entity relationships

The notation conventions for the Contact Center Manager entity relationship diagrams is IDEF1X.

IDEF1X notation conventions

This section describes the format of the Contact Center Manager reporting database using a graphical model. The graphical model construction uses a standard language: Integration Definition for Information Modeling (IDEF1X).

The basic constructs of an IDF1X model are:

- items about which date is kept, which are represented by a box.
- Relationships between items which are represented by lines connecting the boxes.
- Characteristics of items, which are represented by attribute names within a box.

For more information about interpreting the graphical model, consult F1PS publication 184, online from the US National Institute of Standards and Technology at www.itl.nist.gov.

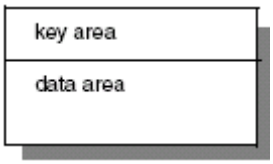
Entity notation

The following terms are used to describe entities.

- **Entity**—An entity is any person, item, or concept about which information is kept. In Contact Center Manager, an entity includes Agents as well as abstract things—such as Applications, Skillsets, CDNs, Activity Codes, and database views—such as iAgentPerformanceStat. More precisely, an entity is a set or collection of items called instances. Entities are named by nouns—for example, agent, application, or skillset. Entities are classified as independent or dependent entities, depending on how they acquire their keys.
- **Child entity**—The entity in a specific connection relationship whose instances can be related to zero or one instance of the other entity (parent entity).
- **Parent entity**—An entity in a specific connection relationship whose instances can be related to a number of instances of another entity (child entity).
- **Instance**—An instance is a single occurrence of an entity. Each instance must have an identity distinct from all other instances.
- **Independent entity**—An independent entity does not depend on any other entity for its identification. Independent entities are represented by square-corner boxes.

Copyright © 2009-2010, Nortel Networks

Entity name

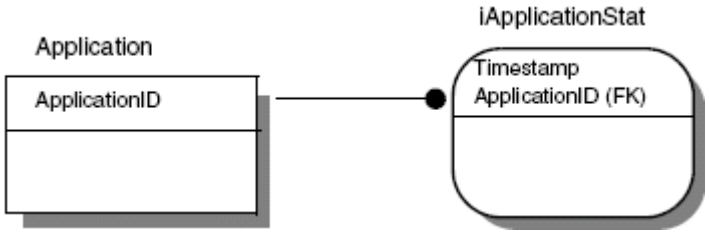


- **Dependent entity**—Dependent entities depend on one or more entities for their identification. They are represented by boxes with rounded corners.

Entity name



- Primary key—To use an entity, instances must be identified uniquely. The set of attributes that uniquely identifies an entity is called its primary key.



In the preceding illustration, ApplicationID is the primary key for the Application entity. Also, Timestamp and ApplicationID are the primary keys for the iApplicationStat entity (that is, a specific Application has data for multiple Timestamps).

Attribute notation

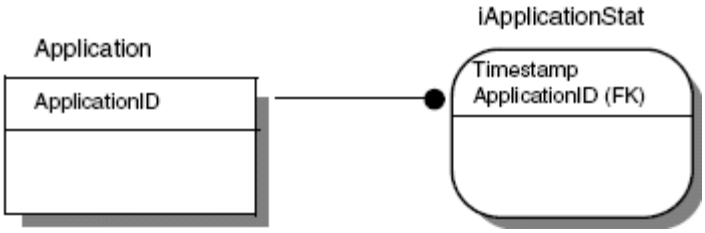
The following terms describe attributes:

- **Primary key attribute**—A primary key is an attribute that, either by itself or in combination with other primary key attributes, forms the primary key.
- **Non-primary key attribute**—A non-primary key attribute is not part of the primary key of the entity
- **Foreign key**—Whenever entities are connected by a relationship, the relationship contributes a key (or set of keys) to the child entity. Foreign key attributes are primary key attributes of a parent entity contributed to a

Copyright © 2009-2010, Nortel Networks

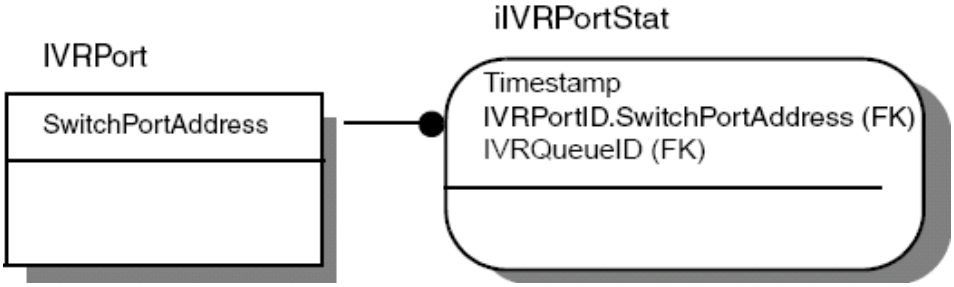
child entity across a relationship. The contributed keys are said to migrate or propagate from parent to child.

Foreign key attributes are designated in the model by an (FK) following the attribute name. In the following illustration, ApplicationID is a foreign key.



- Role name—A role name is a new name for a foreign key attribute or group of foreign key attributes that defines the role the foreign key plays in the child entity. A role definition is based on the definition of the original foreign key or keys. Role names take the following format: role-name.attribute (FK)

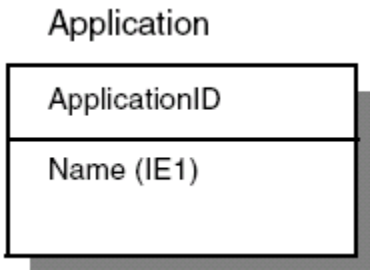
  In the following illustration, IVRPortID.SwitchPortAddress (FK) is a role name.



- Inversion entry—An inversion entry is a non-unique access identifier of the entity. It is an attribute or group of attributes that is frequently used to access the entity. An inversion entry specifies another way in which the business plans to access an instance of the entity. When using an inversion entry, however, you may not find exactly one instance. Inversion entries are shown as: attribute (IEn).

  In the following illustration, Name is an inversion entry:

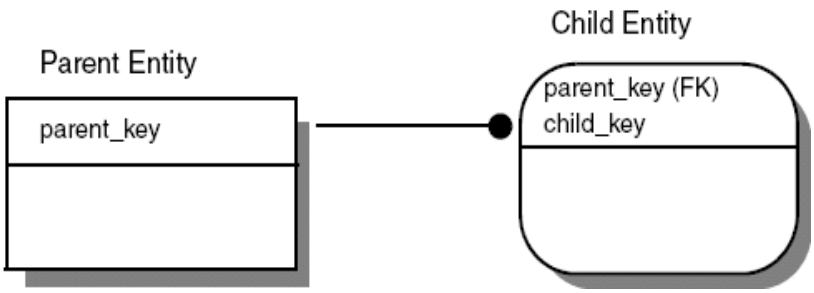
Copyright © 2009-2010, Nortel Networks



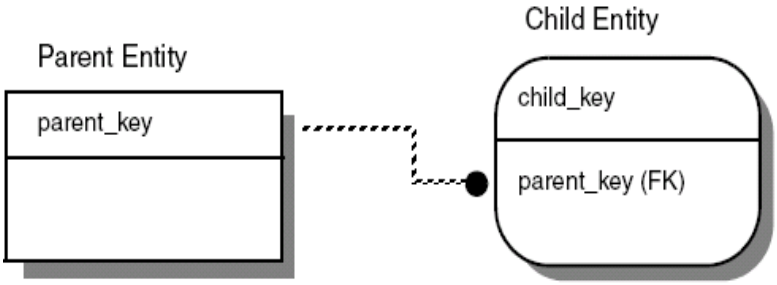
Relationship notation

The following terms are used to describe the relationships between entities.

- **Relationships**—Relationships represent connections, links, or associations between entities. Relationships in an information model are used to represent some of the business rules that describe the area that is modeled. IDEF1X, unlike some other modeling languages, insists that all relationships be binary; that is, they connect exactly two entities.
- **Identifying relationship**—In an identifying relationship, primary key attributes of the parent entity become primary key attributes of the child entity.



- **Non-identifying relationship**—In a non-identifying relationship, primary key attributes of the parent entity become non-primary-key attributes of the child entity.

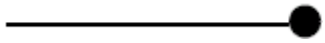


Copyright © 2009-2010, Nortel Networks

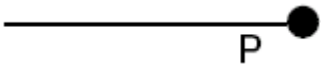
Cardinality notation

The following notation is used to show the number of child attributes involved in the relationship.

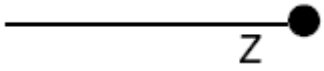
One-to-zero-or-more



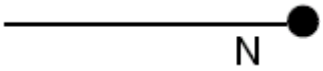
One-to-one-or-more



One-to-zero-or-more



One-to-exactly-N

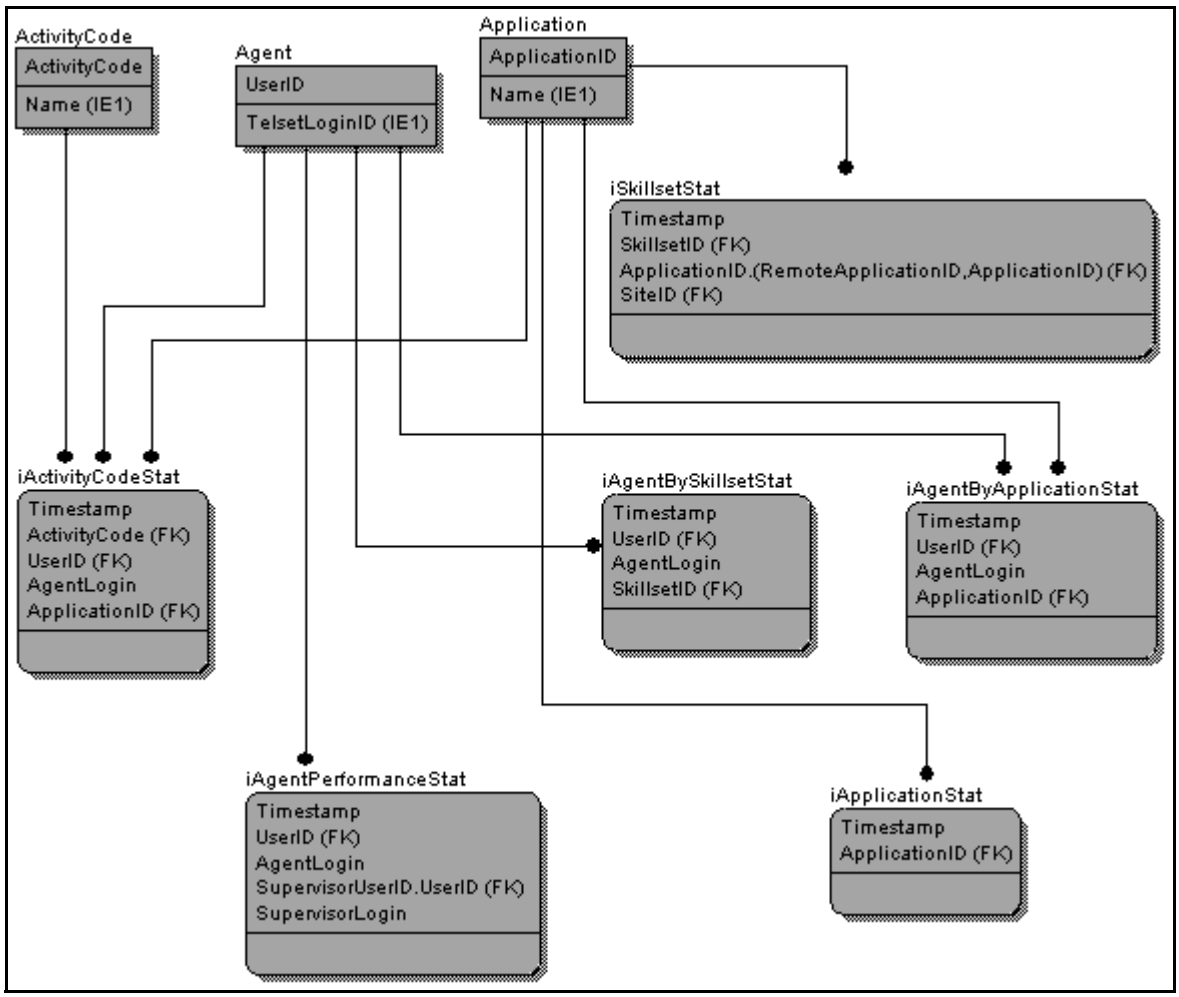


Statistics entity relationships

The following diagrams display the relationships among the Contact Center Manager database views.

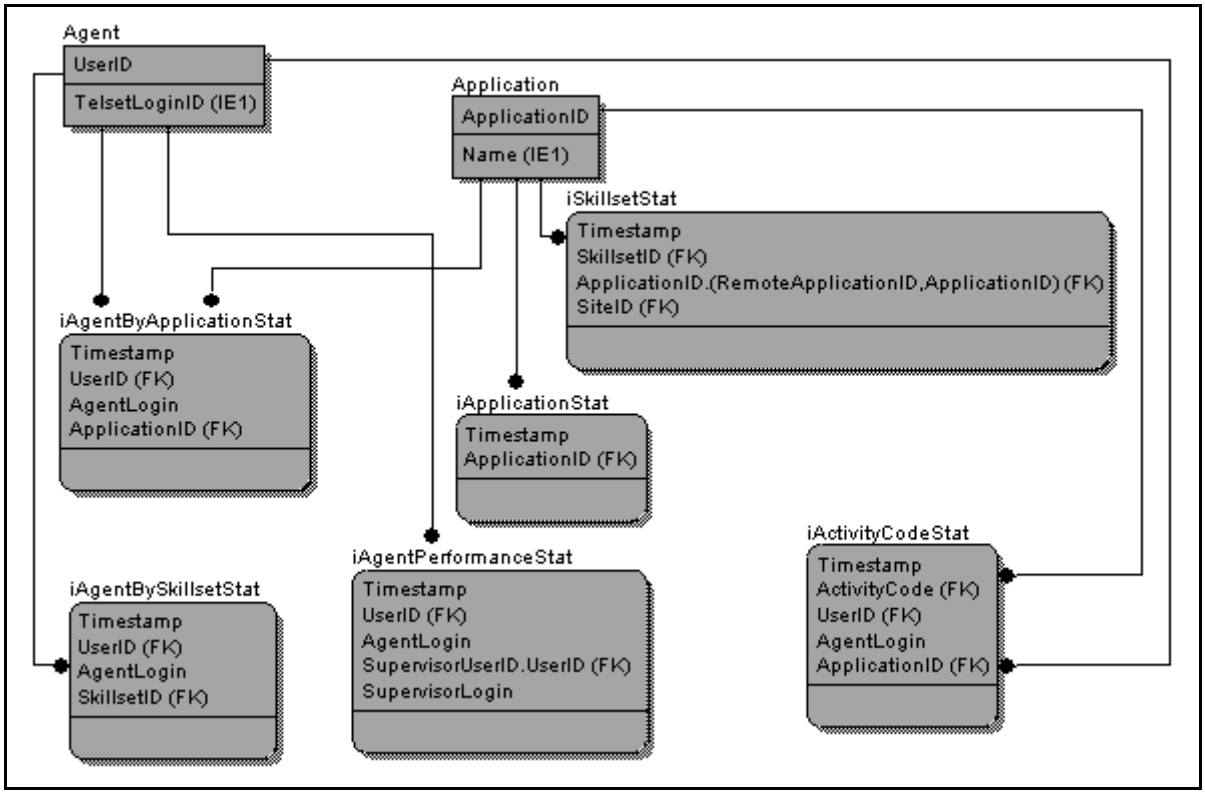
Copyright © 2009-2010, Nortel Networks

Activity code statistics



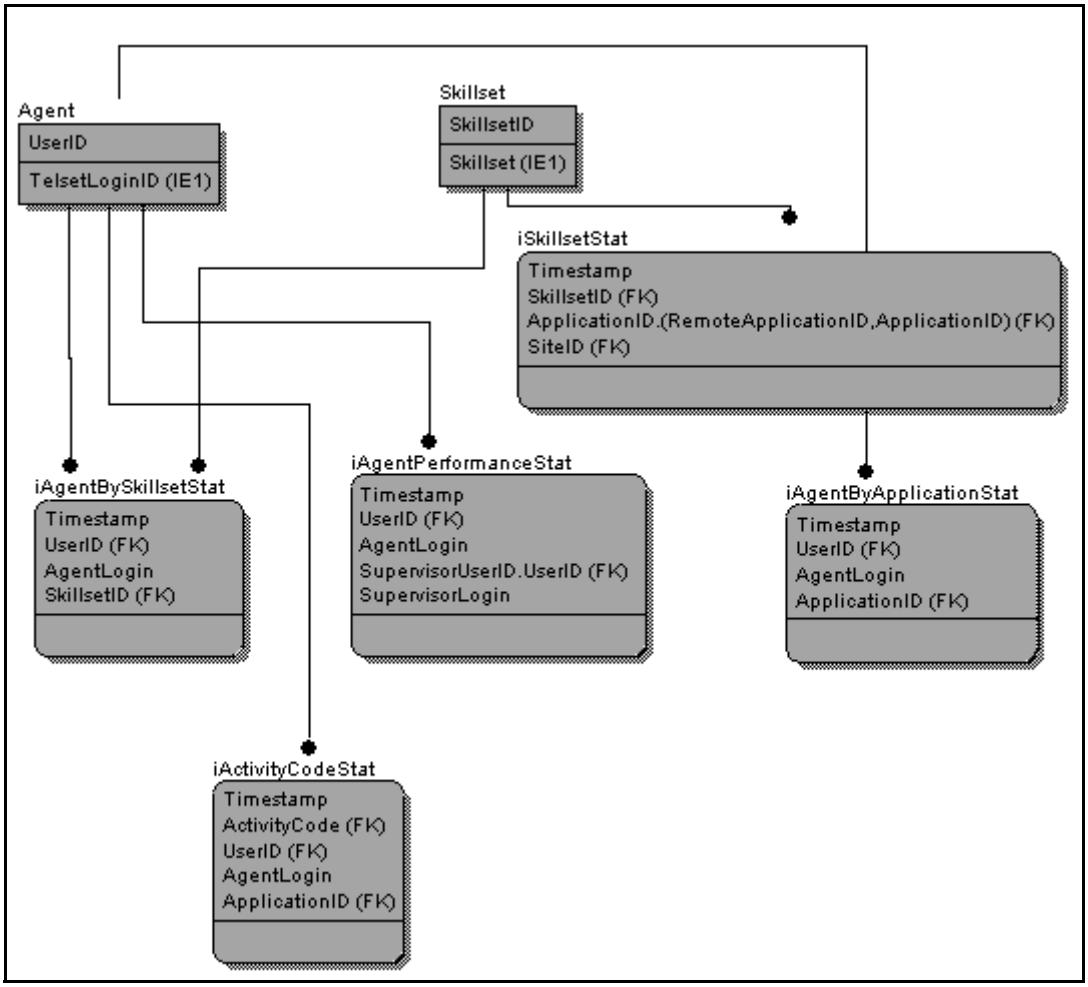
Copyright © 2009-2010, Nortel Networks

Agent by application statistics



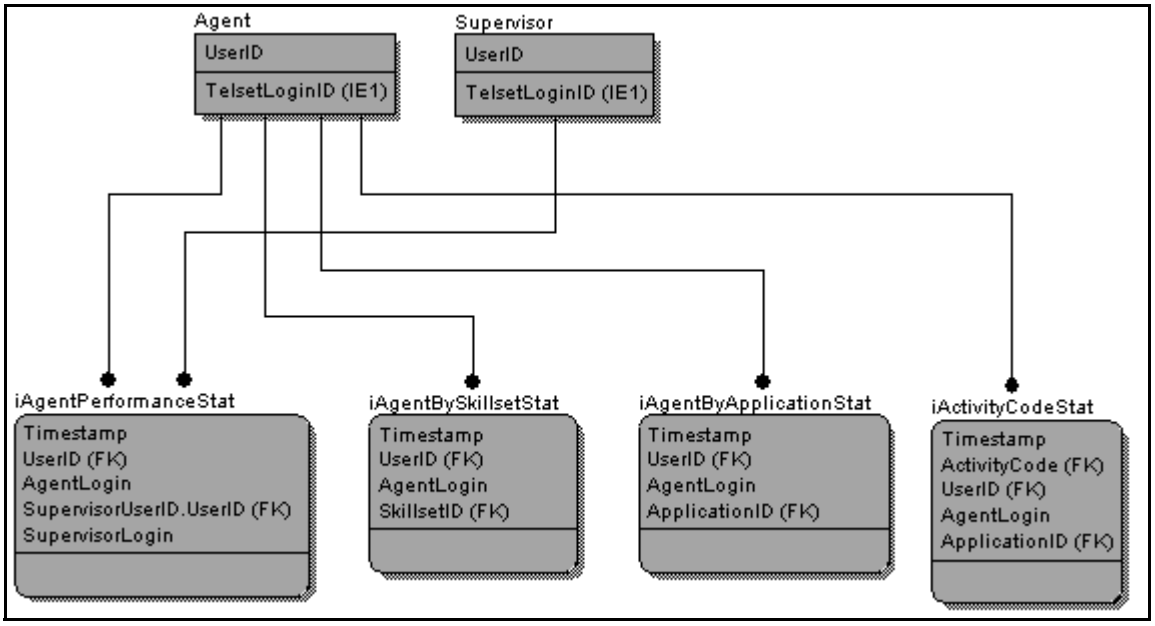
Copyright © 2009-2010, Nortel Networks

Agent by skillset statistics

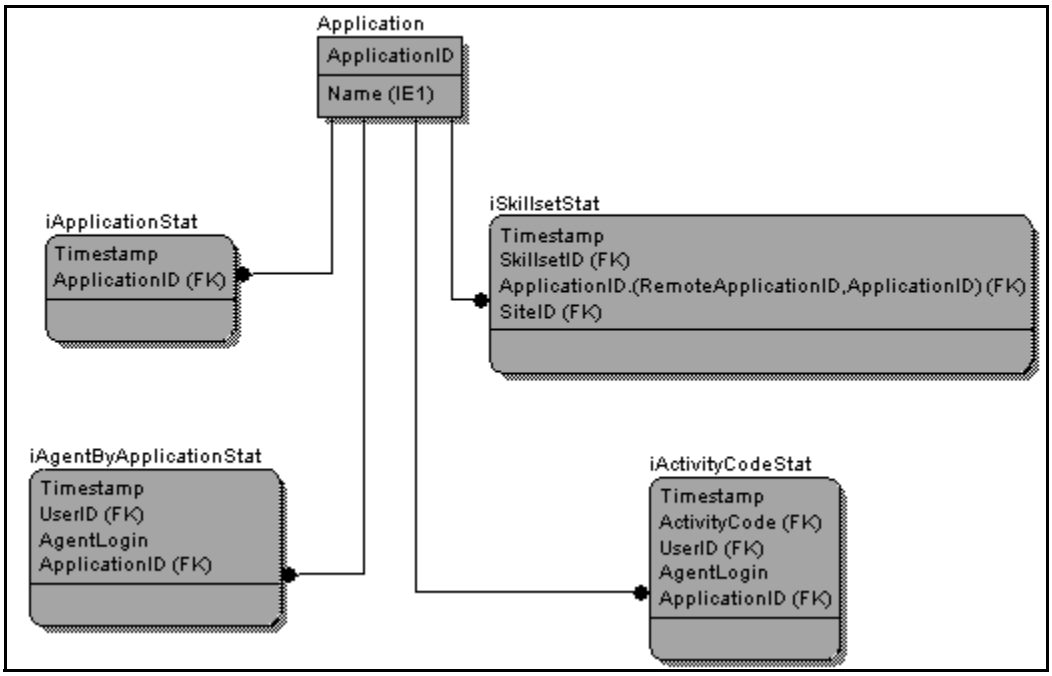


Copyright © 2009-2010, Nortel Networks

Agent performance statistics

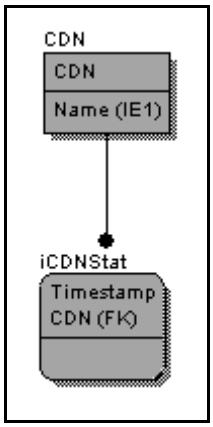


Application statistics

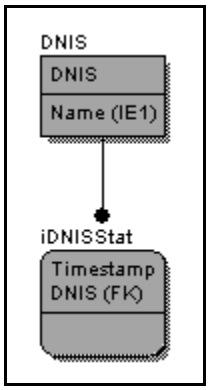


Copyright © 2009-2010, Nortel Networks

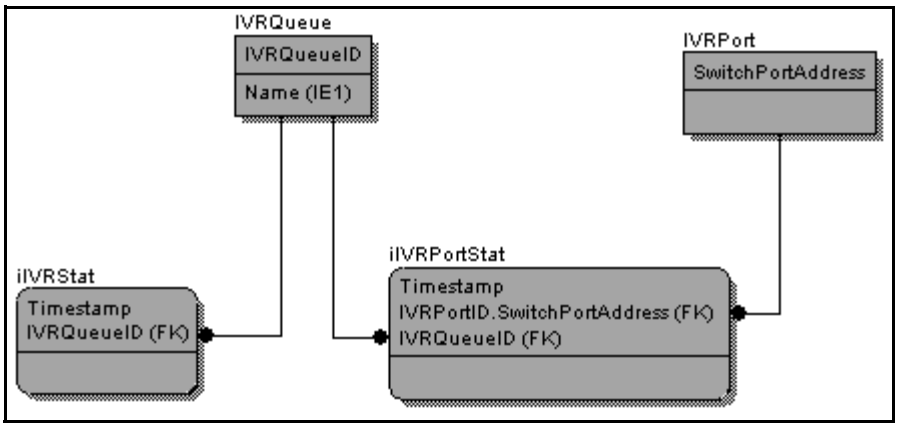
Control Directory Number (CDN) statistics



Dialed Number Identification Service (DNIS) statistics

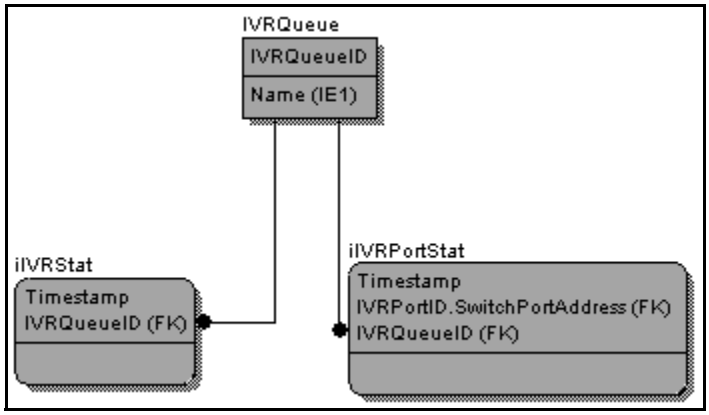


IVR port statistics

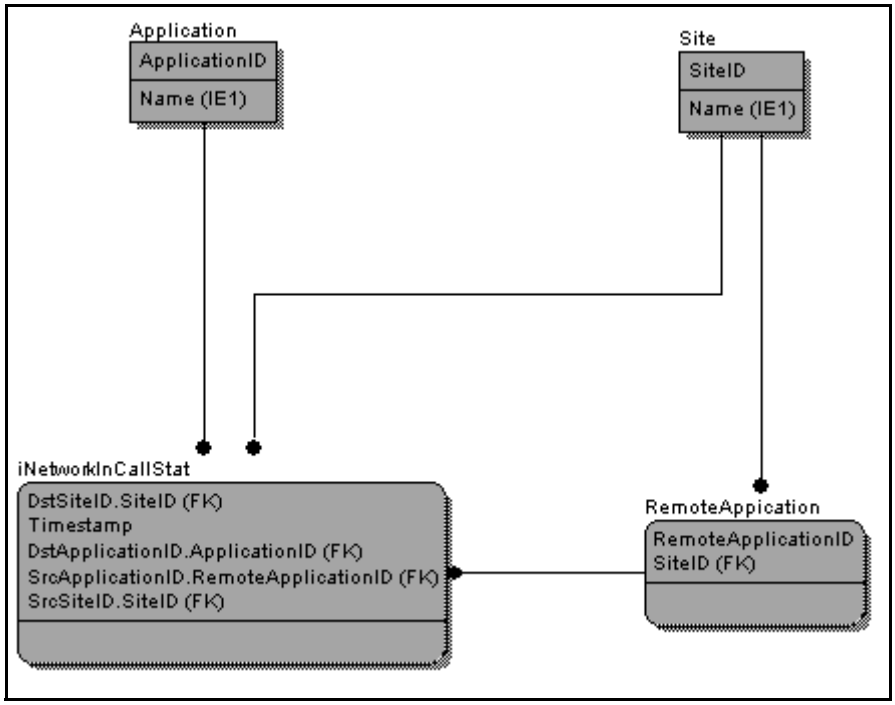


Copyright © 2009-2010, Nortel Networks

Interactive Voice Response (IVR) statistics

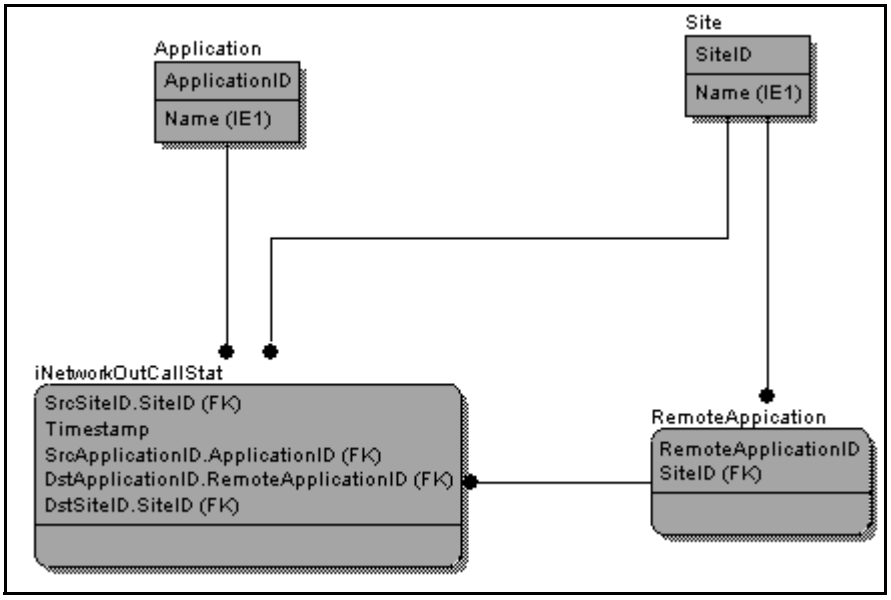


Network incoming call statistics

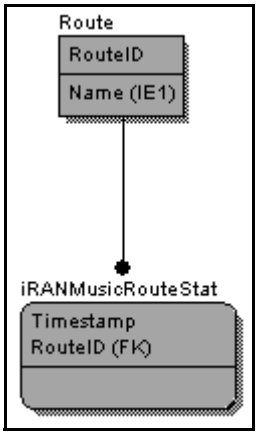


Copyright © 2009-2010, Nortel Networks

Network outgoing call statistics

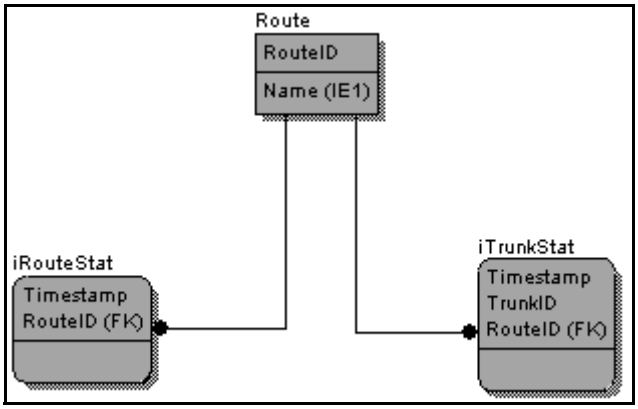


RAN/music route statistics

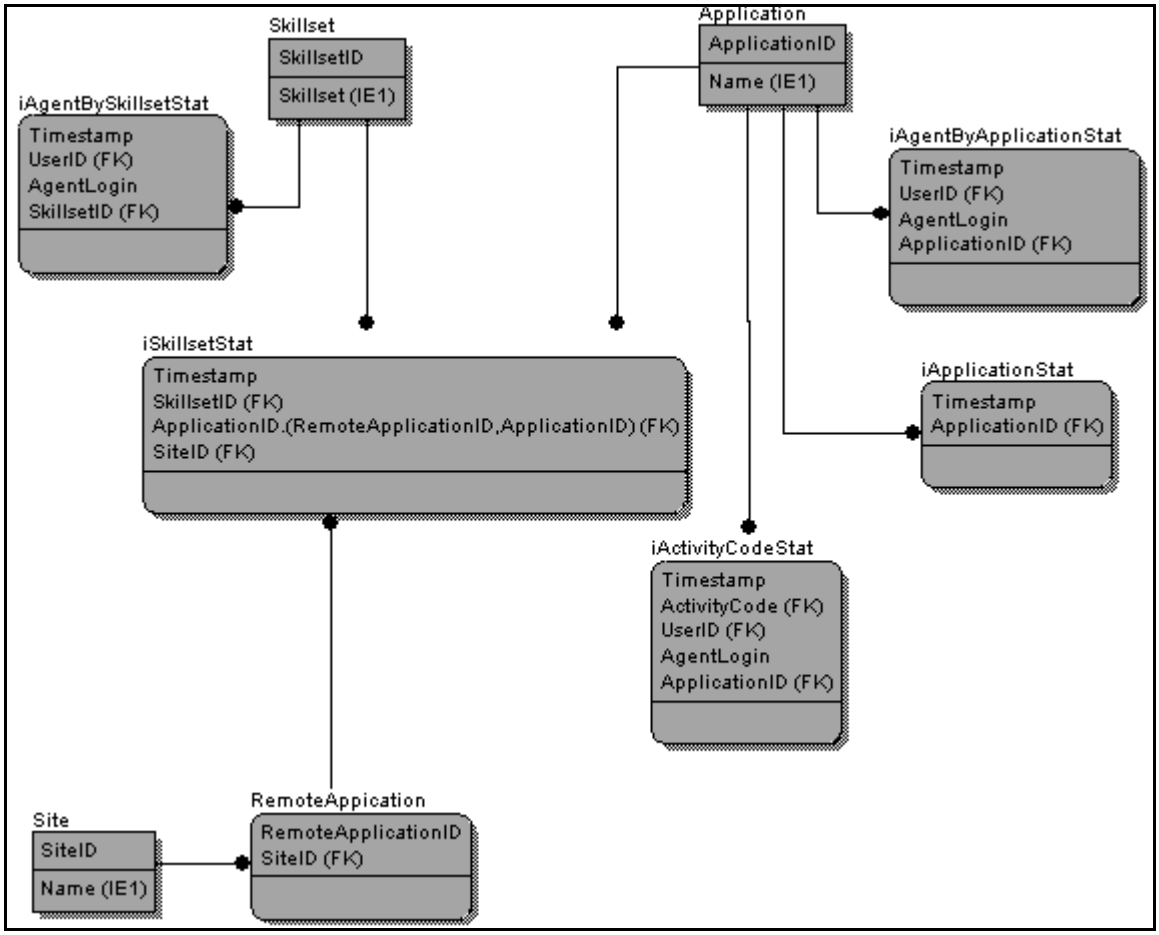


Copyright © 2009-2010, Nortel Networks

Route statistics

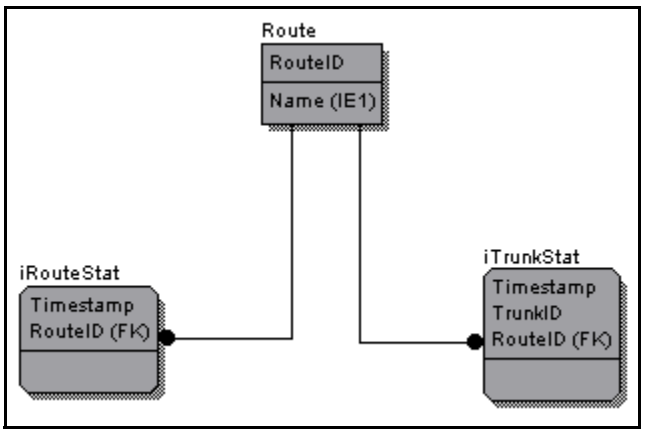


Skillset statistics



Copyright © 2009-2010, Nortel Networks

Trunk statistics

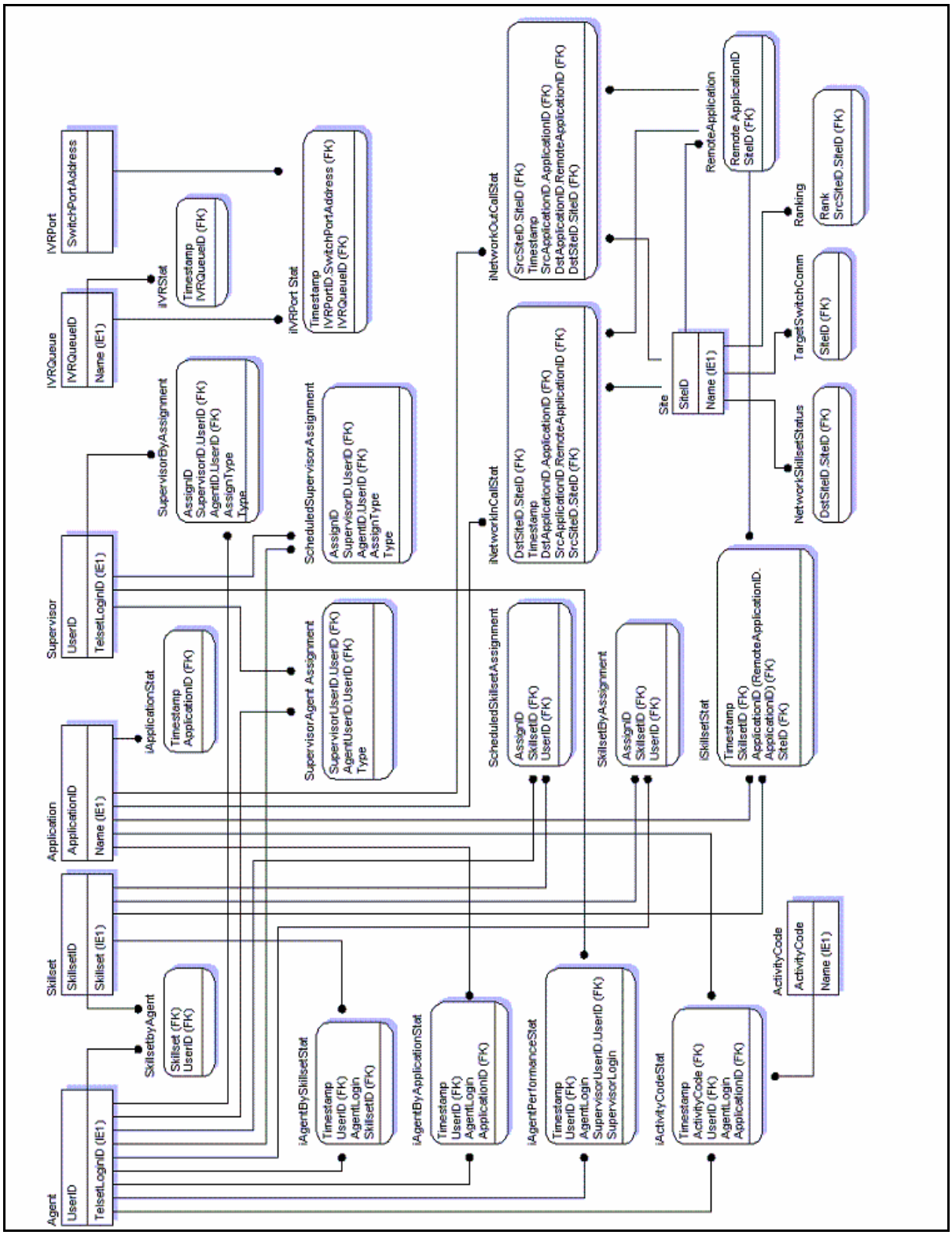


Full database entity relationships

The following two illustrations display all the relationships within the Contact Center Manager database.

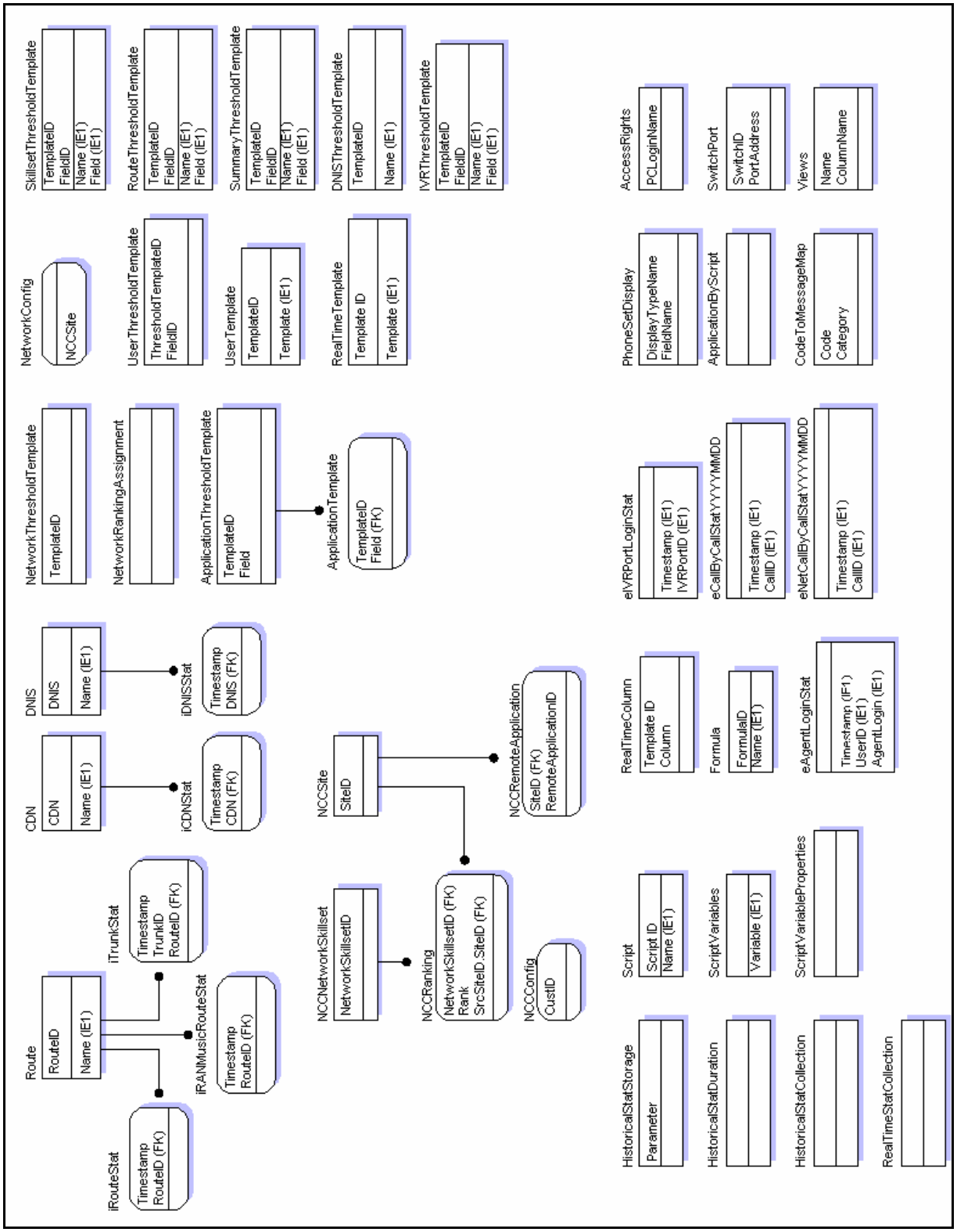
Copyright © 2009-2010, Nortel Networks

Contact Center Manager entity relationships diagram 1



Copyright © 2009-2010, Nortel Networks

Contact Center Manager entity relationships diagram 2



Copyright © 2009-2010, Nortel Networks

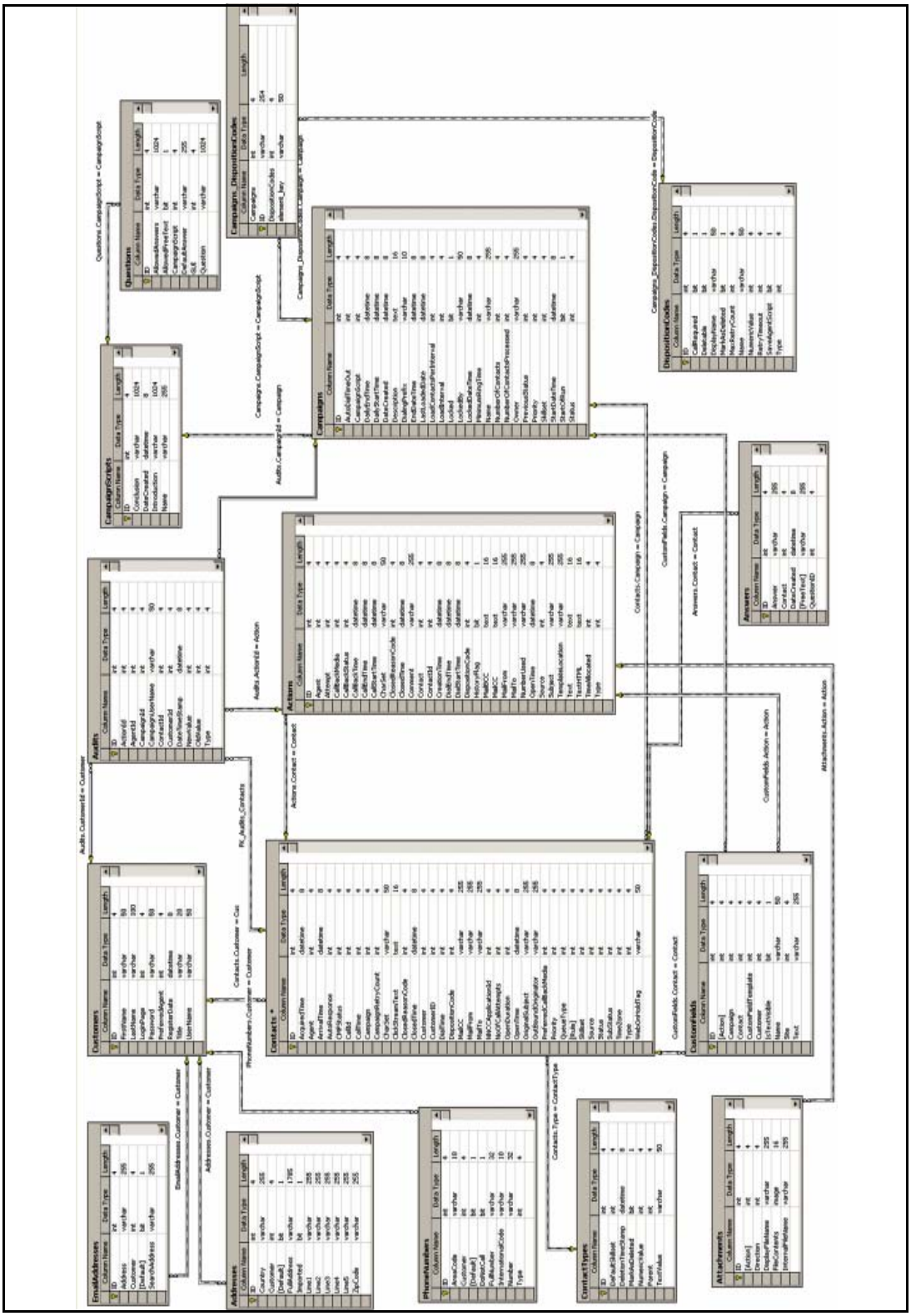
Contact Center Multimedia Data relationships

The Contact Center Multimedia entity relationship diagrams in this section display only two major tables that users query for information. There are other tables defined within the database, but many are only for internal use.

To view all table entities with definitions, see Contact Center Multimedia Data dictionary (page 405).

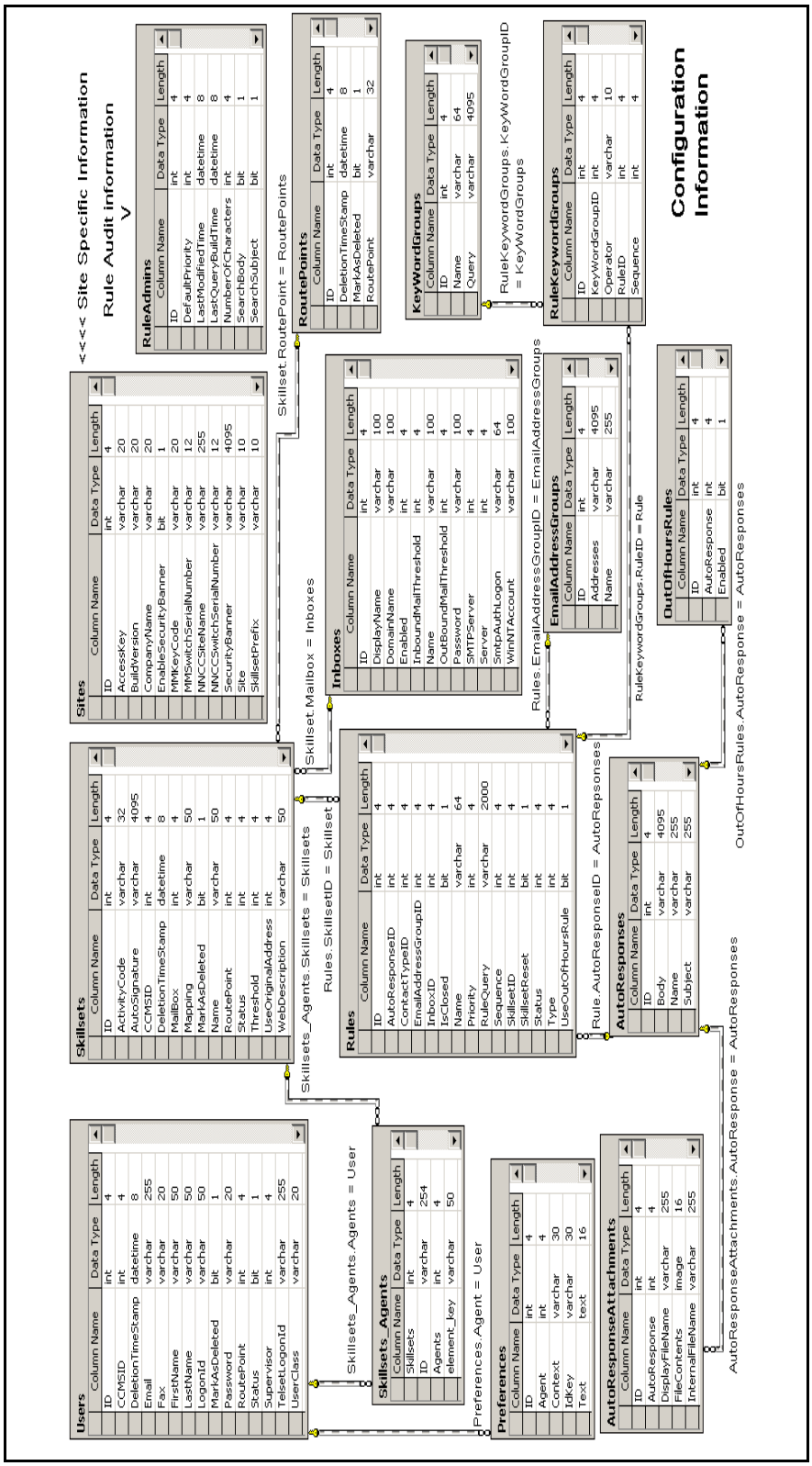
Copyright © 2009-2010, Nortel Networks

Contact Center Multimedia entity relationship diagram 1



Copyright © 2009-2010, Nortel Networks

Contact Center Multimedia entity relationship diagram 2



Copyright © 2009-2010, Nortel Networks

Standard reports

- Overview of standard reports (page 557)
- Standard agent performance reports (page 569)
- Standard call by call reports (page 644)
- Standard configuration reports (page 648)
- Contact Summary Reports (page 717)
- Standard Multimedia reports (page 734)
- Standard network reports (page 750)
- Others (Additional CCMA) reports (page 783))
- Standard Outbound reports (page 867)
- Standard Network Control Center reports (page 879)

Copyright © 2009-2010, Nortel Networks

Overview of standard reports

Contact Center Manager provides two types of standard reports:

- Historical reports
- Configuration reports

Historical reports provide information related to the statistics, activities, and performance of the contact center. Two types of historical reports are available:

- summarized historical reports—These reports contain totals accumulated over a period of time (usually, 15-minute interval, daily, weekly, or monthly).
- event (detail) historical reports—These reports contain detailed information about each event.

Configuration reports contain information about how your system is configured. You can use these reports as a reference when plan or change your system.

Navigation

- Understanding the report descriptions (page 558)
- Selection criteria (page 560)

Copyright © 2009-2010, Nortel Networks

Understanding the report descriptions

This section describes the contents of the report descriptions. You can use this information to interpret the standard reports, as well as to create custom reports.

Views

The reports descriptions indicate the database view that provides the data for the report. For more information, see Overview (page 21) and Overview for CCMM (page 406).

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

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

In the report descriptions, if data is available in multiple versions of a view, the source has the name of the view without the prefix (for example, the ActivityCodeStat view).

For more information about view, see Selection criteria (page 560).

Templates

For each standard report, the report description identifies the Crystal Reports template file for the report.

- Template files are stored in \\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt.
- Templates for the Communication Server 1000/Meridian 1 PBX switch are in the CS1000 [M1] subfolder— \\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1).
- Templates for the Communication Server 2x00/DMS switch are in the CS2x00 [DMS] subfolder—\\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS2x00 (DMS).
- Templates for SIP are in the SIP subfolder—\\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\SIP.
- Templates for Multimedia are in the Multimedia subfolder—\\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\MultiMedia (CCMM).

Copyright © 2009-2010, Nortel Networks

- Templates for Outbound are in the Outbound subfolder—\\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\Multimedia (CCMM)\Outbound.
- Templates for Predictive Outbound are in the Predictive Outbound subfolder-\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\Predictive Outbound (CCPR).

You can use these template files as the basis for custom Contact Center Manager Server reports. To create a custom Contact Center Manager Server report based on a standard report template, perform these steps:

1 Copy the standard report template and give it a meaningful name.

2 Modify the new template using Crystal Reports release 11.

3 Import the new template into the server. For more information about importing reports, see *Nortel Contact Center Performance Management* (NN44400-710).



Caution

Risk of data loss

Do not modify the standard templates.

For reports available in a number of collection frequencies, a template is available for each frequency. The template names have the same initial letter as the corresponding view. For example, the daily version of the Agent Performance Report (dm-agt1.rpt) uses the daily version of the AgentPerformanceStat view (dAgentPerformanceStat).

Selection criteria

This section of the report description indicates the fields on which the agent filters the report. For example, if the agent filters a report, you can choose the agents to include in the report.

Statistics

This section of the report contains tables with the following columns

Copyright © 2009-2010, Nortel Networks

Column	Description
Report field	Contains all fields that appear on the report.
View field/Formula	For raw data, contains the view field from which the data is taken. For calculated fields, this manual provides the formula used to calculate the field value.
View field/Report Creation Wizard formula	The Report Creation Wizard formula that provides this statistic. To include this statistic on reports you create with the Report Creation Wizard, use this formula. For more information, see Report Creation Wizard (page 928).

For more detailed information about the report field, see the description of the field in Overview (page 21) or Overview for CCMM (page 406). For each field, the data dictionary provides the following information:

- a description of the field
- the type of data
- the length of the field
- the events that trigger pegging of this statistic

Field descriptions in the data dictionary are organized by database view.

If a report contains fields from more than one database view, the field names are given as view.fieldname. For example, AgentBySkillsetStat.CallsAnswered represents the calls answered field in the AgentBySkillsetStat view.

Selection criteria

The following table shows the selection criteria available for each report in the standard reports section. The table also shows the database field names. The selection criteria are the fields shown on the user interface. The database field names are the filters in the report SQL structure used in the report template. Identifying these field names is useful for building custom reports with Report Creation Wizard.

The following table lists all available reports with selection criteria and field names in alphabetical order.

Copyright © 2009-2010, Nortel Networks

Report name	Selection criteria	Field names
Access Classes	Access Class	none
Activity Code By Agent	Agent Name ID Agent Name	iActivityCodeStat.Application <> 'System_Application' (iActivityCodeStat.AgentSurName + " " + iActivityCodeStat.AgentGivenName) iActivityCodeStat.Timestamp
Activity Code By Application	Application Name ID Application Name	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.Application iActivityCodeStat.Timestamp
Activity Code Properties	Activity Code Activity Name	ActivityCode.ActivityCode
Agent Average Calls Per Hour	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Average Calls Per Hour, Bottom 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Average Calls Per Hour, Top 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent by Activity Code	Activity Code ID Activity Code	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.ActivityCode iActivityCodeStat.Timestamp
Agent By Application Performance	Application Name ID Application Name	iAgentByApplicationStat.Application iAgentByApplicationStat.Timestamp
Agent By Skillset Performance	Skillset Name ID Skillset Name	iAgentBySkillsetStat.Skillset iAgentBySkillsetStat.Timestamp
Agent By Supervisor Properties	Supervisor Login ID Supervisor Name	SupervisorAgentAssignment. SupervisorTelsetLoginID
Agent DN Performance	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent DN Performance Calls Answered, Bottom 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Report name	Selection criteria	Field names
Agent DN Performance Calls Answered, Top 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Login/Logout	Agent Login ID Agent Name	eAgentLoginStat.AgentLogin eAgentLoginStat.Timestamp
Agent NACD Activity	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Performance	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Performance by Supervisor	Supervisor Login ID Supervisor Name	iAgentPerformanceStat.SupervisorLogin iAgentPerformanceStat.Timestamp
Agent Performance Calls Answered, Bottom 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Performance Calls Answered, Top 5	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Properties	Agent Login ID Agent Name	Agent.TelsetLoginID
Agent Short Calls	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp
Agent Skillset Assignment	Agent Login ID Agent Name	ScheduledSkillsetAssignment.User TelsetLoginID
Agent Skillset Properties	Agent Login ID Agent Name	Agent.UserID = SkillsetByAgent.UserID SkillsetByAgent.SkillsetID = Skillset.SkillsetID Agent.TelsetLoginID
Agent Supervisor Assignment	Agent Login ID Agent Name	SupervisorAgentAssignment. AgentUserID = ScheduledSupervisorAssignment. AgentID SupervisorAgentAssignment. AgentTelsetLoginID
Agent Transferred/ Conferenced Activity	Agent Login ID Agent Name	iAgentPerformanceStat.AgentLogin iAgentPerformanceStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Report name	Selection criteria	Field names
Application By Activity Code	Activity Code Activity Name	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.ActivityCode iActivityCodeStat.Timestamp
Application By Skillset	Skillset Name ID Skillset Name	iSkillsetStat.SiteID = 0 iSkillsetStat.Application <> "System_Application" iSkillsetStat.Skillset iSkillsetStat.Timestamp
Application Call Treatment	Application Name ID Application Name	iApplicationStat.Application iApplicationStat.Timestamp
Application Delay Before Abandon	Application Name ID Application Name	iApplicationStat.Application iApplicationStat.Timestamp
Application Delay Before Answer	Application Name ID Application Name	iApplicationStat.Application iApplicationStat.Timestamp
Application Performance	Application Name ID Application Name	iApplicationStat.Application iApplicationStat.Timestamp
Application Script Properties	Application Name ID Application Name	ApplicationByScript.ParentName
Application Template Properties	Application Name ID Application Name	Application.Name
Call By Call Statistics	none	eCallByCallStatYYYYMMDD. TelsetLoginID *= Agent.TelsetLoginID eCallByCallStatYYYYMMDD. Timestamp
CDN (Route Point) Properties	CDN CDN Name	CDN.CDN
CDN (Route Point) Statistics	CDN CDN Name	iCDNStat.CDN iCDNStat.Timestamp
Crosstab - Application Performance	Application Name ID Application Name	iApplicationStat.Application iApplicationStat.Timestamp
Crosstab - CDN (Route Point) Statistics	CDN CDN Name	iCDNStat.CDN iCDNStat.Timestamp
Crosstab - DNIS Statistics	DNIS DNIS Name	iDNISStat.DNIS iDNISStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Report name	Selection criteria	Field names
Crosstab - Network Incoming Calls	Source Site Name ID Source Site Name	iNetworkInCallStat.SrcSite iNetworkInCallStat.Timestamp
Crosstab - Network Outgoing Calls	Destination Site Name ID Destination Site Name	iNetworkOutStat.DstSite iNetworkOutStat.Timestamp
Crosstab - Route Performance	Route ID Route Name	iRouteStat.RouteID iRouteStat.Timestamp
Crosstab - Skillset Performance	Skillset Name ID Skillset Name	iSkillsetStat.Application<> "System_Application" iSkillsetStat.Skillset iSkillsetStat.Timestamp
Crosstab - Trunk Performance	Trunk ID	iTrunkStat.Timestamp
Database View Definitions	none	none
DNIS Properties	DNIS DNIS Name	DNIS.DNIS
DNIS Statistics	DNIS DNIS Name	iDNISStat.DNIS iDNISStat.Timestamp
Estimated Revenue By Agent	Activity Code Activity Name Agent Login ID Agent Name	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.ActivityCode iActivityCodeStat.AgentLogin iActivityCodeStat.Timestamp
Formula Properties	none	none
Historical and Real Time Statistics Properties	none	none
IVR Port First Login/Last Logout	none	(eIVRPortLoginStat.EventType='LI' OR eIVRPortLoginStat.EventType='LO') eIVRPortLoginStat.Timestamp
IVR Port Properties	IVR Port ID IVR Port Name	IVRPort.SwitchPortAddress
IVR Port Statistics	IVR Port ID IVR Port Name	iIVRPortStat.IVRPortID iIVRPortStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Report name	Selection criteria	Field names
IVR Queue and Port Properties	IVR Queue ID IVR Queue Name	IVRQueue.IVRQueueID = IVRPort.IVRQueueID IVRQueue.TemplateID = IVRThresholdTemplate.TemplateID IVRQueue.IVRQueueID
IVR Queue Statistics	IVR Queue ID IVR Queue Name	iIVRStat.IVRQueueID iIVRStat.Timestamp
Logged In Agent Position ID	Agent Login ID Agent Name	eAgentLoginStat.AgentLogin = Agent.TelsetLoginID eAgentLoginStat.AgentLogin
Music/RAN Route Statistics	Route ID Route Name	iRANMusicRouteStat.RouteID iRANMusicRouteStat.Timestamp
Network Application Performance	Application Name ID Application Name	iApplicationStat.Application<>'Network_Script' AND iApplicationStat.Application<> 'ACD_DN_Application' iApplicationStat.Application) iApplicationStat.Timestamp
Network Call By Call	none	none
Network Consolidated Application Performance	Network Sites	iApplicationStat.Application<>'Network_Script' AND iApplicationStat.Application<> 'ACD_DN_Application' iApplicationStat.Timestamp
Network Consolidated DNIS Statistics	Network Sites	iDNISStat.Timestamp
Network Consolidated Incoming Calls	Network Sites	iNetworkInCallStat.Timestamp
Network Consolidated Outgoing Calls	Network Sites	iNetworkOutStat.Timestamp
Network Consolidated Route Performance	Network Sites	iRouteStat.Timestamp
Network Consolidated Skillset Call Distribution	Network Skillset Name ID Network Skillset Name	iSkillsetConStat.Skillset iSkillsetConStat.Timestamp
Network Consolidated Skillset Performance	Network Sites	iSkillsetStat.Timestamp
Network DNIS Statistics	DNIS DNIS Name	iDNISStat.DNIS iDNISStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Report name	Selection criteria	Field names
Network Incoming Calls	Source Site Name ID Source Site Name	iNetworkInCallStat.SrcSite iNetworkInCallStat.Timestamp
Network Outgoing Calls	Destination Site Name ID Destination Site Name	iNetworkOutStat.DstSite iNetworkOutStat.Timestamp
Network Route Performance	Route ID Route Name	iRouteStat.RouteID iRouteStat.Timestamp
Network Site and Application Properties	Site Name for App ID Site Name for App	RemoteApplication.SiteName
Network Site and Application Properties (NCC)	Site Name for App ID Site Name for App	NCCRemoteApplication.SiteName
Network Skillset Performance	Skillset Name ID Skillset Name	iSkillsetStat.Skillset iSkillsetStat.Timestamp
Network Skillset Routing Properties	Network Skillset Name ID Network Skillset Name Site Name ID Site Name	NetworkSkillsetStatus.NetworkSkillset ID = Ranking.NetworkSkillsetID NetworkSkillsetStatus.NetworkSkillset ID = Skillset.NetworkSkillsetID NetworkSkillsetStatus.SiteName = Ranking.DstSiteName NetworkSkillsetStatus.NetworkSkillset NetworkSkillsetStatus.SiteName
Network Skillset Routing Properties (NCC)	Network Skillset Name ID Network Skillset Name Source Site Name ID Source Site Name	NCCRanking.NetworkSkillsetID = NCCNetworkSkillset.NetworkSkillset ID NCCNetworkSkillset.NetworkSkillset NCCRanking.SrcSiteName
Network Table Routing Assignment (NCC)	Source Site Name ID Source Site Name	NetworkRankingAssignment.Network SkillsetID *= NCCNetworkSkillset.NetworkSkillset ID NetworkRankingAssignment.SrcSite Name
Nodal Consolidated Application Delay Before Abandon	Network Sites	iApplicationStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Report name	Selection criteria	Field names
Nodal Consolidated Application Delay Before Answer	Network Sites	iApplicationStat.Timestamp
Nodal Consolidated Application Performance	Network Sites	iApplicationStat.Timestamp
Not Ready Reason Codes By Agent	Agent Name ID Agent Name	iActivityCodeStat.Application= 'System_Application' iActivityCodeStat.AgentSurName + " " + iActivityCodeStat.AgentGivenName iActivityCodeStat.Timestamp
Real Time Template Properties	none	none
Report Groups	Server IP Server Name	none
Route Performance	Route ID Route Name	iRouteStat.RouteID iRouteStat.Timestamp
Route Properties	Route ID Route Name	Route.RouteID
Script Variable By Script	Script Name	ScriptVariables.Script
Script Variable Properties	Script Variable Name	ScriptVariableProperties.Name
Skillset By Agent Performance	Agent Login ID Agent Name Skillset Name ID Skillset Name	iAgentBySkillsetStat.AgentLogin iAgentBySkillsetStat.Skillset iAgentBySkillsetStat.Timestamp
Skillset By Application	Skillset Name ID Skillset Name	iSkillsetStat.SiteID = 0 iSkillsetStat.Application <> "System_Application" iSkillsetStat.Skillset iSkillsetStat.Timestamp
Skillset Performance	Skillset Name ID Skillset Name	iSkillsetStat.SiteID = 0 iSkillsetStat.Skillset iSkillsetStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Report name	Selection criteria	Field names
Skillset Properties	Skillset Name ID Skillset Name	Skillset.SkillsetID = SkillsetByAgent.SkillsetID SkillsetByAgent.UserID = Agent.UserID Skillset.Skillset
Supervisor Properties	Supervisor Login ID Supervisor Name	Supervisor.TelsetLoginID
Telephone Display Properties	none	none
Trunk Performance	Trunk ID	iTrunkStat.Timestamp
User Access Privilege	none	none
User Defined Partitions	Partition Name	none
Users	User ID User Name	none

Copyright © 2009-2010, Nortel Networks

Standard agent performance reports

This chapter lists and describes the standard agent performance reports views.

Navigation

- Activity Code by Agent (page 570)
- Agent Average Calls per Hour (page 573)
- Agent Average Calls per Hour, Bottom 5 (page 576)
- Agent Average Calls per Hour, Top 5 (page 578)
- Agent by Activity Code (page 580)
- Agent by Application Performance (page 583)
- Agent by Skillset Performance (page 586)
- Agent DN Performance (page 589)
- Agent DN Performance Calls Answered, Bottom 5 (page 593)
- Agent DN Performance Calls Answered, Top 5 (page 596)
- Agent Login/Logout (page 599)
- Agent NACD Activity (page 602)
- Agent Performance (page 605)
- Agent Performance by Supervisor (page 609)
- Agent Performance Calls Answered, Bottom 5 (page 615)
- Agent Performance Calls Answered, Top 5 (page 620)
- Agent Short Calls (page 625)
- Agent Transferred/Conferenced Activity (page 630)
- Estimated Revenue by Agent (page 635)
- Not Ready Reason Codes by Agent (page 638)
- Skillset by Agent Performance (page 641)

Copyright © 2009-2010, Nortel Networks

Activity Code by Agent

With the Activity Code by Agent report you monitor each agent's work and time distribution by the types of contacts accepted. During the handling of contacts, agents can identify the contact type by entering an activity (Line of Business) code. These codes can identify contacts as sales, service, and support contacts.

This report does not include Not Ready reason codes.

On the Communication Server 2x00/DMS switch, agents cannot use the Line of Business (LOB) key during a conference with another agent.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ActivityCodeStat view; see ActivityCodeStat views (page 49). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection criteria	Database field names
Agent Name ID	iActivityCodeStat.Application <> 'System_Application'
Agent Name	(iActivityCodeStat.AgentSurName + " " + iActivityCodeStat.AgentGivenName) iActivityCodeStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Activity Time	ActivityTime	@RCW_ActivityTime
Average Activity Time	ActivityTime/Occurrences	@RCW_AverageActivityTime
Activity Occurrences	Occurrences	Occurrences

Summaries

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

Copyright © 2009-2010, Nortel Networks

Activity Code by Agent report

Activity Code By Agent

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Names: dActivityCodeStat

Activity Code Name	Application Name		Activity Time	Average Activity Time	Activity Occurrences
				GRAND TOTAL	
			01:45:51	00:05:53	18
Agent Name & ID: Amy - 1060					
		Summary:	00:11:44	00:03:55	3
3/9/2009					
Booking	Reservations		00:07:49	00:03:55	2
Change Request	Reservations		00:03:55	00:03:55	1
		Daily 3/ 9/2009	00:11:44	00:03:55	3
		Agent:	00:11:44	00:03:55	3
Agent Name & ID: Sarah - 1087					
		Summary:	00:23:52	00:05:58	4
3/9/2009					
Booking	Reservations		00:11:56	00:05:58	2
Change Request	Reservations		00:11:56	00:05:58	2
		Daily 3/ 9/2009	00:23:52	00:05:58	4
		Agent:	00:23:52	00:05:58	4
Agent Name & ID: Amanda - 1470					
		Summary:	00:27:18	00:06:50	4
3/9/2009					
Booking	Reservations		00:14:50	00:04:57	3
Change Request	Reservations		00:12:28	00:12:28	1
		Daily 3/ 9/2009	00:27:18	00:06:50	4
		Agent:	00:27:18	00:06:50	4
Agent Name & ID: Neal - 1481					
		Summary:	00:02:01	00:02:01	1
3/9/2009					
Change Request	Reservations		00:02:01	00:02:01	1
		Daily 3/ 9/2009	00:02:01	00:02:01	1
		Agent:	00:02:01	00:02:01	1
Agent Name & ID: Taylor - 2789					
		Summary:	00:40:56	00:06:49	6
3/9/2009					
Booking	Reservations		00:20:28	00:06:49	3
Change Request	Reservations		00:20:28	00:06:49	3
		Daily 3/ 9/2009	00:40:56	00:06:49	6
		Agent:	00:40:56	00:06:49	6
				GRAND TOTAL	
			01:45:51	00:05:53	18

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT15.RPT

Printed By: webadmin 3/20/2009 3:39:10 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Agent Average Calls per Hour

The Agent Average Calls per Hour report shows summarized performance information about the contacts each agent accepts per hour logged on. The report provides three hourly averages for the time the agent is logged on: the average contacts accepted, the average time spent with customers, and the average time spent in the Not Ready state.

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

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentPerformanceStat view, AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

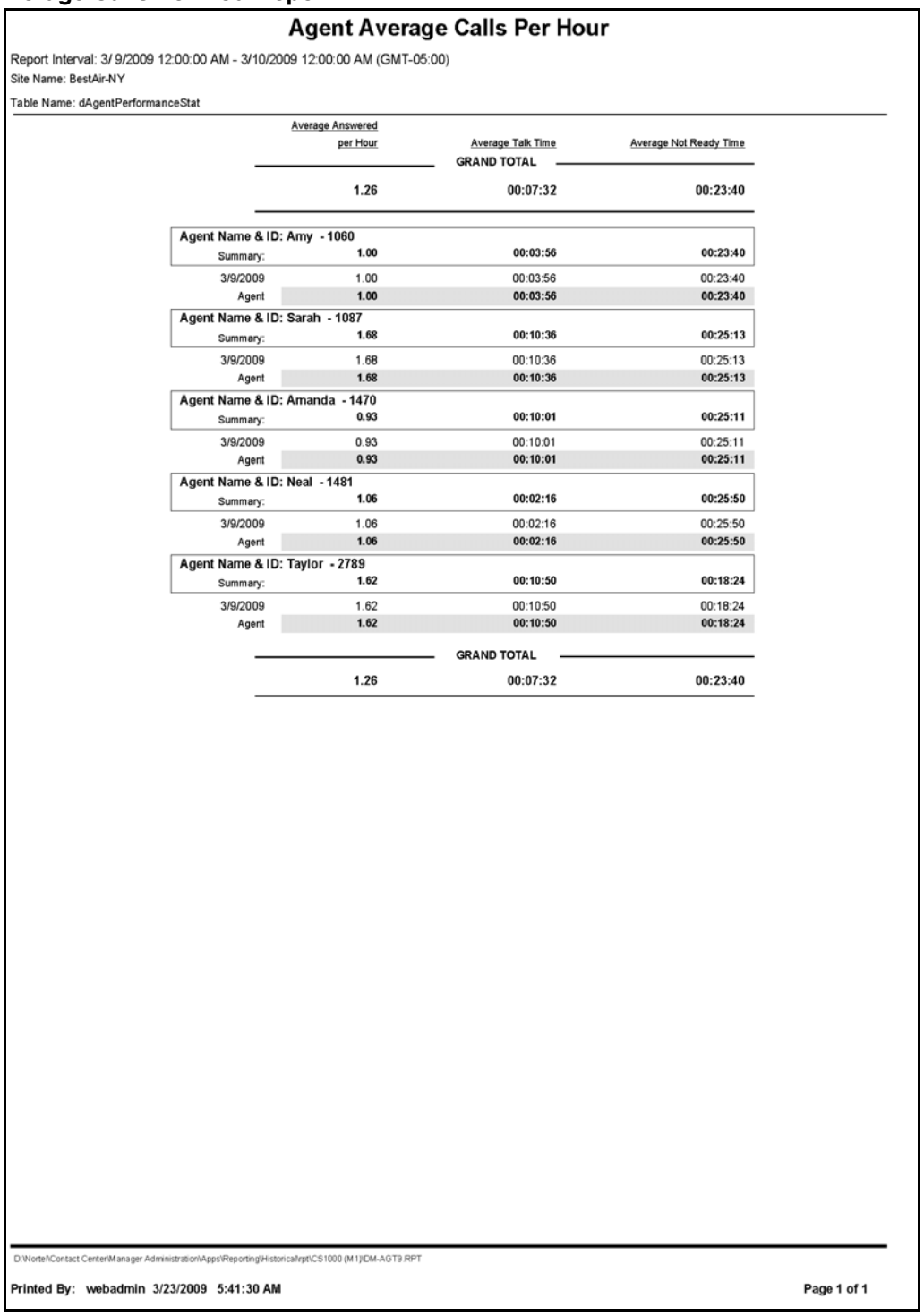
Report field	View field/Formula	View field/Report Creation Wizard formula
Average Answered per Hour	Communication Server 1000/Meridian 1 PBX switch: (CallsAnswered + ACDCallsAnswered + NACDCallsAnswered)/ (LoggedInTime/3600) Communication Server 2x00/DMS switch: (CallsAnswered + ACDCallsAnswered)/ (LoggedInTime/3600)	@RCW_AverageCallsAnsweredPerHour
Average Talk Time	Communication Server 1000/Meridian 1 PBX switch: (TalkTime + ACDCallsTalkTime + NACDCallsTalkTime)/ (LoggedInTime/3600) Communication Server 2x00/DMS switch: (TalkTime + ACDCallsTalkTime)/ (LoggedInTime/3600)	@RCW_AverageTotalTalkTime
Average Not Ready Time	NotReadyTime/ (LoggedInTime/ 3600)	@RCW_AverageNotReadyTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

Agent Average Calls Per Hour report



Agent Average Calls Per Hour

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	Average Answered per Hour	Average Talk Time	Average Not Ready Time
GRAND TOTAL			
	1.26	**00:07:32**	**00:23:40**
Agent Name & ID: Amy - 1060			
Summary:	**1.00**	**00:03:56**	**00:23:40**
3/9/2009	1.00	00:03:56	00:23:40
Agent	**1.00**	**00:03:56**	**00:23:40**
Agent Name & ID: Sarah - 1087			
Summary:	**1.68**	**00:10:36**	**00:25:13**
3/9/2009	1.68	00:10:36	00:25:13
Agent	**1.68**	**00:10:36**	**00:25:13**
Agent Name & ID: Amanda - 1470			
Summary:	**0.93**	**00:10:01**	**00:25:11**
3/9/2009	0.93	00:10:01	00:25:11
Agent	**0.93**	**00:10:01**	**00:25:11**
Agent Name & ID: Neal - 1481			
Summary:	**1.06**	**00:02:16**	**00:25:50**
3/9/2009	1.06	00:02:16	00:25:50
Agent	**1.06**	**00:02:16**	**00:25:50**
Agent Name & ID: Taylor - 2789			
Summary:	**1.62**	**00:10:50**	**00:18:24**
3/9/2009	1.62	00:10:50	00:18:24
Agent	**1.62**	**00:10:50**	**00:18:24**
GRAND TOTAL			
	1.26	**00:07:32**	**00:23:40**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT9.RPT

Printed By: webadmin 3/23/2009 5:41:30 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Agent Average Calls per Hour, Bottom 5

The Agent Average Calls per Hour, Bottom 5 report shows summarized performance information for the five agents who accepted the least Contact Center Manager, ACD, and NACD contacts. It provides details about contacts accepted, average processing time, and average not ready time.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentPerformanceStat view; AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics and summaries

The fields in this report are identical to those in Agent Average Calls per Hour (page 573), except that they are for the five agents who accepted the lowest number of Contact Center Manager contacts. Statistics are summarized in the same way as for the Agent Average Calls per Hour report.

Copyright © 2009-2010, Nortel Networks

Agent Average Calls Per Hour, Bottom 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY

Table Name: dAgentPerformanceStat

	Average Answered per Hour	Average Talk Time	Average Not Ready Time
Agent Name & ID: Rachel - 1451			
Summary:	**0.00**	**00:00:00**	**00:00:01**
3/9/2009	0.00	00:00:00	00:00:01
Agent	**0.00**	**00:00:00**	**00:00:01**
Agent Name & ID: Robert - 1452			
Summary:	**0.00**	**00:00:00**	**00:31:37**
3/9/2009	0.00	00:00:00	00:31:37
Agent	**0.00**	**00:00:00**	**00:31:37**
Agent Name & ID: Steve - 1453			
Summary:	**0.00**	**00:00:00**	**00:00:00**
3/9/2009	0.00	00:00:00	00:00:00
Agent	**0.00**	**00:00:00**	**00:00:00**
Agent Name & ID: Justin - 1455			
Summary:	**0.00**	**00:00:00**	**01:00:00**
3/9/2009	0.00	00:00:00	01:00:00
Agent	**0.00**	**00:00:00**	**01:00:00**
Agent Name & ID: Anna - 1456			
Summary:	**0.00**	**00:00:00**	**01:00:00**
3/9/2009	0.00	00:00:00	01:00:00
Agent	**0.00**	**00:00:00**	**01:00:00**
GRAND TOTAL			
	0.00	**00:00:00**	**00:26:44**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT11.RPT

Printed By: webadmin 3/23/2009 5:44:21 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Agent Average Calls per Hour, Top 5

The Agent Average Calls per Hour, Top 5 report shows summarized performance information for the five agents who accepted the most Contact Center Manager, ACD, and NACD contacts. It provides details about contacts accepted, average processing time, and average not ready time.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ActivityCodeStat view; see ActivityCodeStat views (page 49). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

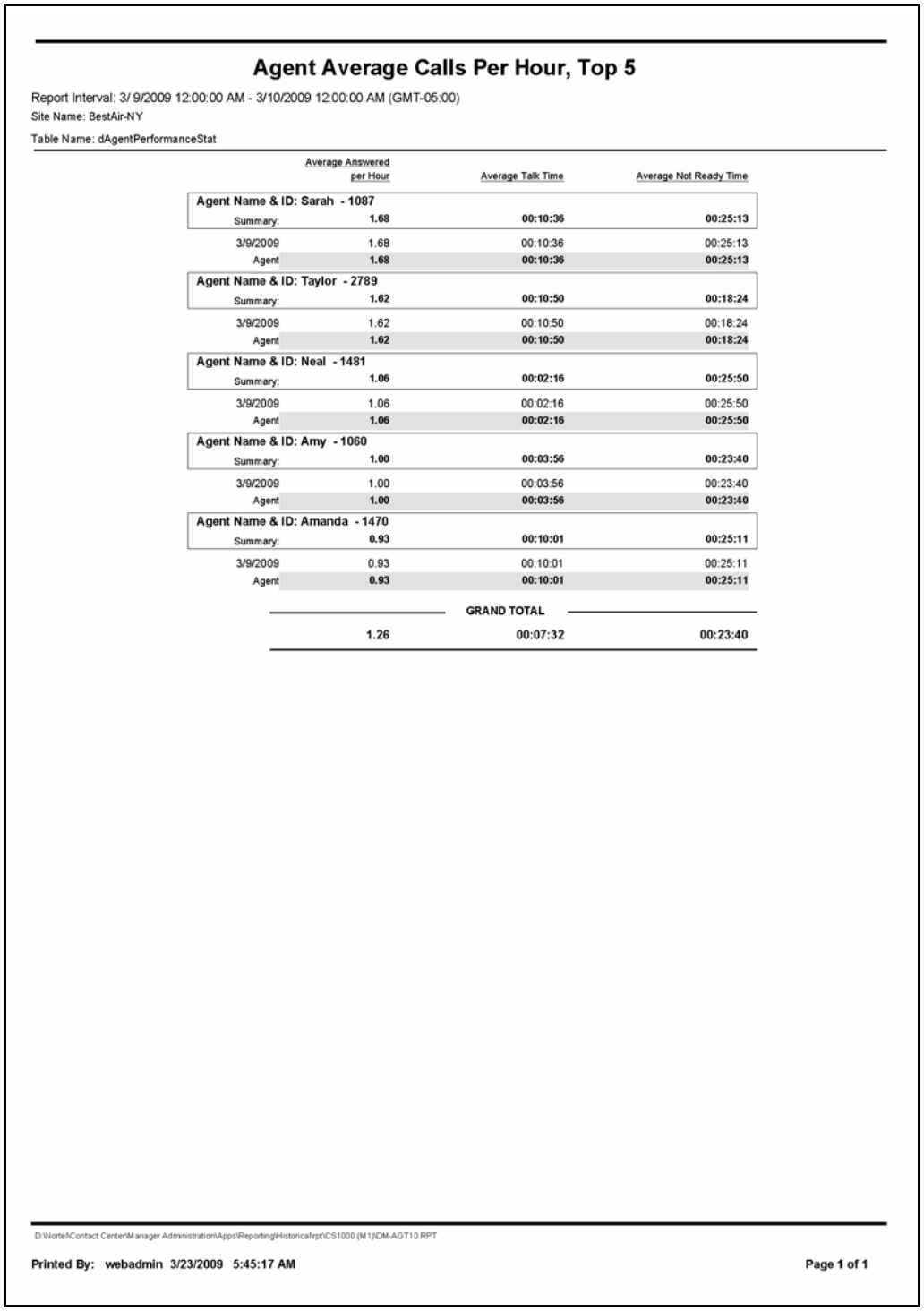
This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics and summaries

The fields in this report are identical to those in Agent Average Calls per Hour (page 573), except that they are for the five agents who accepted the highest number of Contact Center Manager contacts.

Copyright © 2009-2010, Nortel Networks



Agent Average Calls Per Hour, Top 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	Average Answered per Hour	Average Talk Time	Average Not Ready Time
Agent Name & ID: Sarah - 1087			
Summary:	**1.68**	**00:10:36**	**00:25:13**
3/9/2009	1.68	00:10:36	00:25:13
Agent	**1.68**	**00:10:36**	**00:25:13**
Agent Name & ID: Taylor - 2789			
Summary:	**1.62**	**00:10:50**	**00:18:24**
3/9/2009	1.62	00:10:50	00:18:24
Agent	**1.62**	**00:10:50**	**00:18:24**
Agent Name & ID: Neal - 1481			
Summary:	**1.06**	**00:02:16**	**00:25:50**
3/9/2009	1.06	00:02:16	00:25:50
Agent	**1.06**	**00:02:16**	**00:25:50**
Agent Name & ID: Amy - 1060			
Summary:	**1.00**	**00:03:56**	**00:23:40**
3/9/2009	1.00	00:03:56	00:23:40
Agent	**1.00**	**00:03:56**	**00:23:40**
Agent Name & ID: Amanda - 1470			
Summary:	**0.93**	**00:10:01**	**00:25:11**
3/9/2009	0.93	00:10:01	00:25:11
Agent	**0.93**	**00:10:01**	**00:25:11**
GRAND TOTAL			
	1.26	**00:07:32**	**00:23:40**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT10.RPT

Printed By: webadmin 3/23/2009 5:45:17 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Agent by Activity Code

Use the Agent by Activity Code report to monitor each agent's work and time distribution by the types of contacts accepted. During the handling of contacts, agents can identify the contact type by entering an activity (Line of Business) code. Multiple codes can be used to reflect activities performed on a single contact.

This report does not include Not Ready reason codes.

On the Communication Server 2x00/DMS switch, agents cannot use the LOB key while they conference with another agent.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ActivityCodeStat views (page 49). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Activity Code ID	iActivityCodeStat.Application <> 'System_Application'
Activity Code	iActivityCodeStat.ActivityCode
	iActivityCodeStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Statistics

This report uses the following statistics.

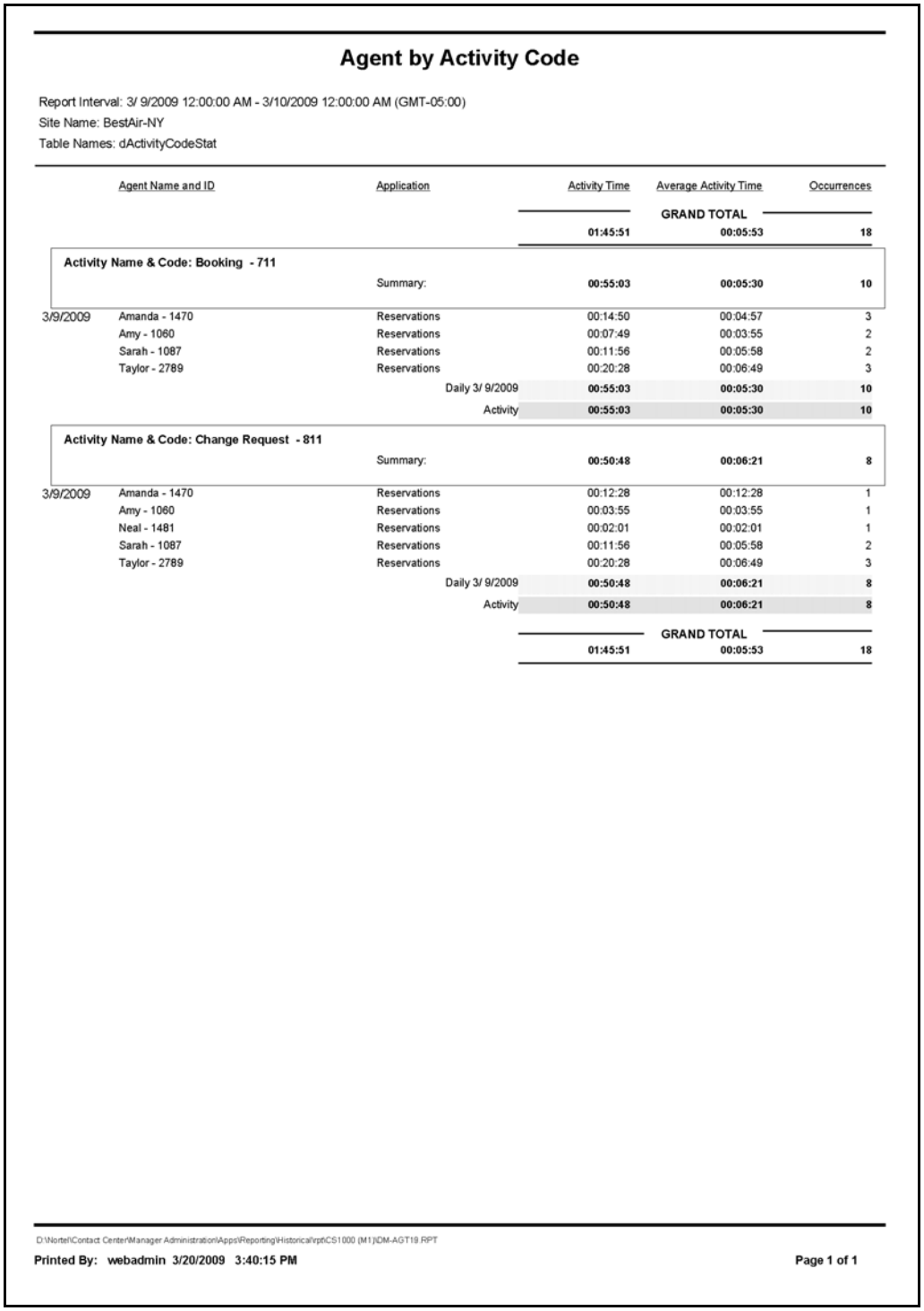
Report field	View field/Formula	View field/Report Creation Wizard formula
Activity Time	ActivityTime	@RCW_ActivityTime
Average Activity Time	ActivityTime/Occurrences	@RCW_AverageActivityTime
Activity Occurrences	Occurrences	Occurrences

Summaries

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

Copyright © 2009-2010, Nortel Networks

Agent by Activity Code report



Agent by Activity Code

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Names: dActivityCodeStat

	Agent Name and ID	Application	Activity Time	Average Activity Time	Occurrences
				GRAND TOTAL	
			01:45:51	00:05:53	18
Activity Name & Code: Booking - 711					
		Summary:	00:55:03	00:05:30	10
3/9/2009	Amanda - 1470	Reservations	00:14:50	00:04:57	3
	Amy - 1060	Reservations	00:07:49	00:03:55	2
	Sarah - 1087	Reservations	00:11:56	00:05:58	2
	Taylor - 2789	Reservations	00:20:28	00:06:49	3
		Daily 3/ 9/2009	00:55:03	00:05:30	10
		Activity	00:55:03	00:05:30	10
Activity Name & Code: Change Request - 811					
		Summary:	00:50:48	00:06:21	8
3/9/2009	Amanda - 1470	Reservations	00:12:28	00:12:28	1
	Amy - 1060	Reservations	00:03:55	00:03:55	1
	Neal - 1481	Reservations	00:02:01	00:02:01	1
	Sarah - 1087	Reservations	00:11:56	00:05:58	2
	Taylor - 2789	Reservations	00:20:28	00:06:49	3
		Daily 3/ 9/2009	00:50:48	00:06:21	8
		Activity	00:50:48	00:06:21	8
				GRAND TOTAL	
			01:45:51	00:05:53	18

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT19.RPT
Printed By: webadmin 3/20/2009 3:40:15 PM Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Agent by Application Performance

The Agent by Application Performance report shows summarized agent performance data for each application under review. The report details performance statistics such as the total number of contacts accepted, total and average time spent serving contact center customers. This report is an indicator of agent performance within an application. For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentByApplicationStat. For more information, see AgentByApplicationStat views (page 56). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Application Name ID	iAgentByApplicationStat.Application
Application Name	iAgentByApplicationStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

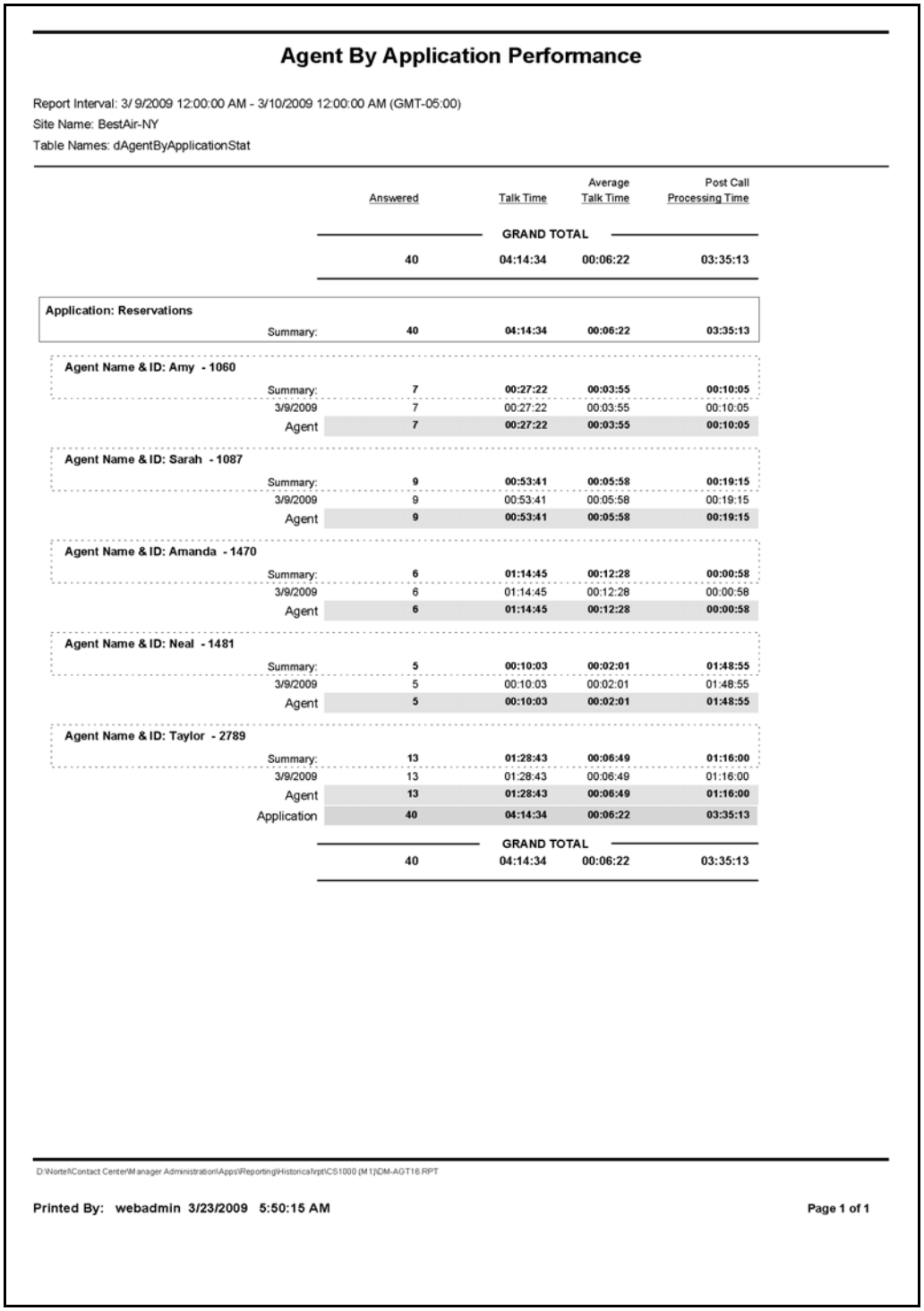
Report field	View field/Formula	View field/Report Creation Wizard formula
Answered	CallsAnswered	CallsAnswered
Talk Time	TalkTime	@RCW_TalkTime
Average Talk Time	TalkTime/CallsAnswered	@RCW_AverageTalk Time
Post Call Processing Time	PostCallProcessingTime	@RCW_NotReadyTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

Agent By Application Performance report



Agent By Application Performance

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Names: dAgentByApplicationStat

	Answered	Talk Time	Average Talk Time	Post Call Processing Time
GRAND TOTAL				
	40	**04:14:34**	**00:06:22**	**03:35:13**
Application: Reservations				
Summary:	**40**	**04:14:34**	**00:06:22**	**03:35:13**
Agent Name & ID: Amy - 1060				
Summary:	**7**	**00:27:22**	**00:03:55**	**00:10:05**
3/9/2009	7	00:27:22	00:03:55	00:10:05
Agent	**7**	**00:27:22**	**00:03:55**	**00:10:05**
Agent Name & ID: Sarah - 1087				
Summary:	**9**	**00:53:41**	**00:05:58**	**00:19:15**
3/9/2009	9	00:53:41	00:05:58	00:19:15
Agent	**9**	**00:53:41**	**00:05:58**	**00:19:15**
Agent Name & ID: Amanda - 1470				
Summary:	**6**	**01:14:45**	**00:12:28**	**00:00:58**
3/9/2009	6	01:14:45	00:12:28	00:00:58
Agent	**6**	**01:14:45**	**00:12:28**	**00:00:58**
Agent Name & ID: Neal - 1481				
Summary:	**5**	**00:10:03**	**00:02:01**	**01:48:55**
3/9/2009	5	00:10:03	00:02:01	01:48:55
Agent	**5**	**00:10:03**	**00:02:01**	**01:48:55**
Agent Name & ID: Taylor - 2789				
Summary:	**13**	**01:28:43**	**00:06:49**	**01:16:00**
3/9/2009	13	01:28:43	00:06:49	01:16:00
Agent	**13**	**01:28:43**	**00:06:49**	**01:16:00**
Application	**40**	**04:14:34**	**00:06:22**	**03:35:13**
GRAND TOTAL				
	40	**04:14:34**	**00:06:22**	**03:35:13**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT16.RPT

Printed By: webadmin 3/23/2009 5:50:15 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Agent by Skillset Performance

The Agent by Skillset Performance report shows summarized agent performance data for each skillset under review. The report details performance statistics such as the total number of contacts accepted and total and average time spent serving contact center customers.

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

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentBySkillsetStat views (page 67). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Skillset Name ID	iAgentBySkillsetStat.Skillset
Skillset Name	iAgentBySkillsetStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

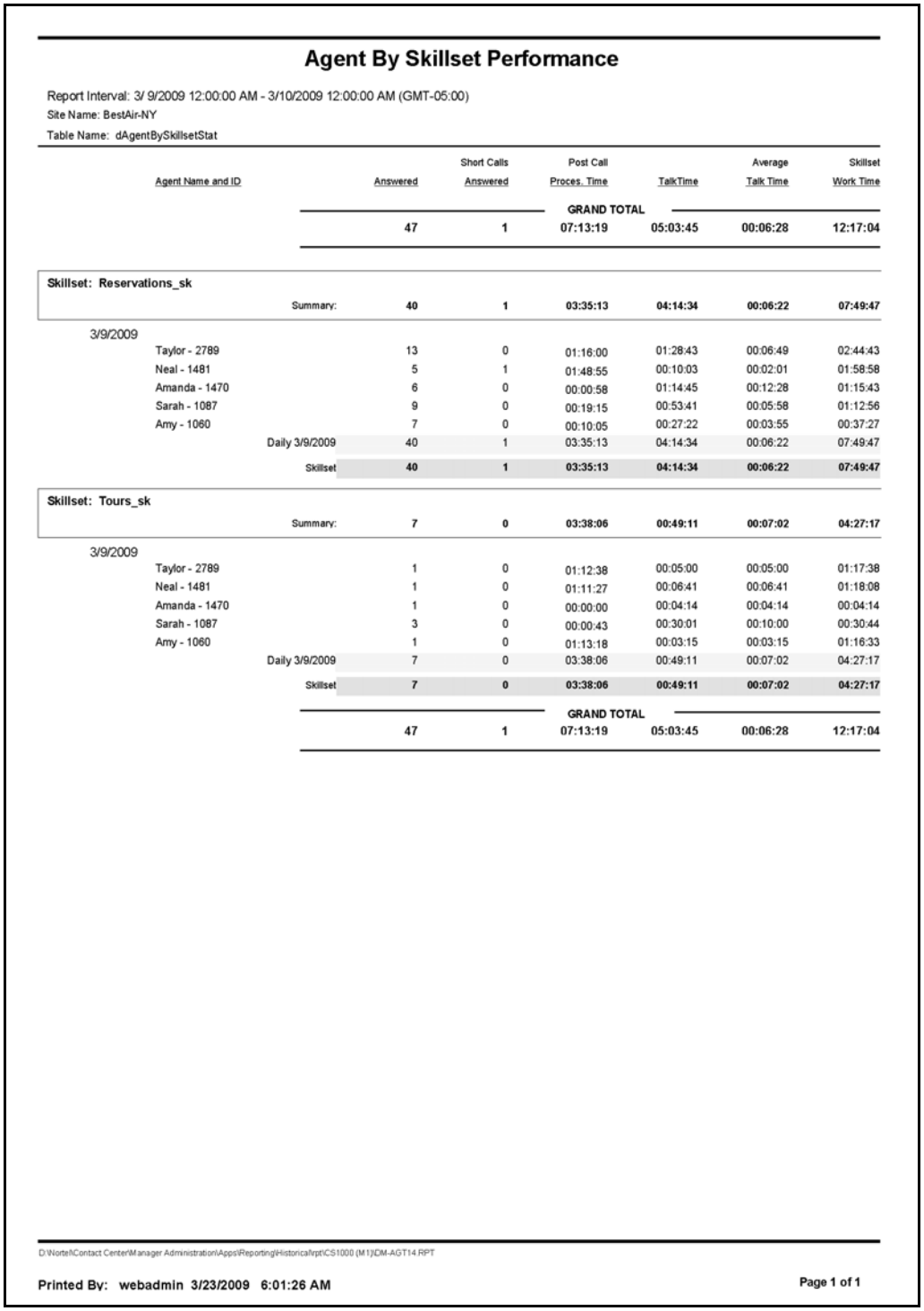
Report field	View field/Formula	View field/Report Creation Wizard formula
Answered	CallsAnswered	CallsAnswered
Short Calls Answered	ShortCallsAnswered	ShortCallsAnswered
Post Call Processing Time	PostCallProcessingTime	@RCW_NotReadyTime
Talk Time	TalkTime	@RCW_TalkTime
Average Talk Time	TalkTime/CallsAnswered	@RCW_AverageTalkTime
Skillset Work Time (Communication Server 1000/ Meridian 1 PBX)	TalkTime + PostCallProcessingTime	@RCW_AgentSkillsetTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

Agent By Skillset Performance report



Agent By Skillset Performance

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentBySkillsetStat

Agent Name and ID		Answered	Short Calls Answered	Post Call Proces. Time	TalkTime	Average Talk Time	Skillset Work Time
				GRAND TOTAL			
		47	1	07:13:19	05:03:45	00:06:28	12:17:04
Skillset: Reservations_sk							
	Summary:	40	1	03:35:13	04:14:34	00:06:22	07:49:47
3/9/2009							
Taylor - 2789		13	0	01:16:00	01:28:43	00:06:49	02:44:43
Neal - 1481		5	1	01:48:55	00:10:03	00:02:01	01:58:58
Amanda - 1470		6	0	00:00:58	01:14:45	00:12:28	01:15:43
Sarah - 1087		9	0	00:19:15	00:53:41	00:05:58	01:12:56
Amy - 1060		7	0	00:10:05	00:27:22	00:03:55	00:37:27
	Daily 3/9/2009	40	1	03:35:13	04:14:34	00:06:22	07:49:47
	Skillset	40	1	03:35:13	04:14:34	00:06:22	07:49:47
Skillset: Tours_sk							
	Summary:	7	0	03:38:06	00:49:11	00:07:02	04:27:17
3/9/2009							
Taylor - 2789		1	0	01:12:38	00:05:00	00:05:00	01:17:38
Neal - 1481		1	0	01:11:27	00:06:41	00:06:41	01:18:08
Amanda - 1470		1	0	00:00:00	00:04:14	00:04:14	00:04:14
Sarah - 1087		3	0	00:00:43	00:30:01	00:10:00	00:30:44
Amy - 1060		1	0	01:13:18	00:03:15	00:03:15	01:16:33
	Daily 3/9/2009	7	0	03:38:06	00:49:11	00:07:02	04:27:17
	Skillset	7	0	03:38:06	00:49:11	00:07:02	04:27:17
				GRAND TOTAL			
		47	1	07:13:19	05:03:45	00:06:28	12:17:04

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT14.RPT

Printed By: webadmin 3/23/2009 6:01:26 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Agent DN Performance

The Agent DN Performance report shows the amount of time that agents spend on their personal or secondary directory numbers (DN). The report records incoming and outgoing information, including the total number of DN calls and the average amount of time spent on DN calls. On the Communication Server 1000\Meridian 1 PBX switch, the report also compares internal and external DN call activity.

Multiple DN keys are supported for Meridian 1 PBX only.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentPerformanceStat view. For more information, see AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Name ID	iActivityCodeStat.Application <> 'System_Application'
Agent Name	(iActivityCodeStat.AgentSurName + " " + iActivityCodeStat.AgentGivenName) iActivityCodeStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Transfer/conference statistics

This report uses the following statistics.

Report field	*View field*/Formula	*View field*/Report Creation Wizard formula
DN Calls Conferenced	DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther	@RCW_DNCallsConferenced
DN Calls Transferred	DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_DNCallsTransferred

Incoming DN calls statistics

This report uses the following statistics.

Communication Server 1000/Meridian 1 PBX switch

Report field	View field/Formula	View field/Report Creation Wizard formula
Total	DNInIntCalls + DNInExtCalls	@RCW_DNInCalls
Internal	DNInIntCalls	DNInIntCalls
Average Int Talk Time	DNInIntCallsTalkTime/ DNInIntCalls	@RCW_AverageDNInIntCallsTalkTime
External	DNInExtCalls	DNInExtCalls
Average Ext Talk Time	DNInExtCallsTalkTime/ DNInExtCalls	@RCW_AverageDNInExtCalls TalkTime

Communication Server 2x00/DMS switch

Report field	View field/Formula	View field/Report Creation Wizard formula
Total	DNInIntCalls + DNInExtCalls	@RCW_DNInCalls
Internal	DNInIntCalls	DNInIntCalls
Average Int Talk Time	DNInIntCallsTalkTime/ DNInIntCalls	@RCW_AverageDNInIntCalls TalkTime
External	DNInExtCalls	DNInExtCalls
Average Ext Talk Time	DNInExtCallsTalkTime/ DNInExtCalls	@RCW_AverageDNInExtCalls TalkTime

Outgoing DN call statistics

These reports use the following statistics.

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX switch

Report field	View field/Formula	View field/Report Creation Wizard formula
Total	DNOutIntCalls + DNOutExtCalls	@RCW_DNOutCalls
Internal	DNOutIntCalls	DNOutIntCalls
Average Int Talk Time	DNOutIntCallsTalkTime/ DNOutIntCalls	@RCW_AverageDNOutIntCallsTalkTime
External	DNOutExtCalls	DNOutExtCalls
Average Ext Talk Time	DNOutExtCallsTalkTime/ DNOutExtCalls	@RCW_AverageDNOutExtCallsTalkTime

Communication Server 2x00/DMS switch

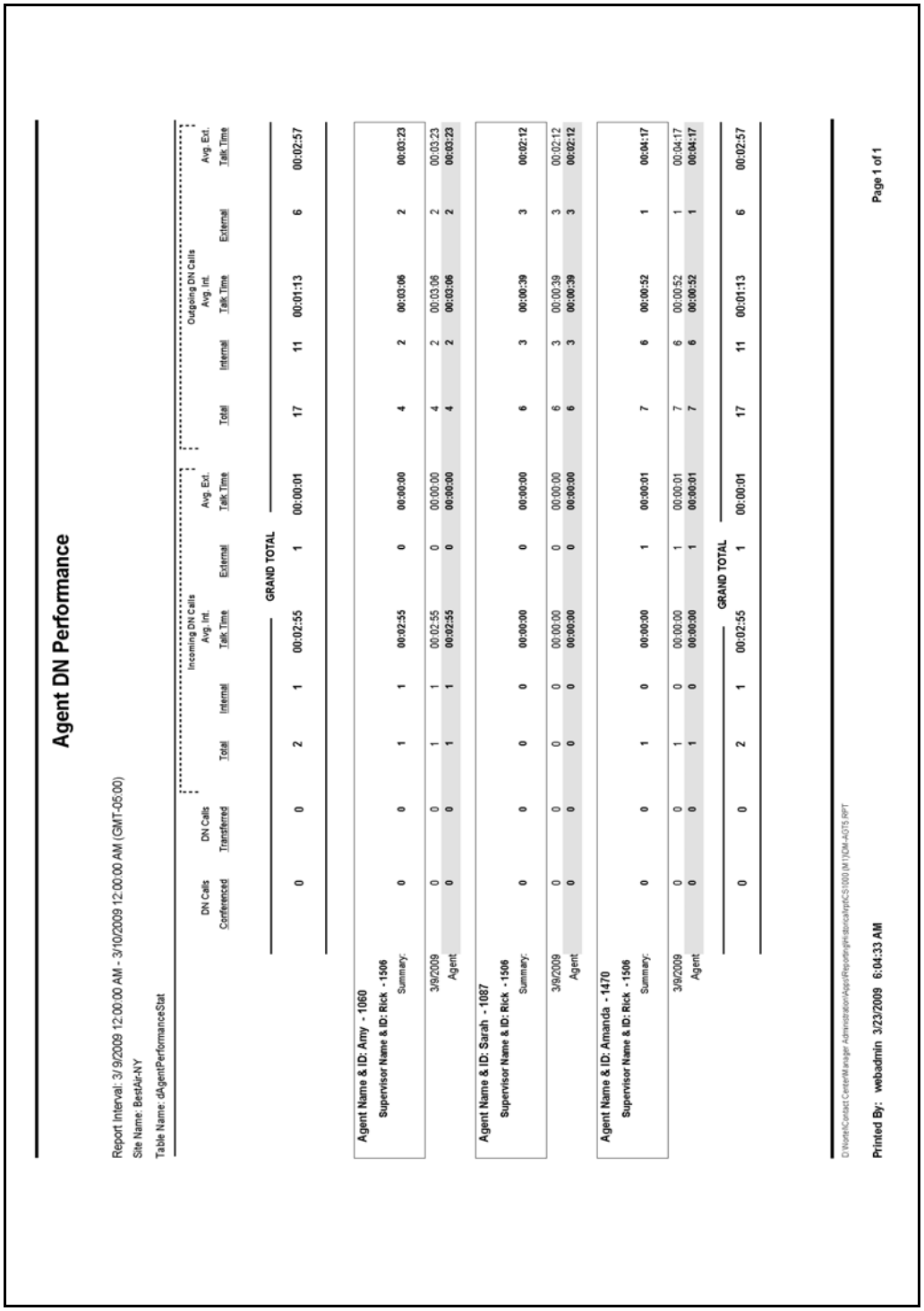
Report field	View field/Formula	View field/Report Creation Wizard formula
DN Out Calls	DNOutCalls	@RCW_DNOutCalls
Average DN Out Calls Talk Time	DNOutCallsTalkTime/ DNOutCalls	@RCW_AverageDNOutCalls TalkTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

Agent DN Performance



Agent DN Performance

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)

Site Name: BestAir-NY

Table Name: dAgentPerformanceStat

	DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls Total	Incoming DN Calls Internal	Incoming DN Calls Talk Time	Incoming DN Calls External	Incoming DN Calls Avg. Int. Talk Time	Incoming DN Calls Avg. Ext. Talk Time	Outgoing DN Calls Total	Outgoing DN Calls Internal	Outgoing DN Calls Talk Time	Outgoing DN Calls External	Outgoing DN Calls Avg. Int. Talk Time	Outgoing DN Calls Avg. Ext. Talk Time
GRAND TOTAL	0	0	2	1	00:02:55	1	00:00:01	00:02:57	17	11	00:01:13	6	00:00:57	
Agent Name & ID: Amy - 1060														
Supervisor Name & ID: Rick - 1506														
Summary:	0	0	1	1	00:02:55	0	00:00:00	00:03:23	4	2	00:03:06	2	00:03:23	
3/9/2009	0	0	1	1	00:02:55	0	00:00:00	00:03:23	4	2	00:03:06	2	00:03:23	
Agent	0	0	1	1	00:02:55	0	00:00:00	00:03:23	4	2	00:03:06	2	00:03:23	
Agent Name & ID: Sarah - 1087														
Supervisor Name & ID: Rick - 1506														
Summary:	0	0	0	0	00:00:00	0	00:00:00	00:02:12	6	3	00:00:39	3	00:02:12	
3/9/2009	0	0	0	0	00:00:00	0	00:00:00	00:02:12	6	3	00:00:39	3	00:02:12	
Agent	0	0	0	0	00:00:00	0	00:00:00	00:02:12	6	3	00:00:39	3	00:02:12	
Agent Name & ID: Amanda - 1470														
Supervisor Name & ID: Rick - 1506														
Summary:	0	0	1	0	00:00:00	1	00:00:01	00:04:17	7	6	00:00:52	1	00:04:17	
3/9/2009	0	0	1	0	00:00:00	1	00:00:01	00:04:17	7	6	00:00:52	1	00:04:17	
Agent	0	0	1	0	00:00:00	1	00:00:01	00:04:17	7	6	00:00:52	1	00:04:17	
GRAND TOTAL	0	0	2	1	00:02:55	1	00:00:01	00:02:57	17	11	00:01:13	6	00:02:57	

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CM-AGT5.RPT

Printed By: webadmin 3/23/2009 6:04:33 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Agent DN Performance Calls Answered, Bottom 5

Communication Server 1000/Meridian 1 PBX switch only. The Agent DN Performance Calls Answered, Bottom 5 report shows summarized performance information about the five agents, by supervisor, who answered the lowest number of DN calls. This report details call totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

This report uses agent elements, so only the agents assigned to a user appear on report.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics and summaries

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

Copyright © 2009-2010, Nortel Networks

Agent DN Performance Calls Answered, Bottom 5 (page 1 of 2)

Agent DN Performance Calls Answered, Bottom 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	DN Calls	DN Calls		Incoming DN Calls				Outgoing DN Calls			
				Avg. Int.		Avg. Ext.		Avg. Int.		Avg. Ext.	
	Conferenced	Transferred	Total	Internal	Talk Time	External	Talk Time	Total	Internal	Talk Time	External	Talk Time
Agent Name & ID: Debbie - 2876												
Supervisor Name & ID: Jon - 8624												
Summary:	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
3/9/2009	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
Agent	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
Agent Name & ID: Neal - 1481												
Supervisor Name & ID: Nicole - 1506												
Summary:	0	0	0	0	00:00:00	0	00:00:00	2	2	00:00:33	0	00:00:00
3/9/2009	0	0	0	0	00:00:00	0	00:00:00	2	2	00:00:33	0	00:00:00
Agent	0	0	0	0	00:00:00	0	00:00:00	2	2	00:00:33	0	00:00:00
Agent Name & ID: Taylor - 2789												
Supervisor Name & ID: Nicole - 1506												
Summary:	0	0	0	0	00:00:00	0	00:00:00	2	2	00:00:13	0	00:00:00
3/9/2009	0	0	0	0	00:00:00	0	00:00:00	2	2	00:00:13	0	00:00:00
Agent	0	0	0	0	00:00:00	0	00:00:00	2	2	00:00:13	0	00:00:00
Agent Name & ID: Dennis - 1466												
Supervisor Name & ID: Dana - 1459												
Summary:	0	0	2	0	00:00:00	2	00:03:07	1	0	00:00:00	1	00:27:08
3/9/2009	0	0	2	0	00:00:00	2	00:03:07	1	0	00:00:00	1	00:27:08
Agent	0	0	2	0	00:00:00	2	00:03:07	1	0	00:00:00	1	00:27:08
Agent Name & ID: Amy - 1060												
Supervisor Name & ID: Nicole - 1506												
Summary:	0	0	1	1	00:02:55	0	00:00:00	4	2	00:03:06	2	00:03:23

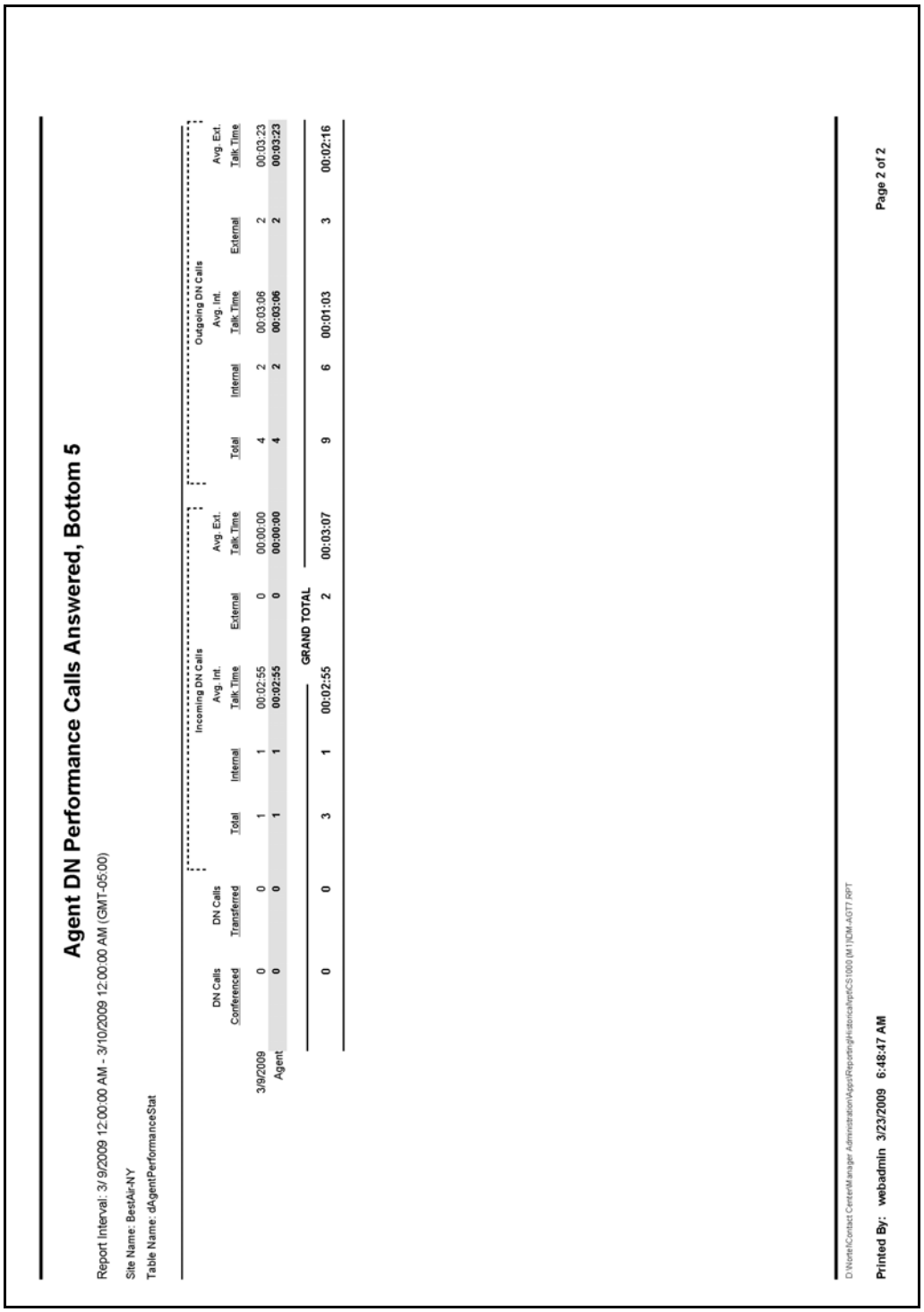
D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CM-AGT7.RPT

Printed By: webadmin 3/23/2009 6:48:47 AM

Page 1 of 2

Copyright © 2009-2010, Nortel Networks

Agent DN Performance Calls Answered, Bottom 5 (page 2 of 2)



Agent DN Performance Calls Answered, Bottom 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)

Site Name: BestAir-NY

Table Name: dAgentPerformanceStat

	DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls Total	Incoming DN Calls Internal	Incoming DN Calls Avg. Int. Talk Time	Incoming DN Calls External	Incoming DN Calls Avg. Ext. Talk Time	Outgoing DN Calls Total	Outgoing DN Calls Internal	Outgoing DN Calls Avg. Int. Talk Time	Outgoing DN Calls External	Outgoing DN Calls Avg. Ext. Talk Time
3/9/2009	0	0	1	1	00:02:55	0	00:00:00	4	2	00:03:06	2	00:03:23
Agent	0	0	1	1	00:02:55	0	00:00:00	4	2	00:03:06	2	00:03:23
GRAND TOTAL												
	0	0	3	1	00:02:55	2	00:03:07	9	6	00:01:03	3	00:02:16

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT7.RPT

Printed By: webadmin 3/23/2009 6:48:47 AM

Page 2 of 2

Copyright © 2009-2010, Nortel Networks

Agent DN Performance Calls Answered, Top 5

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

Attention: This report uses agent elements, so only the agents assigned to a user appear on report.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ActivityCodeStat views (page 49). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

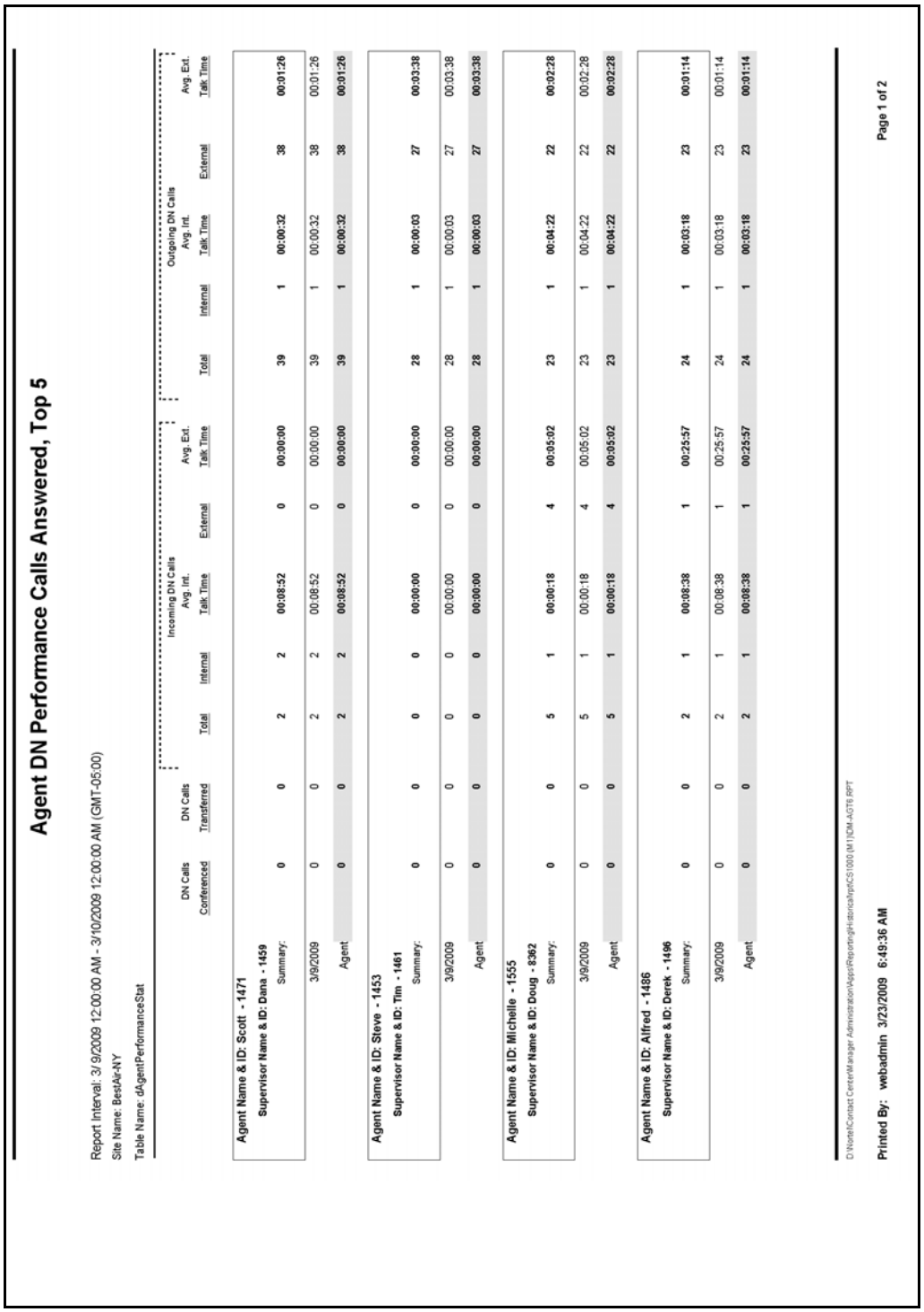
Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report, except that they are for the five agents who answered the highest number of Contact Center Manager calls. Statistics are summarized in the same way as for the Agent DN Performance report. See Agent DN Performance (page 589).

Copyright © 2009-2010, Nortel Networks

Agent DN Performance Calls Answered, Top 5 report (page 1 of 2)



Agent DN Performance Calls Answered, Top 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls Total	Incoming DN Calls Internal	Incoming DN Calls Avg. Int. Talk Time	Incoming DN Calls External	Incoming DN Calls Avg. Ext. Talk Time	Outgoing DN Calls Total	Outgoing DN Calls Internal	Outgoing DN Calls Avg. Int. Talk Time	Outgoing DN Calls External	Outgoing DN Calls Avg. Ext. Talk Time
Agent Name & ID: Scott - 1471												
Supervisor Name & ID: Dana - 1459												
Summary:	0	0	2	2	00:08:52	0	00:00:00	39	1	00:00:32	38	00:01:26
3/9/2009	0	0	2	2	00:08:52	0	00:00:00	39	1	00:00:32	38	00:01:26
Agent	0	0	2	2	00:08:52	0	00:00:00	39	1	00:00:32	38	00:01:26
Agent Name & ID: Steve - 1453												
Supervisor Name & ID: Tim - 1461												
Summary:	0	0	0	0	00:00:00	0	00:00:00	28	1	00:00:03	27	00:03:38
3/9/2009	0	0	0	0	00:00:00	0	00:00:00	28	1	00:00:03	27	00:03:38
Agent	0	0	0	0	00:00:00	0	00:00:00	28	1	00:00:03	27	00:03:38
Agent Name & ID: Michelle - 1555												
Supervisor Name & ID: Doug - 8362												
Summary:	0	0	5	1	00:00:18	4	00:05:02	23	1	00:04:22	22	00:02:28
3/9/2009	0	0	5	1	00:00:18	4	00:05:02	23	1	00:04:22	22	00:02:28
Agent	0	0	5	1	00:00:18	4	00:05:02	23	1	00:04:22	22	00:02:28
Agent Name & ID: Alfred - 1486												
Supervisor Name & ID: Derek - 1496												
Summary:	0	0	2	1	00:08:38	1	00:25:57	24	1	00:03:18	23	00:01:14
3/9/2009	0	0	2	1	00:08:38	1	00:25:57	24	1	00:03:18	23	00:01:14
Agent	0	0	2	1	00:08:38	1	00:25:57	24	1	00:03:18	23	00:01:14

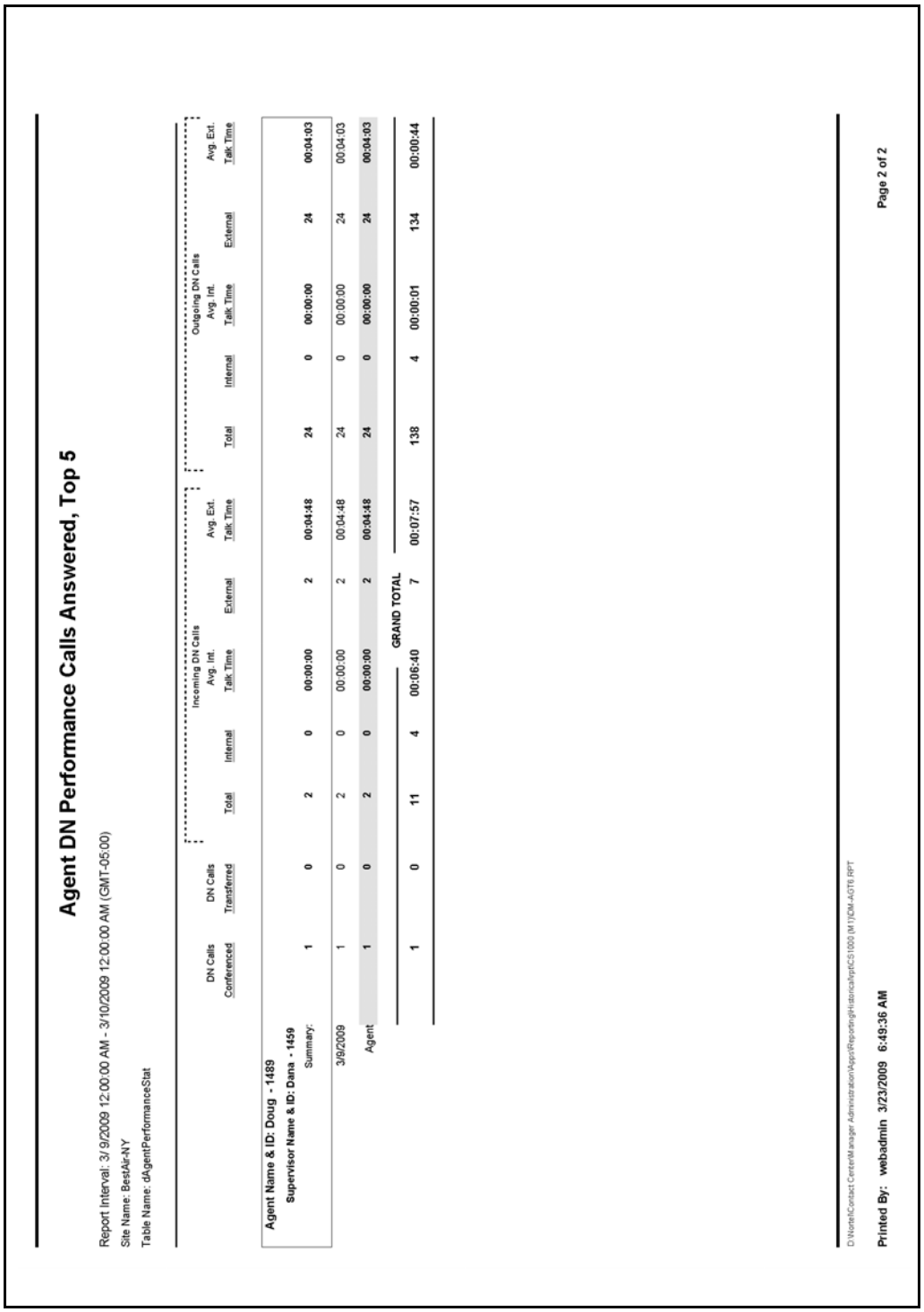
D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\ncr\CS1000 (M1)\CCM-AG15.RPT

Printed By: webadmin 3/23/2009 6:49:36 AM

Page 1 of 2

Copyright © 2009-2010, Nortel Networks

Agent DN Performance Calls Answered, Top 5 report (page 2 of 2)



Agent DN Performance Calls Answered, Top 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls Total	Incoming DN Calls Internal	Incoming DN Calls Avg. Int. Talk Time	Incoming DN Calls External	Incoming DN Calls Avg. Ext. Talk Time	Outgoing DN Calls Total	Outgoing DN Calls Internal	Outgoing DN Calls Avg. Int. Talk Time	Outgoing DN Calls External	Outgoing DN Calls Avg. Ext. Talk Time
Agent Name & ID: Doug - 1489												
Supervisor Name & ID: Dana - 1459												
Summary:	1	0	2	0	00:00:00	2	00:04:48	24	0	00:00:00	24	00:04:03
3/9/2009	1	0	2	0	00:00:00	2	00:04:48	24	0	00:00:00	24	00:04:03
Agent	1	0	2	0	00:00:00	2	00:04:48	24	0	00:00:00	24	00:04:03
GRAND TOTAL												
	1	0	11	4	00:06:40	7	00:07:57	138	4	00:00:01	134	00:00:44

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT6.RPT

Printed By: webadmin 3/23/2009 6:49:36 AM

Page 2 of 2

Copyright © 2009-2010, Nortel Networks

Agent Login/Logout

The Agent Login/Logout report shows logon, logoff, walkaway, return from walkaway, ready, and not ready occurrences for each agent. The report also shows the times at which these events occurred.

This report shows how much time agents spend at their stations during the day, for example to help contact center management determine the total hours worked.

Attention: Agent status information is written to the database every 15 minutes. This report shows agent status as of the end of the last 15-minute interval.

For more information, see Understanding the report descriptions (page 558).

Daylight Savings Time

With Contact Center Manager Server 6.0 SU03 and later, the report takes advantage of new fields in the database view. These changes help to ensure that the data is reported in the correct order even after a significant time change occurs, such as Daylight Savings Time.

The following enhancements are available:

- When the Contact Center Manager Server time changes, events related to the current logon session are reported in the order they occur regardless of the time the event occurs.
- Time changes are considered when calculating Shift Duration and Total Login time.
- Even if the first reported event is not a logon event, the initial logon time for an agent for the report interval is known. Initial logon date and time are printed under the agent's details.
- If the last event is not a logoff event, logon duration for an agent is based on the end date and time for the report interval. You can use this to obtain statistics when an agent does not log off; however, you must configure the report interval end date and time to match the shift end time for that agent.

Views

This report uses the eAgentLoginStat view; see eAgentLoginStat view (page 211). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval

Copyright © 2009-2010, Nortel Networks

- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	eAgentLoginStat.AgentLogin
Agent Name	eAgentLoginStat.Timestamp

Statistics

This report uses the following statistics.

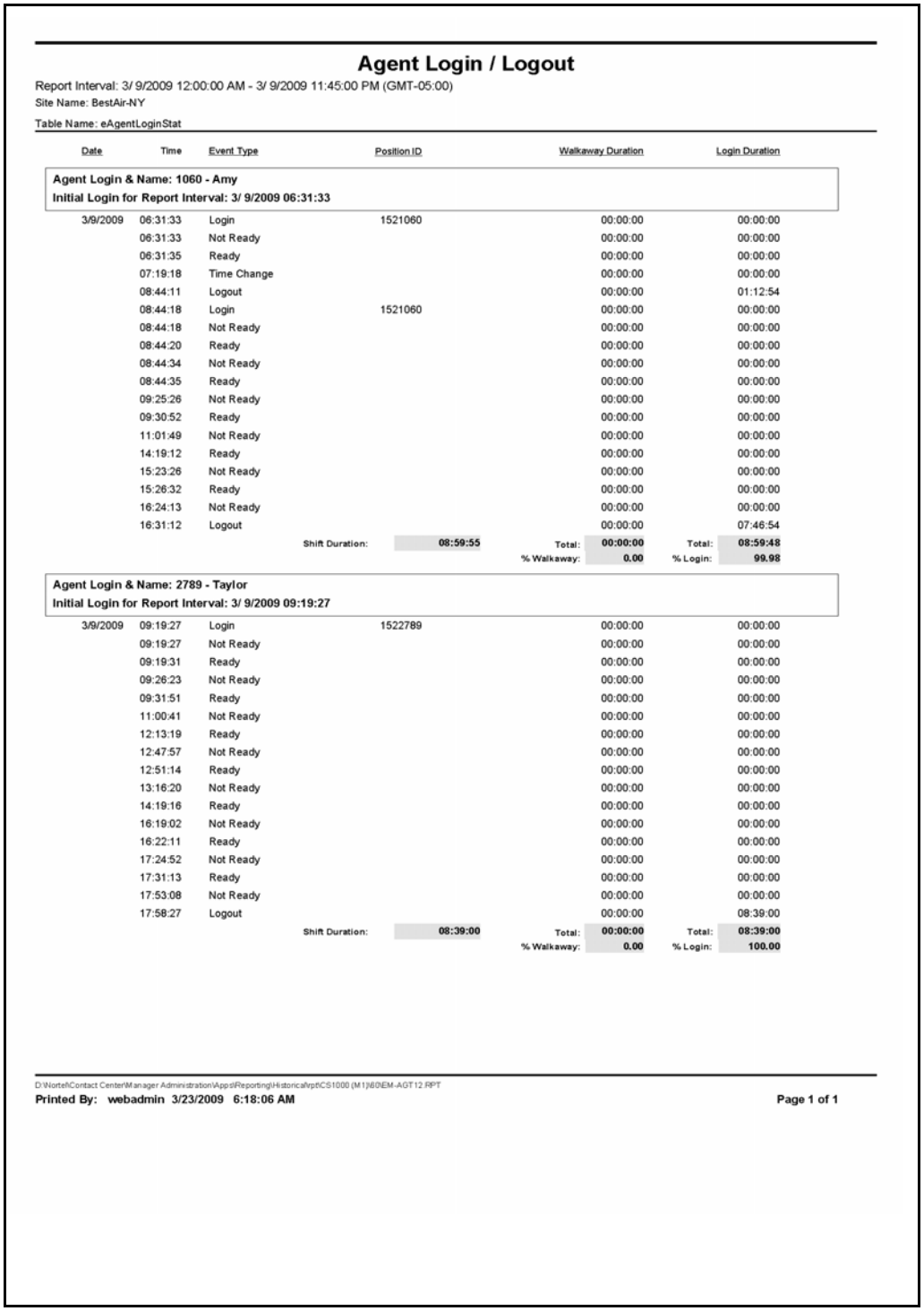
Report field	View field/Formula	View field/Report Creation Wizard formula
Activity Time	ActivityTime	@RCW_ActivityTime
Average Activity Time	ActivityTime/Occurrences	@RCW_AverageActivityTime
Activity Occurrences	Occurrences	Occurrences

Report examples

The report example was generated on a Contact Center Manager Server 6.0 with SU03 or later.

Copyright © 2009-2010, Nortel Networks

Agent Login/ Logout report



Agent Login / Logout

Report Interval: 3/ 9/2009 12:00:00 AM - 3/ 9/2009 11:45:00 PM (GMT-05:00)
Site Name: BestAir-NY
Table Name: eAgentLoginStat

Date	Time	Event Type	Position ID	Walkaway Duration	Login Duration
Agent Login & Name: 1060 - Amy					
Initial Login for Report Interval: 3/ 9/2009 06:31:33					
3/9/2009	06:31:33	Login	1521060	00:00:00	00:00:00
	06:31:33	Not Ready		00:00:00	00:00:00
	06:31:35	Ready		00:00:00	00:00:00
	07:19:18	Time Change		00:00:00	00:00:00
	08:44:11	Logout		00:00:00	01:12:54
	08:44:18	Login	1521060	00:00:00	00:00:00
	08:44:18	Not Ready		00:00:00	00:00:00
	08:44:20	Ready		00:00:00	00:00:00
	08:44:34	Not Ready		00:00:00	00:00:00
	08:44:35	Ready		00:00:00	00:00:00
	09:25:26	Not Ready		00:00:00	00:00:00
	09:30:52	Ready		00:00:00	00:00:00
	11:01:49	Not Ready		00:00:00	00:00:00
	14:19:12	Ready		00:00:00	00:00:00
	15:23:26	Not Ready		00:00:00	00:00:00
	15:26:32	Ready		00:00:00	00:00:00
	16:24:13	Not Ready		00:00:00	00:00:00
	16:31:12	Logout		00:00:00	07:46:54
		Shift Duration:	**08:59:55**	**Total:** 00:00:00	**Total:** 08:59:48
				% Walkaway: 0.00	**% Login:** 99.98
Agent Login & Name: 2789 - Taylor					
Initial Login for Report Interval: 3/ 9/2009 09:19:27					
3/9/2009	09:19:27	Login	1522789	00:00:00	00:00:00
	09:19:27	Not Ready		00:00:00	00:00:00
	09:19:31	Ready		00:00:00	00:00:00
	09:26:23	Not Ready		00:00:00	00:00:00
	09:31:51	Ready		00:00:00	00:00:00
	11:00:41	Not Ready		00:00:00	00:00:00
	12:13:19	Ready		00:00:00	00:00:00
	12:47:57	Not Ready		00:00:00	00:00:00
	12:51:14	Ready		00:00:00	00:00:00
	13:16:20	Not Ready		00:00:00	00:00:00
	14:19:16	Ready		00:00:00	00:00:00
	16:19:02	Not Ready		00:00:00	00:00:00
	16:22:11	Ready		00:00:00	00:00:00
	17:24:52	Not Ready		00:00:00	00:00:00
	17:31:13	Ready		00:00:00	00:00:00
	17:53:08	Not Ready		00:00:00	00:00:00
	17:58:27	Logout		00:00:00	08:39:00
		Shift Duration:	**08:39:00**	**Total:** 00:00:00	**Total:** 08:39:00
				% Walkaway: 0.00	**% Login:** 100.00

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\60\EM-AGT12.RPT
Printed By: webadmin 3/23/2009 6:18:06 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Agent NACD Activity

Communication Server 1000/Meridian 1 PBX switch only. The Agent NACD Activity report shows agent activity on network and networked ACD-DN calls. The report shows network answered calls and NACD answered calls. The report also shows total and average talk time for network and NACD calls.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Network Answered	NetworkCallsAnswered	NetworkCallsAnswered
Network Talk Time (NSBR option)	NetworkCallsTalkTime	@RCW_NetworkCallsTalkTime

Copyright © 2009-2010, Nortel Networks

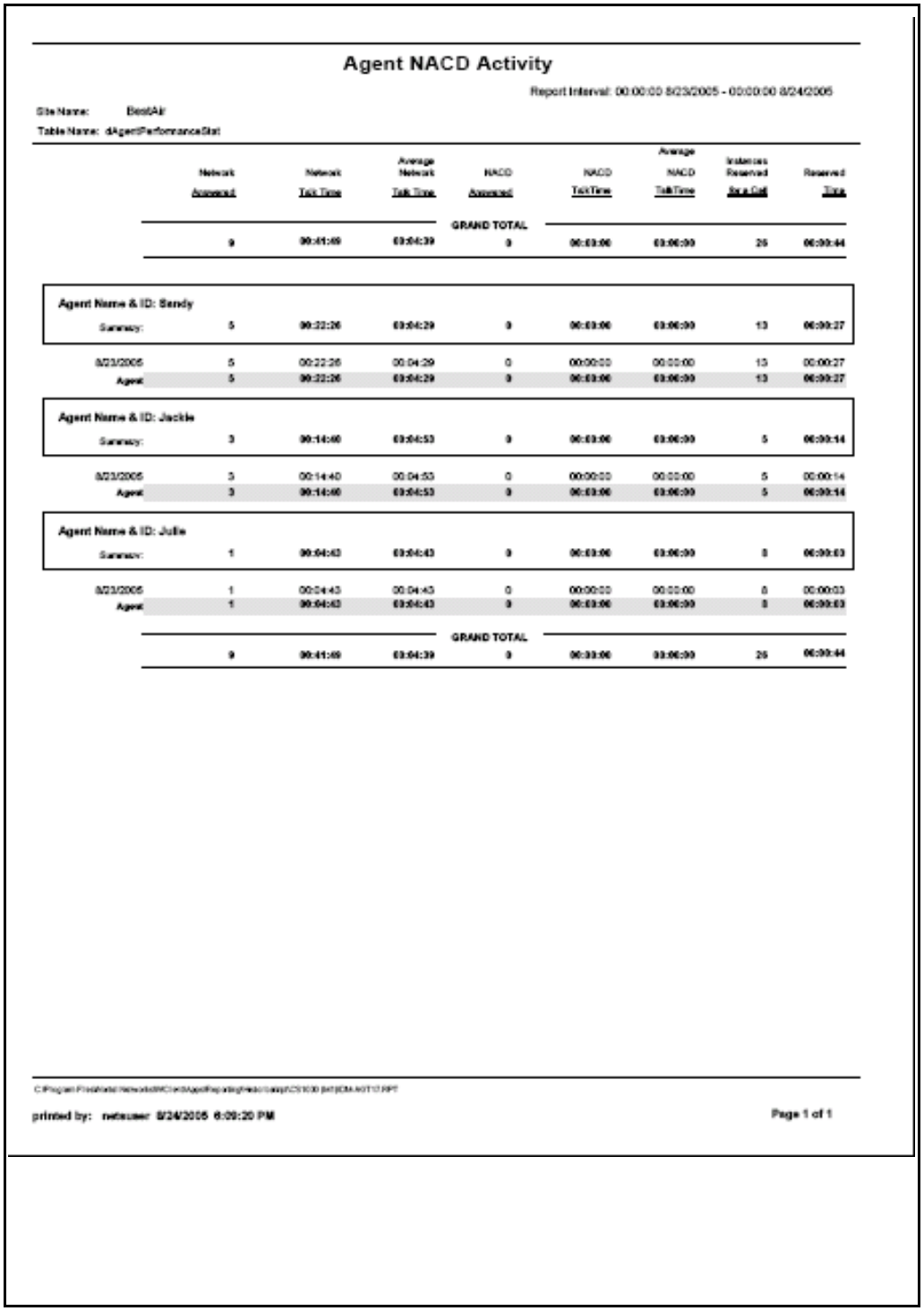
Report field	View field/Formula	View field/Report Creation Wizard formula
Avg Network Talk Time (NSBR option)	NetworkCallsTalkTime/ NetworkCallsAnswered	@RCW_AverageNetworkCalls TalkTime
NACD Answered	NACDCallsAnswered	NACDCallsAnswered
NACD Talk Time	NACDCallsTalkTime	@RCW_NACDCallsTalkTime
Average NACD Talk Time	NACDCallsTalkTime/ NACDCallsAnswered	@RCW_AverageNACDCalls TalkTime
Instances Reserved for a Call	ReservedForCall	ReservedForCall
Reserved Time	ReservedTime	@RCW_ReservedTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

Agent NACD Activity report



Agent NACD Activity

Report Interval: 00:00:00 8/23/2005 - 00:00:00 8/24/2005

Site Name: BestAir
Table Name: dAgentPerformanceStat

	Network Answered	Network Talk Time	Average Network Talk Time	NACD Answered	NACD TalkTime	Average NACD TalkTime	Instances Reserved Sys Cpd	Reserved Time
GRAND TOTAL								
	9	00:41:00	00:04:39	0	00:00:00	00:00:00	26	00:00:44
Agent Name & ID: Sandy								
Summary:	5	00:22:26	00:04:29	0	00:00:00	00:00:00	13	00:00:27
8/23/2005	5	00:22:26	00:04:29	0	00:00:00	00:00:00	13	00:00:27
Agent	5	00:22:26	00:04:29	0	00:00:00	00:00:00	13	00:00:27
Agent Name & ID: Jackie								
Summary:	3	00:14:00	00:04:53	0	00:00:00	00:00:00	5	00:00:14
8/23/2005	3	00:14:00	00:04:53	0	00:00:00	00:00:00	5	00:00:14
Agent	3	00:14:00	00:04:53	0	00:00:00	00:00:00	5	00:00:14
Agent Name & ID: Julie								
Summary:	1	00:04:43	00:04:43	0	00:00:00	00:00:00	8	00:00:03
8/23/2005	1	00:04:43	00:04:43	0	00:00:00	00:00:00	8	00:00:03
Agent	1	00:04:43	00:04:43	0	00:00:00	00:00:00	8	00:00:03
GRAND TOTAL								
	9	00:41:00	00:04:39	0	00:00:00	00:00:00	26	00:00:44

printed by: netauser 8/24/2005 6:09:20 PM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Agent Performance

The Agent Performance report shows summarized performance information for a specific agent. The report tracks agents' contact handling activities for incoming Contact Center Manager, ACD, and (on the Communication Server 1000/Meridian 1 PBX switch) NACD contacts, drawing attention to activities to reward or weaknesses to address.

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

Attention: Compare agents who have similar skillset assignments only, as different contact types can require various service levels.

Contact processing time can also be an important indicator of an agent's rapport with customers.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-agt1.rpt
- dm-agt1.rpt
- wm-agt1.rpt
- mm-agt2.rpt

Selection criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.AgentLogin
Agent Name	iAgentPerformanceStat.Timestamp

Summary statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Logged In Time	LoggedInTime	@RCW_LoggedInTime
Skillset Talk Time	TalkTime	@RCW_TalkTime
Avg Skillset Talk Time	TalkTime/CallsAnswered	@RCW_AverageTalkTime
Avg ACD/NACD Talk Time (Communication Server 1000/Meridian 1 PBX)	ACDCallsTalkTime + NACDCallsTalkTime/ ACDCallsAnswered + NACDCallsAnswered	@RCW_AverageACDNACD CallsTalkTime
Avg ACD Talk Time (Communication Server 2x00/DMS)	ACDCallsTalkTime/ ACDCallsAnswered	@RCW_AverageACDCallsTalkTime
DN Talk Time	Communication Server 1000/ Meridian 1 PBX switch: DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOutExtCallsTalkTime + DNOutIntCallsTalkTime Communication Server 2x00/ DMS switch: DNInCallsTalkTime + DNOutCallsTalkTime	@RCW_DNCallsTalkTime
Not Ready Time	NotReadyTime	@RCW_NotReadyTime
Break Time (Communication Server 1000/ Meridian 1 PBX)	BreakTime	@RCW_BreakTime
Variable Wrap Time (Communication Server 2x00/DMS)	VariableWrapTime	@RCW_VariableWrapTime
Ring Time	RingTime	@RCW_RingTime
Waiting Time	WaitingTime	@RCW_WaitingTime
Walkaway Time	WalkawayTime	@RCW_WalkawayTime
N/W Time (NSBR option)	NetworkCallsTalkTime	@RCW_NetworkCallsTalkTime

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Resrv'd Time (NSBR/ NACD options)	ReservedTime	@RCW_ReservedTime
Calls Present'd	CallsOffered	CallsOffered
Skillset Ans'd	CallsAnswered	CallsAnswered
N/W Ans'd (NSBR option	NetworkCallsAnswered	NetworkCallsAnswered
Resrv'd for Call (NSBR/NACD options)	ReservedForCall	ReservedForCall
ACD/ NACD Ans'd (Communication Server 1000/Meridian 1 PBX)	ACDCallsAnswered + NACDCallsAnswered	@RCW_ACDNACDCallsAnswered
ACDAns'd (Communication Server 2x00/DMS)	ACDCallsAnswered	ACDCallsAnswered
Short Calls Ans'd	ShortCallsAnswered	ShortCallsAnswered
DN Calls	Communication Server 1000/ Meridian 1 PBX switch: DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls Communication Server 1000/ Meridian 1 PBX switch: DNInCalls + DNOutCalls	@RCW_DNCalls
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther	@RCW_CallsConferenced

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Trans Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred
% Work (Communication Server 2x00/DMS switch)	[(TalkTime + NotReadyTime + ACDCallsTalkTime) x 100]/ LoggedInTime. This statistic does not include DN time.	@RCW_%Work
Return Calls to Que	CallsReturnedToQ	CallsReturnedToQ
Return Calls Due to Timeout	CallsReturnedToQDueTo Timeout	CallsReturnedToQDueToTimeout

Agent Statistics

This report uses the following statistics.

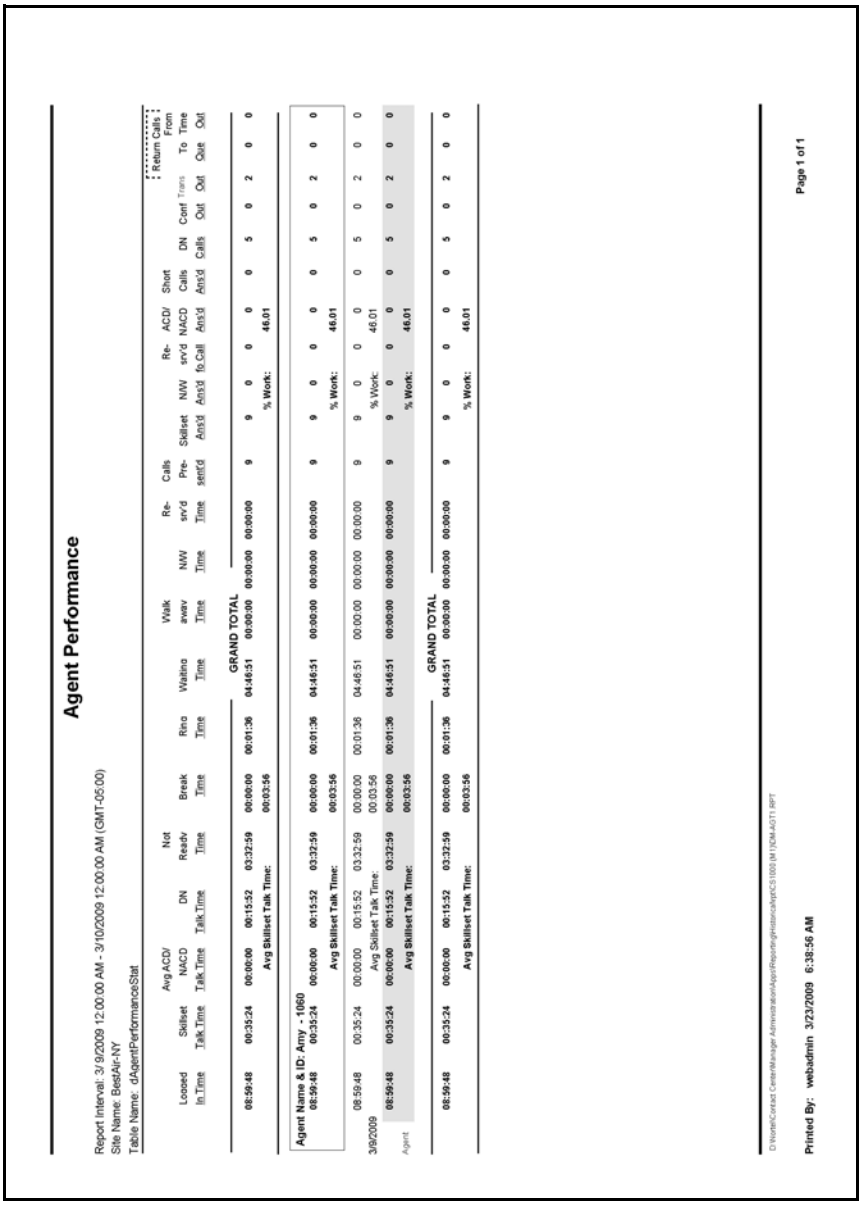
Report field	View field/Formula	View field/Report Creation Wizard formula
% Work (Communication Server 1000/Meridian 1 PBX)	[(TalkTime + NotReadyTime + ACDCallsTalkTime + NACDCallsTalkTime) x 100]/ LoggedInTime	@RCW_%Work
Average Skillset Talk Time	TalkTime/CallsAnswered	@RCW_AverageTalkTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

Agent Performance report



Agent Performance

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	Looged In Time	Avg Skillset Talk Time	Avg ACD/ NACD Talk Time	DN Talk Time	Not Ready Time	Break Time	Reno Time	Waiting Time	Walk away Time	NW Time	Re-srv'd Time	Calls Pre-sent'd	Skillset Ans'd	NW Ans'd	Re-srv'd to Call	ACD/ NACD Ans'd	Short Calls Ans'd	DN Calls Out	Conf Trans Out	Return Calls From To Que	Time Out
	08:59:48	00:35:24	00:00:00	00:15:52	03:32:59	00:00:00	00:01:36	04:46:51	00:00:00	00:00:00	00:00:00	9	9	0	0	0	0	5	0	2	0	0
			Avg Skillset Talk Time:			00:03:56							% Work:			46.01					
Agent Name & ID: Amy - 1060	08:59:48	00:35:24	00:00:00	00:15:52	03:32:59	00:00:00	00:01:36	04:46:51	00:00:00	00:00:00	00:00:00	9	9	0	0	0	0	5	0	2	0	0
			Avg Skillset Talk Time:			00:03:56							% Work:			46.01					
	08:59:48	00:35:24	00:00:00	00:15:52	03:32:59	00:00:00	00:01:36	04:46:51	00:00:00	00:00:00	00:00:00	9	9	0	0	0	0	5	0	2	0	0
3/9/2009			Avg Skillset Talk Time:			00:03:56							% Work:			46.01					
Agent	08:59:48	00:35:24	00:00:00	00:15:52	03:32:59	00:00:00	00:01:36	04:46:51	00:00:00	00:00:00	00:00:00	9	9	0	0	0	0	5	0	2	0	0
			Avg Skillset Talk Time:			00:03:56							% Work:			46.01					
GRAND TOTAL	08:59:48	00:35:24	00:00:00	00:15:52	03:32:59	00:00:00	00:01:36	04:46:51	00:00:00	00:00:00	00:00:00	9	9	0	0	0	0	5	0	2	0	0
			Avg Skillset Talk Time:			00:03:56							% Work:			46.01					

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1\CM-AGT1.RPT

Printed By: webadmin 3/23/2009 6:38:56 AM

Page 1 of 1

Agent Performance by Supervisor

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

For more information, see Understanding the report descriptions (page 558).

Copyright © 2009-2010, Nortel Networks

Views

This report uses the AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Supervisor Login ID	iAgentPerformanceStat.SupervisorLogin
Supervisor Name	iAgentPerformanceStat.Timestamp

Call total statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Answered	CallsAnswered	CallsAnswered
ACD/NACD Answd (Communication Server 1000/Meridian 1 PBX)	ACDCallsAnswered + NACDCallsAnswered	@RCW_ACDNACDCallsAnswered
ACD Answd (Communication Server 2x00/DMS)	ACDCallsAnswered	ACDCallsAnswered
N/W Answd (Networking option)	NetworkCallsAnswered	NetworkCallsAnswered

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Skillset Confd	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther	@RCW_CDNCallsConferenced
Confd Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther	@RCW_CallsConferenced
Short Calls Answered	ShortCallsAnswered	ShortCallsAnswered
Skillset Transfd	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther	@RCW_CDNCallsTransferred
Transfd Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred
Reservd For Call (NSBR/NACD options)	ReservedForCall	ReservedForCall
Rtn to Que	CallsReturnedToQ	CallsReturnedToQ
Rtn to Que due Timeout	CallsReturnedToQDueTo Timeout	CallsReturnedToQDueToTimeout

Time summary statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Logged in Time	LoggedInTime	@RCW_LoggedInTime
Not Ready Time	NotReadyTime	@RCW_NotReadyTime
Break Time (Communication Server 1000/Meridian 1 PBX)	BreakTime	@RCW_BreakTime
Resrvd Time (NSBR/ NACD options)	ReservedTime	@RCW_ReservedTime
Ring Time	RingTime	@RCW_RingTime
Walkaway Time	WalkawayTime	@RCW_WalkawayTime
ACD/NACD Talk Time (Communication Server 1000/Meridian 1 PBX)	ACDCallsTalkTime + NACDCallsTalkTime	@RCW_ACDNACDCallsTalkTime
ACD Talk Time (Communication Server 2x00/DMS	ACDCallsTalkTime	@RCW_ACDCallsTalkTime
Skillset Talk Time	TalkTime	@RCW_TalkTime
Variable Wrap Time (Communication Server 2x00/DMS)	VariableWrapTime	@RCW_VariableWrapTime
N/W Time (NSBR option)	NetworkCallsTalkTime	@RCW_NetworkCallsTalkTime
Waiting Time	WaitingTime	@RCW_WaitingTime

Time averages

This report uses the following averages.

Report field	View field/Formula	View field/Report Creation Wizard formula
Not Ready Time	NotReadyTime/CallsAnswered + ACDCallsAnswered + NACDCallsAnswered	@RCW_AverageNotReadyTime
ACD/NACD Talk Time (Communication Server 1000/Meridian 1 PBX)	ACDCallsTalkTime + NACDCallsTalkTime/ ACDCallsAnswered + NACDCallsAnswered	@RCW_AverageACDNACD CallsTalkTime

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
ACD Talk TIme (Communication Server 2x00/DMS)	ACDCallsTalkTime/ ACDCallsAnswered	@RCW_AverageACDCallsTalkTime
Skillset Talk Time	TalkTime/ CallsAnswered	@RCW_AverageTalkTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

Agent Performance by Supervisor

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	Answered	ACD/ NACD Answd	N/W Answd	Skillset Confd	Confd Out	Short Calls Answered	Skillset Transfd	Transfd Out	Resrvd For Call	Rtn To Que	Rtn Que due Timeout	Logged In Time	Not Ready Time	Break Time	Resrvd Time	Ring Time	Walkaway Time	ACD/ NACD Talk Time	Skillset Talk Time	N/W Time	Waiting Time
	9	0	0	0	0	0	2	2	0	0	0	08:59:48	03:32:59	00:00:00	00:00:00	00:01:36	00:00:00	00:00:00	00:35:24	00:00:00	04:46:51
Supervisor Name & ID: Nicole - 1506																					
	9	0	0	0	0	0	2	2	0	0	0	08:59:48	03:32:59	00:00:00	00:00:00	00:01:36	00:00:00	00:00:00	00:35:24	00:00:00	04:46:51
Agent Name & ID: Amy - 1060																					
	9	0	0	0	0	0	2	2	0	0	0	08:59:48	03:32:59	00:00:00	00:00:00	00:01:36	00:00:00	00:00:00	00:35:24	00:00:00	04:46:51
	Not Ready Time: 00:23:40											**ACD/NACD Talk Time: 00:00:00**		**Time Averages**			**Skillset Talk Time: 00:03:56**				
3/9/2009	9	0	0	0	0	0	2	2	0	0	0	08:59:48	03:32:59	00:00:00	00:00:00	00:01:36	00:00:00	00:00:00	00:35:24	00:00:00	04:46:51
	Not Ready Time: 00:23:40								ACD/NACD Talk Time: 00:00:00			Time Averages						Skillset Talk Time: 00:03:56			
Agent	9	0	0	0	0	0	2	2	0	0	0	08:59:48	03:32:59	00:00:00	00:00:00	00:01:36	00:00:00	00:00:00	00:35:24	00:00:00	04:46:51
Supervisor	9	0	0	0	0	0	2	2	0	0	0	08:59:48	03:32:59	00:00:00	00:00:00	00:01:36	00:00:00	00:00:00	00:35:24	00:00:00	04:46:51
	9	0	0	0	0	0	2	2	0	0	0	08:59:48	03:32:59	00:00:00	00:00:00	00:01:36	00:00:00	00:00:00	00:35:24	00:00:00	04:46:51

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\IDM-AGT4.RPT

Printed By: webadmin 3/23/2009 6:39:45 AM

Copyright © 2009-2010, Nortel Networks

Agent Performance Calls Answered, Bottom 5

The Agent Performance Calls Answered, Bottom 5 report is a daily report that shows summarized performance information for the five agents who accepted the lowest number of Contact Center Manager contacts.

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

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

This report contains data that is collected daily.

Templates

This report uses the dm-agt3.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.SupervisorLogin
Agent Name	iAgentPerformanceStat.Timestamp

Call total statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Skillset Ansd	CallsAnswered	CallsAnswered
Skillset Confd	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther	@RCW_CDNCallsConferenced
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther	@RCW_CDNCallsTransferred

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Resv for Call	ReservedForCall	ReservedForCall
Short Calls Ansd	ShortCallsAnswered	ShortCallsAnswered
ACD/NACD Ansd (Communication Server 1000/Meridian 1 PBX)	ACDCallsAnswered + NACDCallsAnswered	@RCW_ACDNACDCallsAnswered
Rtn to Q	CallsReturnedToQ	CallsReturnedToQ
Rtn to Q Time Out	CallsReturnedToQDueTo Timeout	CallsReturnedToQDueToTimeout
Total Ansd	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered	@RCW_TotalCallsAnswered
Total Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther	@RCW_CallsConferenced
Total Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred

Time summary statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Logged In	LoggedInTime	@RCW_LoggedInTime
Not Ready	NotReadyTime	@RCW_NotReadyTime

Copyright © 2009-2010, Nortel Networks

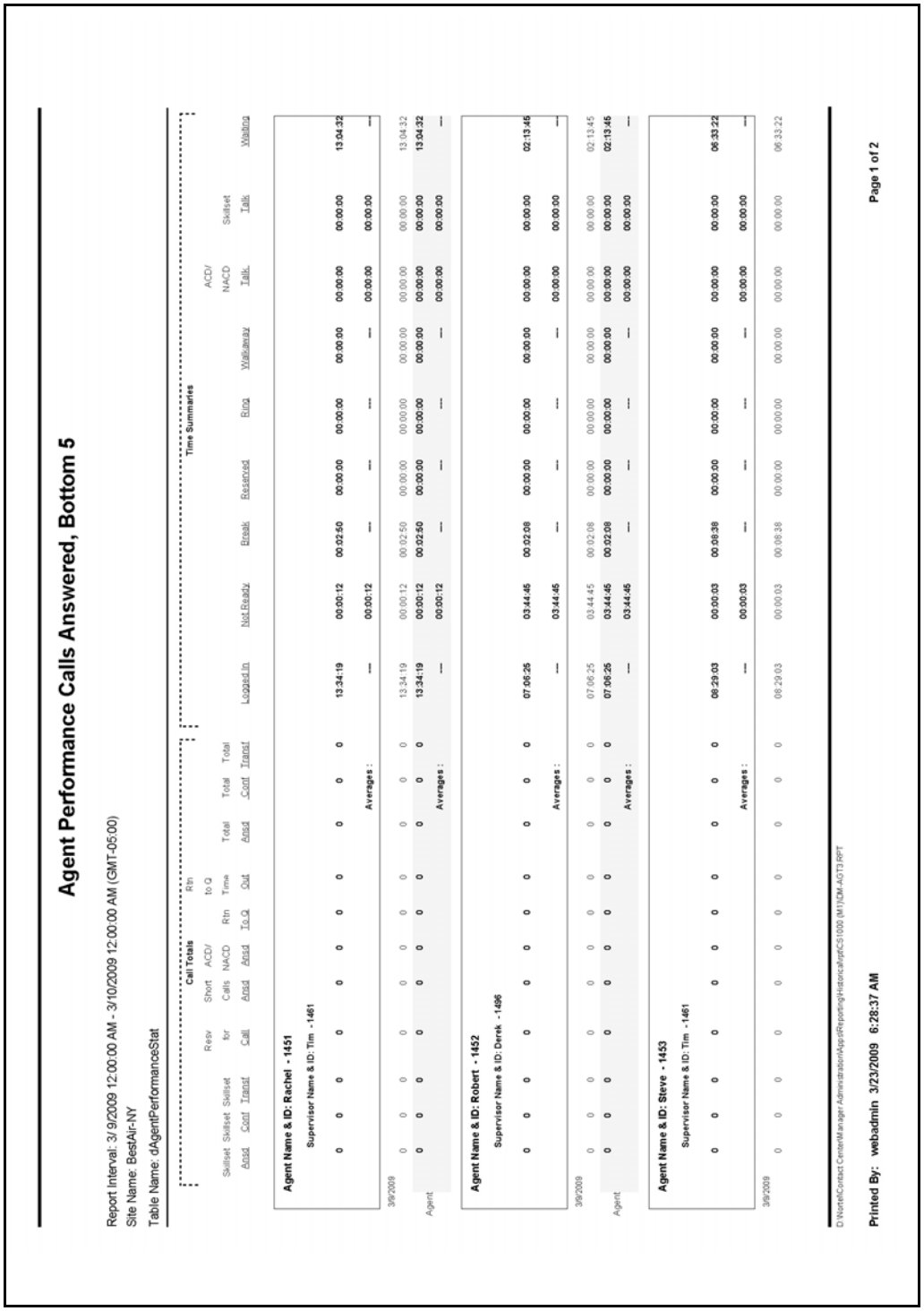
Report field	View field/Formula	View field/Report Creation Wizard formula
Break (Communication Server 1000/Meridian 1 PBX)	BreakTime	@RCW_BreakTime
Reserved (NSBR/ NACD options)	ReservedTime	@RCW_ReservedTime
Ring	RingTime	@RCW_RingTime
Walkaway	WalkawayTime	@RCW_WalkawayTime
ACD/NACD Talk (Communication Server 1000/Meridian 1 PBX)	ACDCallsTalkTime + NACDCallsTalkTime	@RCW_ACDNACDCallsTalkTime
Skillset Talk	TalkTime	@RCW_TalkTime
Waiting	WaitingTime	@RCW_WaitingTime

Statistics and summaries

The fields in this report are similar to those in the Agent Performance report. They report for the five agents who answered the lowest number of Contact Center Manager contacts. Statistics are summarized in the same way as for the Agent Performance report. See Agent Performance (page 605).

Copyright © 2009-2010, Nortel Networks

Agent Performance Calls Answered, Bottom 5 report (page 1 of 2)



Agent Performance Calls Answered, Bottom 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	Call Totals										Time Summaries											
	Skillset Ansd	Skillset Cont	Skillset Transf	Resv for Call	Short Calls Ansd	ACD/ NACD Ansd	Rtn To Q	Rtn Time Out	Total Ansd	Total Cont	Total Transf	Logged In	Not Ready	Break	Reserved	Ring	Walkaway	ACD/ NACD Talk	Skillset Talk	Waiting
Agent Name & ID: Rachel - 1451																				
Supervisor Name & ID: Tim - 1461																				
	0	0	0	0	0	0	0	0	0	0	0	13:34:19	00:00:12	00:02:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	13:04:32
										Averages :		---	00:00:12	---	---	---	---	00:00:00	00:00:00	---
3/9/2009	0	0	0	0	0	0	0	0	0	0	0	13:34:19	00:00:12	00:02:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	13:04:32
Agent	0	0	0	0	0	0	0	0	0	0	0	13:34:19	00:00:12	00:02:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	13:04:32
										Averages :		---	00:00:12	---	---	---	---	00:00:00	00:00:00	---
Agent Name & ID: Robert - 1452																				
Supervisor Name & ID: Derek - 1496																				
	0	0	0	0	0	0	0	0	0	0	0	07:06:25	03:44:45	00:02:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:13:45
										Averages :		---	03:44:45	---	---	---	---	00:00:00	00:00:00	---
3/9/2009	0	0	0	0	0	0	0	0	0	0	0	07:06:25	03:44:45	00:02:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:13:45
Agent	0	0	0	0	0	0	0	0	0	0	0	07:06:25	03:44:45	00:02:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:13:45
										Averages :		---	03:44:45	---	---	---	---	00:00:00	00:00:00	---
Agent Name & ID: Steve - 1453																				
Supervisor Name & ID: Tim - 1461																				
	0	0	0	0	0	0	0	0	0	0	0	06:29:03	00:00:03	00:06:38	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:33:22
										Averages :		---	00:00:03	---	---	---	---	00:00:00	00:00:00	---
3/9/2009	0	0	0	0	0	0	0	0	0	0	0	06:29:03	00:00:03	00:06:38	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:33:22

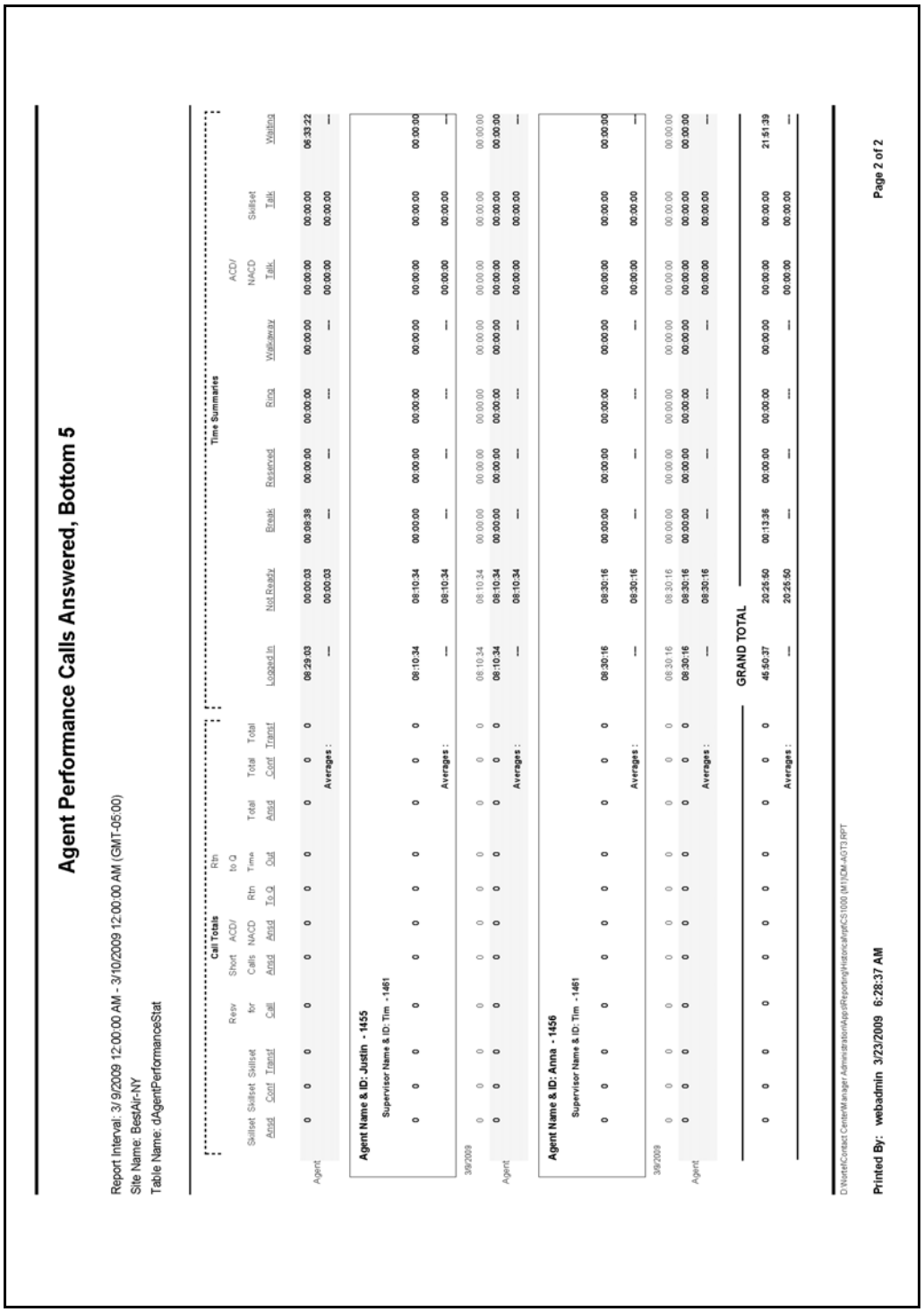
D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT3.RPT

Printed By: webadmin 3/23/2009 6:28:37 AM

Page 1 of 2

Copyright © 2009-2010, Nortel Networks

Agent Performance Calls Answered, Bottom 5 report (page 2 of 2)



Agent Performance Calls Answered, Bottom 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

Call Totals

Agent	Answ Skillset Answ	Answ Skillset Cont	Answ Skillset Transf	Answ for Call	Short Calls Answ	ACD/ NACD Answ	Rtn To Q Answ	Rtn Time Out	Total Answ	Total Cont	Total Transf	Logged In	Not Ready	Break	Reserved	Ring	Walkaway	ACD/ NACD Talk	Skillset Talk	Waiting
Agent	0	0	0	0	0	0	0	0	0	0	0	09:29:03	00:00:03	00:09:39	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:33:22
									Averages :			---	00:00:03	---	---	---	---	---	00:00:00	---
Agent Name & ID: Justin - 1455																				
Supervisor Name & ID: Tim - 1461																				
	0	0	0	0	0	0	0	0	0	0	0	08:10:34	08:10:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Averages :			---	08:10:34	---	---	---	---	---	00:00:00	---
3/9/2009	0	0	0	0	0	0	0	0	0	0	0	08:10:34	08:10:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Agent	0	0	0	0	0	0	0	0	0	0	0	08:10:34	08:10:34	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Averages :			---	08:10:34	---	---	---	---	---	00:00:00	---
Agent Name & ID: Anna - 1456																				
Supervisor Name & ID: Tim - 1461																				
	0	0	0	0	0	0	0	0	0	0	0	08:30:16	08:30:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Averages :			---	08:30:16	---	---	---	---	---	00:00:00	---
3/9/2009	0	0	0	0	0	0	0	0	0	0	0	08:30:16	08:30:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Agent	0	0	0	0	0	0	0	0	0	0	0	08:30:16	08:30:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Averages :			---	08:30:16	---	---	---	---	---	00:00:00	---
GRAND TOTAL																				
	0	0	0	0	0	0	0	0	0	0	0	45:50:37	20:25:50	00:13:36	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	21:51:39
									Averages :			---	20:25:50	---	---	---	---	---	00:00:00	---

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CM-AGT3.RPT

Printed By: webadmin 3/23/2009 6:28:37 AM

Page 2 of 2

Copyright © 2009-2010, Nortel Networks

Agent Performance Calls Answered, Top 5

The Agent Performance Calls Answered, Top 5 report is a daily report that shows contact center managers summarized performance information for the five agents who accepted the highest number of Contact Center Manager contacts.

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

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

This report contains data that is collected daily.

Templates

This report uses the following template.

- dm-agt2.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.SupervisorLogin
Agent Name	iAgentPerformanceStat.Timestamp

Call total statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Skillset Ansd	CallsAnswered	CallsAnswered
Skillset Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther	@RCW_CDNCallsConferenced

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Skillse Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther	@RCW_CDNCallsTransferred
Resv for Call	ReservedForCall	ReservedForCall
Short Calls Ansd	ShortCallsAnswered	ShortCallsAnswered
ACD/NACD Ansd (Communication Server 1000/Meridian 1 PBX)	ACDCallsAnswered + NACDCallsAnswered	@RCW_ACDNACDCallsAnswered
Rtn To Q	CallsReturnedToQ	CallsReturnedToQ
Rtn to Q Time Out	CallsReturnedToQDueTo Timeout	CallsReturnedToQDueToTimeout
Total Ansd	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered	@RCW_TotalCallsAnswered
Total Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther	@RCW_CallsConferenced
Total Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred

Time summary statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

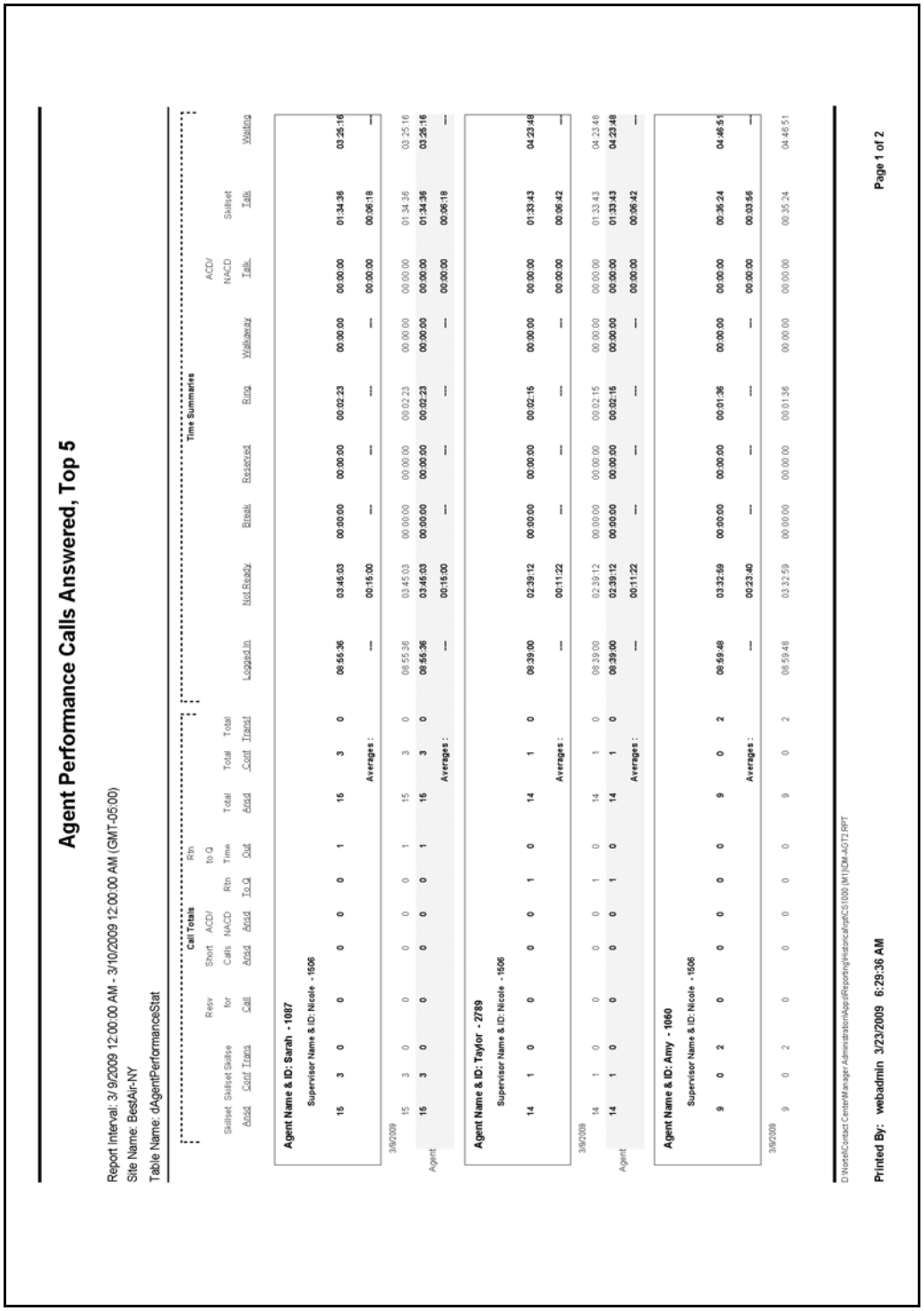
Report field	View field/Formula	View field/Report Creation Wizard formula
Logged In	LoggedInTime	@RCW_LoggedInTime
Not Ready	NotReadyTime	@RCW_NotReadyTime
Break (Communication Server 1000/Meridian 1 PBX)	BreakTime	@RCW_BreakTime
Reserved	ReservedTime	@RCW_ReservedTime
Ring	RingTime	@RCW_RingTime
Walkaway	WalkawayTime	@RCW_WalkawayTime
ACD/NACD Talk (Communication Server 1000/Meridian 1 PBX)	ACDCallsTalkTime + NACDCallsTalkTime	@RCW_ACDNACDCallsTalkTime
Skillset Talk	TalkTime	@RCW_TalkTime
Waiting	WaitingTime	@RCW_WaitingTime

Summaries

Tare similar to those in the Agent Performance report. They report for the five agents who accepted the highest number of Contact Center Manager contacts. Statistics are summarized in the same way as for the Agent Performance report. For more information, see Agent Performance (page 605).

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report (page 1 of 2)



Agent Performance Calls Answered, Top 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	Call Totals													Time Summaries										
	Skillset Ansd	Skillset Cont	Skillset Trans	Resv Skillset for Call	Short Calls Ansd	ACD/ NACD Ansd	Rtn to Q To Q	Rtn Time Out	Total Ansd	Total Cont	Total Trans	Logged In	Not Ready	Break	Reserved	Ring	Walkaway	ACD/ NACD Talk	Skillset Talk	Waiting
Agent Name & ID: Sarah - 1087																				
Supervisor Name & ID: Nicole - 1506																				
	15	3	0	0	0	0	0	1	15	3	0	08:55:36	03:45:03	00:00:00	00:00:00	00:02:23	00:00:00	00:00:00	01:34:36	03:25:16
									Averages :			---	**00:15:00**	---	---	---	---	---	---	---
3/9/2009	15	3	0	0	0	0	0	1	15	3	0	08:55:36	03:45:03	00:00:00	00:00:00	00:02:23	00:00:00	00:00:00	01:34:36	03:25:16
Agent	**15**	**3**	**0**	**0**	**0**	**0**	**0**	**1**	**15**	**3**	**0**	**08:55:36**	**03:45:03**	**00:00:00**	**00:00:00**	**00:02:23**	**00:00:00**	**00:00:00**	**01:34:36**	**03:25:16**
									Averages :			---	**00:15:00**	---	---	---	---	---	---	---
Agent Name & ID: Taylor - 2789																				
Supervisor Name & ID: Nicole - 1506																				
	14	1	0	0	0	0	1	0	14	1	0	08:39:00	02:39:12	00:00:00	00:00:00	00:02:15	00:00:00	00:00:00	01:33:43	04:23:48
									Averages :			---	**00:11:22**	---	---	---	---	---	---	---
3/9/2009	14	1	0	0	0	0	1	0	14	1	0	08:39:00	02:39:12	00:00:00	00:00:00	00:02:15	00:00:00	00:00:00	01:33:43	04:23:48
Agent	**14**	**1**	**0**	**0**	**0**	**0**	**1**	**0**	**14**	**1**	**0**	**08:39:00**	**02:39:12**	**00:00:00**	**00:00:00**	**00:02:15**	**00:00:00**	**00:00:00**	**01:33:43**	**04:23:48**
									Averages :			---	**00:11:22**	---	---	---	---	---	---	---
Agent Name & ID: Amy - 1060																				
Supervisor Name & ID: Nicole - 1506																				
	9	0	2	0	0	0	0	0	9	0	2	08:59:48	03:32:59	00:00:00	00:00:00	00:01:36	00:00:00	00:00:00	00:35:24	04:46:51
									Averages :			---	**00:23:40**	---	---	---	---	---	---	---
3/9/2009	9	0	2	0	0	0	0	0	9	0	2	08:59:48	03:32:59	00:00:00	00:00:00	00:01:36	00:00:00	00:00:00	00:35:24	04:46:51
Agent																				

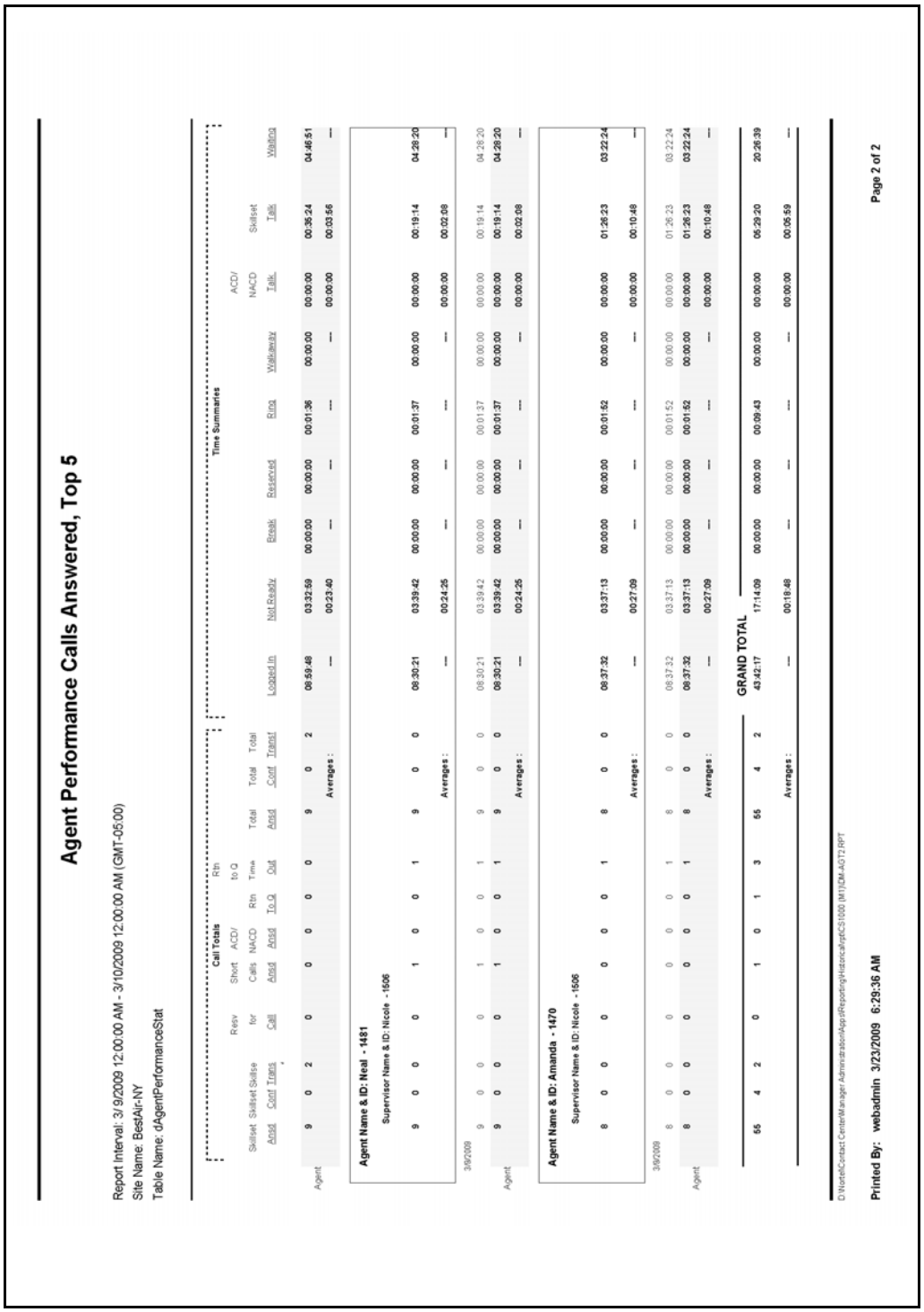
D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rptCS1000 [M1]\DM-AGT2.RPT

Printed By: webadmin 3/23/2009 6:29:36 AM

Page 1 of 2

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report (page 2 of 2)



Agent Performance Calls Answered, Top 5

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

Agent Name & ID: Neal - 1481
Supervisor Name & ID: Nicole - 1506

Agent Name & ID: Amanda - 1470
Supervisor Name & ID: Nicole - 1506

GRAND TOTAL

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rptCS1000 (M1)\CM-AGT2.RPT

Printed By: webadmin 3/23/2009 6:29:36 AM

Page 2 of 2

Copyright © 2009-2010, Nortel Networks

Agent Short Calls

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

This report also itemizes Contact Center Manager and ACD calls that are answered, transferred, conferenced, and returned to queue.

For more information, see Understanding the report descriptions (page 558).

Definition: Short Call

A short call is an incoming Contact Center Manager or ACD call that lasts less than a predetermined amount of time, as defined for the threshold class to which the skillset belongs.

Short calls can occur under the following conditions:

- if a caller disconnects due to dialing the wrong number
- if an agent inadvertently presses the wrong button on the phone

A large number of short calls can suggest a need for further training.

Views

This report uses the AgentPerformanceStat view; see AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection Criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection criteria	Database field names
Agent Login ID	iAgentPerformanceStat.SupervisorLogin
Agent Name	iAgentPerformanceStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Short Calls Answered	ShortCallsAnswered	ShortCallsAnswered
Skillset Answered	CallsAnswered	CallsAnswered
Skillset Conferenced	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther	@RCW_CDNCallsConferenced
Skillset Transferred	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther	@RCW_CDNCallsTransferred
Returned to Queue	CallsReturnedToQ	CallsReturnedToQ
Reserved For Call (NSBR/ NACD options)	ReservedForCall	ReservedForCall
ACD/ NACD Answered (Communication Server 1000/Meridian 1 PBX)	ACDCallsAnswered + NACDCallsAnswered	@RCW_ACDNACDCallsAnswered
ACD Answered (Communication Server 2x00/DMS)	ACDCallsAnswered	ACDCallsAnswered
Returned to Q Due to Timeout	CallsReturnedToQDueTo Timeout	CallsReturnedToQDueToTimeout
Total Answered	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered	@RCW_TotalCallsAnswered

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Total Conferenced	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther	@RCW_CallsConferenced
Total Transferred	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred
Skillset Transfd	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred
Resv'd For Call (NSBR/NACD options)	ReservedForCall	ReservedForCall
Retnd to Que	CallsReturnedToQ	CallsReturnedToQ
Retnd to Que Due Timeout	CallsReturnedToQDueTo Timeout	CallsReturnedToQDueToTimeout

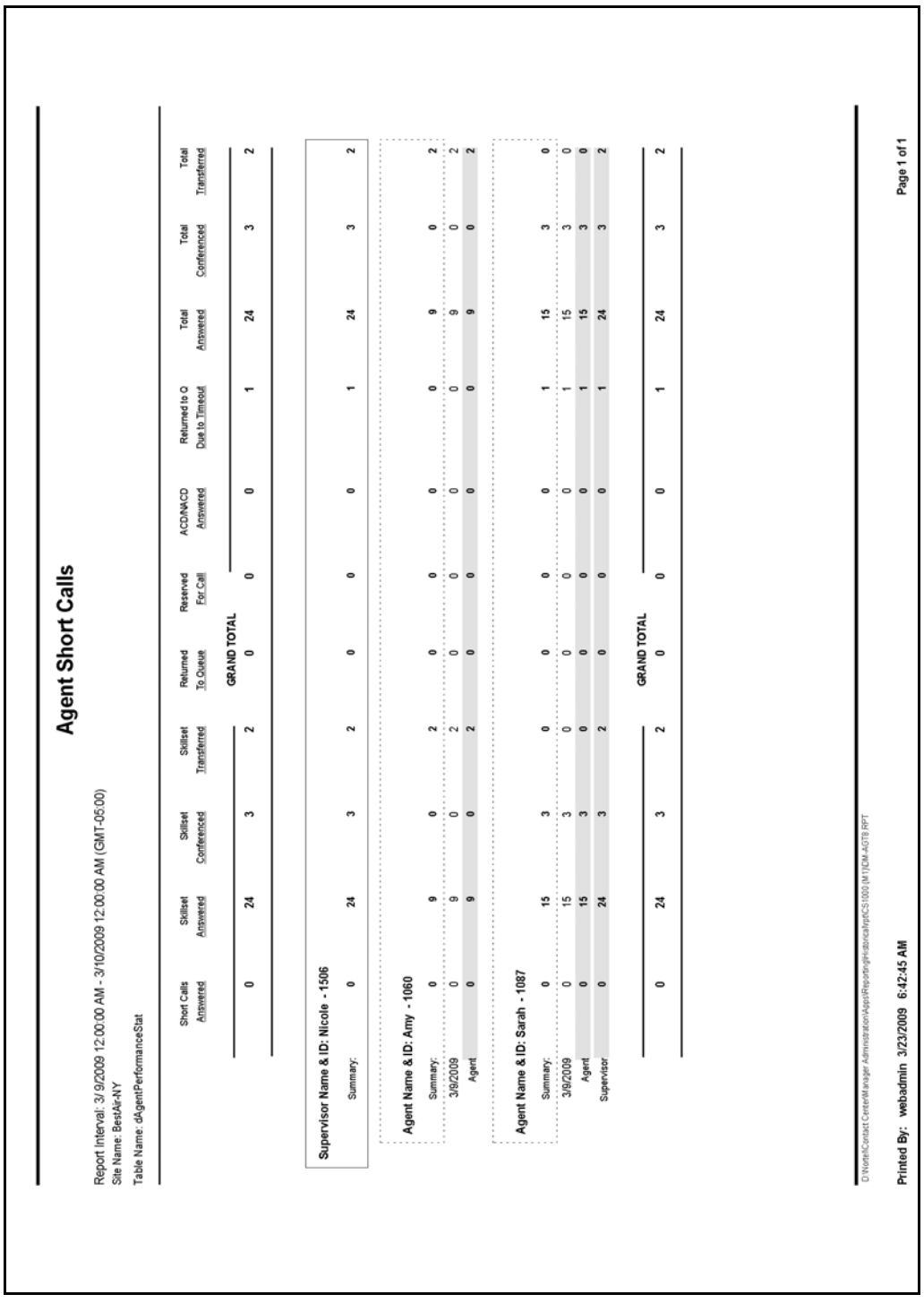
Copyright © 2009-2010, Nortel Networks

Summaries

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

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report



Agent Short Calls

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

	Short Calls Answered	Skillset Answered	Skillset Conferenced	Skillset Transferred	Returned To Queue	Reserved For Call	ACD/NACD Answered	Returned to Q Due to Timeout	Total Answered	Total Conferenced	Total Transferred
GRAND TOTAL	0	24	3	2	0	0	0	1	24	3	2

Supervisor Name & ID: Nicole - 1506

Summary:	0	24	3	2	0	0	0	1	24	3	2

Agent Name & ID: Amy - 1060

Summary:	0	9	0	2	0	0	0	0	9	0	2
3/9/2009	0	9	0	2	0	0	0	0	9	0	2
Agent	0	9	0	2	0	0	0	0	9	0	2

Agent Name & ID: Sarah - 1087

Summary:	0	15	3	0	0	0	0	1	15	3	0
3/9/2009	0	15	3	0	0	0	0	1	15	3	0
Agent	0	15	3	0	0	0	0	1	15	3	0
Supervisor	0	24	3	2	0	0	0	1	24	3	2

GRAND TOTAL	0	24	3	2	0	0	0	1	24	3	2

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpts\CS1000 (M1)\CM-AGT9.RPT

Printed By: webadmin 3/23/2009 6:42:45 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Agent Transferred/Conferenced Activity

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

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

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentPerformanceStat view; see AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID Agent Name	iAgentPerformanceStat.SupervisorLogin iAgentPerformanceStat.Timestamp

Voice contacts transferred/conferenced by statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther	@RCW_CDNCallsConferenced
ACD Transf	ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther	@RCW_ACDCallsTransferred
DN Transf	DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_DNCallsTransferred
Skillset Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther	@RCW_CDNCallsConferenced
ACD Conf	ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther	@RCW_ACDCallsConferenced
DN Conf	DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther	@RCW_DNCallsConferenced

Voice contacts transferred/conferenced by statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Transf ACD	CDNCallsTransferredToIncalls + ACDCallsTransferredToIn calls + DNCallsTransferredToAC DDN	@RCW_CallsTransferredToACD
Transf DN	CDNCallsTransferredToDN + ACDCallsTransferredToDN + DNCallsTransferredToDN	@RCW_CallsTransferredToDN
Transf CDN	CDNCallsTransferredToCDN + ACDCallsTransferredToC DN + DNCallsTransferredToCDN	@RCW_CallsTransferredToCDN
Transf Other	CDNCallsTransferredToOther + ACDCallsTransferredToO ther + DNCallsTransferredToOther	@RCW_CallsTransferredToOther

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Conf ACD	CDNCallsConferencedToIncalls + ACDCallsConferencedToIncalls + DNCallsConferencedToIncalls	@RCW_CallsConferencedToACD
Conf DN	CDNCallsConferencedToDN + ACDCallsConferencedToDN + DNCallsConferencedToDN	@RCW_CallsConferencedToDN
Conf CDN	CDNCallsConferencedToCDN + ACDCallsConferencedTo CDN + DNCallsConferencedToCDN	@RCW_CallsConferencedToCDN
Conf Other	CDNCallsConferencedToOther + ACDCallsConferencedToOther + DNCallsConferencedToOther	@RCW_CallsConferencedToOther

Consultation statistics (Communication Server 1000/Meridian 1 PBX)

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Consultation Time	ConsultationTime	@RCW_ConsultationTime
Transf Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther	@RCW_CallsConferenced

Copyright © 2009-2010, Nortel Networks

Totals statistics (Communication Server 2x00/DMS)

This report uses the following statistics.

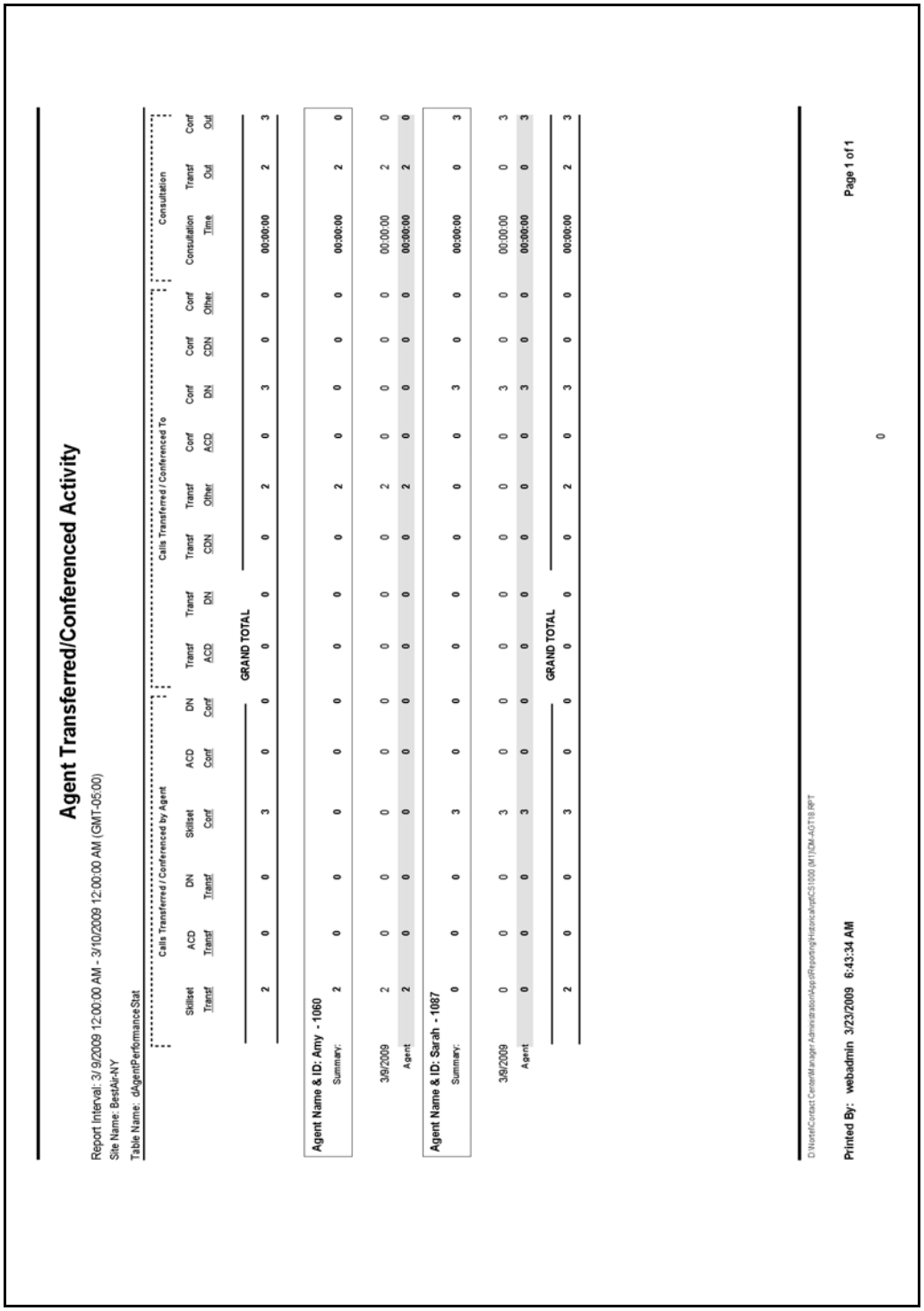
Report field	View field/Formula	View field/Report Creation Wizard formula
Total Transferred Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther	@RCW_CallsTransferred
Total Conferenced Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther	@RCW_CallsConferenced

Summaries

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

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report



Agent Transferred/Conferenced Activity

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)

Site Name: BestAir-NY

Table Name: dAgentPerformanceStat

	Calls Transferred / Conferenced by Agent							Calls Transferred / Conferenced To								Consultation		
	Skillset Transf	ACD Transf	DN Transf	Skillset Conf	ACD Conf	DN Conf	GRAND TOTAL	Transf ACD	Transf DN	Transf CDN	Transf Other	Conf ACD	Conf DN	Conf CDN	Conf Other	Consultation Time	Transf Out	Conf Out
	2	0	0	3	0	0		0	0	0	2	0	3	0	0	00:00:00	2	3
Agent Name & ID: Amy - 1060																		
Summary:	2	0	0	0	0	0		0	0	0	2	0	0	0	0	00:00:00	2	0
3/9/2009	2	0	0	0	0	0		0	0	0	2	0	0	0	0	00:00:00	2	0
Agent	2	0	0	0	0	0		0	0	0	2	0	0	0	0	00:00:00	2	0
Agent Name & ID: Sarah - 1087																		
Summary:	0	0	0	3	0	0		0	0	0	0	0	3	0	0	00:00:00	0	3
3/9/2009	0	0	0	3	0	0		0	0	0	0	0	3	0	0	00:00:00	0	3
Agent	0	0	0	3	0	0		0	0	0	0	0	3	0	0	00:00:00	0	3
	2	0	0	3	0	0	GRAND TOTAL	0	0	0	2	0	3	0	0	00:00:00	2	3

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AG118.RPT

Printed By: webadmin 3/23/2009 6:43:34 AM

0

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Estimated Revenue by Agent

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

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

Attention: This report does not include Not Ready reason codes. For standard reports, localized currency is used.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ActivityCodeStat views (page 49). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Activity Code Activity Name Agent Login ID Agent Name	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.ActivityCode iActivityCodeStat.AgentLogin iActivityCodeStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Statistics

This report uses the following statistics.

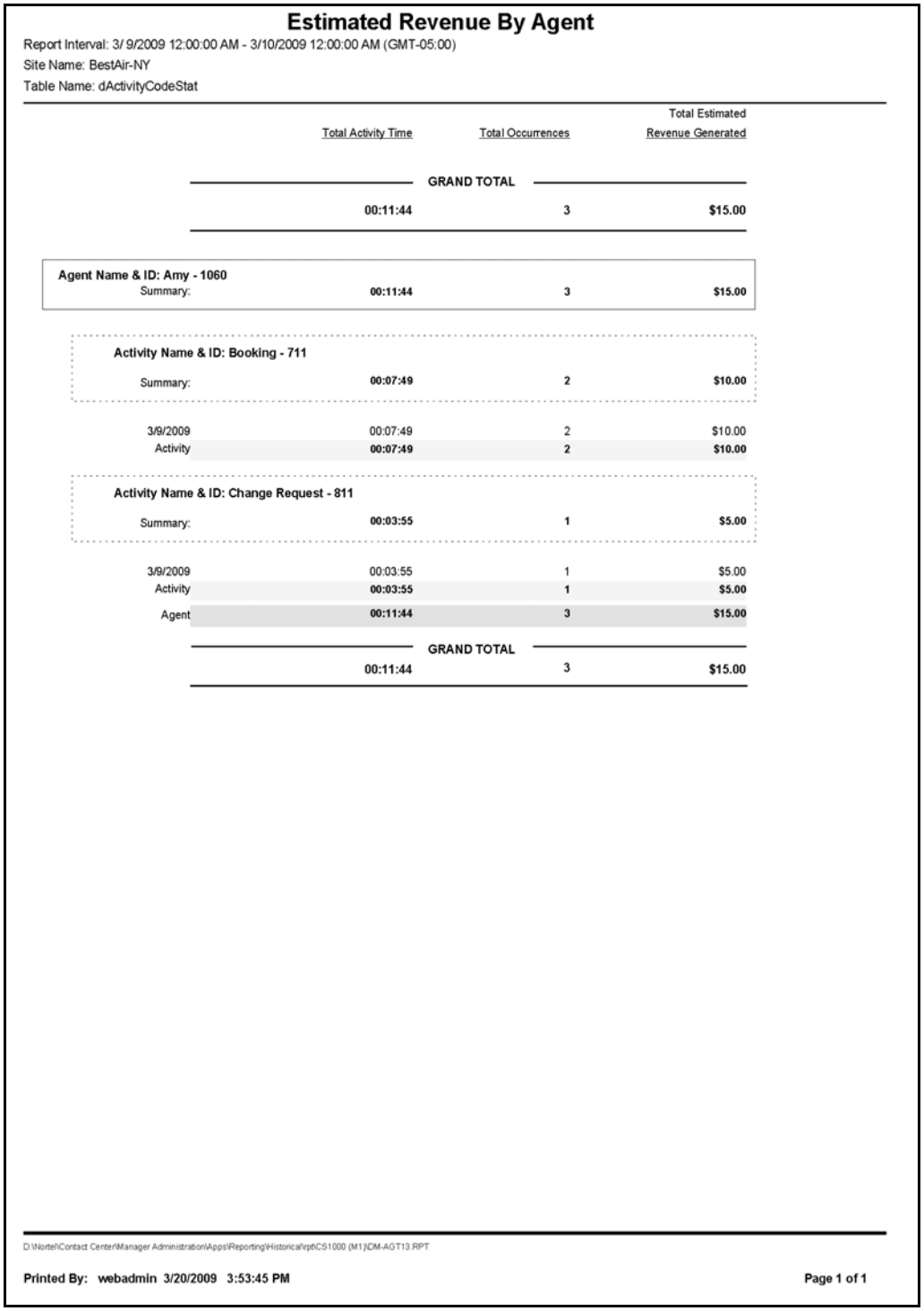
Report field	View field/Formula	View field/Report Creation Wizard formula
Total Activity Time	ActivityTime	@RCW_ActivityTime
Total Occurrences	Occurrences	Occurrences
Total Estimated Revenue Generated	Occurrence s x Per Unit $ (specified at run-time)	@RCW_EstimatedRevenue

Summaries

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

Copyright © 2009-2010, Nortel Networks

Estimated Revenue By Agent report



Estimated Revenue By Agent

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dActivityCodeStat

	Total Activity Time	Total Occurrences	Total Estimated Revenue Generated
GRAND TOTAL			
	00:11:44	**3**	**$15.00**
Agent Name & ID: Amy - 1060			
Summary:	**00:11:44**	**3**	**$15.00**
Activity Name & ID: Booking - 711			
Summary:	**00:07:49**	**2**	**$10.00**
3/9/2009	00:07:49	2	$10.00
Activity	**00:07:49**	**2**	**$10.00**
Activity Name & ID: Change Request - 811			
Summary:	**00:03:55**	**1**	**$5.00**
3/9/2009	00:03:55	1	$5.00
Activity	**00:03:55**	**1**	**$5.00**
Agent	**00:11:44**	**3**	**$15.00**
GRAND TOTAL			
	00:11:44	**3**	**$15.00**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT13.RPT

Printed By: webadmin 3/20/2009 3:53:45 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Not Ready Reason Codes by Agent

With the Not Ready Reason Codes by Agent report you monitor why agents went into Not Ready state. You can define Not Ready reason codes in Contact Center Manager Administration. When an agent enters Not Ready state and enters one of these codes, the incident pegs in the ActivityCodeStat view.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ActivityCodeStat views (page 49). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection Criteria

Selection criteria	Database field names
Activity Name ID Agent Name	iActivityCodeStat.Application <> 'System_Application' iActivityCodeStat.AgentSurName + " " +iActivityCodeStat.AgentGivenName iActivityCodeStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

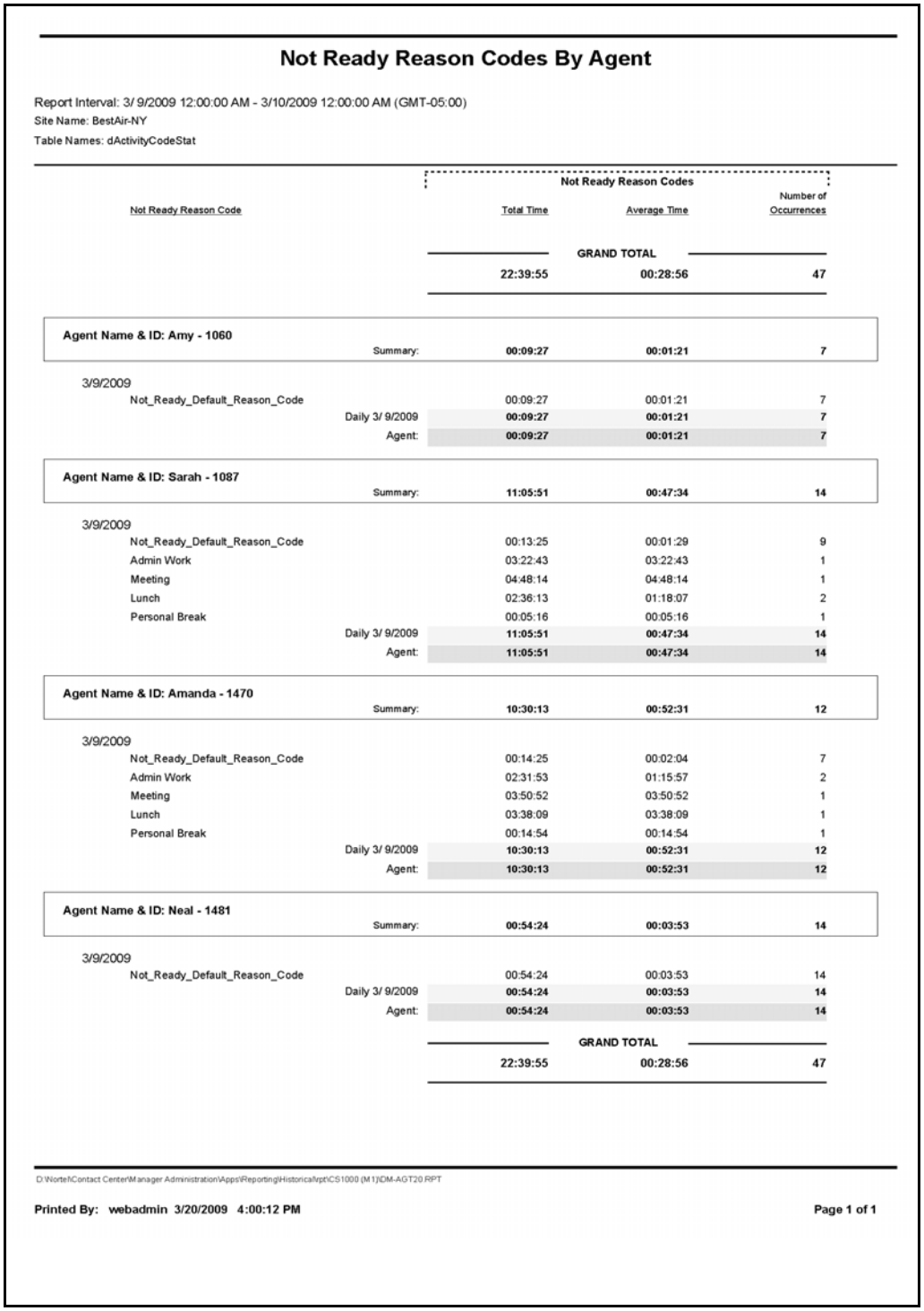
Report field	View field/Formula	View field/Report Creation Wizard formula
Total Time	ActivityTime	@RCW_ActivityTime
Average Time	ActivityTime/Occurrences	@RCW_AverageActivityTime
Number of Occurrences	Occurrences	Occurrences

Summaries

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

Copyright © 2009-2010, Nortel Networks

Not Ready Reason Codes By Agent report



Not Ready Reason Codes By Agent

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Names: dActivityCodeStat

Not Ready Reason Code		Not Ready Reason Codes: Total Time	Average Time	Number of Occurrences
		GRAND TOTAL		
		22:39:55	00:28:56	47
Agent Name & ID: Amy - 1060				
	Summary:	00:09:27	00:01:21	7
3/9/2009				
Not_Ready_Default_Reason_Code		00:09:27	00:01:21	7
	Daily 3/ 9/2009	00:09:27	00:01:21	7
	Agent:	00:09:27	00:01:21	7
Agent Name & ID: Sarah - 1087				
	Summary:	11:05:51	00:47:34	14
3/9/2009				
Not_Ready_Default_Reason_Code		00:13:25	00:01:29	9
Admin Work		03:22:43	03:22:43	1
Meeting		04:48:14	04:48:14	1
Lunch		02:36:13	01:18:07	2
Personal Break		00:05:16	00:05:16	1
	Daily 3/ 9/2009	11:05:51	00:47:34	14
	Agent:	11:05:51	00:47:34	14
Agent Name & ID: Amanda - 1470				
	Summary:	10:30:13	00:52:31	12
3/9/2009				
Not_Ready_Default_Reason_Code		00:14:25	00:02:04	7
Admin Work		02:31:53	01:15:57	2
Meeting		03:50:52	03:50:52	1
Lunch		03:38:09	03:38:09	1
Personal Break		00:14:54	00:14:54	1
	Daily 3/ 9/2009	10:30:13	00:52:31	12
	Agent:	10:30:13	00:52:31	12
Agent Name & ID: Neal - 1481				
	Summary:	00:54:24	00:03:53	14
3/9/2009				
Not_Ready_Default_Reason_Code		00:54:24	00:03:53	14
	Daily 3/ 9/2009	00:54:24	00:03:53	14
	Agent:	00:54:24	00:03:53	14
		GRAND TOTAL		
		22:39:55	00:28:56	47

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT20.RPT

Printed By: webadmin 3/20/2009 4:00:12 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Skillset by Agent Performance

The Skillset by Agent Performance report shows summarized agent performance data for each skillset under review. The report details performance statistics such as the total number of contacts accepted, total time spent serving contact center customers, and average processing time. This report is an indicator of agent contribution to a skillset.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AgentBySkillsetStat views (page 67). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-agt21.rpt
- dm-agt21.rpt
- wm-agt21.rpt
- mm-agt21.rpt

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Activity Login ID	iAgentBySkillsetStat.AgentLogin
Agent Name Skillset Name ID	
Skillset Name	iAgentBySkillsetStat.Skillset
	iAgentBySkillsetStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

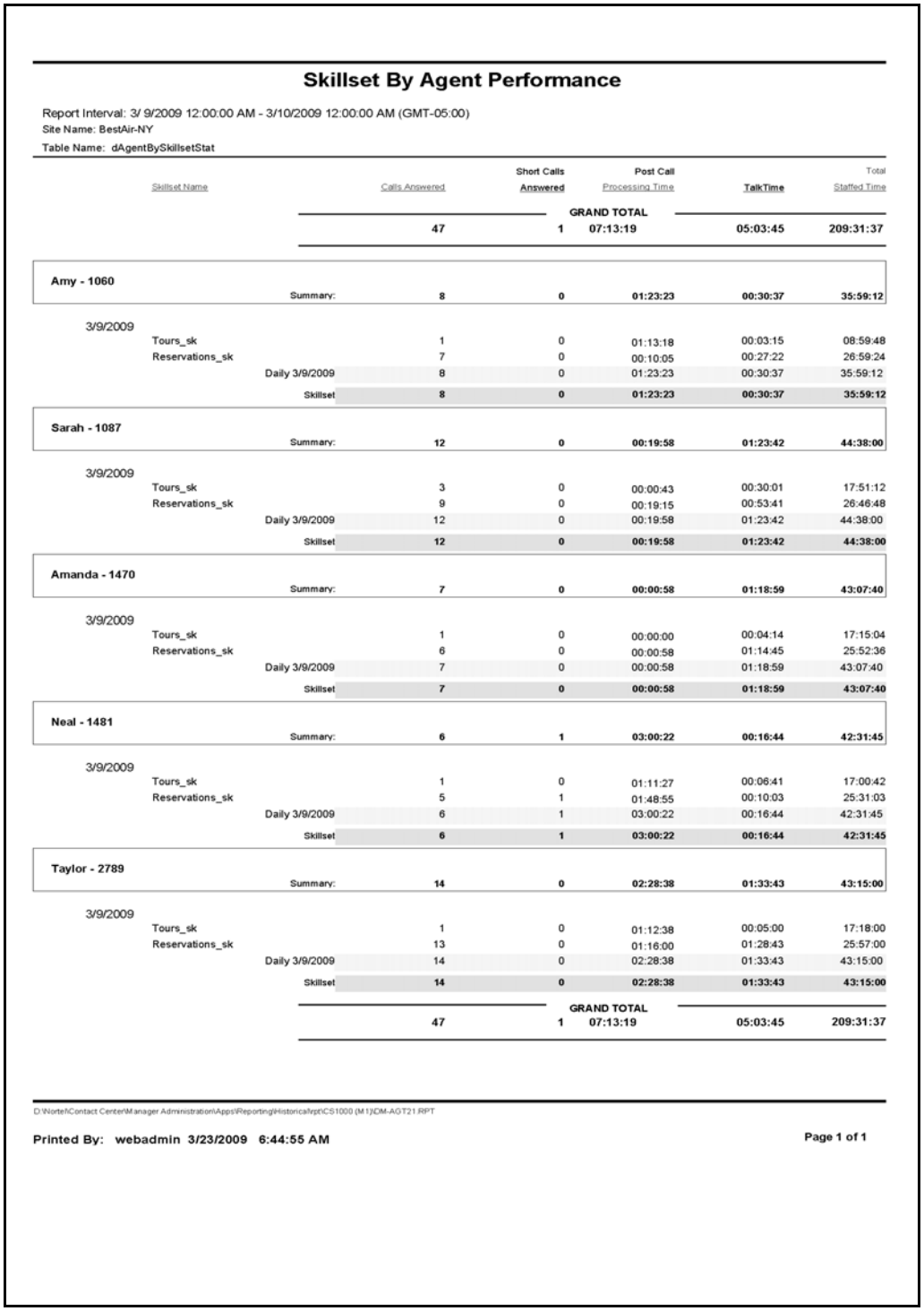
Report field	View field/Formula	View field/Report Creation Wizard formula
Answered	CallsAnswered	CallsAnswered
Short Calls Answered	ShortCallsAnswered	ShortCallsAnswered
Post Call Processing Time	PostCallProcessingTime	@RCW_PostCallProcessingTime
Talk Time	TalkTime	@RCW_TalkTime
Total Staffed Time	TotalStaffedTime	@RCW_TotalStaffedTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

Skillset By Agent Performance report



Skillset By Agent Performance

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentBySkillsetStat

Skillset Name		Calls Answered	Short Calls Answered	Post Call Processing Time	TalkTime	Total Staffed Time
	GRAND TOTAL	47	1	07:13:19	05:03:45	209:31:37
Amy - 1060	Summary:	8	0	01:23:23	00:30:37	35:59:12
3/9/2009						
Tours_sk		1	0	01:13:18	00:03:15	08:59:48
Reservations_sk		7	0	00:10:05	00:27:22	26:59:24
	Daily 3/9/2009	8	0	01:23:23	00:30:37	35:59:12
	Skillset	8	0	01:23:23	00:30:37	35:59:12
Sarah - 1087	Summary:	12	0	00:19:58	01:23:42	44:38:00
3/9/2009						
Tours_sk		3	0	00:00:43	00:30:01	17:51:12
Reservations_sk		9	0	00:19:15	00:53:41	26:46:48
	Daily 3/9/2009	12	0	00:19:58	01:23:42	44:38:00
	Skillset	12	0	00:19:58	01:23:42	44:38:00
Amanda - 1470	Summary:	7	0	00:00:58	01:18:59	43:07:40
3/9/2009						
Tours_sk		1	0	00:00:00	00:04:14	17:15:04
Reservations_sk		6	0	00:00:58	01:14:45	25:52:36
	Daily 3/9/2009	7	0	00:00:58	01:18:59	43:07:40
	Skillset	7	0	00:00:58	01:18:59	43:07:40
Neal - 1481	Summary:	6	1	03:00:22	00:16:44	42:31:45
3/9/2009						
Tours_sk		1	0	01:11:27	00:06:41	17:00:42
Reservations_sk		5	1	01:48:55	00:10:03	25:31:03
	Daily 3/9/2009	6	1	03:00:22	00:16:44	42:31:45
	Skillset	6	1	03:00:22	00:16:44	42:31:45
Taylor - 2789	Summary:	14	0	02:28:38	01:33:43	43:15:00
3/9/2009						
Tours_sk		1	0	01:12:38	00:05:00	17:18:00
Reservations_sk		13	0	01:16:00	01:28:43	25:57:00
	Daily 3/9/2009	14	0	02:28:38	01:33:43	43:15:00
	Skillset	14	0	02:28:38	01:33:43	43:15:00
	GRAND TOTAL	47	1	07:13:19	05:03:45	209:31:37

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-AGT21.RPT

Printed By: webadmin 3/23/2009 6:44:55 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Standard call by call reports

This chapter provides a description of standard call by call reports.

Navigation

- Call by Call Statistics (page 645)

Copyright © 2009-2010, Nortel Networks

Call by Call Statistics

For each contact, the Call by Call Statistics report shows detailed information including time, event, agent, source, and destination.

You can collect contact information from the time the contact starts until the time it leaves Contact Center Manager control. You can collect statistics for all events defined in Historical Statistics Collection.

The Call by Call Statistics report includes event information from a specific day. The report can be generated for a maximum 1–hour period on that day.

Call by Call Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports. Event information is written to the database every 15 minutes.

For more information, see Understanding the report descriptions (page 558).

Daylight Savings Time

With Contact Center Manager Server 6.0 SU03 and later, the report takes advantage of new fields in the database view. These changes help to ensure that the data is reported in the correct order even after a significant time change occurs, such as Daylight Savings Time.

The following enhancements are available:

- When the Contact Center Manager Server time changes, events related to the current call are reported in the order they occur regardless of the time the event occurs.
- The date and time of when a call first arrives is known regardless of the first event on the report. Call arrived date and time are printed with the Call ID.
- The report is grouped first by the date and time the call arrived, and then by the Call ID. If a Call ID is reused, the events of each call are reported as unique call events.

Call by Call reports and Symposium Call Center Server 5.0 call data

If your Contact Center Manager Server contains data migrated from Symposium Call Center Server 5.0, it is possible that no timestamp is available for certain call events. When this occurs, the timestamp field on the report appears blank.

Views

This report uses the following views:

- eCallByCallStatYYYYMMDD; see eCallByCallStat views (page 214).

Copyright © 2009-2010, Nortel Networks

- Agent; see Agent view (page 241).

For more information about views, see Access rights by view (page 25).

Collection frequency

This report contains interval data.

Templates

Two templates for this report are available. If you have a release of Contact Center Manager Server earlier than SU03, this report uses the em-res9.rpt template. If you have Contact Center Manager Server SU03 and later, this report uses the em-res9.rpt template in the subfolder 60.

Selection criteria

Report field	View field/Formula	View field/Report Creation Wizard formula
Call ID	eCallByCallStatYYYYMMDD.CallId	eCallByCallStatYYYYMMDD.CallId
Time	eCallByCallStatYYYYMMDD.Time	eCallByCallStatYYYYMMDD.Time
Event	eCallByCallStatYYYYMMDD.CallEventName	eCallByCallStatYYYYMMDD.Ca llEventName
Agent	Agent.SurName, Agent.GivenName, Agent.TelsetLoginID	@RCW_AgentNameID
Source	eCallByCallStatYYYYMMDD.Source	eCallByCallStatYYYYMMDD.Source
Destination	eCallByCallStatYYYYMMDD.Destination	eCallByCallStatYYYYMMDD.Destination
Associated Data	eCallByCallStatYYYYMMDD.AssociatedData	eCallByCallStatYYYYMMDD.AssociatedData
Event Data	eCallByCallStatYYYYMMDD.EventData	eCallByCallStatYYYYMMDD.EventData

Grouping

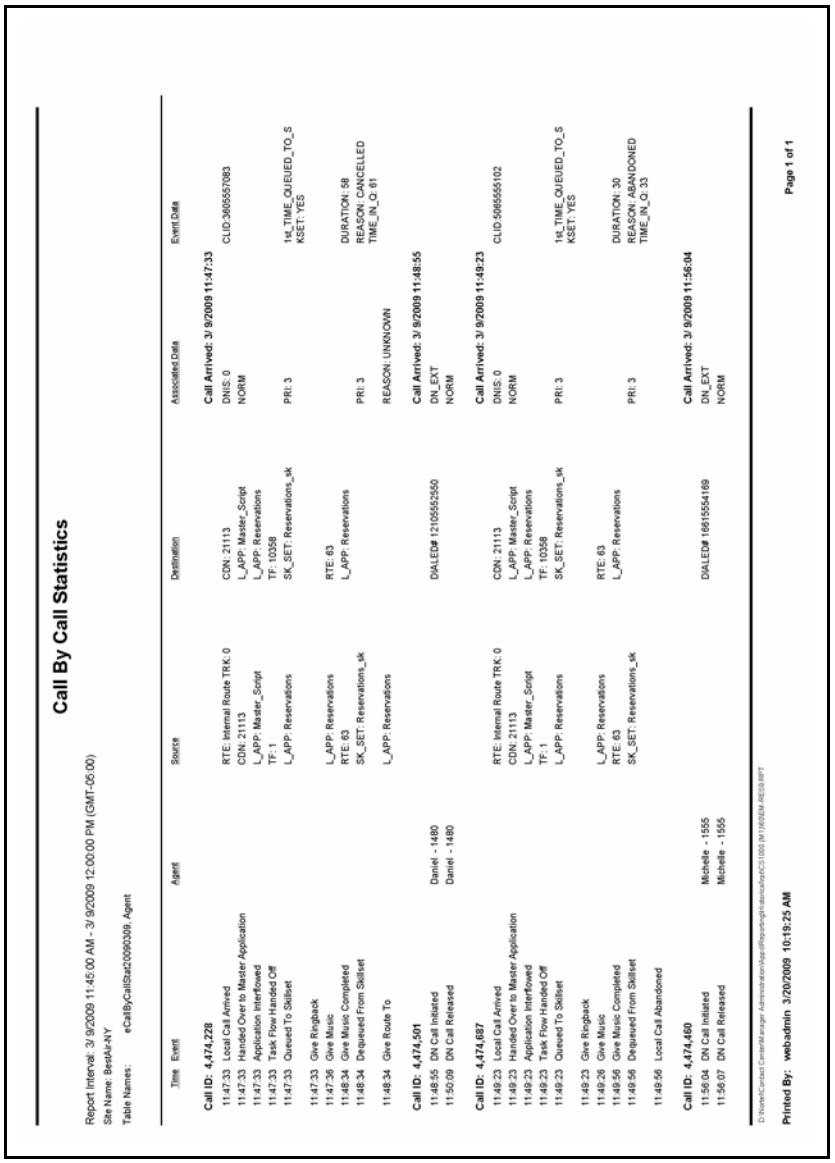
Events in the Call by Call Statistics report are grouped by call ID.

Copyright © 2009-2010, Nortel Networks

Report examples

The report example that follows was generated on a Contact Center Manager Server 6.0 with SU03 or later.

Call by Call Report



Call By Call Statistics

Report Interval: 3/ 9/2009 11:45:00 AM - 3/ 9/2009 12:00:00 PM (GMT-05:00)
Site Name: BestAir-NY
Table Names: eCallByCallStat20090309, Agent

Time	Event	Agent	Source	Destination	Associated Data	Event Data
Call ID: 4,474,228					**Call Arrived: 3/ 9/2009 11:47:33**	
11:47:33	Local Call Arrived		RTE: Internal Route TRK: 0	CDN: 21113	DNIS: 0	CLID:3605557083
11:47:33	Handed Over to Master Application		CDN: 21113	L_APP: Master_Script	NORM	
11:47:33	Application Interfowed		L_APP: Master_Script	L_APP: Reservations		
11:47:33	Task Flow Handed Off		TF: 1	TF: 10358		
11:47:33	Queued To Skillset		L_APP: Reservations	SK_SET: Reservations_sk	PRI: 3	1st_TIME_QUEUED_TO_S KSET: YES
11:47:33	Give Ringback		L_APP: Reservations	RTE: 63		
11:47:36	Give Music		L_APP: Reservations	L_APP: Reservations		
11:48:34	Give Music Completed		RTE: 63		PRI: 3	DURATION: 58
11:48:34	Dequeued From Skillset		SK_SET: Reservations_sk			REASON: CANCELLED
11:48:34	Give Route To		L_APP: Reservations		REASON: UNKNOWN	TIME_IN_Q: 61
Call ID: 4,474,501					**Call Arrived: 3/ 9/2009 11:48:55**	
11:48:55	DN Call Initiated	Daniel - 1480		DIALED# 12105552550	DN_EXT	
11:50:09	DN Call Released	Daniel - 1480			NORM	
Call ID: 4,474,687					**Call Arrived: 3/ 9/2009 11:49:23**	
11:49:23	Local Call Arrived		RTE: Internal Route TRK: 0	CDN: 21113	DNIS: 0	CLID:5065555102
11:49:23	Handed Over to Master Application		CDN: 21113	L_APP: Master_Script	NORM	
11:49:23	Application Interfowed		L_APP: Master_Script	L_APP: Reservations		
11:49:23	Task Flow Handed Off		TF: 1	TF: 10358		
11:49:23	Queued To Skillset		L_APP: Reservations	SK_SET: Reservations_sk	PRI: 3	1st_TIME_QUEUED_TO_S KSET: YES
11:49:23	Give Ringback		L_APP: Reservations	RTE: 63		
11:49:26	Give Music		RTE: 63	L_APP: Reservations		
11:49:56	Give Music Completed		RTE: 63			DURATION: 30
11:49:56	Dequeued From Skillset		SK_SET: Reservations_sk		PRI: 3	REASON: ABANDONED
11:49:56	Local Call Abandoned					TIME_IN_Q: 33
Call ID: 4,474,460					**Call Arrived: 3/ 9/2009 11:56:04**	
11:56:04	DN Call Initiated	Michelle - 1555		DIALED# 16615554169	DN_EXT	
11:56:07	DN Call Released	Michelle - 1555			NORM	

D:\Nortel\Contact Center\Manager Administration\AppData\Logs\Historical\eCS1000 SP1\20090309-082639.RPT

Printed By: webadmin 3/20/2009 10:19:25 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Standard configuration reports

This chapter describes standard configuration reports.

Navigation

- Activity Code Properties (page 650)
- Agent by Supervisor Properties (page 652)
- Agent Properties (page 654)
- Agent Skillset Assignment (page 659)
- Agent Skillset Properties (page 661)
- Agent Supervisor Assignment (page 664)
- Application Script Properties (page 667)
- Application Template Properties (page 669)
- CDN (Route Point) Properties (page 671)
- Database View Definitions (page 673)
- DNIS Properties (page 676)
- Formula Properties (page 679)
- Historical and Real Time Statistics Properties (page 681)
- IVR Port Properties (page 688)
- IVR Queue and Port Properties (page 688)
- Logged In Agent Position ID (page 692)
- Real Time Template Properties (page 695)
- Route Properties (page 698)
- Script Variable by Script (page 700)
- Script Variable Properties (page 702)
- Skillset Properties (page 705)
- Supervisor Properties (page 708)
- Telephone Display Properties (page 711)

Copyright © 2009-2010, Nortel Networks

- User Access Privilege (page 713)

Copyright © 2009-2010, Nortel Networks

Activity Code Properties

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

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ActivityCode view. For more information about views, see Access rights by view (page 25).

Templates

This report uses the config8.rpt template.

Selection criteria

Selection criteria	Database field names
Activity Code	ActivityCode.ActivityCode
Activity Name	

Statistics

Refer to the following table for the statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Activity Code Name	Name	Name
Activity Code Number	ActivityCode	ActivityCode

Copyright © 2009-2010, Nortel Networks

Config-Activity Code Properties

Config - Activity Code Properties

Site Name: BestAir-NY
Table Name: ActivityCode

Activity Code Name	Activity Code Number
Admin Work	06
Booking	711
Change Request	811
Inquiry	411
Lunch	02
Meeting	03
Not_Ready_Default_Reason_Code	000
NotRdy_Pull_Mode_Default_Code	0000
Personal Break	01
Research Call	05
Skillset_Default_Activity_Code	00
System_Default_Activity_Code	0
Training	04

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG8.RPT
Printed By: webadmin 3/16/2009 11:37:20 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Agent by Supervisor Properties

The Agent by Supervisor Properties report lists agents and the supervisors to whom they are assigned.

Attention: Agents created from the Classic Client on Symposium Contact Center Client 5.0 can have a primary supervisor and reporting supervisors.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the SupervisorAgentAssignment view. For more information about views, see Access rights by view (page 25).

Templates

This report uses the config31.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Supervisor Login ID Supervisor Name	SupervisorAgentAssignment.SupervisorTelsetLoginID

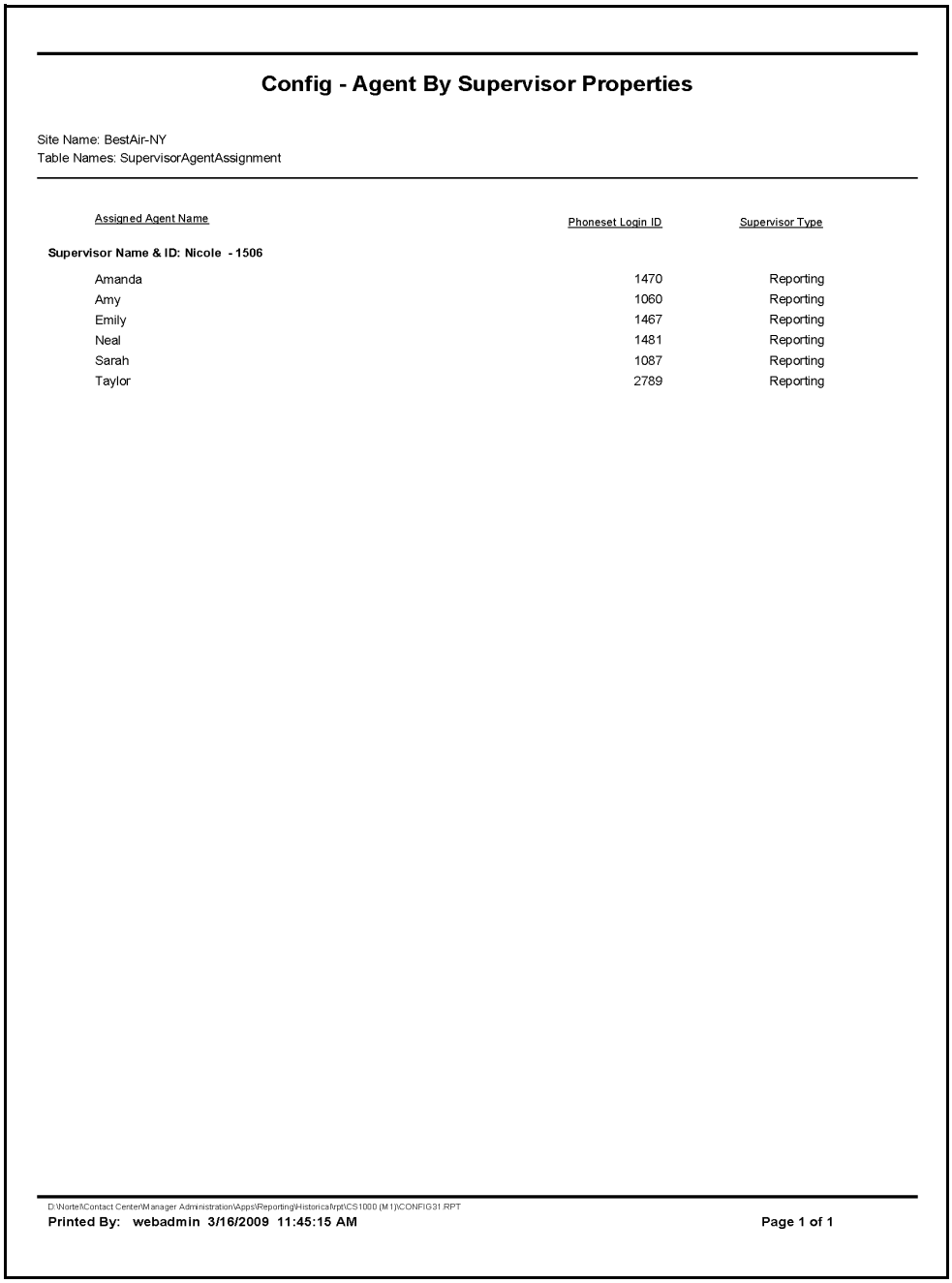
Statistics

Refer to the following table for statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Supervisor Name & ID	SupervisorGivenName SupervisorSurName SupervisorTelsetLoginID	@RCW_SupervisorNameID
Assigned Agent Name	AgentGivenName AgentSurName	@RCW_AgentName
Phoneset Login ID	AgentTelsetLoginID	AgentTelsetLoginID
Supervisor Type	Type	@RCW_SupervisorType

Copyright © 2009-2010, Nortel Networks

Config-Agent By Supervisor Properties



Config - Agent By Supervisor Properties

Site Name: BestAir-NY
Table Names: SupervisorAgentAssignment

Assigned Agent Name	Phoneset Login ID	Supervisor Type
Supervisor Name & ID: Nicole - 1506		
Amanda	1470	Reporting
Amy	1060	Reporting
Emily	1467	Reporting
Neal	1481	Reporting
Sarah	1087	Reporting
Taylor	2789	Reporting

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG31.RPT
Printed By: webadmin 3/16/2009 11:45:15 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Agent Properties

The Agent Properties report presents agent information in the following categories:

- general information—including threshold class name, department, and title
- agent call presentation information—including call presentation options defined for the agent's call presentation class
- phoneset information—including port information for the phone at which the agent is logged on, and the agent's personal or secondary directory number
- supervisor information—which lists the agent's supervisors

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- Agent; see Agent view (page 241)
- SupervisorAgentAssignment; see SupervisorAgentAssignment view (page 314)

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config5.rpt template.

Selection criteria

The following table gives the description of Selection criteria.

Selection criteria	Database field names
Agent Login ID	Agent.TelsetLoginID
Agent Name	

General fields

The General fields contain the reports in the following table.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Agent Name & ID	Agent.GivenName Agent.SurName Agent.TelsetLoginID	@RCW_AgentNameID
Threshold Class	Agent.ThresholdTemplate Name	Agent.ThresholdTemplate Name
Department	Agent.Department	Agent.Department
Title	Agent.Title	Agent.Title
Comment	Agent.Comment	Agent.Comment
URI (SIP)	Agent.URI	Agent.URI

Agent Call Presentation fields

The Agent Call Presentation fields contain the reports in the following table.

Report field	View field/Formula	View field/Report Creation Wizard formula
Call Presentation Class	Agent.TemplateName	Agent.TemplateName
Call Force Option (Communication Server 1000/ Meridian 1 PBX)	Agent.CallForceOption	Agent.CallForceOption
Call Force Timer Delay (Communication Server 1000/ Meridian 1 PBX)	Agent.CallForceDelayTimer	@RCW_CallForceDelayTimer
Reserve for Network Call (NSBR option)	Agent.TelsetShowReserve	Agent.TelsetShowReserve
Return To Queue On No Answer	Agent.ReturnToQueueOnNo Answer	Agent.ReturnToQueueOnNo Answer
Return To Queue Wait Interval	Agent.ReturnToQueueWait Interval	@RCW_ReturnToQueueWait Interval
Make Phoneset	Agent.ReturnToQueueMoe	@RCW_MakePhoneSet
DN On Hold (Communication Server 1000/ Meridian 1 PBX)	Agent.AlternateCallAnswer	Agent.AlternateCallAnswer

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Union Break Timer (Communication Server 1000/ Meridian 1 PBX)	Agent.UnionBreakTimer	Agent.UnionBreakTimer
Not Ready on Secondary DN (Communication Server 2x00/DMS)	Agent.NROSDN	Agent.NROSDN
Variable Wrap Time (Communication Server 2x00/DMS)	Agent.VariableWrap	@RCW_VariableWrap

Phoneset fields

The following table describes the Phoneset fields.

Report field	View field/Formula	View field/Report Creation Wizard formula
Phoneset Login ID	Agent.TelsetLoginID	Agent.TelsetLoginID
Personal DN (Communication Server 1000/ Meridian 1 PBX)	Agent.PersonalDN	@RCW_PersonalDN
Secondary DN (Communication Server 2x00/ DMS)	Agent.SecondaryDN	Agent.SecondaryDN
Switch Port Address	Agent.SwitchPortAddress	@RCW_SwitchPortAddress
Switch Port Name	Agent.SwitchPortName	@RCW_SwitchPortName
Switch Port ID	Agent.SwitchID	Agent.SwitchID

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
ACD_Queue (Default Que Management [DQM])	Agent.ACD_Queue	Agent.ACD_Queue
ACD_Queue_ Error (Default Que Management [DQM])	Agent.ACD_QueueStatus	Not Available

Supervisor fields

The following table describes the supervisor fields.

Report field	View field/Formula	View field/Report Creation Wizard formula
Supervisor Name	SupervisorAgentAssignment .SupervisorSurname SupervisorAgentAssignment .SupervisorGivenName	@RCW_SupervisorName
Supervisor Phoneset Login ID	SupervisorAgentAssignment .SupervisorTelsetLoginID	@RCW_SupervisorID
Type	SupervisorAgentAssignment .Type	@RCW_SupervisorType

Agent capabilities

The following table describes the Agent capabilities.

Report field	View field/Formula	View field/Report Creation Wizard formula
Name	ContactType.Name	ContactType.Name

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report

Config - Agent Properties

Site Name: BestAir-NY

Table Names: Agent, SupervisorAgentAssignment

Agent Name & ID: Amy -- 1060

General

Threshold Class:	Inside_Sales_Agent
Department:	Sales
Title:	Agent
Comment:	BestAir Agent

Agent Call Presentation

Call Presentation Class:	BestAir_OB_Agent
Call Force Option:	N
Call Force Timer Delay:	N/A
Reserve for Network Call:	N
Return To Queue On No Answer:	Y
Return To Queue Wait Interval:	30
Make Phoneset:	Not Ready
DN On Hold:	Y
Union Break Timer:	0

Phoneset

Phoneset Login ID:	1060
Personal DN:	
Switch Port Address:	88-0-4-13
Switch Port Name:	Sales
Switch ID:	1
ACD_Queue:	
ACD_Queue_Error:	

Supervisor Name	Supervisor Phoneset Login ID	Type
Nicole	1506	Reporting

Agent Capabilities

Voice
Outbound

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DCM\CONFIG5.RPT

Printed By: webadmin 3/16/2009 11:55:31 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Agent Skillset Assignment

The Agent Skillset Assignment report lists scheduled changes of agents and skillset assignments.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ScheduledSkillsetAssignment view. For more information about views, see Access rights by view (page 25).

Templates

This report uses the config24.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	ScheduledSkillsetAssignment.UserTelsetLoginID
Agent Name	

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Assignment Name	AssignName	AssignName
Status	Status	Status
Comment	Comment	Comment
Agent Name and Phoneset Login	UserSurName UserGivenName UserTelsetLoginID	@RCW_UserNameID
To Skillset	SkillsetName	SkillsetName
SkillsetState	SkillsetState	SkillsetState
Priority	Priority	@RCW_Priority

Copyright © 2009-2010, Nortel Networks

Config-Agent Skillset Assignment

Config - Agent Skillset Assignment

Site Name: BestAir-NY
Table Names: ScheduledSkillsetAssignment

	Agent Name and Phoneset Login	To Skillset	SkillsetState	Priority
Assignment Name: Update_AM				
Status: RAN OK				
Comment:				
	Holly - 2790	Groups_sk	Active	1
		Reservations_sk	Active	3
		Tours_sk	Active	3
	Joan - 2788	Groups_sk	Active	1
		Reservations_sk	Active	3
		Tours_sk	Active	3
	Taylor - 2789	Groups_sk	Active	1
		Reservations_sk	Active	3
		Tours_sk	Active	3
Assignment Name: Update_PM				
Status: RAN OK				
Comment:				
	Holly - 2790	Groups_sk	Standby	n/a
		Reservations_sk	Standby	n/a
		Tours_sk	Standby	n/a
	Joan - 2788	Groups_sk	Standby	n/a
		Reservations_sk	Standby	n/a
		Tours_sk	Standby	n/a
	Taylor - 2789	Groups_sk	Standby	n/a
		Reservations_sk	Standby	n/a
		Tours_sk	Standby	n/a

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG24.RPT

Printed By: webadmin 3/16/2009 12:15:36 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Agent Skillset Properties

The Agent Skillset Properties report lists general agent information and skillset assignments. General information includes department, title, and assigned templates. Skillset information includes the skillset name and the agent's priority within the skillset.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- Agent (see page 382)
- SkillsetByAgent (see page 471)
- Skillset (see page 467)

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config29.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	Agent.UserID = SkillsetByAgent.UserID
Agent Name	SkillsetByAgent.SkillsetID = Skillset.SkillsetID
	Agent.TelsetLoginID

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Agent Name	Agent.SurName	@RCW_AgentNameID
	Agent.GivenName	
	Agent.TelsetLoginID	
Personal DN (Communication	Agent.PersonalDN	@RCW_PersonalDN
Server 1000/ Meridian 1 PBX)		
Call Presentation Class	Agent.AgentTemplateName	Agent.AgentTemplateName
Threshold Class	Agent.AgentTemplateName	Agent.AgentTemplateName
Skillset Name	Skillset.Skillset	Skillset.Skillset
Skillset State	SkillsetByAgent.SkillsetState	SkillsetByAgent.SkillsetState
Priority	SkillsetByAgent.Priority	@RCW_Priority

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report

Config - Agent Skillset Properties

Site Name: BestAir-NY
Table Names: Agent, SkillsetByAgent, Skillset

Agent Name & ID: Amanda - 1470

Personal DN: Personal DN not defined
Call Presentation Class: BestAir_OB_Agent
Threshold Class: Sales_Agent

Skillset Name	Skillset State	Priority
Tours_sk	Active	1
Groups_sk	Active	3
Reservations_sk	Active	1
OB_Marketing_sk	Active	6

Agent Name & ID: Amy - 1060

Personal DN: Personal DN not defined
Call Presentation Class: BestAir_OB_Agent
Threshold Class: Sales_Agent

Skillset Name	Skillset State	Priority
OB_Marketing_sk	Active	6
Reservations_sk	Active	1
Groups_sk	Active	3

Agent Name & ID: Emily - 1467

Personal DN: Personal DN not defined
Call Presentation Class: BestAir_OB_Agent
Threshold Class: Sales_Agent

Skillset Name	Skillset State	Priority
OB_Marketing_sk	Active	1

Agent Name & ID: Sarah - 1087

Personal DN: Personal DN not defined
Call Presentation Class: BestAir_OB_Agent
Threshold Class: Sales_Agent

Skillset Name	Skillset State	Priority
Reservations_sk	Active	1
Groups_sk	Active	3
OB_Marketing_sk	Active	6
Tours_sk	Active	1

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG29.RPT

Page 1 of 1

Printed By: webadmin 3/23/2009 2:56:31 PM

Copyright © 2009-2010, Nortel Networks

Agent Supervisor Assignment

The Agent Supervisor Assignment report lists agent to supervisor assignments and the properties.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- ScheduledSupervisorAssignment (see page 454)
- SupervisorAgentAssignment (see page 482)

For more information about views, seeAccess rights by view (page 25).

Templates

This report uses the config23.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	SupervisorAgentAssignment.AgentUserID = ScheduledSupervisorAssignment.AgentID
Agent Name	SupervisorAgentAssignment.AgentTelset LoginID

Statistics

This report uses the following statistics.

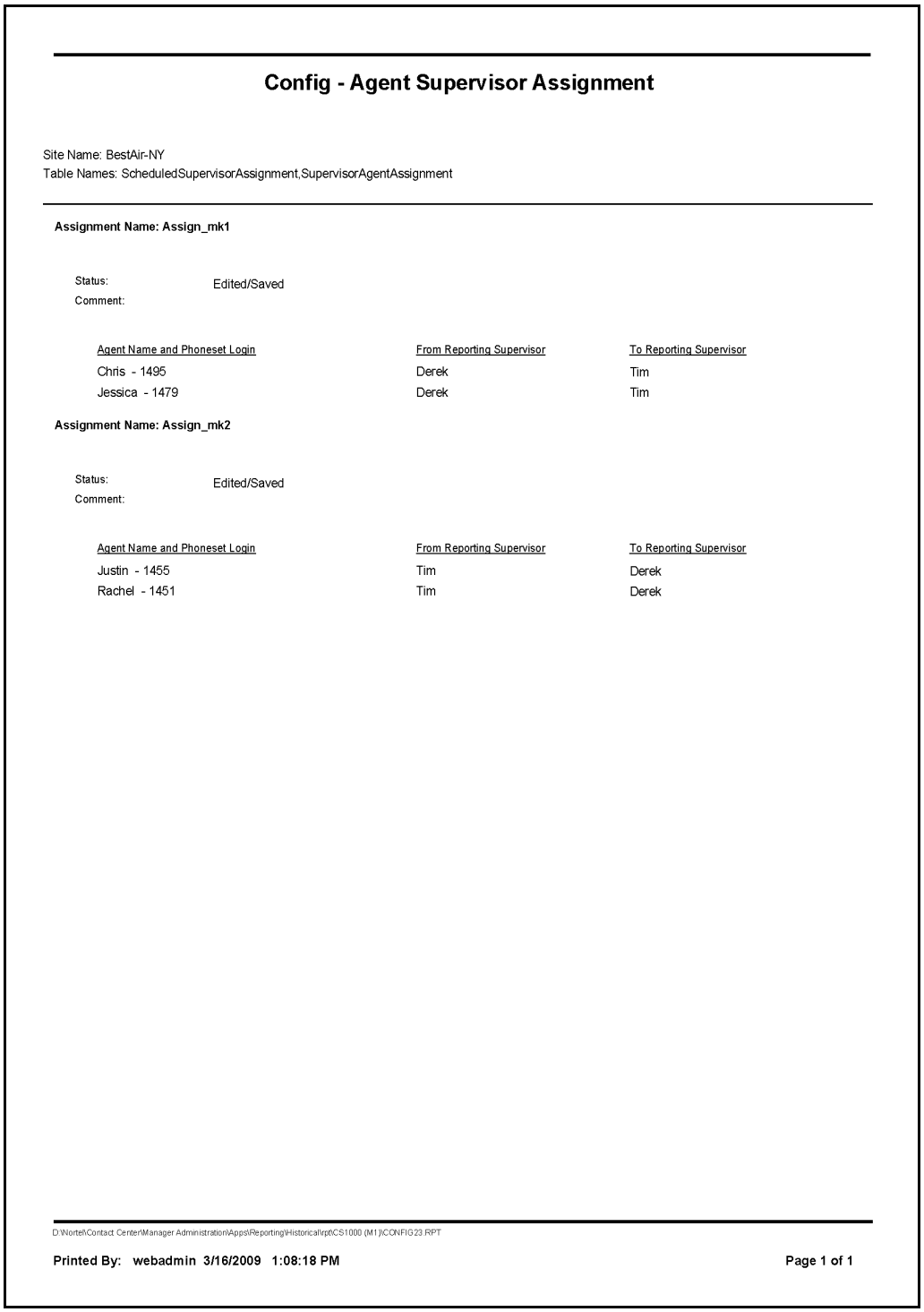
Report field	View field/Formula	View field/Report Creation Wizard formula
Assignment Name	ScheduledSupervisor Assignment.AssignName	@RCW_AssignName
Status	ScheduledSupervisor Assignment.Status	ScheduledSupervisor Assignment.Status
Comment	ScheduledSupervisor Assignment.Comment	ScheduledSupervisor Assignment.Comment

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Agent Name and Phoneset Login	SupervisorAgentAssignment.AgentSurName	@RCW_AgentNameID
	SupervisorAgentAssignment.AgentGivenName	
	SupervisorAgentAssignment.AgentTelsetLoginID	
From Reporting Supervisor	SupervisorAgentAssignment.SupervisorUserID	@RCW_SupervisorNameID
	SupervisorAgentAssignment.SupervisorSurname	
	SupervisorAgentAssignment.SupervisorGivenName	
To Reporting Supervisor	ScheduledSupervisor Assignment.SupervisorID	@RCW_ToSupervisorName
	ScheduledSupervisor Assignment.SupervisorGiven Name	
	ScheduledSupervisor Assignment.SupervisorSurname	

Copyright © 2009-2010, Nortel Networks

Agent Supervisor Assignment report



Config - Agent Supervisor Assignment

Site Name: BestAir-NY
Table Names: ScheduledSupervisorAssignment,SupervisorAgentAssignment

Assignment Name: Assign_mk1

Status: Edited/Saved
Comment:

Agent Name and Phoneset Login	From Reporting Supervisor	To Reporting Supervisor
Chris - 1495	Derek	Tim
Jessica - 1479	Derek	Tim

Assignment Name: Assign_mk2

Status: Edited/Saved
Comment:

Agent Name and Phoneset Login	From Reporting Supervisor	To Reporting Supervisor
Justin - 1455	Tim	Derek
Rachel - 1451	Tim	Derek

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG23.RPT

Printed By: webadmin 3/16/2009 1:08:18 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Application Script Properties

The Application Script Properties report describes the relationship between application scripts.

For more information, see Understanding the report descriptions (page 558).

Definition: Parent Script

A parent script is any script that directs a contact to secondary script.

Definition: Child Script

A child script is a secondary script to which a primary script or another secondary script directs a contact.

Views

This report uses the ApplicationByScript view. For more information about views, see Access rights by view (page 25) on page 156.

Templates

This report uses the config14.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID Agent Name	ApplicationByScript.ParentName

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Parent Script Name	ParentName	ParentName

Copyright © 2009-2010, Nortel Networks

Application Script Properties report

Config - Application Script Properties

Site Name: BestAir-NY
Table Name: ApplicationByScript

Parent Script Name	Child Script Name
EM_Inquiry	Queue_Multimedia_Contact
Groups	Busy_Groups
	IVR_Groups
	Night_Groups
Master_Script	EM_Inquiry
	Groups
	OB_Marketing
	Reservations
	Tours
	WC_Inquiry
OB_Marketing	Queue_Multimedia_Contact
Reservations	Busy_Reservations
	IVR_Reservations
	Night_Reservations
Tours	Busy_Tours
	IVR_Tours
	Night_Tours
WC_Inquiry	Queue_Multimedia_Contact

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG14.RPT

Printed By: webadmin 3/16/2009 1:09:44 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Application Template Properties

The Application Template Properties report lists all your applications. For each application, it provides the service level threshold, threshold class, and threshold levels.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- Application (see page 387)
- ApplicationThresholdTemplate (see page 392)

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config15.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Application Name ID	Application Name
Application Name	

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Application Name	Application.Name	Application.Name
Call by Call	Application.CallByCall	@RCW_CallByCall
Threshold Class	ApplicationThresholdTemplate.Name	ApplicationThresholdTemplate.Name
Field	ApplicationThresholdTemplate.Field	ApplicationThresholdTemplate.Field
Level 1	ApplicationThresholdTemplate.Level1	ApplicationThresholdTemplate.Level1
Level 2	ApplicationThresholdTemplate.Level2	ApplicationThresholdTemplate.Level2

Copyright © 2009-2010, Nortel Networks

Config-Application Template Properties report

Config - Application Template Properties

Site Name: BestAir-NY
Table Names: Application, ApplicationThresholdTemplate

Application Name: Groups

Call By Call: Local
Threshold Class: Application_Template

Field	Level 1	Level 2
APPL_CALLS_WAITING	3	5
APPL_MAX_WAITING_TIME	180	300

Application Name: Reservations

Call By Call: Local
Threshold Class: Application_Template

Field	Level 1	Level 2
APPL_CALLS_WAITING	3	5
APPL_MAX_WAITING_TIME	180	300

Application Name: Tours

Call By Call: Local and Network
Threshold Class: Application_Template

Field	Level 1	Level 2
APPL_CALLS_WAITING	3	5
APPL_MAX_WAITING_TIME	180	300

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG15.RPT

Printed By: webadmin 3/16/2009 1:21:35 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

CDN (Route Point) Properties

The CDN (Route Point) report lists the CDNs and assigned names.

For more information, see Understanding the report descriptions (page 558).

Definition: CDN

A Controlled Directory Number (CDN) is a number configured on the switch as the entry point for voice contacts into Contact Center Manager. You can configure multiple CDNs in the switch and associate them with the Master script of Contact Center Manager.

Views

This report uses the CDN (Route Point) view. For more information about views, see Access rights by view (page 25).

Templates

This report uses the config7.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
CDN	CDN.CDN
CDN Name	

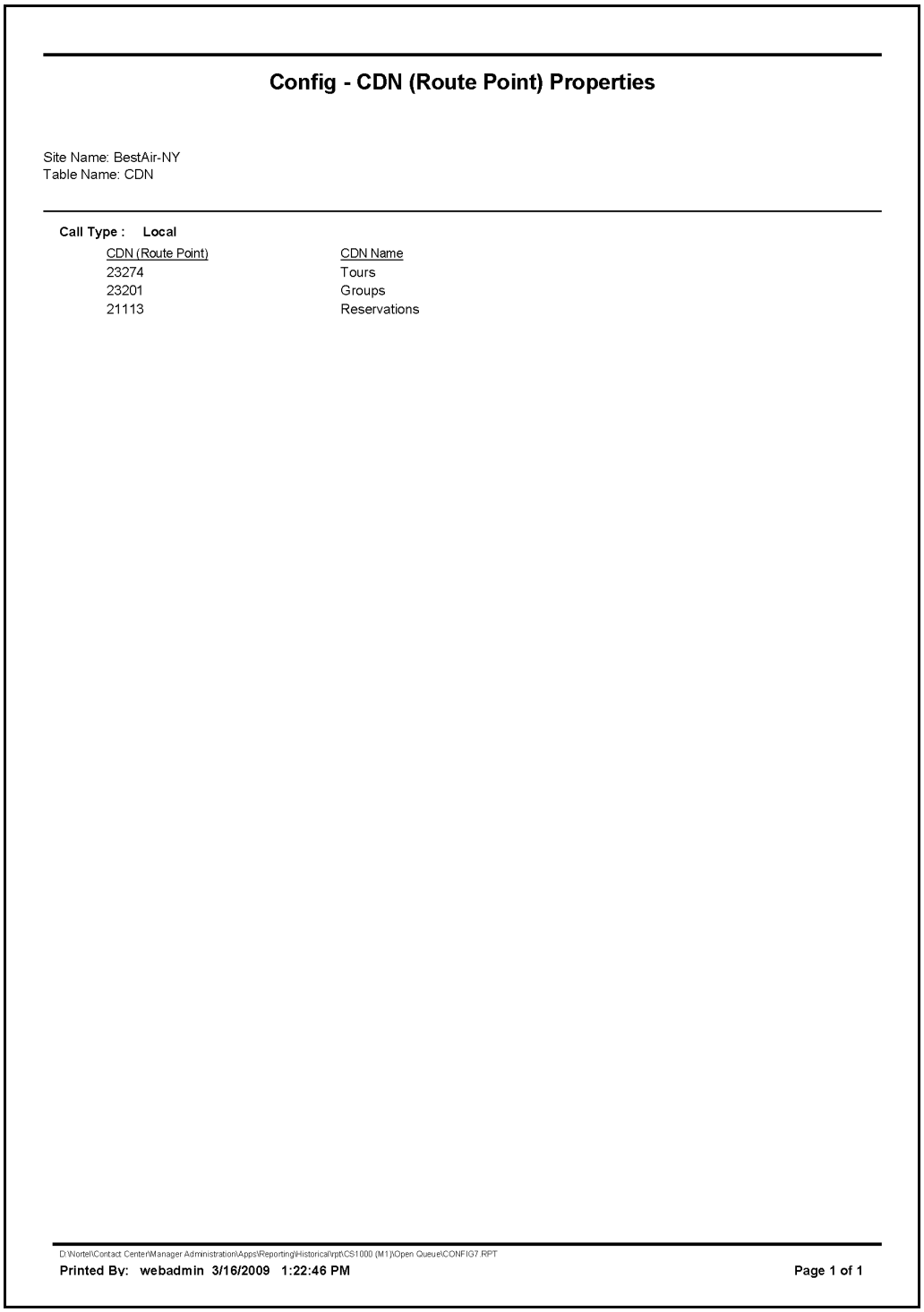
Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Call Type	Type	Type
CDN (Route Point)	CDN	CDN
CDN Name	Name	Name
URI	URI	URI

Copyright © 2009-2010, Nortel Networks

Config-CDN (Route Point) Properties



Config - CDN (Route Point) Properties

Site Name: BestAir-NY
Table Name: CDN

Call Type : Local

CDN (Route Point)	CDN Name
23274	Tours
23201	Groups
21113	Reservations

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\Open Queue\CONFIG7.RPT
Printed By: webadmin 3/16/2009 1:22:46 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Database View Definitions

The Database View Definitions report generates a complete list of database views available in the Contact Center Manager database. You can use these views to design user-created reports.

The Database View Definition report does not include views from the Contact Center Multimedia database.

For each database view, the report lists the fields in the view. For each field, the report provides the field type and length.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the Views view; see Views view (page 324). For more information about views, see Access rights by view (page 25).

Templates

This report uses the config34.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
none	none

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
View Name	Name	Name
Field Name	ColumnName	ColumnName
Type	Type	Type
Length	Length	Length

Copyright © 2009-2010, Nortel Networks

Database View Definitions CCMS 7.0 report

Config - Database View Definitions

Site Name: BestAir-NY
Table Name: Views

View Name	Field Name	Type	Length
AccessRights			
	Comment	%Library.String	127
	CreateDeleteAccess	VARCHAR	255
	CreateDeleteAgentAccess	VARCHAR	255
	CreateDeleteAllAgentAccess	VARCHAR	255
	ExecuteAccess	VARCHAR	255
	ExecuteAgentAccess	VARCHAR	255
	ExecuteAllAgentAccess	VARCHAR	255
	GivenName	%Library.String	64
	GroupName	%Library.String	40
	ObjectKey	%Library.Integer	4
	ObjectName	%Library.String	32
	PCLoginName	%Library.String	40
	ReadAccess	VARCHAR	255
	ReadAgentAccess	VARCHAR	255
	ReadAllAgentAccess	VARCHAR	255
	SurName	%Library.String	64
	WriteAccess	VARCHAR	255
	WriteAgentAccess	VARCHAR	255
	WriteAllAgentAccess	VARCHAR	255
ActivityCode			
	ActivityCode	%Library.String	32
	Name	%Library.String	30
	ShortName	%Library.String	30
Agent			
	ACD_Queue	%Library.String	10
	ACD_QueueStatus	VARCHAR	6
	AlternateCallAnswer	VARCHAR	255
	CallForceDelayTimer	%Library.Integer	4
	CallForceOption	VARCHAR	255
	Comment	%Library.String	127
	Department	%Library.String	64
	GivenName	%Library.String	64
	PersonalDN	%Library.String	32
	ReturnToQueueMode	%Library.String	80
	ReturnToQueueOnNoAnswer	VARCHAR	255
	ReturnToQueueWaitInterval	%Library.SmallInt	2
	SIP_Terminal	%Library.String	255
	SurName	%Library.String	64
	SwitchID	%Library.Integer	4
	SwitchPortAddress	%Library.String	30
	SwitchPortName	%Library.String	30
	TelsetLoginID	%Library.String	16
	TelsetShowReserve	VARCHAR	255
	TemplateID	%Library.Integer	4
	TemplateName	%Library.String	30

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG34.RPT
Printed By: webadmin 3/16/2009 1:26:06 PM **Page 1 of 61**

Copyright © 2009-2010, Nortel Networks

Database View Definitions CCMS 6.0 report

Config - Database View Definitions

Site Name: BestAir-NY
Table Name: Views

View Name	Field Name	Type	Length
AccessRights			
	ReadAccess	char	1
	WriteAccess	char	1
	ExecuteAccess	char	1
	ReadAgentAccess	char	1
	WriteAgentAccess	char	1
	CreateDeleteAccess	char	1
	ExecuteAgentAccess	char	1
	ReadAllAgentAccess	char	1
	WriteAllAgentAccess	char	1
	ExecuteAllAgentAccess	char	1
	CreateDeleteAgentAccess	char	1
	CreateDeleteAllAgentAccess	char	1
	ObjectKey	int	4
	ObjectName	varchar	32
	GroupName	varchar	40
	PCLoginName	varchar	40
	SurName	varchar	64
	GivenName	varchar	64
	Comment	varchar	127
ActivityCode			
	Name	varchar	30
	ShortName	varchar	30
	ActivityCode	varchar	32
Agent			
	CallForceOption	char	1
	TelsetShowReserve	char	1
	AlternateCallAnswer	char	1
	ReturnToQueueOnNoAnswer	char	1
	UnionBreakTimer	smallint	2
	ReturnToQueueWaitInterval	smallint	2
	SwitchID	int	4
	TemplateID	int	4
	CallForceDelayTimer	int	4
	ThresholdTemplateID	int	4
	ACD_QueueStatus	varchar	6
	ACD_Queue	varchar	10
	UserID	binary	16
	TelsetLoginID	varchar	16
	TemplateName	varchar	30
	SwitchPortName	varchar	30
	SwitchPortAddress	varchar	30
	ThresholdTemplateName	varchar	30
	PersonalDN	varchar	32
	Title	varchar	64
	SurName	varchar	64

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\HistoricalVrpt\CS1000 (M1)\CONFIG34.RPT
Printed By: webadmin 3/16/2009 1:29:27 PM **Page 1 of 284**

Copyright © 2009-2010, Nortel Networks

DNIS Properties

The DNIS Properties report lists each DNIS and the assigned name. It also lists the service level threshold.

For more information, see Understanding the report descriptions (page 558).

Definition: DNIS

Dialed Number Identification Service (DNIS) identifies the dialed number for calls coming into the contact center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

Views

This report uses the DNIS view; see DNIS view (page 253). For more information about views, see Access rights by view (page 25).

Templates

This report uses the config10.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
DNIS	DNIS.DNIS
DNIS Name	

Statistics

This report uses the following criteria.

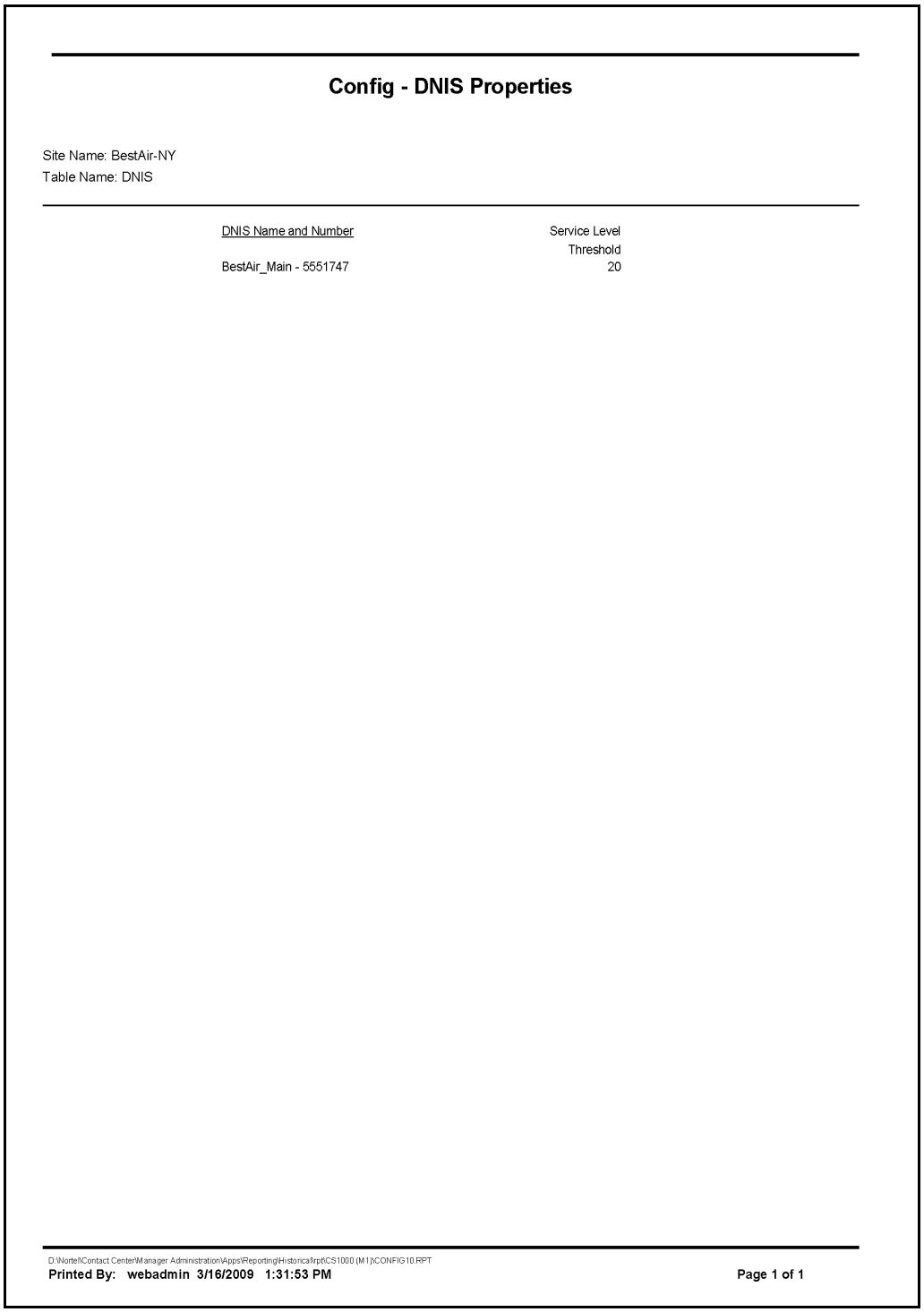
Report field	View field/Formula	View field/Report Creation Wizard formula
DNIS Type	Type	Not Available
DNIS Name and Number	DNISName, DNIS	@RCW_DNISNameID
Service Level Threshold	ServiceLevelThreshold	ServiceLevelThreshold

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
URI (SIP and Universal Networking feature)	URI	URI
Description (SIP and Universal Networking feature)	Description	Description

Copyright © 2009-2010, Nortel Networks

Config-DNIS Properties report



Config - DNIS Properties

Site Name: BestAir-NY
Table Name: DNIS

DNIS Name and Number	Service Level Threshold
BestAir_Main - 5551747	20

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG10.RPT
Printed By: webadmin 3/16/2009 1:31:53 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Formula Properties

The Formula Properties report lists all custom formulas and definitions as they appear in real-time displays. You can use formulas to create custom real-time statistics fields by combining existing statistics fields with mathematical operators.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the Formula view; see Formula view (page 255). For more information about views, see Access rights by view (page 25).

Attention: The Formula view contains the raw formula data. For example, formula definitions include the variable codes. This report uses an internal API call to convert formula variables to variable names and stores them in the temporary CUSTFORM.MDB file at run time. The report is run from both the database view (Formula) and the .mdb file (CustForm.mdb).

Templates

This report uses the config17.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
none	none

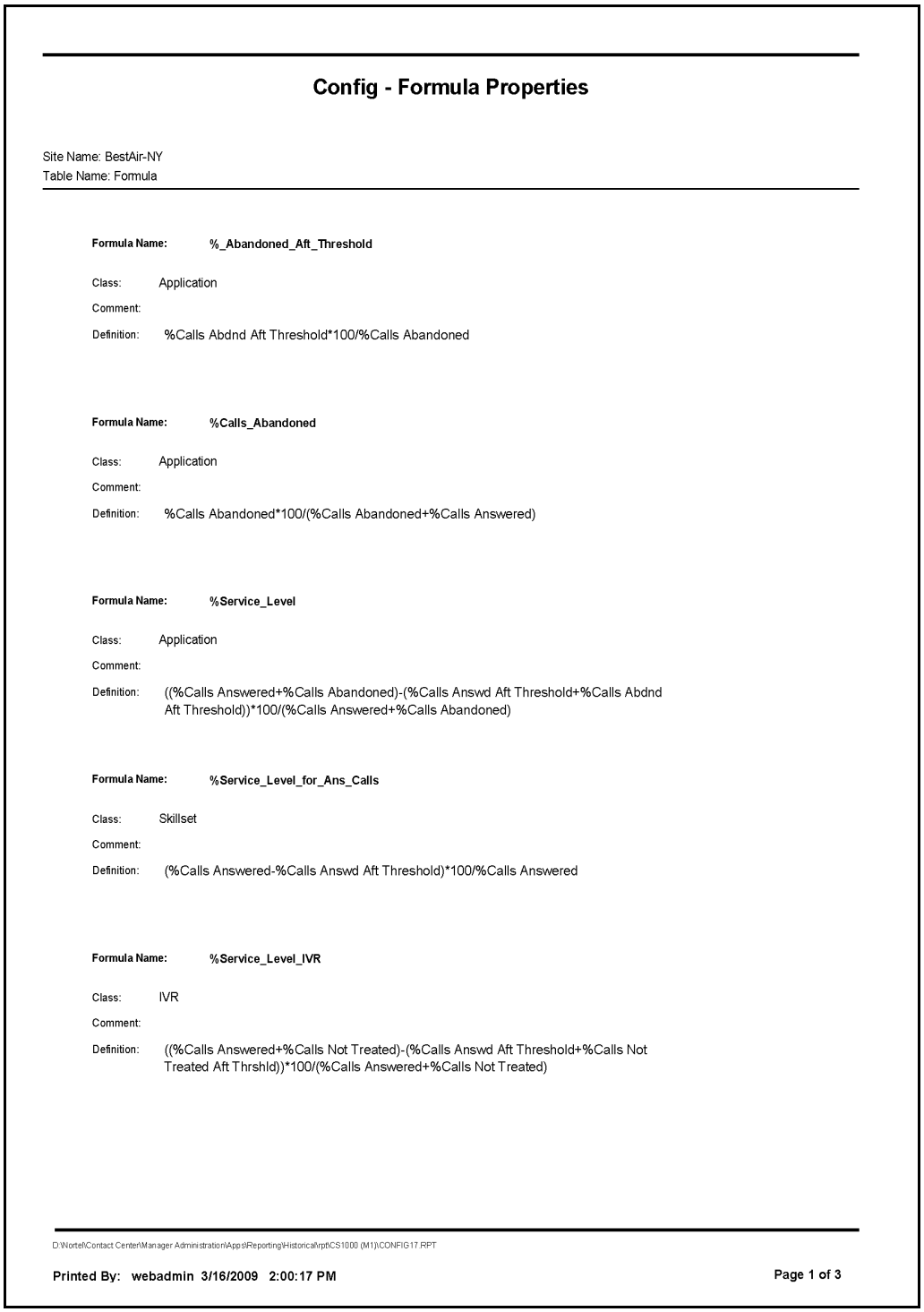
Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Formula Name	Name	Name
Class	Class	Class
Comment	Comment	Comment
Definition	Definition	Definition

Copyright © 2009-2010, Nortel Networks

Config - Formula Properties



Config - Formula Properties

Site Name: BestAir-NY
Table Name: Formula

Formula Name: **%_Abandoned_Aft_Threshold**

Class: Application

Comment:

Definition: %Calls Abdnd Aft Threshold*100/%Calls Abandoned

Formula Name: **%Calls_Abandoned**

Class: Application

Comment:

Definition: %Calls Abandoned*100/(%Calls Abandoned+%Calls Answered)

Formula Name: **%Service_Level**

Class: Application

Comment:

Definition: ((%Calls Answered+%Calls Abandoned)-(%Calls Answd Aft Threshold+%Calls Abdnd Aft Threshold))*100/(%Calls Answered+%Calls Abandoned)

Formula Name: **%Service_Level_for_Ans_Calls**

Class: Skillset

Comment:

Definition: (%Calls Answered-%Calls Answd Aft Threshold)*100/%Calls Answered

Formula Name: **%Service_Level_IVR**

Class: IVR

Comment:

Definition: ((%Calls Answered+%Calls Not Treated)-(%Calls Answd Aft Threshold+%Calls Not Treated Aft Thrshld))*100/(%Calls Answered+%Calls Not Treated)

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG17.RPT

Printed By: webadmin 3/16/2009 2:00:17 PM **Page 1 of 3**

Copyright © 2009-2010, Nortel Networks

Historical and Real Time Statistics Properties

The Historical and Real Time Statistics Properties report lists the historical and real-time statistics you configured Contact Center Manager to collect.

To view call-by-call properties for individual applications, see the Application Properties report.

User-defined reports using this standard report as a template cannot be scheduled.

For more information, see Understanding the report descriptions (page 558).

Real-time statistics collection modes

You can collect real-time statistics in the following modes:

- **Moving window mode**—In moving window mode, statistics shown represent the last 10 minutes of system activity.
- Interval-to-date mode—In interval-to-date mode, statistics are collected only for the current interval (defined on the Real-time Statistics Configuration property sheet). When the interval is over, data fields initialize to zero and collection begins for the next interval.

Views

This report uses the following views:

- HistoricalStatCollection, see HistoricalStatCollection view (page 256)
- HistoricalStatDuration, see HistoricalStatDuration view (page 259)
- HistoricalStatStorage, see HistoricalStatStorage view (page 261)
- RealTimeStatCollection, see RealTimeStatCollection view (page 280)

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config1.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
none	none

Historical Collection fields

This report uses the following fields.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Application	HistoricalStatCollection.Application	HistoricalStatCollection.Application
CDN	HistoricalStatCollection.CDN	HistoricalStatCollection.CDN
Skillset	HistoricalStatCollection.Skillset	HistoricalStatCollection.Skillset
Activity Code	HistoricalStatCollection.Activity Code	HistoricalStatCollection.Activity Code
DNIS	HistoricalStatCollection.DNIS	HistoricalStatCollection.DNIS
Trunk (Communication Server 1000/Meridian 1 PBX)	HistoricalStatCollection.Trunk	HistoricalStatCollection.Trunk
Route (Communication Server 1000/Meridian 1 PBX)	HistoricalStatCollection.Route	HistoricalStatCollection.Route
RAN/Music Route	HistoricalStatCollection.RAN MusicRoute	HistoricalStatCollection.RAN MusicRoute
Agent Performance	HistoricalStatCollection.Agent Performance	HistoricalStatCollection.Agent Performance
Agent by Application	HistoricalStatCollection. AgentByApplication	HistoricalStatCollection. AgentByApplication
Agent by Skillset	HistoricalStatCollection. AgentBySkillset	HistoricalStatCollection.AgentBySkillset
Agent Login/ Logout	HistoricalStatCollection. AgentLogin	HistoricalStatCollection.AgentLogin
IVR ACD-DN Statistics	HistoricalStatCollection.IVR	HistoricalStatCollection.IVR
IVR Port Statistics	HistoricalStatCollection.IVRPort	HistoricalStatCollection.IVRPort
IVR Port Login/ Logout	HistoricalStatCollection.IVRPort Login	HistoricalStatCollection.IVRPort Login
Network Call (NSBR option)	HistoricalStatCollection.Network Call	HistoricalStatCollection.Network Call
Network Out Call (NSBR option)	HistoricalStatCollection.Network OutCall	HistoricalStatCollection.Network OutCall

Historical Duration fields

This report uses the following fields.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Days Of Interval	HistoricalStatDuration.DaysOfInterval	HistoricalStatDuration.DaysOfInterval
Days Of Daily	HistoricalStatDuration.DaysOfDaily	HistoricalStatDuration.DaysOfDaily
Weeks Of Weekly	HistoricalStatDuration.WeeksOfWeekly	HistoricalStatDuration.WeeksOfWeekly
Months Of Monthly	HistoricalStatDuration.MonthsOfMonthly	HistoricalStatDuration.MonthsOfMonthly
Days of IVR Port Login	HistoricalStatDuration.DaysOfIVRPortLogin	HistoricalStatDuration.DaysOfIVRPortLogin
Days of Agent Login and Logout	HistoricalStatDuration.DaysOfAgentLogin	HistoricalStatDuration.DaysOfAgentLogin
First Business Day Of the Week	HistoricalStatDuration.FirstDayOfWeek	HistoricalStatDuration.FirstDayOfWeek
Business Hours Per Day	HistoricalStatDuration.BusinessHoursPerDay	HistoricalStatDuration.BusinessHoursPerDay
Business Days Per Week	HistoricalStatDuration.BusinessDaysPerWeek	HistoricalStatDuration.BusinessDaysPerWeek
Days Of Call by Call	HistoricalStatDuration.DaysOfCallByall	HistoricalStatDuration.DaysOfCallByall

Historical Storage fields

This report uses the following fields.

Report field	View field/Formula	View field/Report Creation Wizard formula
Parameter	HistoricalStatStorage.Parameter	@RCW_Parameter
System	HistoricalStatStorage.System	HistoricalStatStorage.System
Purchased	HistoricalStatStorage.Purchased	HistoricalStatStorage.Purchased
Configured	HistoricalStatStorage.Configured	@RCW_Configured

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Moving Window	The Moving Window fields indicate whether statistics in each of the following statistics groups can appear in moving window mode: • application statistics (RealTimeStatCollection.MW Application) • skillset statistics (RealTimeStatCollection.MW Skillset) • agent statistics (RealTimeStatCollection.MW Agent) • network call (RealTimeStatCollection.MW NetworkCall); NSBR option • IVR (RealTimeStatCollection.MWIVR) • route (RealTimeStatCollection.MW Route); Communication Server 1000/Meridian 1 PBX switch • contact center summary (RealTimeStatCollection.MW NodalCall)	The Moving Window fields indicate whether statistics in each of the following statistics groups can appear in moving window mode: • application statistics (RealTimeStatCollection.MW Application) • skillset statistics (RealTimeStatCollection.MW Skillset) • agent statistics (RealTimeStatCollection.MW Agent) • network call (RealTimeStatCollection.MW NetworkCall); NSBR option • IVR (RealTimeStatCollection.MWIVR) • route (RealTimeStatCollection.MW Route); Communication Server 1000/Meridian 1 PBX switch • contact center summary (RealTimeStatCollection.MW NodalCall)

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Interval to Date	The Interval To Date fields indicate whether statistics in each of the following statistics groups can appear in interval-todate mode: • application (RealTimeStatCollection.ITD Application) • skillset (RealTimeStatCollection.ITD Skillset) • agent (RealTimeStatCollection.ITD Agent) • network call (RealTimeStatCollection.ITD NetworkCall); NSBR option • IVR (RealTimeStatCollection.ITDIVR) • route (RealTimeStatCollection.ITD Route); Communication Server 1000/Meridian 1 PBX switch • contact center summary (RealTimeStatCollection.ITD NodalCall)	The Interval To Date fields indicate whether statistics in each of the following statistics groups can appear in interval-todate mode: • application (RealTimeStatCollection.ITD Application) • skillset (RealTimeStatCollection.ITD Skillset) • agent (RealTimeStatCollection.ITD Agent) • network call (RealTimeStatCollection.ITD NetworkCall); NSBR option • IVR (RealTimeStatCollection.ITDIVR) • route (RealTimeStatCollection.ITD Route); Communication Server 1000/Meridian 1 PBX switch • contact center summary (RealTimeStatCollection.ITD NodalCall)
Interval Duration	RealTimeStatCollection.Interval Duration	@RCW_IntervalDuration
Interval Start Time	RealTimeStatCollection.IntervalStart Time	RealTimeStatCollection.IntervalStartTime
Minimum Refresh Rate	RealTimeStatCollection.MinRefresh Rate	@RCW_MinRefreshRate

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report (page 1 of 2)

Config - Historical and Real Time Statistics Properties

Site Name: BestAir-NY
Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

Historical Collection Properties

Application:	Y
CDN:	Y
Skillset:	Y
Activity Code:	Y
DNIS:	Y
Trunk:	Y
Route:	Y
RAN/Music Route:	Y
Agent Performance:	Y
Agent By-Application:	Y
Agent By-Skillset:	Y
Agent Login / Logout:	Y
IVR ACD-DN Statistics:	Y
IVR Port Statistics:	Y
IVR Port Login / Logout:	Y
Network Call:	Y
Network Out Call:	Y

Historical Duration Properties

Days Of Interval:	45
Days Of Daily:	60
Weeks Of Weekly:	26
Months Of Monthly:	36
Days Of IVR Voice Port Login:	7
Days Of Agent Login and Logout:	20
First Business Day Of the Week:	Monday
Business Hours Per Day:	24
Business Days Per Week:	5
Days Of Call By Call:	45

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG1.RPT
Printed By: webadmin 3/16/2009 1:36:06 PM **Page 1 of 2**

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report (page 2 of 2)

Config - Historical and Real Time Statistics Properties

Site Name: BestAir-NY
Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

Historical Storage Properties

Parameter	System	Purchased	Configured
Disk Size	2,000,000,000	2,000,000,000	2,000,000,000
Active Agents	9,900	3,350	N/A
Agent Positions	9,900	N/A	200
Skillsets	1,500	1,500	300
Calls per Hour	35,000	35,000	700
DNISs	10,000	10,000	100
CDNs	1,000	1,000	150
IVR ACD-DNs	150	150	10
Activity Codes	5,000	5,000	50
Agent Events Per Day	10,000	10,000	500
Routes	513	513	3
RAN Routes	512	512	3
Music Routes	512	512	1
Trunks	4,400	4,400	30
Applications	1,005	1,005	150
Nodes	30	30	3
IVR Ports	1,000	1,000	16

Real Time Properties

Moving Window		Interval to Date	
Skillset Statistics:	Y	Application:	Y
Call Center Summary:	Y	Skillset:	Y
Application Statistics:	Y	Agent:	Y
IVR Statistics:	Y	IVR:	Y
Route Statistics:	Y	Route:	Y
Agent Statistics:	Y	Nodal Call:	Y
Network Call Statistics:	Y	Network Call:	Y

Interval Duration:	10:45:00
Interval Start Time:	08:00:00
Minimum Refresh Rate:	10

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG1.RPT
Printed By: webadmin 3/16/2009 1:36:06 PM **Page 2 of 2**

Copyright © 2009-2010, Nortel Networks

IVR Port Properties

Communication Server 2x00/DMS switch only. The IVR Port Properties report lists the name and properties of all voice ports.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the IVRPort view; see IVRPort view (page 262). For more information about views, see Access rights by view (page 25).

Templates

This report uses the config11.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
IVR Port ID	IVRPort.SwitchPortAddress
IVR Port Name	

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
IVR ACD-DN Name and Number	IVRPort.NameIVRPort.IVRPortID	@RCW_IVRPortNameID
IVR Port Switch ID	IVRPort.SwitchPortID	IVRPort.SwitchPortID
IVR Port Switch Address	IVRPort.SwitchPortAddress	IVRPort.SwitchPortAddress
Switch Port Name	IVRPort.SwitchPortName	IVRPort.SwitchPortName

IVR Queue and Port Properties

The IVR Queue and Port Properties report lists the name, number, and threshold class for each Interactive Voice Response (IVR) system queue (ACD-DN), as well as the voice ports assigned to the queue.

For more information, see Understanding the report descriptions (page 558).

Copyright © 2009-2010, Nortel Networks

Views

This report uses the following views:

- IVRQueue, see IVRQueue view (page 263).
- IVRPort, see IVRPort view (page 262).

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config11.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
IVR Queue ID	IVRQueue.IVRQueueID = IVRPort.IVRQueueID
IVR Queue Name	IVRQueue.TemplateID = IVRThresholdTemplate.TemplateID IVRQueue.IVRQueueID

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
IVR Queue Name and ID	IIVRQueue.Name IVRQueue.IVRQueueID	@RCW_IVRQueueNameID
Service Level Threshold	IVRQueue.ServiceLevel Threshold	IVRQueue.ServiceLevelThreshold
Acquired	IVRQueue.Acquire	IVRQueue.Acquire
Status	IVRQueue.Status	IVRQueue.Status
IVR ACD-DN Name and Number	IVRPort.NameIVRPort.IVRPortID	@RCW_IVRPortNameID
IVR Port Switch ID	IVRPort.SwitchPortID	IVRPort.SwitchPortID
IVR Port Switch Address	IVRPort.SwitchPortAddress	IVRPort.SwitchPortAddress
Switch Port Name	IVRPort.SwitchPortName	IVRPort.SwitchPortName

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
IVR Threshold Class	IVRThresholdTemplate.Name	@RCW_IVRThresholdTemplate NameID
	IVRThresholdTemplate.TemplateID	
Template Field Name	IVRThresholdTemplate.Field	IVRThresholdTemplate.Field
Template Level 1	IVRThresholdTemplate.Level1	IVRThresholdTemplate.Level1
Template Level 2	IVRThresholdTemplate.Level2	IVRThresholdTemplate.Level2

Copyright © 2009-2010, Nortel Networks

IVR Queue and Port Properties report

Config - IVR Queue and Port Properties

Site Name: BestAir-NY
Table Names: IVRQueue, IVRPort, IVRThresholdTemplate

IVR Queue Name and ID: CP_ACCESS - 21564

Service Level Threshold: 20
Acquired: N
Status: Acquired

IVR ACD-DN Name and Number: CP_ACCESS_1 - 1		IVR Threshold Class not assigned
IVR Port Switch ID:	1	Template Field Name:
IVR Port Switch Address:	44-0-1-4	Template Level 1:
Switch Port Name:	CP_ACCESS_1	Template Level 2:
IVR ACD-DN Name and Number: CP_ACCESS_2 - 2		IVR Threshold Class not assigned
IVR Port Switch ID:	1	Template Field Name:
IVR Port Switch Address:	44-0-1-5	Template Level 1:
Switch Port Name:	CP_ACCESS_2	Template Level 2:
IVR ACD-DN Name and Number: CP_ACCESS_3 - 3		IVR Threshold Class not assigned
IVR Port Switch ID:	1	Template Field Name:
IVR Port Switch Address:	44-0-1-6	Template Level 1:
Switch Port Name:	CP_ACCESS_3	Template Level 2:
IVR ACD-DN Name and Number: CP_ACCESS_4 - 4		IVR Threshold Class not assigned
IVR Port Switch ID:	1	Template Field Name:
IVR Port Switch Address:	44-0-1-7	Template Level 1:
Switch Port Name:	CP_ACCESS_4	Template Level 2:
IVR ACD-DN Name and Number: CP_ACCESS_5 - 5		IVR Threshold Class not assigned
IVR Port Switch ID:	1	Template Field Name:
IVR Port Switch Address:	44-0-1-8	Template Level 1:
Switch Port Name:	CP_ACCESS_5	Template Level 2:
IVR ACD-DN Name and Number: CP_ACCESS_6 - 6		IVR Threshold Class not assigned
IVR Port Switch ID:	1	Template Field Name:
IVR Port Switch Address:	44-0-1-9	Template Level 1:
Switch Port Name:	CP_ACCESS_6	Template Level 2:
IVR ACD-DN Name and Number: CP_ACCESS_7 - 7		IVR Threshold Class not assigned
IVR Port Switch ID:	1	Template Field Name:
IVR Port Switch Address:	44-0-1-10	Template Level 1:
Switch Port Name:	CP_ACCESS_7	Template Level 2:

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG11.RPT
Printed By: webadmin 3/16/2009 1:38:06 PM **Page 1 of 2**

Copyright © 2009-2010, Nortel Networks

Logged In Agent Position ID

The Agent Position ID report lists agents and provides, for each one, logon ID and position ID, and (on the Communication Server 1000/Meridian 1 PBX switch) personal DN.

Attention: Agent status information is written to the database every 15 minutes. This report shows agent status as of the end of the last 15-minute interval.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- Agent, see Agent view (page 241).
- eAgentLoginStat, see eAgentLoginStat view (page 211).

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config32.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Agent Login ID	eAgentLoginStat.AgentLogin = Agent.TelsetLoginID
Agent Name	eAgentLoginStat.AgentLogin

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Agent Name	eAgentLogin.AgentSurName	@RCW_AgentName
	eAgentLogin.AgentGivenName	
Agent Login	eAgentLogin.AgentLogin	eAgentLogin.AgentLogin

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Position ID	eAgentLogin.PositionID	@RCW_DisplayPositionID
Personal DN (Communication Server 1000/Meridian 1 PBX)	Agent.PersonalDN	@RCW_PersonalDN

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report

Config - Logged In Agent Position ID

Site Name: BestAir-NY

Table Name: eAgentLoginStat

Agent Name	Agent Login	Position ID	Personal DN
Amy	1060	1521060	--
Sarah	1087	1521087	--
Amanda	1470	1521470	--
Neal	1481	1521481	--
Taylor	2789	1522789	--

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\60\CONFIG32.RPT

Printed By: webadmin 3/16/2009 1:46:54 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Real Time Template Properties

The Real Time Template Properties report lists each real-time display definition and describes the properties.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- RealTimeTemplate (see page 444)
- RealTimeColumn (see page 438)
- Formula (see page 402)

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config21.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
none	none

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Template Name	RealTimeTemplate.Name	RealTimeTemplate.Name
Class	RealTimeTemplate.Class	RealTimeTemplate.Class
Refresh Rate	RealTimeTemplate.RefreshRate /1000	@RCW_RefreshRate
View Mode	RealTimeTemplate.ViewMode	RealTimeTemplate.ViewMode
Column Name	RealTimeColumn.Label	RealTimeColumn.Label
Formula Name	Formula.Name	@RCW_FormulaName
Format	RealTimeColumn.Format	RealTimeColumn.Format

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Scale From	RealTimeColumn.ScaleFrom	@RCW_ScaleFrom
Scale To	RealTimeColumn.ScaleTo	@RCW_ScaleTo

Copyright © 2009-2010, Nortel Networks

Config-Real Time Template Properties report

Config - Real Time Template Properties

Site Name: BestAir-NY
Table Names: RealTimeTemplate, RealTimeColumn and Formula

Template Name: Standard_Agent_by_Supervisor

Class:	Agent
Refresh Rate:	2
View Mode:	Moving Window

Column Name	Formula Name	Format	Scale From	Scale To
Position ID	N/A	Text	–	–
Walkaway	N/A	Text	–	–
DN Out	N/A	Text	–	–
Agent ID	N/A	Text	–	–
Supervisor	N/A	Text	–	–
Answered Skillset	N/A	Text	–	–
Time In State (bar)	N/A	Histogram	0.00	360.00
DN In	N/A	Text	–	–
Agent First Name	N/A	Text	–	–
Time In State	N/A	Time in time-format	0.00	100.00
Last Name	N/A	Text	–	–
In Calls Status	N/A	Text	–	–

Template Name: Standard_Application_Display

Class:	Application
Refresh Rate:	10
View Mode:	Interval To Date

Column Name	Formula Name	Format	Scale From	Scale To
Calls Offered	N/A	Number	0.00	100.00
Application	N/A	Text	–	–
% Src Lvl	%Service_Level	Number	0.00	0.00
Calls Ans	N/A	Number	0.00	0.00
Calls Given Terminate	N/A	Number	0.00	100.00
Calls Wait	N/A	Number	0.00	0.00
Longest Wait	N/A	Number	0.00	0.00
Avg Ans Dly	Average_Answer_Delay	Number	0.00	0.00
Calls Abnd	N/A	Number	0.00	0.00

Template Name: Standard_CallCenterSummary

Class:	Summary
Refresh Rate:	10
View Mode:	Moving Window

Column Name	Formula Name	Format	Scale From	Scale To
Ntwk In Calls Offered	N/A	Number	0.00	0.00
Call Center	N/A	Text	–	–
Ntwk In Calls Wait	N/A	Number	0.00	0.00
Ntwk In Calls Ans	N/A	Number	0.00	0.00
Calls Wait	N/A	Number	0.00	0.00
Calls Offered	N/A	Number	0.00	100.00
Calls Ans	N/A	Number	0.00	0.00

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG21.RPT

Printed By: webadmin 3/16/2009 1:48:09 PM **Page 1 of 3**

Copyright © 2009-2010, Nortel Networks

Route Properties

The Route Properties report lists each route, the assigned route name, and the assigned threshold class name. It also lists the threshold times set for each template.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- Route (see page 448)
- RouteThresholdTemplate (see page 449)

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config9.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Route ID	Route.RouteID
Route Name	

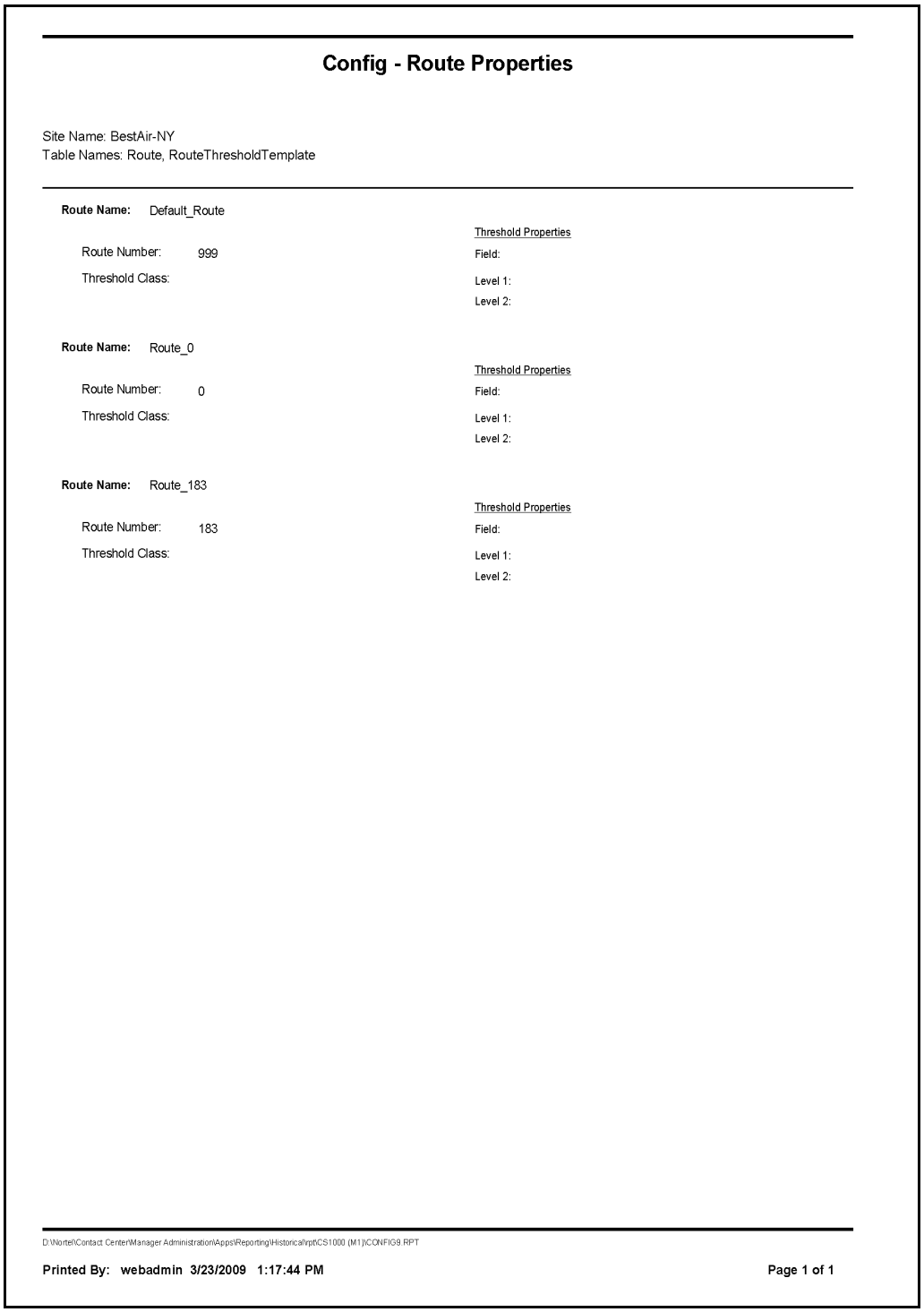
Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Route Name	Route.RouteName	Route.RouteName
Route Number	Route.RouteID	Route.RouteID
Threshold Class	RouteThresholdTemplate.Name	@RCW_RefreshRate
View Mode	RealTimeTemplate.ViewMode	RouteThresholdTemplate.Name
Field	RouteThresholdTemplate.Field	RouteThresholdTemplate.Field
Level 1	RouteThresholdTemplate.Level1	RouteThresholdTemplate.Level1
Level 2	RouteThresholdTemplate.Level2	RouteThresholdTemplate.Level2

Copyright © 2009-2010, Nortel Networks

Config-Route Properties report



Config - Route Properties

Site Name: BestAir-NY
Table Names: Route, RouteThresholdTemplate

Route Name: Default_Route

Route Number: 999
Threshold Class:

Threshold Properties
Field:
Level 1:
Level 2:

Route Name: Route_0

Route Number: 0
Threshold Class:

Threshold Properties
Field:
Level 1:
Level 2:

Route Name: Route_183

Route Number: 183
Threshold Class:

Threshold Properties
Field:
Level 1:
Level 2:

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG9.RPT

Printed By: webadmin 3/23/2009 1:17:44 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Script Variable by Script

For each script, the Script Variable by Script report lists the script type and status, along with the names of the script variables used. For each variable, the report provides the status and type.

For more information about scripting, see the Contact Center Manager Scripting Guide for Communication Server 1000/Meridian 1 PBX or the Contact Center Manager Scripting Guide for Communication Server 2X00/ DMS.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ScriptVariables view (see page 462.) For more information about views, see Access rights by view (page 25).

Templates

This report uses the config36.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Script Name	ScriptVariables.Script

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
@Script	Script (report formula:@Script_Name)	Script
Status	ScriptStatus	ScriptStatus
Type	ScriptType	ScriptType
Script Variable Name	Variable	Variable
Status	VariableStatus	VariableStatus
Type	VariableType	VariableType

Copyright © 2009-2010, Nortel Networks

Config-Script Variable By Script report

Config - Script Variable By Script

Site Name: BestAir-NY
Table Name: ScriptVariables

	Script Variable Name	Status	Type
Script : Groups			
Status: Activated Type: Primary			
	Sales_Work_Hours_gv	Activated	Time
	Sales_Work_Days_gv	Activated	Day
	Sales_Holiday_gv	Activated	Date
	mailbox_cv	Activated	DN
	priority_cv	Activated	Priority
	target_skillset	Activated	Skillset
	Overflow_Timer_gv	Activated	Seconds
Script : Reservations			
Status: Activated Type: Primary			
	mailbox_cv	Activated	DN
	priority_cv	Activated	Priority
	Sales_Holiday_gv	Activated	Date
	Sales_Work_Days_gv	Activated	Day
	Sales_Work_Hours_gv	Activated	Time
	PreSales_Overflow_Timer_gv	Activated	Seconds
	target_skillset	Activated	Skillset
Script : Tours			
Status: Activated Type: Primary			
	target_skillset	Activated	Skillset
	PRMPT_9441	Activated	Treatment
	IVR_Queue	Activated	ACD
	target_skillset	Activated	Skillset
	Sales_Overflow_Timer_gv	Activated	Seconds
	Sales_Work_Hours_gv	Activated	Time
	Sales_Work_Days_gv	Activated	Day
	Sales_Holiday_gv	Activated	Date
	mailbox_cv	Activated	DN
	priority_cv	Activated	Priority

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG36.RPT
Printed By: webadmin 3/16/2009 1:53:09 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Script Variable Properties

The Script Variable Properties report lists the group, type, status, and class of each variable.

For more information about scripting, see the Contact Center Manager Scripting Guide for Communication Server 1000/Meridian 1 PBX or the Contact Center Manager Scripting Guide for Communication Server 2X00/ DMS.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- ScriptVariableProperties (see page 460)
- ScriptVariables (see page 462)

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config35.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Script Variable Name	ScriptVariableProperties.Name

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Script Variable	ScriptVariables.Variable	ScriptVariables.Variable
Status	ScriptVariables.VariableStatus	ScriptVariables.VariableStatus
Group	ScriptVariableProperties.Grouping	ScriptVariableProperties.Grouping
Type	ScriptVariables.VariableType	ScriptVariables.VariableType
Class	ScriptVariableProperties.Class	ScriptVariableProperties.Class
Comment	ScriptVariableProperties.Comment	ScriptVariableProperties.Comment

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Referencing Script Name	ScriptVariables.Script	ScriptVariables.Script
Script Status	ScriptVariables.ScriptStatus	ScriptVariables.ScriptStatus
Script Type	ScriptVariables.ScriptType	ScriptVariables.ScriptType

Copyright © 2009-2010, Nortel Networks

Config-Script Variable Properties report

Config - Script Variable Properties

Site Name: BestAir-NY
Table Name: ScriptVariables, ScriptVariableProperties

		Referencing Script Name	Script Status	Script Type
Script Variable : IVR_Queue				
Status:	Activated			
Type:	ACD			
Group:	Global Variable			
Class:	Item			
Comment:				
		Tours	Activated	Secondary
Script Variable : mailbox_cv				
Status:	Activated			
Type:	DN			
Group:	Call Variable			
Class:	Item			
Comment:	Generic mailbox call variable that can be used by any scripts for assigning mailbox transfer number.			
		Reservations	Activated	Primary
		Tours	Activated	Primary
		Groups	Activated	Primary
Script Variable : Overflow_Timer_gv				
Status:	Activated			
Type:	Seconds			
Group:	Global Variable			
Class:	Item			
Comment:				
		Groups	Activated	Primary
Script Variable : PreSales_Overflow_Timer_gv				
Status:	Activated			
Type:	Seconds			
Group:				
Class:				
Comment:				
		Reservations	Activated	Primary
Script Variable : priority_cv				
Status:	Activated			
Type:	Priority			
Group:	Call Variable			
Class:	Item			
Comment:	priority_cv			
		Tours	Activated	Primary
		Reservations	Activated	Primary
		Groups	Activated	Primary

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historicalrpt\CS1000 (M1)\CONFIG35.RPT

Printed By: webadmin 3/16/2009 1:54:39 PM

Page 1 of 3

Copyright © 2009-2010, Nortel Networks

Skillset Properties

The Skillset Properties report describes all skillset properties, including the skillset type (local or network) and the service level threshold defined for the threshold class to which the skillset belongs.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- Agent (see page 382)
- Skillset (see page 467)
- SkillsetByAgent (see page 471)

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config16.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Skillset Name ID	Skillset.SkillsetID = SkillsetByAgent.SkillsetID
Skillset Name	SkillsetByAgent.UserID = Agent.UserID
	Skillset.Skillset

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Skillset Name	Skillset.Skillset	Skillset.Skillset
Comment	Skillset.Comment	Skillset.Comment
Call Source Preference (NSBR option)	Skillset.CallSourcePreference	@RCW_CallSourcePreference
Call Age Preference	Skillset.CallAgePreference	@RCW_CallAgePreference

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Service Level Threshold	Skillset.ServiceLevelThreshold	Skillset.ServiceLevelThreshold
Min Short Call Delay	Skillset.MinShortCallDelay	Skillset.MinShortCallDelay
Night Service Type	Skillset.NightServiceType	@RCW_NightServiceType
Mapped ACD-DN Number	Skillset.DN	@RCW_PersonalDN
Skillset Is Networked (NSBR option)	Skillset.IsNetworked	Skillset.IsNetworked
Nodal Network Skillset Name (NSBR option)	Skillset.NetworkSkillsetName	Skillset.NetworkSkillsetName
Call Queue Requested Size (NSBR option)	Skillset.CallRequestQueueSize	Skillset.CallRequestQueueSize
Flow Control Threshold (NSBR option)	Skillset.CallRequestQueueSize Threshold	Skillset.CallRequestQueueSize Threshold
Use Round Robin (NSBR option)	Skillset.UseRoundRobin	Skillset.UseRoundRobin
Comment (NSBR option)	Skillset.NetworkSkillset Comment	Skillset.NetworkSkillset Comment
Agent Name and ID	Agent.GivenName	@RCW_AgentNameID
	Agent.Surname	
	Agent.TelsetLoginID	
Priority	SkillsetByAgent.Priority	@RCW_Priority

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report

Config - Skillset Properties

Site Name: BestAir-NY
Table Names: Skillset, Agent, SkillsetByAgent

Skillset Name: Reservations_sk

Comment:	CDN is mapped to Skillsets
Call Source Preference:	None
Call Age Preference:	First in Queue
Service Level Threshold:	0
Min Short Call Delay:	20
Night Service Type:	None
Mapped ACD DN Number:	N/A
Skillset Is Networked:	N

Nodal Network Skillset Name:

Call Queue Request Size:	0
Flow Control Threshold:	0
Use Round Robin:	
Comment:	

Agent Name and ID	Priority
Taylor -- 2789	1
Amy -- 1060	1
Neal -- 1481	1
Sarah -- 1087	1
Amanda -- 1470	1

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG16.RPT

Printed By: webadmin 3/23/2009 1:46:35 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Supervisor Properties

The Supervisor Properties report lists all Contact Center Manager supervisors by name and threshold class. The report includes port information, personal or secondary directory number, logon information, comments, and all names of the agents assigned to the supervisor.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- SupervisorAgentAssignment (see page 482)
- Supervisor (see page 479)

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config4.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Supervisor Login ID	Supervisor.TelsetLoginID
Supervisor Name	

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Supervisor Name & ID	Supervisor.Given Name	@RCW_SupervisorNameID
	Supervisor.SurName	
	Supervisor.TelsetLoginID	
Threshold Class	Supervisor.ThresholdTemplate	Supervisor.ThresholdTemplate
	Name	Name
Supervisor Template Name	Supervisor.TemplateName	@RCW_TemplateName

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Switch Port Address	Supervisor.SwitchPortAddress	@RCW_SwitchPortAddress
Switch ID	Supervisor.SwitchID	@RCW_SwitchID
PC Login Name	Supervisor.PCLoginName	Supervisor.PCLoginName
Personal Directory Number	Supervisor.PersonalDN	Supervisor.PersonalDN
ACD_Queue (DQM)	Supervisor.ACD_Queue	Supervisor.ACD_Queue
ACD_Queue_Error (DQM)	Supervisor.ACD_QueueStatus	Not Available
Comment	Supervisor.Comment	Supervisor.Comment
Supervisor Type	SupervisorAgentAssignment.Type	@RCW_SupervisorType
Agents Assigned	SupervisorAgentAssignment.AgentGivenName	@RCW_AgentNameID
	SupervisorAgentAssignment.AgentSurName	
	SupervisorAgentAssignment.AgentTelsetLoginID	

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX report

Config - Supervisor Properties

Site Name: BestAir-NY
Table Names: SupervisorAgentAssignment, Supervisor

Supervisor Name & ID: Nicole -- 1506

Threshold Class:	Inside_Sales_Agent
Supervisor Template Name:	Inside_Sales
Switch Port Address:	
Switch ID:	
PC Login Name:	Nicole
Personal Directory Number (DN):	
ACD Queue:	
ACD Queue Error:	
Comment:	BestAir Supervisor

Supervisor Type	Agents Assigned
Reporting	Amanda - 1470
Reporting	Amy - 1060
Reporting	Emily - 1467
Reporting	Neal - 1481
Reporting	Sarah - 1087
Reporting	Taylor - 2789

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DQM\CONFIG4.RPT

Printed By: webadmin 3/16/2009 2:08:19 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Telephone Display Properties

Communication Server 1000/Meridian 1 PBX switch only. You can configure the order in which Contact Center Manager lists information (such as caller line ID, or CLID, and caller name) on agent phones.

The Telephone Display Properties report lists the configured display types, the width of the display, and the number of rows in the display.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the PhoneSetDisplay view (see page 434.) For more information about views, see Access rights by view (page 25).

Templates

This report uses the config6.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
none	none

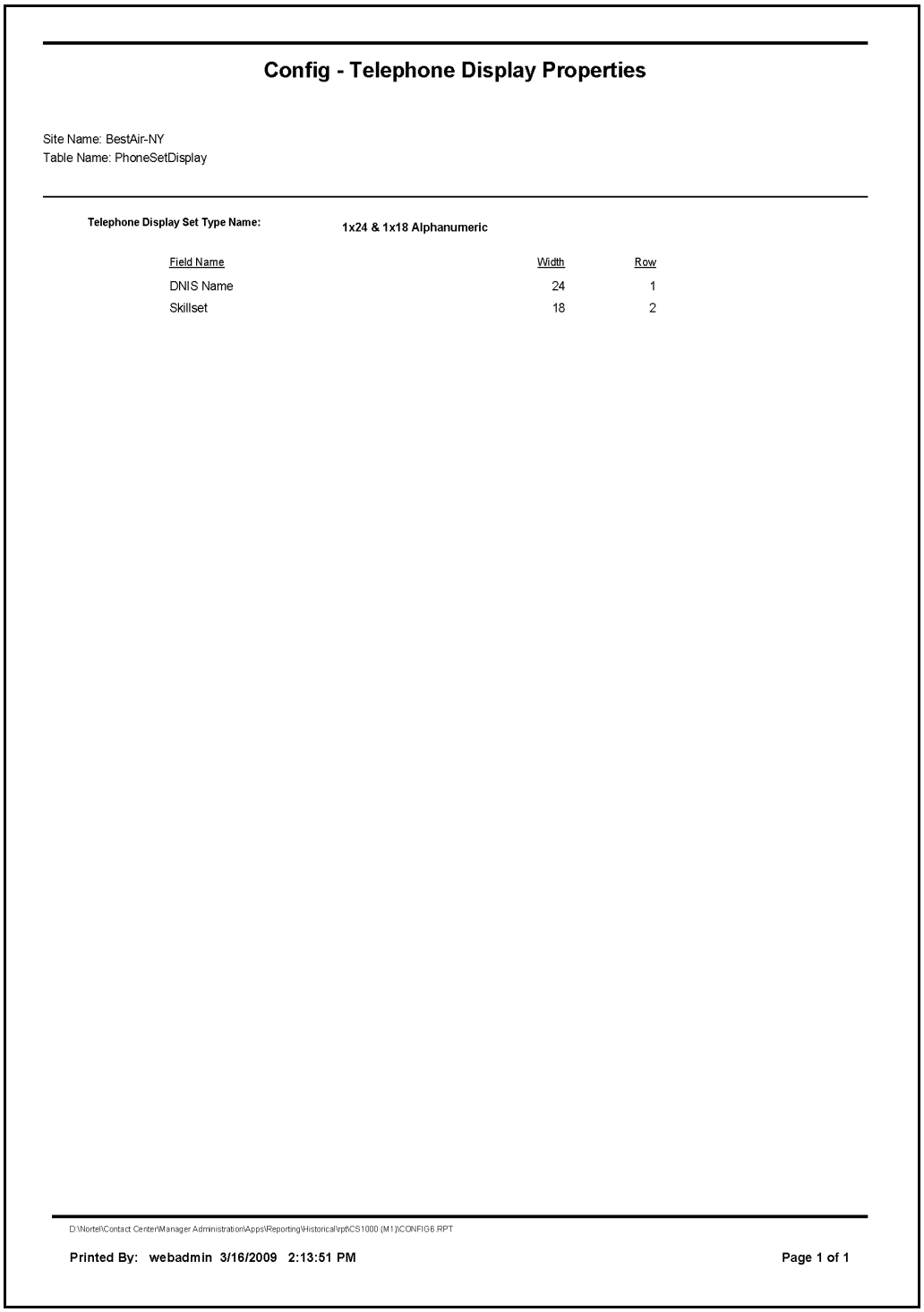
Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Telephone Display Set Type Name	DisplayTypeName	DisplayTypeName
Field Name	FieldName	FieldName
Width	Width	Width
Row	Row	Row

Copyright © 2009-2010, Nortel Networks

Config-Telephone Display Properties report



Config - Telephone Display Properties

Site Name: BestAir-NY
Table Name: PhoneSetDisplay

Telephone Display Set Type Name: **1x24 & 1x18 Alphanumeric**

Field Name	Width	Row
DNIS Name	24	1
Skillset	18	2

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG6.RPT

Printed By: webadmin 3/16/2009 2:13:51 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

User Access Privilege

The User Access Privilege report lists all of the access classes defined in the system. For each class, the report lists all of the privileges assigned to that class and all desktop users belonging to that class.

Attention: For users access privileges for the Contact Center Manager Administration server, run the Access and Partition Management reports. For more information, see Section H: “Administration reports,” on page 1179.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the AccessRights view (see page 377.) For more information about views, see Access rights by view (page 25).

Templates

This report uses the config42.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
none	none

Statistics

This report uses the following statistics.

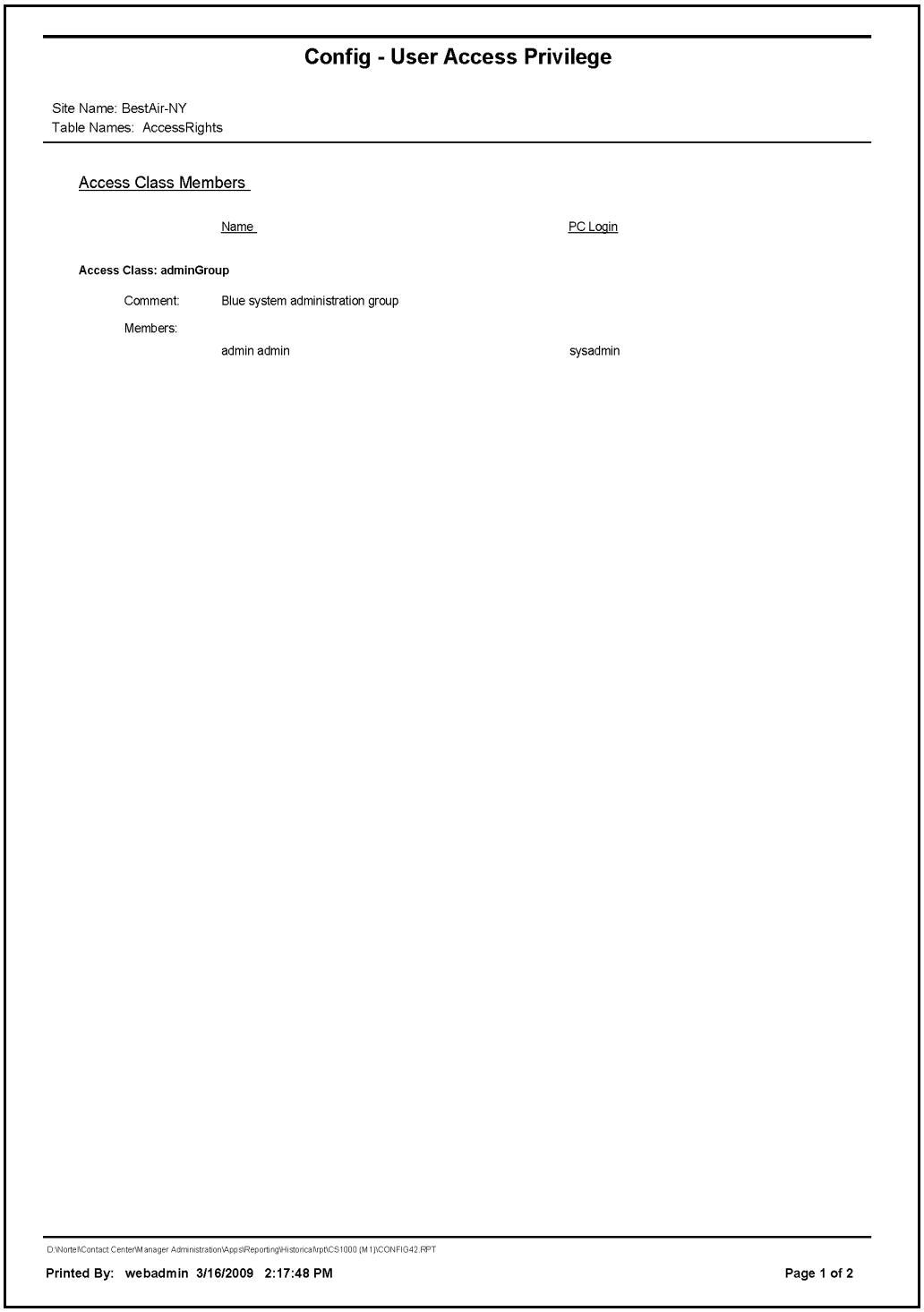
Report field	View field/Formula	View field/Report Creation Wizard formula
Group Name	AccessRights.GroupName	AccessRights.GroupName
Comment	AccessRights.Comment	AccessRights.Comment
Item in System Window	AccessRights.ObjectName	AccessRights.ObjectName

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Level of Access	AccessRights.CreateDeleteAccess	@RCW_AccessCode
	AccessRights.CreatedDeleteAgent Access	
	AccessRights.CreateDeleteAllAgent Access	
	AccessRights.ReadAccess	
	AccessRights.ReadAgentAccess	
	AccessRights.ReadAllAgentAccess	
	AccessRights.WriteAccess	
	AccessRights.WriteAgentAccess	
	AccessRights.WriteAllAgentAccess	
Name	AccessRights.GivenName, AccessRights.Surname	@RCW_AgentName
PC Login	AccessRights.PCLoginName	AccessRights.PCLoginName

Copyright © 2009-2010, Nortel Networks

User Access Privilege report page 1



Config - User Access Privilege

Site Name: BestAir-NY
Table Names: AccessRights

Access Class Members

	Name	PC Login
Access Class: adminGroup		
Comment:	Blue system administration group	
Members:		
	admin admin	sysadmin

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG42.RPT

Printed By: webadmin 3/16/2009 2:17:48 PM **Page 1 of 2**

Copyright © 2009-2010, Nortel Networks

User Access Privilege report page 2

Config - User Access Privilege

Site Name: BestAir-NY
Table Names: AccessRights

Access Class Access Rights

Item in System Window	Level of Access
Access Class: adminGroup	
Comment: Blue system administration group	
Access Rights:	
Server Settings	View
Applications	Edit
Skillsets	Create / delete
Reports - Agent Performance	Create and run any report
Agent to Skillset Assignments	View and assign all agents
CDNs	Create / delete
Connected Sessions	Create / delete
Emergency Help	View
Agent to Supervisor Assignments	View and assign all agents
Script Variables	Create / delete
Skillset Threshold Classes	Create / delete
Event Browser	View
Scripts	Edit, create / delete
Phonesets	Create / delete
Voice Prompt Editor	Create / delete
Event Preferences	Create / delete
Route Threshold Classes	Create / delete
Real-Time Statistics	Edit
IVR ACD-DNs	Create / delete
Activity Codes	Create / delete
Access Classes	Create / delete
Call Presentation Classes	Create / delete
Nodal Threshold Classes	Edit
Formulas	Create / delete
Routes	Create / delete
Serial Ports	Edit
Phoneset Displays	Create / delete
Agent Threshold Classes	Create / delete
Users	Edit all users - create agents only
Historical Statistics	Edit
DNISs	Create / delete
Backup Scheduler	Edit, create / delete
Switch Resource	View
Reports - Other	Create and run any report
Reports	Create and run any report
Real-Time Displays	View all agents - create displays
Server Performance Monitor	View
Users - ICCM	Edit all users - create agents only
Application Threshold Classes	Create / delete
Voice Ports	Edit
Reports - Call-by-Call	Create and run any report
Alarm Monitor	Create / delete
IVR ACD-DN Threshold Classes	Create / delete
Users - Desktop	Create / delete
Scheduler	Create / delete

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CONFIG42.RPT

Printed By: webadmin 3/16/2009 2:17:48 PM **Page 2 of 2**

Copyright © 2009-2010, Nortel Networks

Contact Summary Reports

This chapter provides descriptions of the Contact Summary reports.

Navigation

- Activity Code by Address (page 718)
- Agent by Address (page 721)
- Contact Summary (page 727)
- Originator by Disposition (page 731)
- Contact Duration (page 724)

Copyright © 2009-2010, Nortel Networks

Activity Code by Address

With the Activity Code by Address report you monitor each agent's work and time distribution by the contact address, for example, DNIS and To: email address. During the contact handling, agents can identify the contact type by entering an activity (Line of Business) code. The code identifies contacts as sales, service, and support.

This report includes Post Contact Processing Codes (PCP Codes). PCP Codes are Not Ready Reason Codes that an agent enters in the first Not Ready period after a contact ends.

Contact Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports. To ensure the report is generate in a reasonable amount of time, and with a manageable amount of data, use the selection criteria to filter the data or limit the data range to a minimal period of time.

For more information see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- eCSRCodeStat
- eCSRStat

For more information see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- iActivityCodeByAddress.rpt
- dActivityCodeByAddress.rpt
- wActivityCodeByAddress.rpt
- mActivityCodeByAddress.rpt

Copyright © 2009-2010, Nortel Networks

Selection criteria

You can apply a filter to any of the fields in the view. You can apply a filter, for example, to specific activity or PCP codes, agents, address, etc.

Statistics

This report uses the following statistics:

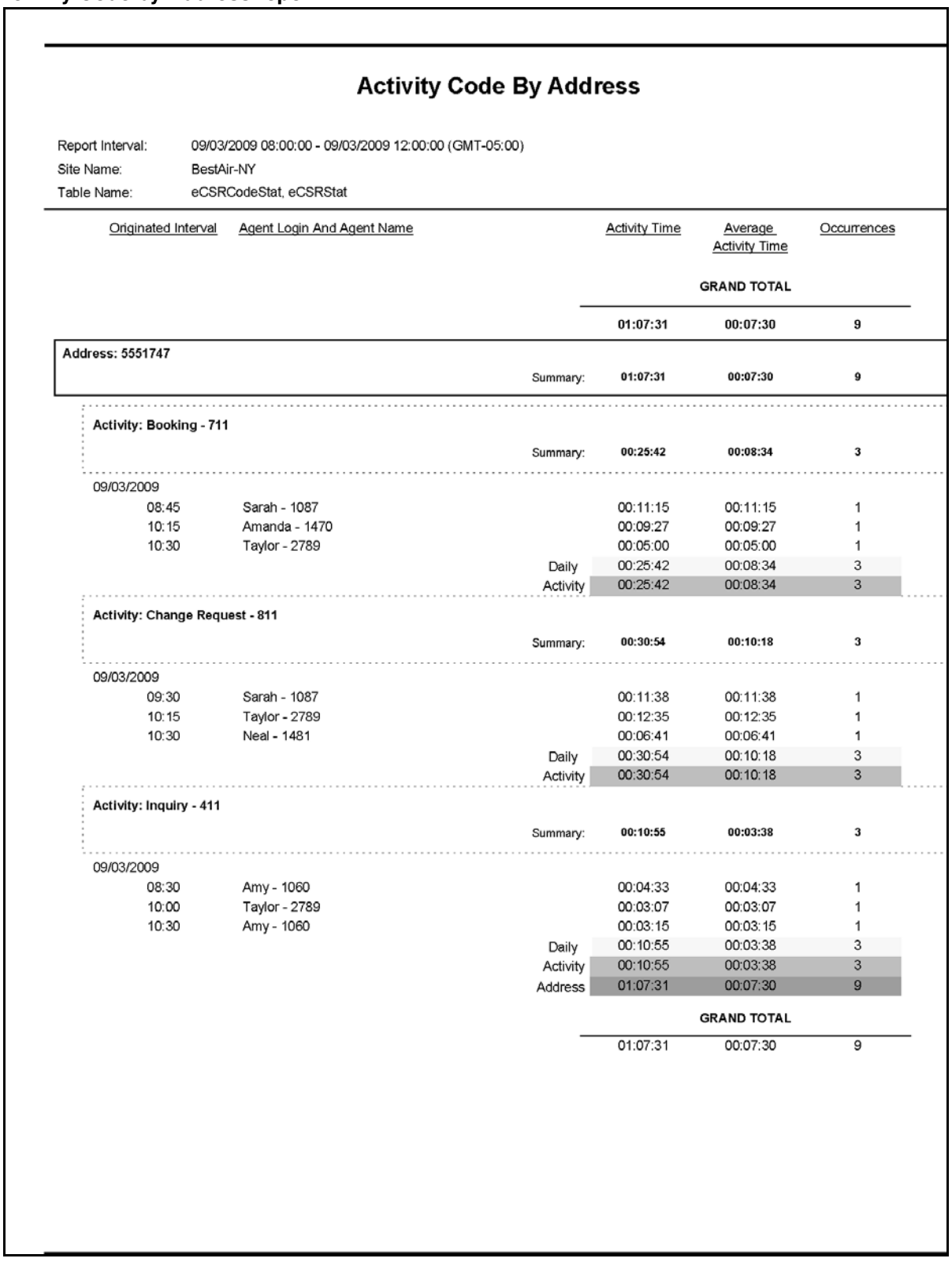
Report field	View field/Formula	View field/Report Creation Wizard formula
Activity Time	Duration	@RCW_Duration
Average Activity Time	Duration / Count (Duration)	
Occurrences	Count (Duration)	

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down into 15 minute intervals. The report also contains a grand total for all selected agents.

Copyright © 2009-2010, Nortel Networks

Activity Code by Address report



Activity Code By Address

Report Interval: 09/03/2009 08:00:00 - 09/03/2009 12:00:00 (GMT-05:00)
Site Name: BestAir-NY
Table Name: eCSRCodeStat, eCSRStat

Originated Interval	Agent Login And Agent Name		Activity Time	Average Activity Time	Occurrences
			GRAND TOTAL		
			01:07:31	**00:07:30**	**9**
Address: 5551747					
		Summary:	**01:07:31**	**00:07:30**	**9**
Activity: Booking - 711					
		Summary:	**00:25:42**	**00:08:34**	**3**
09/03/2009					
08:45	Sarah - 1087		00:11:15	00:11:15	1
10:15	Amanda - 1470		00:09:27	00:09:27	1
10:30	Taylor - 2789		00:05:00	00:05:00	1
		Daily Activity	00:25:42	00:08:34	3
Activity: Change Request - 811					
		Summary:	**00:30:54**	**00:10:18**	**3**
09/03/2009					
09:30	Sarah - 1087		00:11:38	00:11:38	1
10:15	Taylor - 2789		00:12:35	00:12:35	1
10:30	Neal - 1481		00:06:41	00:06:41	1
		Daily Activity	00:30:54	00:10:18	3
Activity: Inquiry - 411					
		Summary:	**00:10:55**	**00:03:38**	**3**
09/03/2009					
08:30	Amy - 1060		00:04:33	00:04:33	1
10:00	Taylor - 2789		00:03:07	00:03:07	1
10:30	Amy - 1060		00:03:15	00:03:15	1
		Daily Activity	00:10:55	00:03:38	3
		Address	01:07:31	00:07:30	9
			GRAND TOTAL		
			01:07:31	00:07:30	9

Copyright © 2009-2010, Nortel Networks

Agent by Address

The Agent by Address report shows summarized agent performance data for each address (DNIS, To: email address, etc.). The report details performance statistics such as the total number of contacts accepted and total and average time spent servicing contact center customers.

This report is an indicator of agent contribution to an address. It helps managers identify agents who have difficulty with contacts arriving on a specific address. The report also highlights agents who need additional training.

Contact Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports. To ensure the report is generate in a reasonable amount of time, and with a manageable amount of data, use the selection criteria to filter the data or limit the data range to a minimal period of time.

For more information, see Understanding the report descriptions (page 558).

View

This report uses the following views:

- eCSRStat
- Skillset

For more information, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- iAgentByAddress.rpt
- dAgentByAddress.rpt
- wAgentByAddress.rpt
- mAgentByAddress.rpt

Copyright © 2009-2010, Nortel Networks

Selection criteria

You can apply a filter to any of the fields in the view. You can apply a filter, for example, to specific agents, or address.

The FinalDisposition IN [RC, RH, RL,XF] filter limits the accepted contacts.

Statistics

This report uses the following statistics:

Report field	View field/Formula	View field/Report Creation Wizard formula
Accepted	Count(Handling Time)	@RCW_Accepted
Short Accepted	HandlingTime < Skillset.MinShortCall Delay	@RCW_ShortAccepted
Post Contact Process Time	PCPTime	@RCW_PostCallProcessingTime
Handling Time	HandlingTime	@RCW_HandlingTime
Average Handling Time	Average(HandlingTime)	
Skillset Work Time	Handling Time, PCP Time	@RCW_SkillsertWorkTime

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the selected reporting period). For the interval reporting period, statistics are further broken down into 15 minute intervals. The report also contains a grand total for all selected agents.

Copyright © 2009-2010, Nortel Networks

Agent by Address report

Agent By Address

Report Interval: 09/03/2009 00:00:00 - 14/03/2009 00:00:00 (GMT-05:00)
Site Name: BestAir-NY
Table Name: eCSRStat, Skillset

Agent Name and ID	Accepted	Short Accepted	Post Contact Proces. Time	Handling Time	Avg. Handling Time	Skillset Work Time
GRAND TOTAL						
	283	10	02:54:21	22:51:49	00:04:51	25:46:10
Address: 5551747						
09/03/2009						
Amy - 1060	9	0	00:03:06	00:35:24	00:03:56	00:38:30
Sarah - 1087	12	0	00:13:06	01:23:42	00:06:59	01:36:48
Amanda - 1470	7	0	00:00:58	01:18:59	00:11:17	01:19:57
Neal - 1481	6	1	00:17:54	00:16:44	00:02:47	00:34:38
Taylor - 2789	14	0	00:25:14	01:33:43	00:06:42	01:58:57
10/03/2009						
Amy - 1060	14	0	00:13:29	01:02:39	00:04:29	01:16:08
Sarah - 1087	8	0	00:04:50	01:01:22	00:07:40	01:06:12
Amanda - 1470	14	1	00:00:42	00:58:23	00:04:10	00:59:05
Neal - 1481	14	0	00:08:27	00:47:38	00:03:24	00:56:05
Taylor - 2789	17	0	00:03:34	01:19:11	00:04:39	01:22:45
11/03/2009						
Amy - 1060	11	2	00:03:54	00:22:57	00:02:05	00:26:51
Sarah - 1087	13	0	00:10:50	01:31:25	00:07:02	01:42:15
Amanda - 1470	13	0	00:01:11	01:08:52	00:05:18	01:10:03
Neal - 1481	19	0	00:10:52	00:44:03	00:02:19	00:54:55
Taylor - 2789	16	0	00:12:36	01:27:07	00:05:27	01:39:43
12/03/2009						
Amy - 1060	10	0	00:00:00	00:26:51	00:02:41	00:26:51
Sarah - 1087	7	0	00:07:52	00:40:09	00:05:44	00:48:01
Amanda - 1470	10	0	00:00:19	01:07:25	00:06:45	01:07:44
Neal - 1481	14	2	00:10:24	00:36:39	00:02:37	00:47:03
Taylor - 2789	17	1	00:05:09	00:54:35	00:03:13	00:59:44
13/03/2009						
Amy - 1060	9	0	00:14:29	00:44:00	00:04:53	00:58:29
Sarah - 1087	9	1	00:02:40	01:22:57	00:09:13	01:25:37
Amanda - 1470	7	1	00:00:36	00:39:00	00:05:34	00:39:36
Neal - 1481	13	1	00:02:09	00:48:04	00:03:42	00:50:13
Address	**283**	**10**	**02:54:21**	**22:51:49**	**00:04:51**	**25:46:10**
GRAND TOTAL						
	283	10	02:54:21	22:51:49	00:04:51	25:46:10

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\dAgentByAddress.rpt

Printed by: webadmin
Printed on: 11/05/2009 12:13:35

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Contact Duration

The Contact Duration report provides a summary by skillset of all completed contacts within the specified time. The report details the percent of contacts with durations within the specified time range, the average and the longest duration for each interval.

Contact Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports. To ensure the report is generate in a reasonable amount of time, and with a manageable amount of data, use the selection criteria to filter the data or limit the data range to a minimal period of time.

For more information, see Understanding the report descriptions (page 558).

View

This report uses the following views:

- eCSRStat view
- Skillset

For more information, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- iCallDuration.rpt
- dCallDuration.rpt
- wCallDuration.rpt
- mCallDuration.rpt

Selection Criteria

You can apply a filter to any of the fields in the view. You can apply a filter, for example, to specific skillsets or agents.

The FinalDisposition IN [RC, RH, RL,XF] filter limits the accepted contacts.

Copyright © 2009-2010, Nortel Networks

Statistics

This report uses the following statistics:

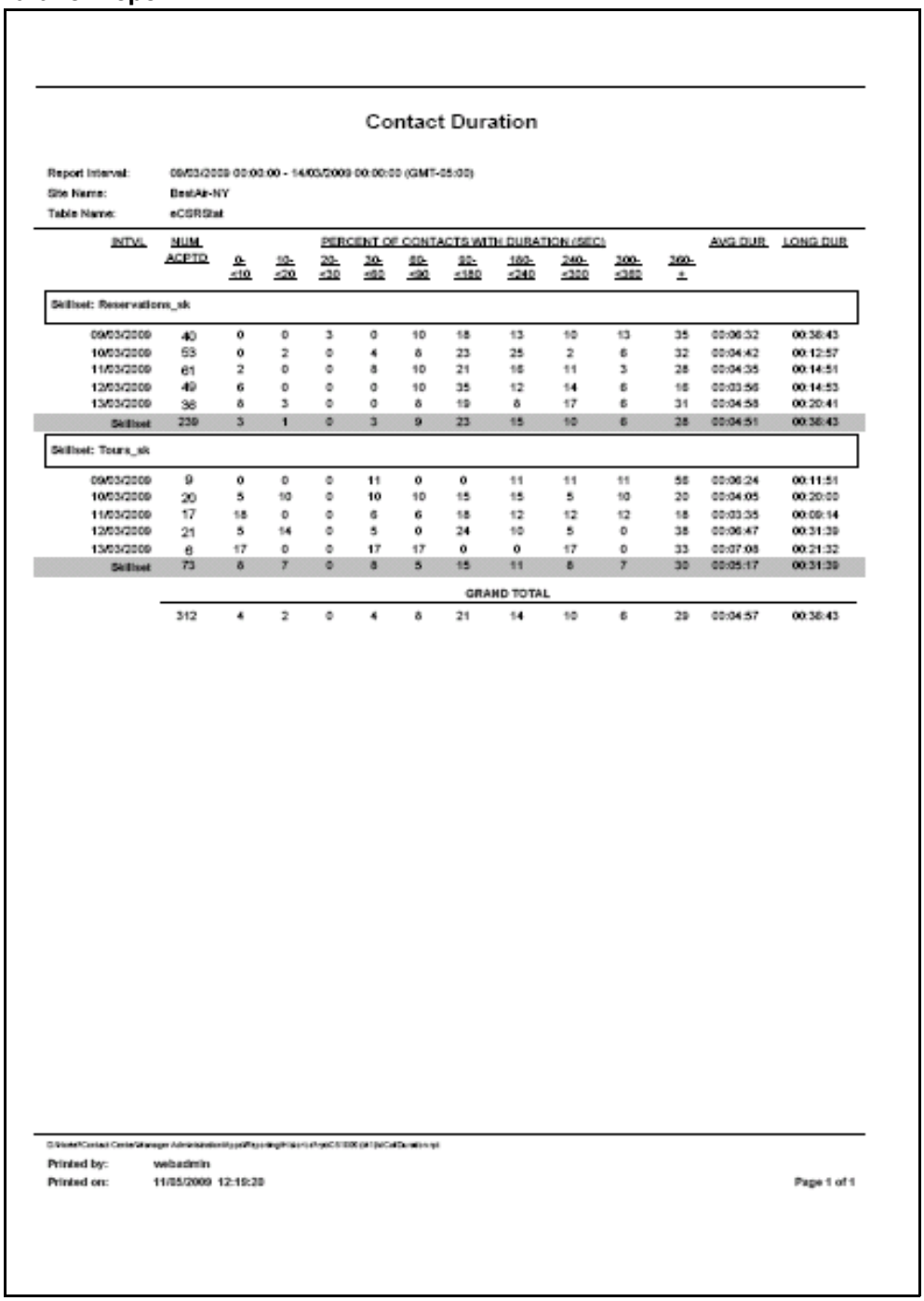
Report field	View field/Formula	View field/Report Creation Wizard formula
Num Acpted	Count(InitialDispoisition)	@RCW_Accepted
Percent of Contacts with Duration (sec)		
0-<10	totCall1/Cound(Duration)*100	
10 -<20	totCall2/Cound(Duration)*100	
20-<30	totCall3/Cound(Duration)*100	
30-<60	totCall4/Cound(Duration)*100	
60-<90	totCall5/Cound(Duration)*100	
90-<180	totCall6/Cound(Duration)*100	
180-<240	totCall7/Cound(Duration)*100	
240-<300	totCall8/Cound(Duration)*100	
300-<360	totCall9/Cound(Duration)*100	
360-<+	totCall10/Cound(Duration)*100	
Avg Dur	Average(Duration)	
Long Dur	Maximum(Duration)	

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the selected reporting period). For the interval reporting period, statistics are further broken down into 15 minute intervals. The report also contains a grand total for all selected agents.

Copyright © 2009-2010, Nortel Networks

Contact Duration report



Contact Duration

Report Interval: 09/03/2009 00:00:00 - 14/03/2009 00:00:00 (GMT-05:00)
Site Name: BestAir-NY
Table Name: eCSRStat

INTVL	NUM ACPTD	PERCENT OF CONTACTS WITH DURATION (SEC)										AVG DUR	LONG DUR
		0- <10	10- <20	20- <30	30- <60	60- <90	90- <120	120- <240	240- <300	300- <360	360- +		
Skillset: Reservations_sk													
09/03/2009	40	0	0	3	0	10	18	13	10	13	35	00:06:32	00:36:43
10/03/2009	53	0	2	0	4	6	23	25	2	6	32	00:04:42	00:12:57
11/03/2009	61	2	0	0	8	10	21	16	11	3	28	00:04:35	00:14:51
12/03/2009	49	6	0	0	0	10	35	12	14	6	16	00:03:56	00:14:53
13/03/2009	36	6	3	0	0	8	19	8	17	6	31	00:04:58	00:20:41
Skillset	239	3	1	0	3	9	23	15	10	6	28	00:04:51	00:36:43
Skillset: Tours_sk													
09/03/2009	9	0	0	0	11	0	0	11	11	11	55	00:06:24	00:11:51
10/03/2009	20	5	10	0	10	10	15	15	5	10	20	00:04:05	00:20:00
11/03/2009	17	18	0	0	6	6	18	12	12	12	18	00:03:35	00:09:14
12/03/2009	21	5	14	0	5	0	24	10	5	0	38	00:06:47	00:31:39
13/03/2009	6	17	0	0	17	17	0	0	17	0	33	00:07:08	00:21:32
Skillset	73	8	7	0	8	5	15	11	8	7	30	00:05:17	00:31:39
GRAND TOTAL													
	312	4	2	0	4	6	21	14	10	6	29	00:04:57	00:36:43

Printed by: webadmin
Printed on: 11/05/2009 12:19:20
Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Contact Summary

The Contact Summary report shows detailed information for each contact segment.

The report is grouped by ContactOriginatedStamp and then CCMID. For multisegment contacts, the ContactOriginatedStamp is the OriginatedStamp of the first segment. The CCMID is an internal value used to represent the contact ID as known throughout applications in the Contact Center suite. These values together identify contact segments that comprise a single composite contact, for example, all legs of a transferred call. A line is printed between each contact segment to help highlight that the details are for a new segment and not a new contact

When a contact has been accepted, a hyperlink for the Activity/PCP Code sub-report will be shown in the contact group header. When the link is clicked a new tab opens in the report viewer showing any activity or PCP codes entered for the contact. The sub-report is generated on demand and therefore will not be printed or exported with this report.

Contact Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports. To ensure the report is generate in a reasonable amount of time, and with a manageable amount of data, use the selection criteria to filter the data or limit the data range to a minimal period of time.

For more information, see Understanding the report descriptions (page 558).

View

This report uses the eCSRStat view.

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the ContactSummary.rpt template.

Selection Criteria

You can apply a filter to any of the fields in the view. You can apply a filter, for example, to specific applications, skillsets, agents, address, originators, or number of times on hold.

Copyright © 2009-2010, Nortel Networks

Statistics

The main reports uses the following statistics:

Report field	View field/Formula	View field/Report Creation Wizard formula
Originated Time	OriginatedStamp	@RCW_OriginatedStamp
End time	FinalDispositionStamp	@RCW_FinalDispoisitionStamp
Duration	Duration	@RCW_Duration
Initial Disposition	InitialDiposition	
Final Disposition	FinalDisposition	
Contact Type	ContactTypeName + " " +	
	ContactSubType + " " +	
	ContactProximity	
Site	SiteName, SiteID	
Remote Site	RemoteSiteName, RemoteSiteID	
Originator	Originator	Originator
Address	Address	Address
Route point	RoutePoint	RoutePoint

Statistics shown when ApplicationID <> 0		
Application	SourceApplicationName	@RCW_ApplicationNameOrID
	ApplicationName	
	ApplicationID	
Application Delay	AppAcceptedDelay	@RCW_ApplicationDelay
	AppAbandonDelay	
Last Treatment	Treatment	
	LastTreatmentID	

Copyright © 2009-2010, Nortel Networks

Statistics shown when SkillsetID <>0		
Skillset	SkillsetName Or SkillsetID	@RCW_SkillsetNameOrID
Skillset Delay	SksAcceptedDelay Or SksAbandonDelay	@RCW_SkillsetDelay
Priority	Priority	Priority

Statistics shown when AgentID <> 0 OR AgentID != " "		
Agent Name - ID	AgentGivenName +" "+ AgentSurName +" "+	@RCW_Accepted
Handling Time	Handling Time	Handling Time
next Address	NextAddress	NextAddress

Statistics shown when NumberOfTimesOhHold <> 0		
Number of Times on Hold	NumberOfTimesOnHold	NumberOfTimesOnHold
Hold Time	HoldTime	HoldTime

The Activity/PCP code subreport uses the following statistics:

Report field	View field/Formula	View field/Report Creation Wizard formula
Originated Time	OriginatedStamp	@RCW_OriginatedStamp
End time	FinalDispositionStamp	@RCW_FinalDispositionStamp
Duration	Duration	@RCW_Duration
Initial Disposition	InitialDiposition	
Final Disposition	FinalDisposition	
Code Name	CodeName or Code	@RCW_CodeNameID
Sequence	CodeSequence	CodeSequence
Start Time	CodeStartStamp	@RCW_CodeStartStamp
Type	CodeType	
Duration	Duration	@RCW_Duration

Copyright © 2009-2010, Nortel Networks

Contact Summary report

Contact Summary

Report Interval: 09/03/2009 00:00:00 - 09/03/2009 23:45:00 (GMT-05:00)
Site Name: BestAir-NY
Table Name: eCSRStat

Contact ID: 4,474,228	**Contact Originated: 09/03/2009 11:47:33**	
Originated Time: 09/03/2009 11:47:33	End Time: 09/03/2009 11:48:34	Duration: 61
Initial Disposition: Local	Final Disposition: Routed	
Contact Type: Voice CDN	Site: ZRC2C01M	Remote Site:
Originator: 3605557083	Address: 5551747	Route Point: 21113
Application: Reservations	Application Delay: 0	Last Treatment: GIVE_ROUTE_TO
Skillset: Reservations_sk	Skillset Delay: 0	Priority: 3
Contact ID: 4,474,501	**Contact Originated: 09/03/2009 11:48:55**	Activity/PCP Code
Originated Time: 09/03/2009 11:48:55	End Time: 09/03/2009 11:50:09	Duration: 74
Initial Disposition: Established	Final Disposition: Released	
Contact Type: Voice DN Out Ext	Site: ZRC2C01M	Remote Site:
Originator: 4001	Address: 12105552550	Route Point:
Agent Name - ID: Daniel - 1480	Handling Time: 74	Next Address:
Contact ID: 4,474,687	**Contact Originated: 09/03/2009 11:49:23**	
Originated Time: 09/03/2009 11:49:23	End Time: 09/03/2009 11:49:56	Duration: 33
Initial Disposition: Local	Final Disposition: Abandoned	
Contact Type: Voice CDN	Site: ZRC2C01M	Remote Site:
Originator: 5065555102	Address: 5551747	Route Point: 21113
Application: Reservations	Application Delay: 33	Last Treatment: GIVE_MUSIC
Skillset: Reservations_sk	Skillset Delay: 33	Priority: 3
Contact ID: 4,474,460	**Contact Originated: 09/03/2009 11:56:04**	Activity/PCP Code
Originated Time: 09/03/2009 11:56:04	End Time: 09/03/2009 11:56:07	Duration: 3
Initial Disposition: Established	Final Disposition: Released	
Contact Type: Voice DN Out Ext	Site: ZRC2C01M	Remote Site:
Originator: 4000	Address: 16615554169	Route Point:
Agent Name - ID: Michelle - 1555	Handling Time: 3	Next Address:

D:\Nortel\Contact CenterManager Administration\Apps\Reporting\Historical\rpt\CS1000 (MV)\ContactSummary.rpt
Printed by: webadmin
Printed on: 11/05/2009 12:23:21

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Originator by Disposition

The Originator By Disposition report shows detailed information for each contact segment. The report is grouped by Application, then FinalDisposition and finally Originator.

View

This report uses the eCSRStat view. For more information, see Access rights by view (page 25).

Templates

This report uses the OriginatorByDisposition.rpt template.

Selection criteria

You can apply a filter to any of the fields in the view. You can apply a filter, for example, to specific applications, final dispositions originator, etc.

Statistics

The report uses the following statistics:

Report field	View field/Formula	View field/Report Creation Wizard formula
Originated Time	OriginatedStamp	@RCW_OriginatedStamp
Contact Type	ContactTypeName + " " +	
	ContactSubType + " " +	
	ContactProximity	
Segment		
Site	SiteName Or SiteID	
Address	Address	Address
Application Delay	AppAcceptedDelay OR	@RCW_ApplicationDelay
	AppAbandonDelay	
Last Treatment	Treatment Or	
	LastTreatmentID	
Skillset	SkillsetName	@RCW_SkillsetNameOrID
	SkillsetID	

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Agent Name - ID	AgentGivenName +” “ + AgentSurName +” “ + AgentID	
Handling Time	HandlingTime	HandlingTime
Next Address	Next Address	NextAddress
Initial Disposition	InitialDispoistion	

Summaries

The report provides a count of the number of contacts for a given application and for a given final disposition. As well, the average application delay is shown for each final disposition.

Copyright © 2009-2010, Nortel Networks

Originator by Disposition report

Originator By Disposition

Report Interval: 09/03/2009 11:45:00 - 09/03/2009 12:00:00 (GMT-05:00)
Site Name: BestAir-NY
Table Name: eCSRStat

Originated Time	Contact Type	Contact ID	Segment	Site	Address	Application Delay	Last Treatment	Skillset	Agent Name and ID	Handling Time	Initial Disposition	Next Address
Application: Reservations												
Total Contacts: 3												
Disposition: Abandoned												
Total Contacts: 2					Average Delay: 42.50							
Originator: 5065555102												
09/03/2009 11:49	Voice CDN	4474687	1	0	5551747	00:00:33	GIVE_MUSIC	Reservations_sk	-	00:00:00	Local	
Originator: 7135551852												
09/03/2009 11:56	Voice CDN	4475466	1	0	5551747	00:00:52	GIVE_MUSIC	Reservations_sk	-	00:00:00	Local	
Disposition: Routed												
Total Contacts: 1					Average Delay: 0.00							
Originator: 3605557083												
09/03/2009 11:47	Voice CDN	4474228	1	0	5551747	00:00:00	GIVE_ROUTE_TO	Reservations_sk	-	00:00:00	Local	

D:\Nortel\Contact Center\Manager Administration\Appsit\Reporting\Historical\rptNCS1000 (M1)\OriginatorByDisposition.rpt

Printed by: webadmin
Printed on: 11/05/2009 12:21:18

Copyright © 2009-2010, Nortel Networks

Standard Multimedia reports

This chapter provides a detailed description of the Multimedia reports.

Navigation

- Contacts Closed by Reason Code (page 735)
- Contacts Closed by Skillset (page 737)
- Contacts Details (page 739)
- Contacts Outstanding Summary (page 746)
- Contacts Received by Skillset (page 748)

Copyright © 2009-2010, Nortel Networks

Contacts Closed by Reason Code

The Contacts Closed by Reason Code report summarizes the contacts closed by reason codes for each date.

Views

This report uses the ContactsbyContacts view.

Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Selection Criteria

You can apply a filter to any field in the view. You can apply a filter, for example, to specific skillsets, contact ID, or customer ID.

Templates

This report uses the ClosedReasonCodesReport.rpt template.

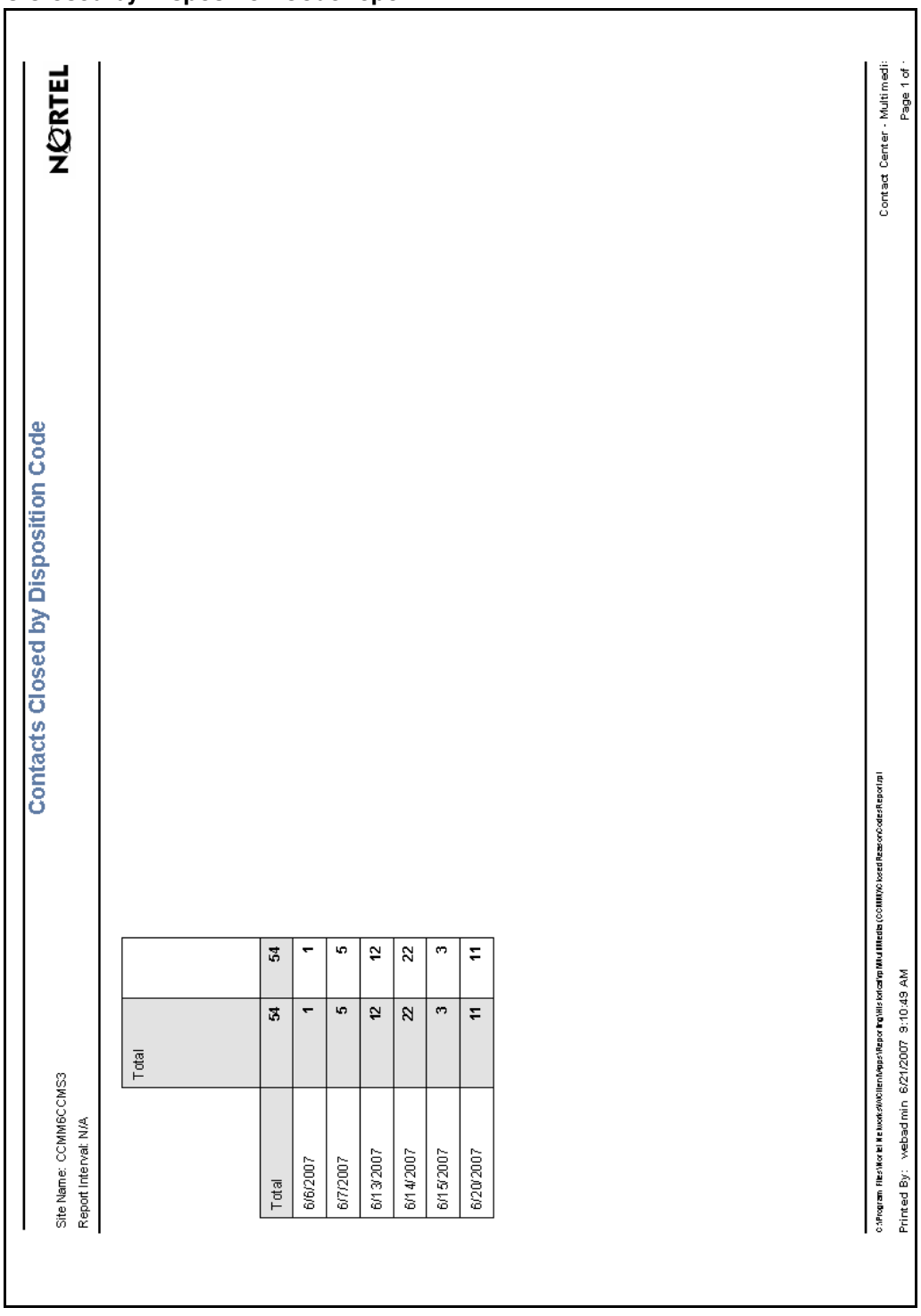
Summaries

This report is in the Multimedia group. The report groups closed contacts by disposition code based on day. The report also lists the grand total of contacts closed and the total for each day.

The columns list the grand total of contacts closed by the closed reason code. The closed reason codes are shown in the column headings. The total of the contacts that were closed without a closed reason code appears in the column with the blank heading.

Copyright © 2009-2010, Nortel Networks

Contacts Closed by Disposition Code report



Contacts Closed by Disposition Code

NORTEL

Site Name: CCMM6CCMS3
Report Interval: N/A

	Total	
Total	54	54
6/6/2007	1	1
6/7/2007	5	5
6/13/2007	12	12
6/14/2007	22	22
6/15/2007	3	3
6/20/2007	11	11

c:\Program Files\Nortel Networks\Nodal\Reports\English\Multimedia\CCMM\Closed Reason Codes Report.rpt

Contact Center - Multimedi:
Printed By: webadmin 6/21/2007 9:10:49 AM
Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Contacts Closed by Skillset

The Contacts Closed by Skillset Report summarizes the contacts closed across skillsets based on date.

Views

This report uses the ContactsbyContacts view.

Collection Frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

Selection Criteria

You can apply a filter to any field in the view. You can apply a filter, for example, to specific skillsets, contact ID, or customer ID.

Templates

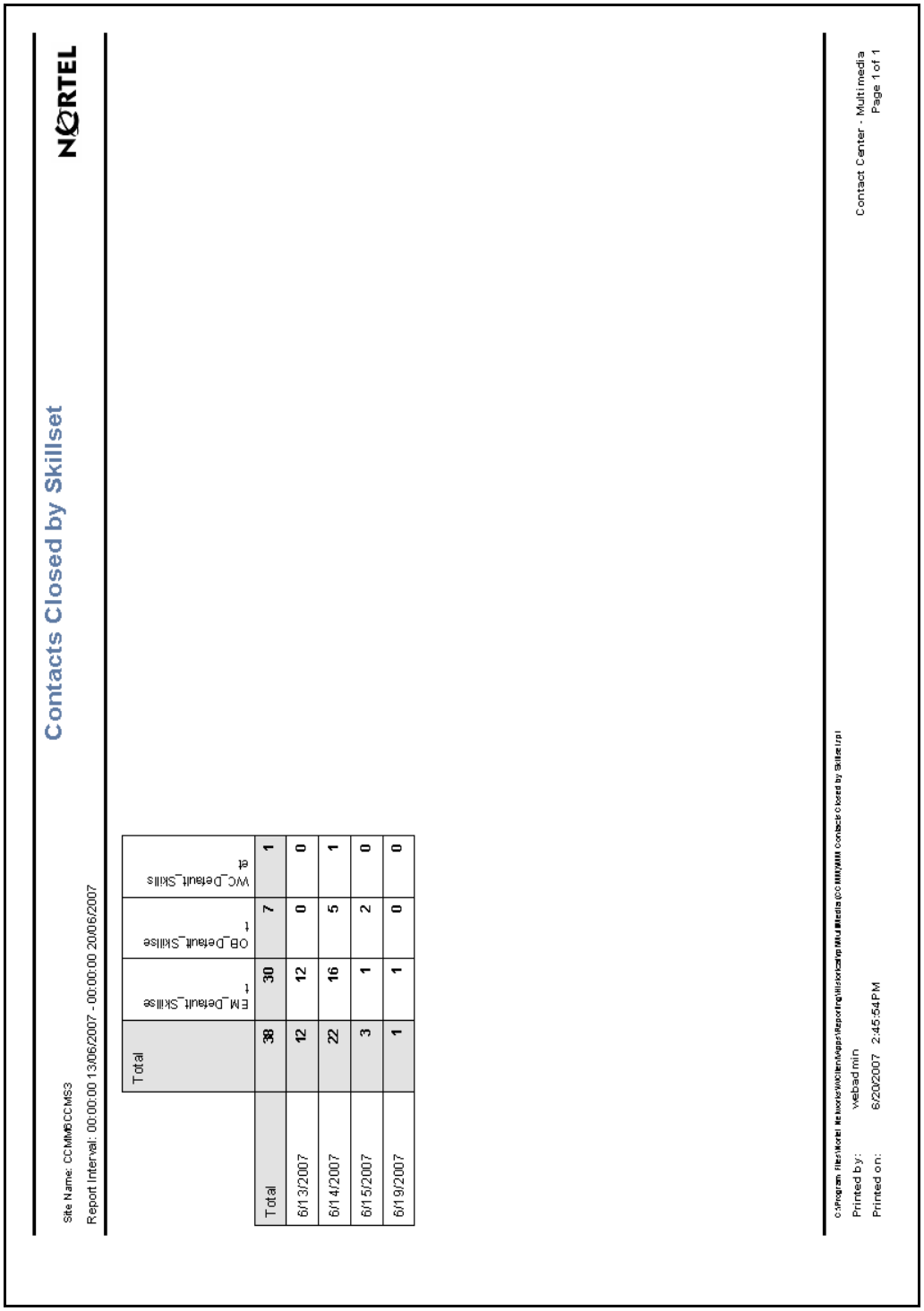
This report uses the MM Contacts Closed by Skillset.rpt template.

Summaries

The report is in the Multimedia group. The report groups the closed contacts by skillset for each day. The report also lists the grand total of contacts closed, the total for each day, and the total for each skillset.

Copyright © 2009-2010, Nortel Networks

Contact Closed by Skillset report



NORTEL

Contacts Closed by Skillset

Site Name: CCMM@CCMS3

Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

	Total	EM_Default_Skillset1	OB_Default_Skillset1	WC_Default_Skillset1
Total	38	30	7	1
6/13/2007	12	12	0	0
6/14/2007	22	16	5	1
6/15/2007	3	1	2	0
6/19/2007	1	1	0	0

C:\Program Files\Nortel Networks\WebLM\Apps\Reporting\Mission Control\Multimedia\CCMM\MM Contacts Closed by Skillset.rpt

Printed by: webadmin

Printed on: 6/20/2007 2:45:54 PM

Contact Center - Multimedia

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Contacts Details

The Contact Details Report summarizes the contacts based on skillset.

Views

This report uses the ContactsbyContacts view.

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Selection Criteria

You can apply a filter to fields in the view. You can apply a filter, for example, to specific skillsets, contact ID, or contact status.

Templates

This reports use the ContactByContactDetails.rpt template.

Summaries

The report is in the Multimedia group. The report displays grand total and average information for all contacts, and then displays total and average information for contacts grouped by skillset.

The grand total and average information for all contacts and is divided into the following sections.

Contact Summary and Status Details

This section includes the following information:

- Total
- Closed
- Open
- New
- Waiting

Contact Open Duration

This sections displays both total and average contact open duration.

Contact Waiting Duration

Copyright © 2009-2010, Nortel Networks

This sections displays both total and average contact wait duration.

The report also provides information for contact details grouped by skillset. For each skillset the report provides the following information where applicable:

Contact Status

- Total
- Closed
- Open
- New
- Waiting

Contact Waiting Duration

- Total
- Average

Contact Open Duration

- Total
- Average

Dial Duration

Talk Duration

Call Duration

The report also displays the contacts for each particular day and lists the following information where applicable:

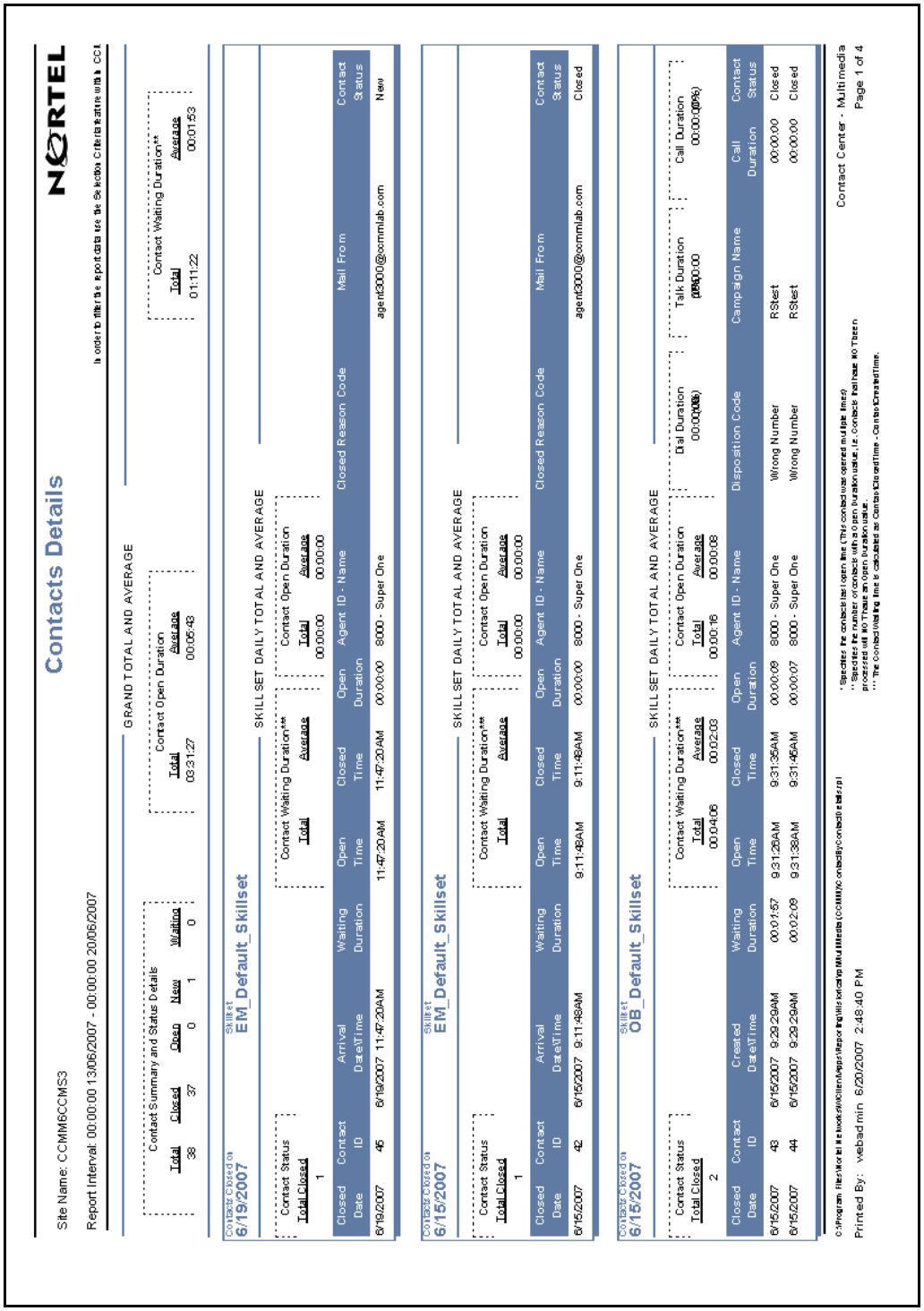
- Closed Date
- Contact ID
- Arrival Date/Time
- Waiting Duration
- Open Time
- Closed Time
- Open Duration
- Agent ID-Name
- Closed Reason Code

Copyright © 2009-2010, Nortel Networks

- Mail From
- Disposition Code
- Campaign Name
- Call Duration
- Contact Status

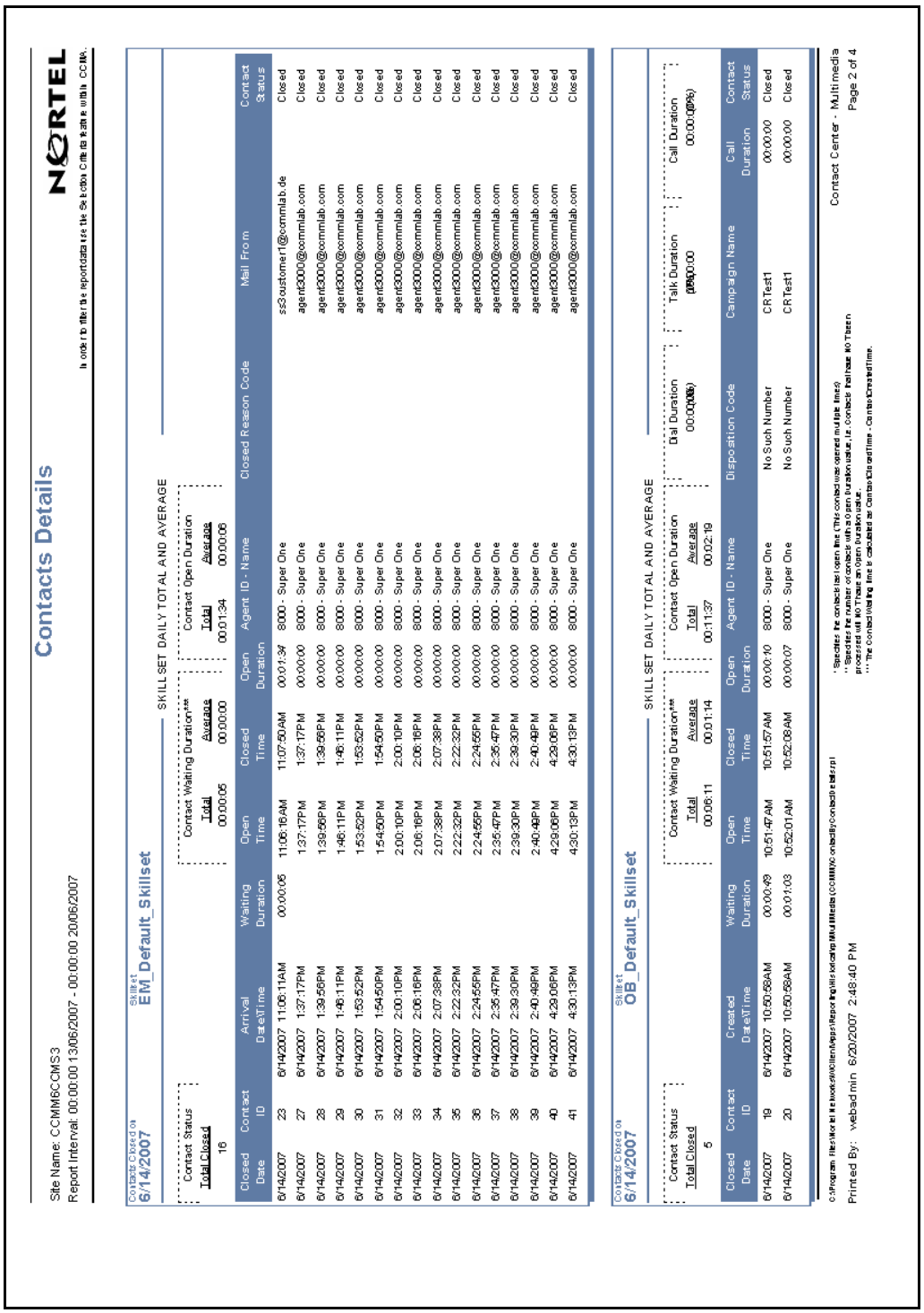
Copyright © 2009-2010, Nortel Networks

Contact Details report page 1



Copyright © 2009-2010, Nortel Networks

Contact Details report page 2



NORTEL

Contacts Details

Site Name: CCMM6CCMS3
Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

In order to filter the report data use the Selection Criteria feature within CCMM.

Contacts Closed on **6/14/2007** — SkillSet: **EM_Default_Skillset** — SKILLSET DAILY TOTAL AND AVERAGE

Contact Status	Contact Waiting Duration***		Contact Open Duration	
Total Closed	Total	Average	Total	Average
16	00:00:05	00:00:00	00:01:34	00:00:06

Closed Date	Contact ID	Arrival Date/Time	Waiting Duration	Open Time	Closed Time	Open Duration	Agent ID - Name	Closed Reason Code	Mail From	Contact Status
6/14/2007	23	6/14/2007 11:06:11AM	00:00:05	11:06:16AM	11:07:50AM	00:01:34	8000 - Super One		ss3customer1@commlab.de	Closed
6/14/2007	27	6/14/2007 1:37:17PM		1:37:17PM	1:37:17PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	28	6/14/2007 1:39:56PM		1:39:56PM	1:39:56PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	29	6/14/2007 1:46:11PM		1:46:11PM	1:46:11PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	30	6/14/2007 1:53:52PM		1:53:52PM	1:53:52PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	31	6/14/2007 1:54:50PM		1:54:50PM	1:54:50PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	32	6/14/2007 2:00:10PM		2:00:10PM	2:00:10PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	33	6/14/2007 2:06:16PM		2:06:16PM	2:06:16PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	34	6/14/2007 2:07:38PM		2:07:38PM	2:07:38PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	35	6/14/2007 2:22:32PM		2:22:32PM	2:22:32PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	36	6/14/2007 2:24:55PM		2:24:55PM	2:24:55PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	37	6/14/2007 2:35:47PM		2:35:47PM	2:35:47PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	38	6/14/2007 2:39:30PM		2:39:30PM	2:39:30PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	39	6/14/2007 2:40:49PM		2:40:49PM	2:40:49PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	40	6/14/2007 4:29:06PM		4:29:06PM	4:29:06PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/14/2007	41	6/14/2007 4:30:13PM		4:30:13PM	4:30:13PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed

Contacts Closed on **6/14/2007** — SkillSet: **OB_Default_Skillset** — SKILLSET DAILY TOTAL AND AVERAGE

Contact Status	Contact Waiting Duration***		Contact Open Duration		Dial Duration	Talk Duration	Call Duration
Total Closed	Total	Average	Total	Average	00:00:00	00:00:00	00:00:00
5	00:06:11	00:01:14	00:11:37	00:02:19			

Closed Date	Contact ID	Created Date/Time	Waiting Duration	Open Time	Closed Time	Open Duration	Agent ID - Name	Disposition Code	Campaign Name	Call Duration	Contact Status
6/14/2007	19	6/14/2007 10:50:58AM	00:00:49	10:51:47AM	10:51:57AM	00:00:10	8000 - Super One	No Such Number	CRTest1	00:00:00	Closed
6/14/2007	20	6/14/2007 10:50:58AM	00:01:03	10:52:01AM	10:52:08AM	00:00:07	8000 - Super One	No Such Number	CRTest1	00:00:00	Closed

c:\Program Files\Nortel Networks\WebLM\apps\ReportingUtils\config\Multimedia (CCMM)\Contacts\bycontacts.jsp

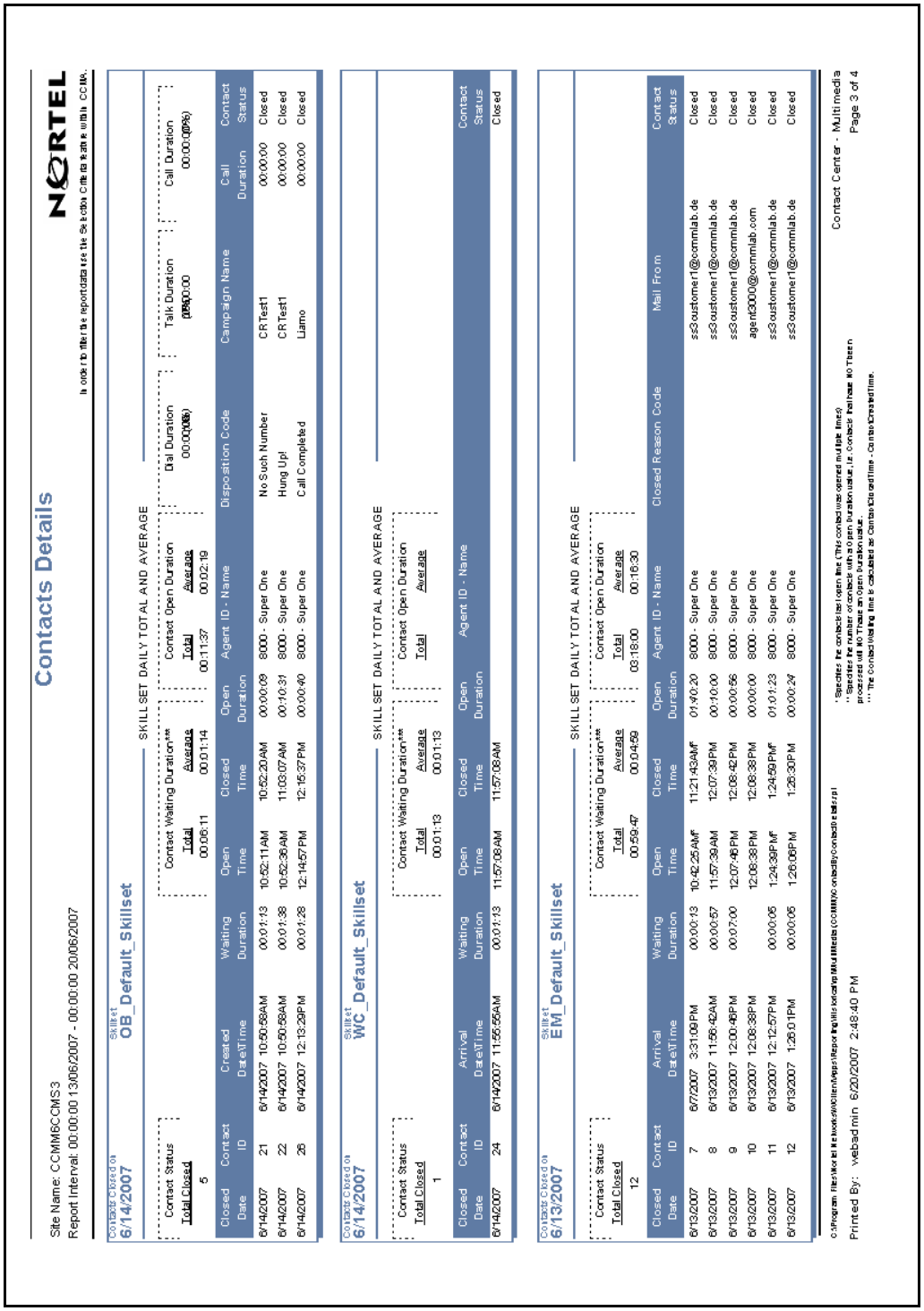
Printed By: webadmin 6/20/2007 2:48:40 PM

* Specifies the contacts that were open at the time this contact was opened (multiple lines).
** Specifies the number of contacts with a open duration value, i.e. Contacts that are NOT open.
*** The contact waiting time is calculated as ContactClosedTime - ContactCreatedTime.

Contact Center - Multimedia
Page 2 of 4

Copyright © 2009-2010, Nortel Networks

Contact Details report page 3



Contact Details

NORTEL

Site Name: CCMM6CCMS3
Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

In order to filter the report data use the Selection Criteria table within CCMA.

Contacts Closed on 6/14/2007 — Skillset: OB_Default_Skillset

SKILLSET DAILY TOTAL AND AVERAGE

Contact Status: Total Closed	Contact Waiting Duration*** Total	Contact Waiting Duration*** Average	Contact Open Duration Total	Contact Open Duration Average	Dial Duration Total	Dial Duration Average	Talk Duration Total	Talk Duration Average	Call Duration Total	Call Duration Average
5	00:06:11	00:01:14	00:11:37	00:02:19	00:00:00	(0%)	00:00:00	(0%)	00:00:00	(0%)

Closed Date	Contact ID	Created DateTime	Waiting Duration	Open Time	Closed Time	Open Duration	Agent ID - Name	Disposition Code	Campaign Name	Call Duration	Contact Status
6/14/2007	21	6/14/2007 10:50:59AM	00:01:13	10:52:11AM	10:52:20AM	00:00:09	8000 - Super One	No Such Number	CRTest1	00:00:00	Closed
6/14/2007	22	6/14/2007 10:50:59AM	00:01:38	10:52:36AM	11:03:07AM	00:10:31	8000 - Super One	Hung Up!	CRTest1	00:00:00	Closed
6/14/2007	26	6/14/2007 12:13:39PM	00:01:18	12:14:57PM	12:15:37PM	00:00:40	8000 - Super One	Call Completed	Liamo	00:00:00	Closed

Contacts Closed on 6/14/2007 — Skillset: WC_Default_Skillset

SKILLSET DAILY TOTAL AND AVERAGE

Contact Status: Total Closed	Contact Waiting Duration*** Total	Contact Waiting Duration*** Average	Contact Open Duration Total	Contact Open Duration Average
1	00:01:13	00:01:13		

Closed Date	Contact ID	Arrival DateTime	Waiting Duration	Open Time	Closed Time	Open Duration	Agent ID - Name	Contact Status
6/14/2007	24	6/14/2007 11:55:55AM	00:01:13	11:57:08AM	11:57:08AM			Closed

Contacts Closed on 6/13/2007 — Skillset: EM_Default_Skillset

SKILLSET DAILY TOTAL AND AVERAGE

Contact Status: Total Closed	Contact Waiting Duration*** Total	Contact Waiting Duration*** Average	Contact Open Duration Total	Contact Open Duration Average
12	00:59:47	00:04:59	03:18:00	00:16:30

Closed Date	Contact ID	Arrival DateTime	Waiting Duration	Open Time	Closed Time	Open Duration	Agent ID - Name	Closed Reason Code	Mail From	Contact Status
6/13/2007	7	6/7/2007 3:31:09PM	00:00:13	10:42:25AM	11:21:43AM	01:40:20	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	8	6/13/2007 11:56:42AM	00:00:57	11:57:39AM	12:07:39PM	00:10:00	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	9	6/13/2007 12:00:49PM	00:07:00	12:07:49PM	12:08:42PM	00:00:56	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	10	6/13/2007 12:08:38PM		12:08:38PM	12:08:38PM	00:00:00	8000 - Super One		agent3000@commlab.com	Closed
6/13/2007	11	6/13/2007 12:12:57PM	00:00:05	1:24:39PM	1:24:59PM	01:01:23	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	12	6/13/2007 1:26:01PM	00:00:05	1:26:06PM	1:26:30PM	00:00:24	8000 - Super One		ss3customer1@commlab.de	Closed

* Specifies the contacts last open time. (This contact was opened multiple times)
** Specifies the number of contacts with a open duration value, i.e. contacts that have NO Times present and Hold Times are Open Database value.
*** The contact Waiting Time is calculated as Contact Closed Time - Contact Created Time.

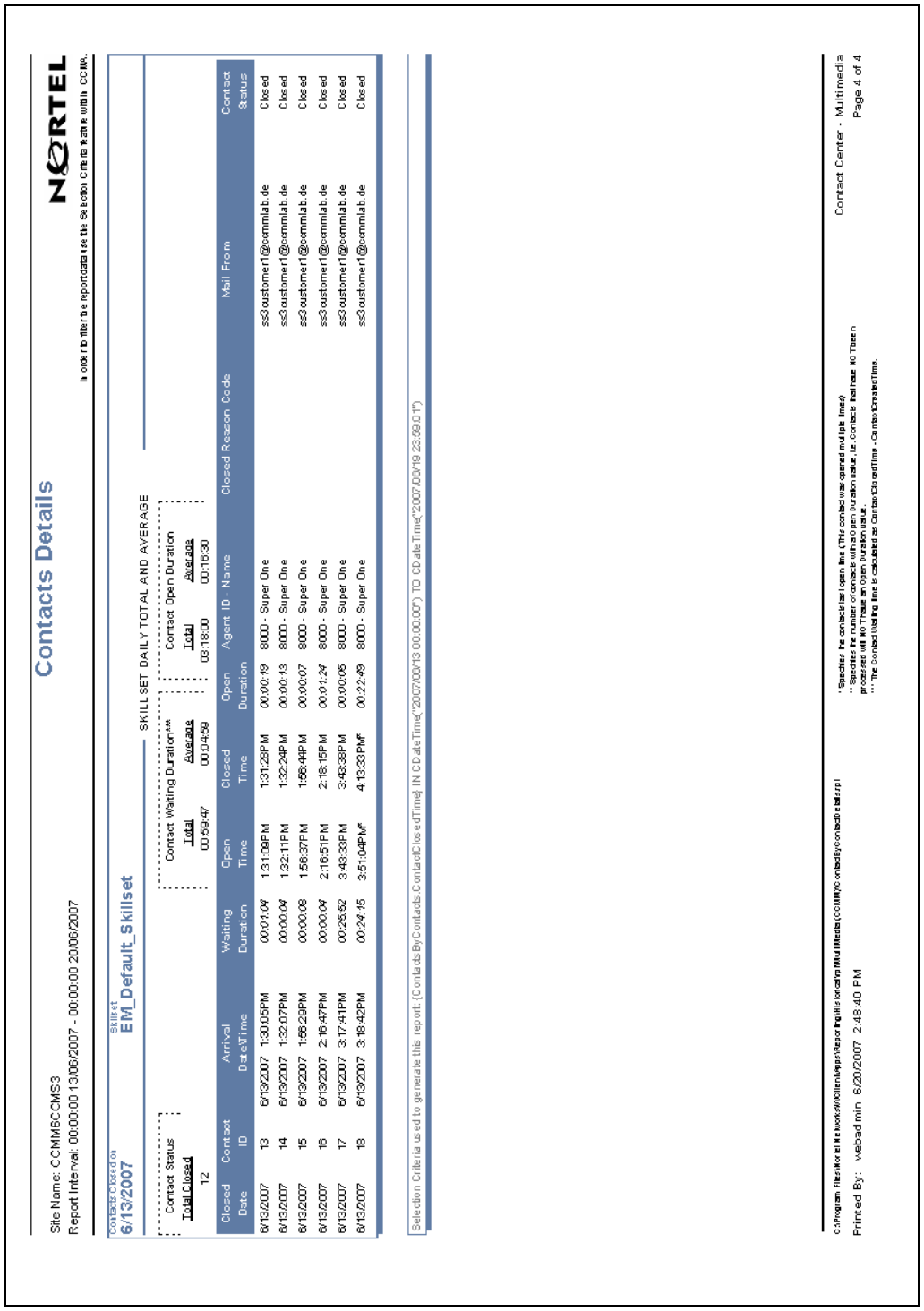
C:\Program Files\Nortel Networks\WebLM\Reports\Reports\Multimedia (CCMM)\Contact Details.rpt

Printed By: webadmin 6/20/2007 2:48:40 PM

Contact Center - Multimedia
Page 3 of 4

Copyright © 2009-2010, Nortel Networks

Contact Details report page 4



Contacts Details

NORTEL

Site Name: CCMM6CCMS3
Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

In order to filter the report data use the Selection Criteria frame within CCMA.

Contact Closed on: 6/13/2007
Skillset: EM_Default_Skillset

SKILL SET DAILY TOTAL AND AVERAGE

Contact Status	Contact Waiting Duration***		Contact Open Duration	
Total Closed	Total	Average	Total	Average
12	00:59:47	00:04:59	03:18:00	00:16:30

Closed Date	Contact ID	Arrival DateTime	Waiting Duration	Open Time	Closed Time	Open Duration	Agent ID - Name	Closed Reason Code	Mail From	Contact Status
6/13/2007	13	6/13/2007 1:30:05PM	00:01:04	1:31:09PM	1:31:28PM	00:00:19	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	14	6/13/2007 1:32:07PM	00:00:04	1:32:11PM	1:32:24PM	00:00:13	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	15	6/13/2007 1:56:29PM	00:00:08	1:56:37PM	1:56:44PM	00:00:07	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	16	6/13/2007 2:16:47PM	00:00:04	2:16:51PM	2:16:51PM	00:01:24	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	17	6/13/2007 3:17:41PM	00:25:52	3:43:33PM	3:43:38PM	00:00:05	8000 - Super One		ss3customer1@commlab.de	Closed
6/13/2007	18	6/13/2007 3:18:42PM	00:24:15	3:51:04PM*	4:13:33PM*	00:22:49	8000 - Super One		ss3customer1@commlab.de	Closed

Selection Criteria used to generate this report: [(ContactsByContacts.ContactClosedTime) IN CDateTime("2007/06/13 00:00:00") TO CDateTime("2007/06/19 23:59:01")]

C:\Program Files\Nortel Networks\WebClient\apps\Reporting\Multimedia\CCMM\ContactsByContactsDetail.rpt

Printed By: webadmin 6/20/2007 2:48:40 PM

* Specifies the contacts logon time (This contact was opened multiple times)
** Specifies the number of contacts with a Open Duration value, i.e. Contacts that have NO Theen processed will NO Theen an Open Duration value.
*** The Contact Waiting Time is calculated as ContactClosedTime - ContactCreatedTime.

Contact Center - Multimedia
Page 4 of 4

Copyright © 2009-2010, Nortel Networks

Contacts Outstanding Summary

The Contacts Outstanding Detail Report contains the details of each contact that remains for each skillset.

Attention: Report Creation Wizard formulas are not supported for this report.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ContactsOutstandingDetail view.

Selection Criteria

You can apply a filter to any field in the view. You can apply a filter to specific disposition codes.

Templates

This report uses the ContactsOutstandingDetailReport.rpt template.

Summaries

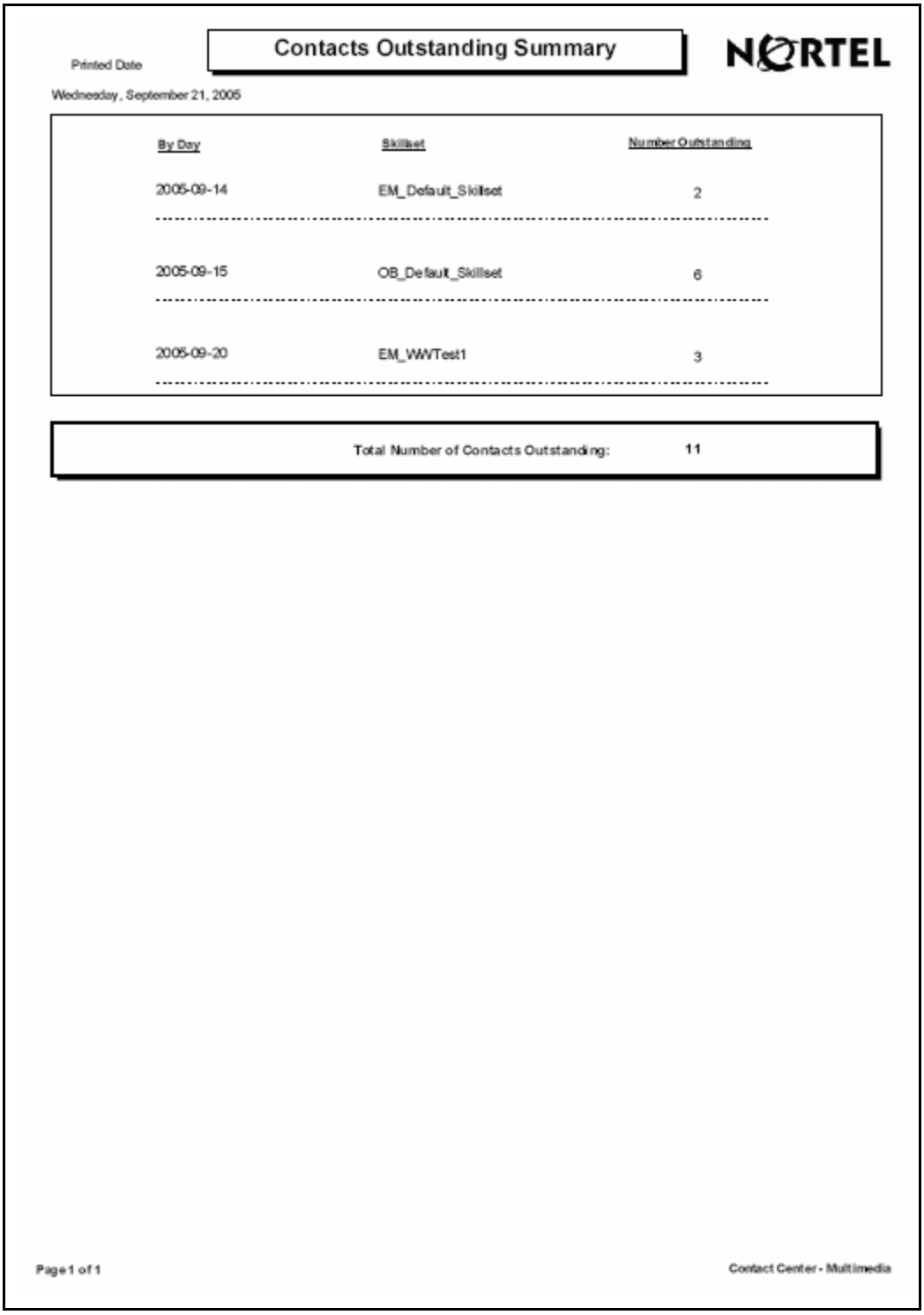
The report is in the Multimedia group. The report groups the outstanding contacts by skillset and lists the following details:

- Contact ID
- Arrival Time
- Status
- Type
- Agent
- Customer

For each skillset group, both the count and the percentage of total outstanding contacts relating to that skillset are listed. The report also lists the grand total of outstanding contacts.

Copyright © 2009-2010, Nortel Networks

Contacts Outstanding Summary report



Printed Date

Wednesday, September 21, 2005

Contacts Outstanding Summary

NORTEL

By Day	Skillset	Number Outstanding
2005-09-14	EM_Default_Skillset	2
2005-09-15	OB_Default_Skillset	6
2005-09-20	EM_WWTest1	3

Total Number of Contacts Outstanding: 11

Page 1 of 1

Contact Center - Multimedia

Copyright © 2009-2010, Nortel Networks

Contacts Received by Skillset

The Contacts Outstanding Summary Report summarizes the numbers of contacts outstanding across skillsets based on date.

Attention: Report Creation Wizard formulas are not supported for this report.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ContactsOutstanding view.

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Selection Criteria

You can apply a filter to any field in the view. You can apply a filter to specific skillsets, for example.

Templates

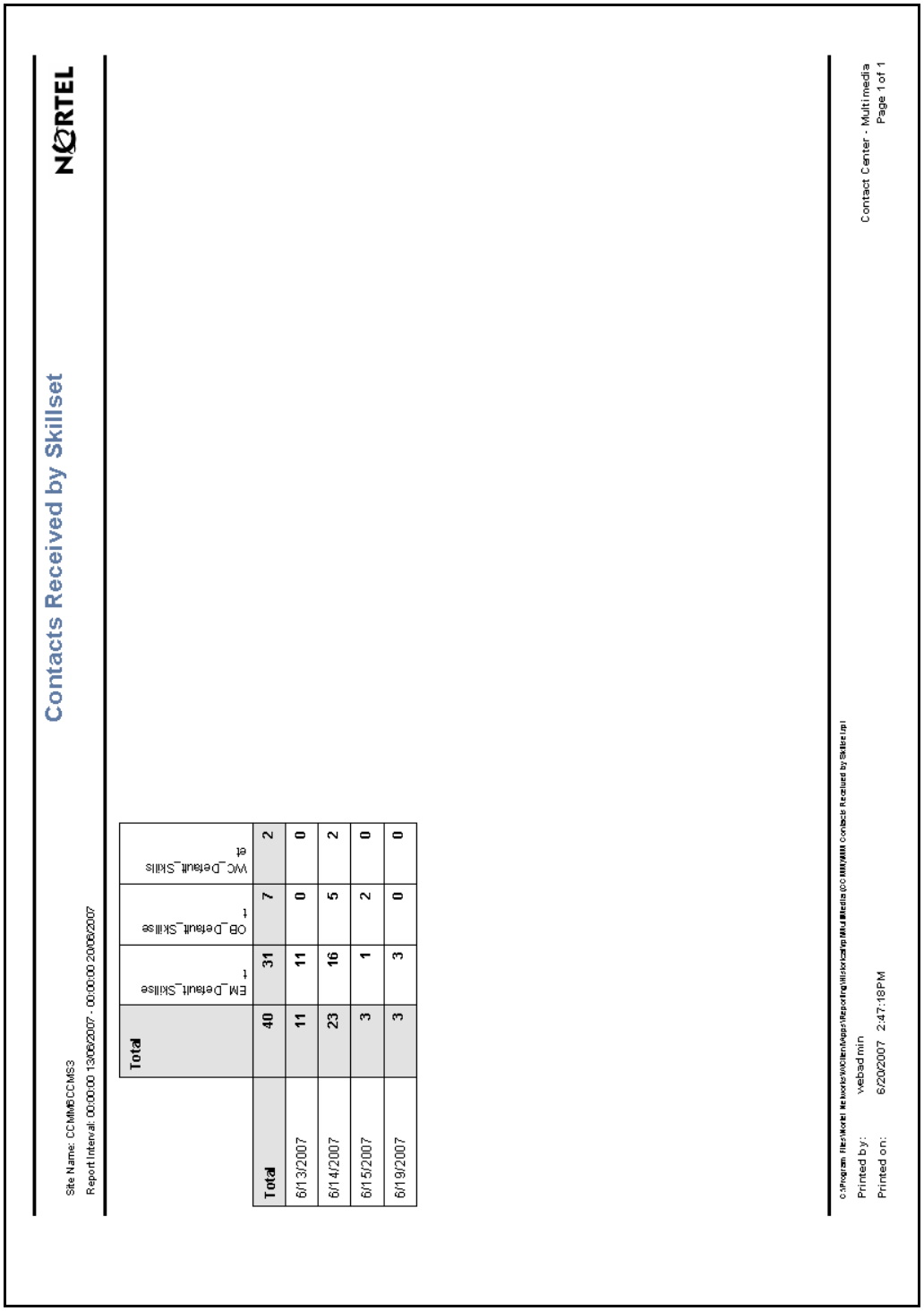
This report uses the ContactsOutstandingReport.rpt template.

Summaries

The report is in the Multimedia group. The report lists the number of outstanding contacts each day on a per-skillset basis, and a grand total of contacts outstanding across all skillsets.

Copyright © 2009-2010, Nortel Networks

Contact Received by Skillset report



NORTEL

Contacts Received by Skillset

Site Name: CCMM5CCMS3
Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

Total		40	31	7	2
	Total	40	31	7	2
	6/13/2007	11	11	0	0
	6/14/2007	23	16	5	2
	6/15/2007	3	1	2	0
	6/19/2007	3	3	0	0

EM_Default_Skillse
OB_Default_Skillse
WC_Default_Skills

C:\Program Files\Nortel Networks\WebClient\Apps\Report\reqMultiSortedRpt\Multimedia\CCMM\Contacts Received by Skillset.rpt

Printed by: webadmin
Printed on: 6/20/2007 2:47:18 PM

Contact Center - Multimedia
Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Standard network reports

This chapter lists the networking reports that you can generate after you log on to a server on the network. In some cases, these reports are similar to non-network reports, but they use a different view or contain additional fields.

Navigation

- Network Site and Application Properties (page 751)
- Network Skillset Routing Properties (page 755)
- Crosstab - Network Incoming Calls (page 758)
- Crosstab - Network Outgoing Calls (page 760)
- Network Application Performance (page 762)
- Network DNIS Statistics (page 766)
- Network Incoming Calls (page 770)
- Network Outgoing Calls (page 773)
- Network Route Performance (page 776)
- Network Skillset Performance (page 779)

Copyright © 2009-2010, Nortel Networks

Network Site and Application Properties

NSBR option only. The Network Site and Application Properties report lists all of the sites in the network, and for each one, shows

- the properties for the site (as configured on the Network Control Center)
- the remote switch parameters for the site (as configured on the local server)
- the applications at that site

For each application, the report includes the service level threshold and if local and network call-by-call statistics are collected for the application.

Attention: User-defined reports using this standard report as a template cannot be scheduled.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- RemoteApplication, see RemoteApplication view (page 284).
- Site, see Site view (page 298).
- TargetSwitchComm, see TargetSwitchComm view (page 319).

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config28.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Site Name for App ID	RemoteApplication.SiteName
Site Name for App	

Available Site properties

This report uses the following properties.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Site Name	Site.SiteName	Site.SiteName
Filter Timer	Site.OutOfServiceTimer	@RCW_OutOfServiceTimer
Time Relative to GMT	Site.RelativeGMT	@RCW_RelativeGMT
Contact Person	Site.ContactPerson	Site.ContactPerson
Phone Number	Site.ContactNumber	Site.ContactNumber

Destination Configuration Fields

This report uses the following fields.

Report field	View field/Formula	View field/Report Creation Wizard formula
Destination Site	TargetSwitchComm.SiteName	TargetSwitchComm.SiteName
Dialable DN	TargetSwitchComm.DialableDN	TargetSwitchComm.DialableDN
Number of Retries	TargetSwitchComm.NumRetries	TargetSwitchComm.NumRetries
Retry Timer (sec)	TargetSwitchComm.RetryTimer	TargetSwitchComm.RetryTimer
Agent Reserve Timer	TargetSwitchComm.AgentReserveTimer	TargetSwitchComm.AgentReserveTimer

Application properties

This report uses the following properties.

Report field	View field/Formula	View field/Report Creation Wizard formula
Application ID	RemoteApplication.RemoteApplicationID	RemoteApplication.RemoteApplicationID
Application Name	RemoteApplication.Name	RemoteApplication.Name

Copyright © 2009-2010, Nortel Networks

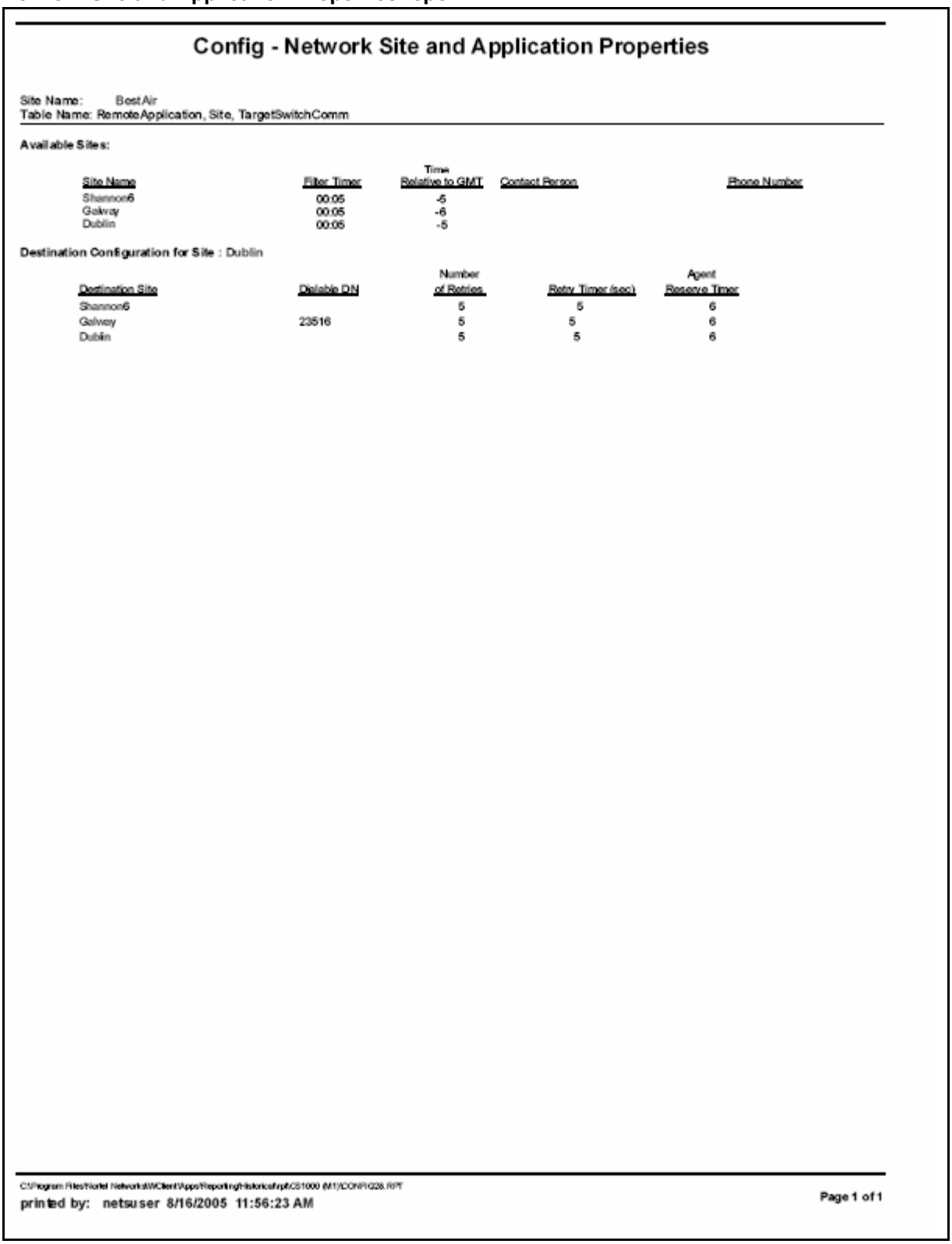
Report field	View field/Formula	View field/Report Creation Wizard formula
Call-by- Call	RemoteApplication.CallByCall	@RCW_CallByCall
Service Level Threshold	RemoteApplication.ServiceLevelThreshold	RemoteApplication.ServiceLevelThreshold

Grouping

Application information is grouped by site.

Copyright © 2009-2010, Nortel Networks

Network Site and Application Properties report



Config - Network Site and Application Properties

Site Name: BestAir
Table Name: RemoteApplication, Site, TargetSwitchComm

Available Sites:

Site Name	Filter Timer	Time Relative to GMT	Contact Person	Phone Number
Shannon6	00:05	-5		
Galway	00:05	-6		
Dublin	00:05	-5		

Destination Configuration for Site : Dublin

Destination Site	Dialable DN	Number of Retries	Retry Timer (sec)	Agent Reserve Timer
Shannon6		5	5	6
Galway	23516	5	5	6
Dublin		5	5	6

C:\Program Files\Nortel Networks\WClient\Apps\Reporting\historical\rpt\CS1000 (M1)\CONFIG28.RPT
printed by: netsuser 8/16/2005 11:56:23 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Network Skillset Routing Properties

The Network Skillset Routing Properties report lists all the network skillsets and indicates the routing table method used for the network skillset.

You cannot schedule user-defined reports that use this standard report as a template.

For more information, see Understanding the report descriptions (page 558).

Definition: Round-robin routing

Round-robin routing is an agent request method that evenly distributes calls across the network. Each agent request is sent to a predefined site or group of sites. For example, in a four-site Contact Center Manager network, an agent request can be sent to nodes 1, 2, and 3; the next agent request is sent to nodes 2, 3, and 4; and then the next agent request is sent to nodes 4, 1, and 2. The agent request always goes to the next target node or group of nodes, even if agents are available in a preceding target.

Definition: Sequential routing

Sequential routing is an agent request method that always queues a call, for example, to the first site, and then the second site, and then the third site. The presentation remains unchanged.

Views

This report uses the following views:

- NetworkSkillsetStatus; see NetworkSkillsetStatus view (page 273).
- Ranking; see Ranking view (page 277).
- Skillset; see Skillset view (page 301).

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config39.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Skillset Name ID	NetworkSkillsetStatus.NetworkSkillsetID = Ranking.NetworkSkillsetID
Network Skillset Name	NetworkSkillsetStatus.NetworkSkillsetID = Skillset.NetworkSkillsetID

Copyright © 2009-2010, Nortel Networks

Selection criteria	Database field names
Site Name ID	NetworkSkillsetStatus.SiteName = Ranking.DstSiteName
Site Name	NetworkSkillsetStatus.NetworkSkillset NetworkSkillsetStatus.SiteName

Site fields

This report uses the following fields.

Report field	View field/Formula	View field/Report Creation Wizard formula
Source Site Name	Site.SiteName	Site.SiteName
Site Filter	Site.OutOfServiceTimer	@RCW_OutOfServiceTimer
Network Skillset (if skillset is filtered)	NetworkSkillsetStatus.NetworkSkillset	NetworkSkillsetStatus.NetworkSkillset
Network Skillset Filter (if skillset is filtered)	NetworkSkillsetStatus.FlowControlStatus	@RCW_SkillsetFilter

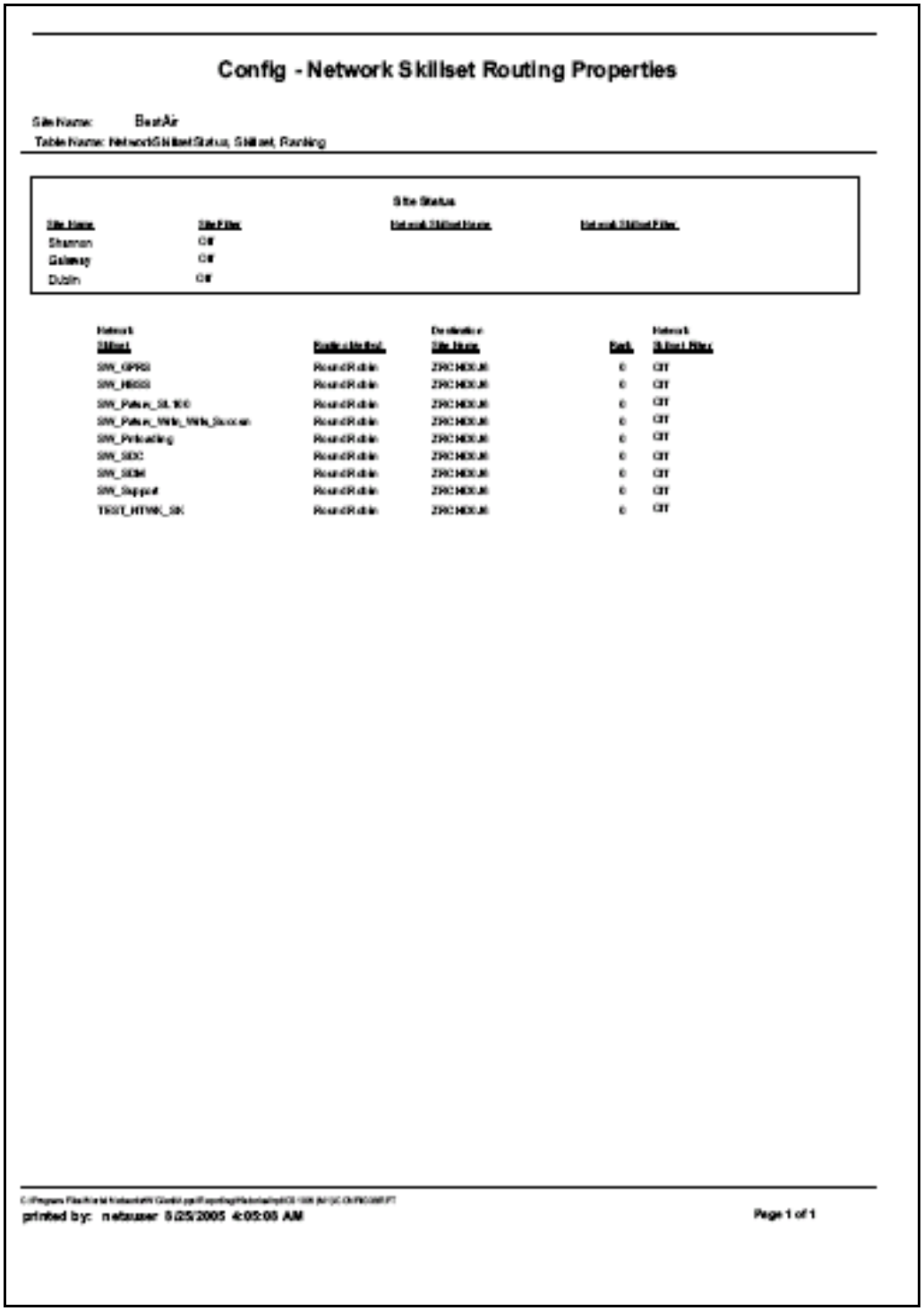
Network skillset fields

This report uses the following fields.

Report field	View field/Formula	View field/Report Creation Wizard formula
Network Skillset	NetworkSkillsetStatus.NetworkSkillset	NetworkSkillsetStatus.NetworkSkillset
Routing Method	Skillset.UseRoundRobin	@RCW_UseRoundRobin
Rank	Ranking.Rank	@RCW_Rank
Destination Site Name	NetworkSkillsetStatus.SiteName	NetworkSkillsetStatus.SiteName
Network Skillset Filter	NetworkSkillsetStatus.FlowControlStatus	@RCW_SkillsetFilter

Copyright © 2009-2010, Nortel Networks

Network Skillset Routing Properties report



Config - Network Skillset Routing Properties

Site Name: BestAir
Table Name: NetworkSkillsetStatus, Skillset, Ranking

Site Status

Site Name	Site File	Network Skillset Name	Network Skillset File
Shannon	Off		
Galway	Off		
Dublin	Off		

Network Skillset	Routing Method	Destination Site Name	Rank	Network Skillset Filter
SW_GPRS	RoundRobin	ZRCHDOJA	0	Off
SW_HSDS	RoundRobin	ZRCHDOJA	0	Off
SW_Pulse_SL100	RoundRobin	ZRCHDOJA	0	Off
SW_Pulse_Web_Web_Success	RoundRobin	ZRCHDOJA	0	Off
SW_Preloading	RoundRobin	ZRCHDOJA	0	Off
SW_SDC	RoundRobin	ZRCHDOJA	0	Off
SW_SDM	RoundRobin	ZRCHDOJA	0	Off
SW_Support	RoundRobin	ZRCHDOJA	0	Off
TEST_HTWK_SK	RoundRobin	ZRCHDOJA	0	Off

printed by: netauser 8/25/2005 4:05:05 AM Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Crosstab - Network Incoming Calls

The Crosstab - Network Incoming Calls report provides an at-a-glance view of inbound contact activity (contacts offered, contacts accepted, and contacts abandoned) for several days. You can use this report to compare network activity for the same reporting period on different days.

Attention: You cannot schedule user-defined reports that use this standard report as a template.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the iNetworkInCallStat view, see NetworkInCallStat views (page 151). For more information about views, see Access rights by view (page 25).

Collection Frequency

This report contains interval data.

Templates

This report uses the icross_net_in_calls.rpt template.

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Source Site Name ID	iNetworkInCallStat.SrcSite
Source Site Name	iNetworkInCallStat.Timestamp

Statistics

This report uses the following statistics.

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

Copyright © 2009-2010, Nortel Networks

Summaries

The report provides totals for each selected source site for the selected intervals, and totals for the selected intervals are grouped by day.

Copyright © 2009-2010, Nortel Networks

Crosstab - Network Outgoing Calls

The report provides totals for each selected source site for the selected intervals, and totals for the selected intervals are grouped by day.

Attention: You cannot schedule user-defined reports using this standard report as a template.

For more information, see Understanding the report descriptions (page 558)

Views

This report uses the iNetworkOutCallStat view see NetworkOutStat views (page 157). For more information about views, see Access rights by view (page 25).

Collection Frequency

This report contains interval data.

Templates

This report uses the icross_net_out_calls.rpt template.

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Destination Site Name ID	iNetworkOutStat.DstSite
Destination Site Name	iNetworkOutStat.Timestamp

Statistics

This report uses the following statistics.

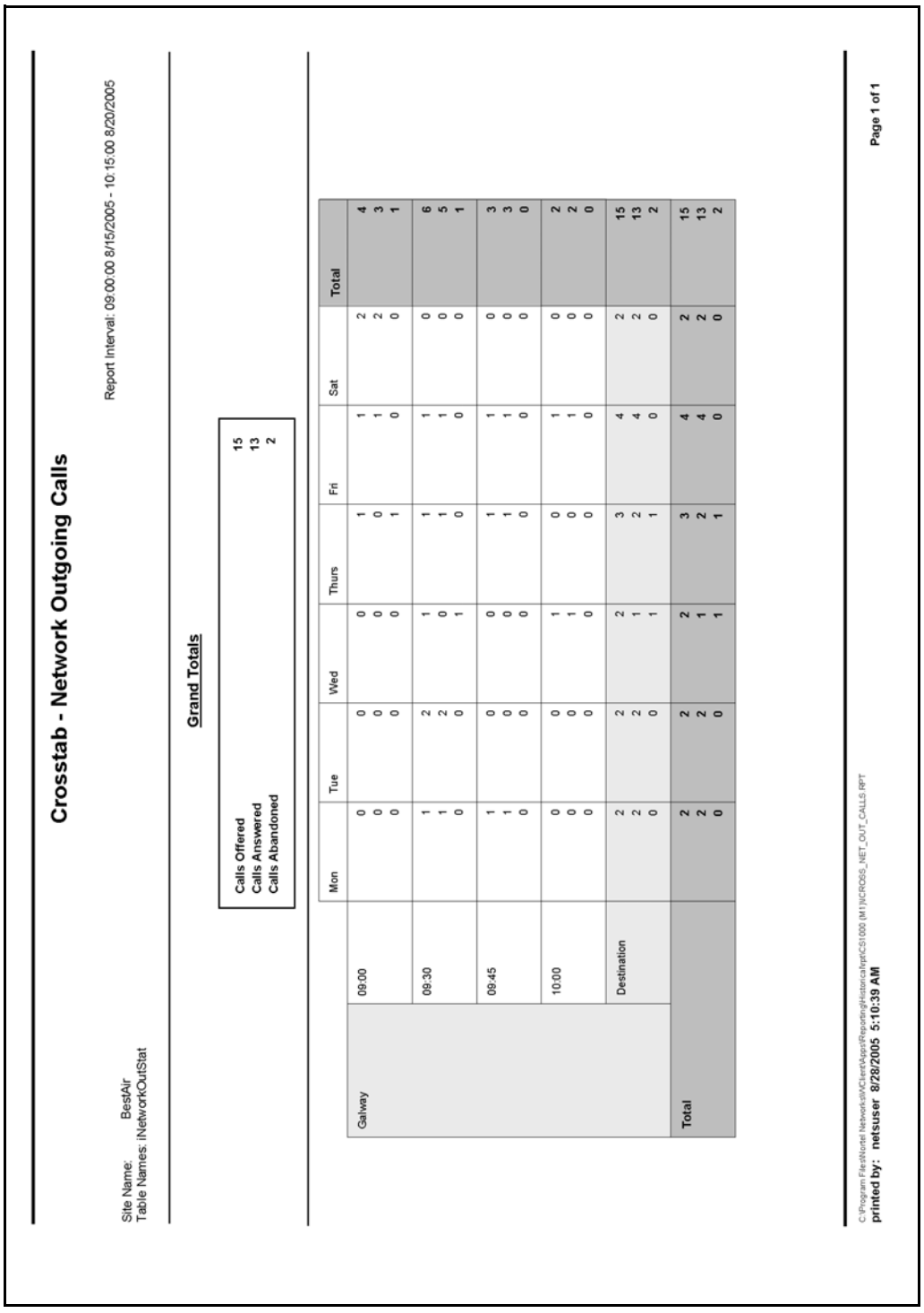
Report field	View field/Formula
Calls Offered	CallsOffered
Calls Answered	CallsAnswered
Calls Abandoned	CallsAbandoned

Summaries

The report provides totals for each selected source site for the selected intervals, and totals for the selected intervals are grouped by day.

Copyright © 2009-2010, Nortel Networks

Crosstab Network Outgoing Calls report



Crosstab - Network Outgoing Calls

Report Interval: 09:00:00 8/15/2005 - 10:15:00 8/20/2005

Site Name: BestAir
Table Names: iNetworkOutStat

Grand Totals

Calls Offered	15
Calls Answered	13
Calls Abandoned	2

		Mon	Tue	Wed	Thurs	Fri	Sat	Total
Galway	09:00	0	0	0	0	1	1	2
		0	0	0	0	0	1	2
		0	0	0	0	1	0	0
	09:30	1	2	2	1	1	1	0
		1	2	2	0	1	1	0
		0	0	0	1	0	0	0
	09:45	1	0	0	0	1	1	0
		1	0	0	0	1	1	0
		0	0	0	0	0	0	0
	10:00	0	0	0	1	0	1	0
		0	0	0	1	0	1	0
		0	0	0	0	0	0	0
	Destination	2	2	2	2	3	4	2
		2	2	2	1	2	4	2
		0	0	0	1	1	0	0
Total		2	2	2	2	3	4	2
		2	2	2	1	2	4	2
		0	0	0	1	1	0	0

C:\Program Files\Nortel Networks\eWClient\Apps\Reporting\Historical\rpt\CS1000 (M1)\NCR0068_NET_OUT_CALLS.RPT
printed by: netsuser 8/28/2005 5:10:39 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Network Application Performance

The Network Application Performance report provides summarized performance information for application contacts that entered your local site and are routed to a remote site.

For each application, the report provides information about the number of outgoing network contacts that are accepted, delayed, and abandoned. This report can be particularly useful to determine the efficiency of your network configuration.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ApplicationStat view, see ApplicationStat views (page 105). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- inetapp1.rpt
- dnetapp1.rpt
- wnetapp1.rpt
- mnetapp2.rpt

Selection criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection criteria	Database field names
Application Name ID	iApplicationStat.Application<>'Network_ Script' AND iApplicationStat.Application<> 'ACD_DN_Application'
Application Name	iApplicationStat.Application iApplicationStat.Timestamp

Network Outcall statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Offer'd	NetOutCalls	NetOutCalls
Ans	NetOutCallsAnswered	NetOutCallsAnswered
Aban	NetOutCallsAbandoned	NetOutCallsAbandoned
Reach Non-ISDN Trunks	NetOutCallsReachNonISDN	NetOutCallsReachNonISDN

Call Delay Time statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Ans Delay	NetOutCalls	@RCW_NetOutCallsAnsweredDelay
Maximum Ans Delay	NetOutCallsAnsweredDelay	@RCW_MaxNetOutCallsAnsweredDelay
Average Ans Delay	NetOutCallAnsweredDelay/ NetOutCallsAnswered	@RCW_AverageNetOutCallsAnsweredDelay
Aban Delay	NetOutCallsAbandonedDelay	@RCW_NetOutCallsAbandonedDelay

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Time Before Network Out	TimeBeforeNetOut	@RCW_TimeBeforeNetOut
Time Before Reach non-ISDN Trunks	TimeBeforeReachNonISDK	@RCW_TimeBeforeReachNonISDN

NACD Call statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Given NACD	CallsGivenNACD	CallsGivenNACD
NACD Out	CallsNACDOut	CallsNACDOut
Time Before NACD Out	TimeBeforeNACDOut	@RCW_TimeBeforeNACDOut

Summaries

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

Copyright © 2009-2010, Nortel Networks

Network Application Performance report

Network Application Performance

Report Interval: 00:00:00 7/ 1/2005 - 00:00:00 8/ 1/2005

Site Name: BestAir
Table Names: mApplicationStat

	Network Out Calls				Call Delay Time				NACD Calls	
	Offerd	Ans	Aban	Reach Non ISDN Trunks	Ans Delay	Maximum Ans Delay	Average Ans Delay	Aban Delay	Time Before Network Out	Time Before Reach Non ISDN Trunks	Given NACD	NACD Out	Time Before NACD Out
	53	51	2	0	00:26:27	00:02:15	00:00:31	00:00:00	00:07:38	00:00:00	0	0	00:00:00
Application: SWD_Assign_Script							**GRAND TOTAL**						
Summary:	53	51	2	0	00:26:27	00:02:15	00:00:31	00:00:00	00:07:38	00:00:00	0	0	00:00:00
7/1/2005	53	51	2	0	00:26:27	00:02:15	00:00:31	00:00:00	00:07:38	00:00:00	0	0	00:00:00
Application	53	51	2	0	00:26:27	00:02:15	00:00:31	00:00:00	00:07:38	00:00:00	0	0	00:00:00
							GRAND TOTAL						
	53	51	2	0	00:26:27	00:02:15	00:00:31	00:00:00	00:07:38	00:00:00	0	0	00:00:00

C:\Program Files\Nortel Networks\WCenter\Apps\Reporting\Instance\Print\CS1000 (M1)\MNETAPP2.RPT
printed by: netsuser 8/25/2005 2:49:18 PM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Network DNIS Statistics

The Network DNIS Statistics report lists the total voice contact volume to each Dialed Number Identification Service (DNIS) number. The report lists the total calls answered, total voice contacts accepted, the percentage of voice contacts that abandoned after the service level threshold defined for the DNIS, and the total number of voice contacts networked out.

You can use this report to track network performance for a particular DNIS number.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the DNISStat view, see DNISStat views (page 133). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- inetres6.rpt
- dnetres6.rpt
- wnetres6.rpt
- mnetres6.rpt

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
DNIS	iDNISStat.DNIS
DNIS Name	iDNISStat.Timestamp

Call Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Offer'd	CallsOffered	CallsOffered
Ans	CallsAnswered	CallsAnswered
Ans Aft Thresh'd	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Abn	CallsAbandoned	CallsAbandoned
Abn Aft Thresh'd	CallsAbandonedAftThreshold	CallsAbandonedAftThreshold
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100	@RCW_%ServiceLevel

Call Treatment statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Disconnect	CallsGivenForceDisconnect	CallsGivenForceDisconnect
Overflow	CallsGivenForceOverflow	CallsGivenForceOverflow
Route	CallsGivenRouteTo	CallsGivenRouteTo
Default	CallsGivenDefault	CallsGivenDefault
IVR Transf'd	IVRTransferred	IVRTransferred
Given Busy	CallsGivenForceBusy	CallsGivenForceBusy

Call Time statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Ans Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay	@RCW_MaxAnsweredDelay
Avg Ans Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageAnsweredDelay

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Abn Delay	CallsAbandonedDelay	@RCW_CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay	@RCW_MaxAbandonDelay
Talk Time	TalkTime	@RCW_TalkTime

Network Calls statistics

This report uses the following statistics.

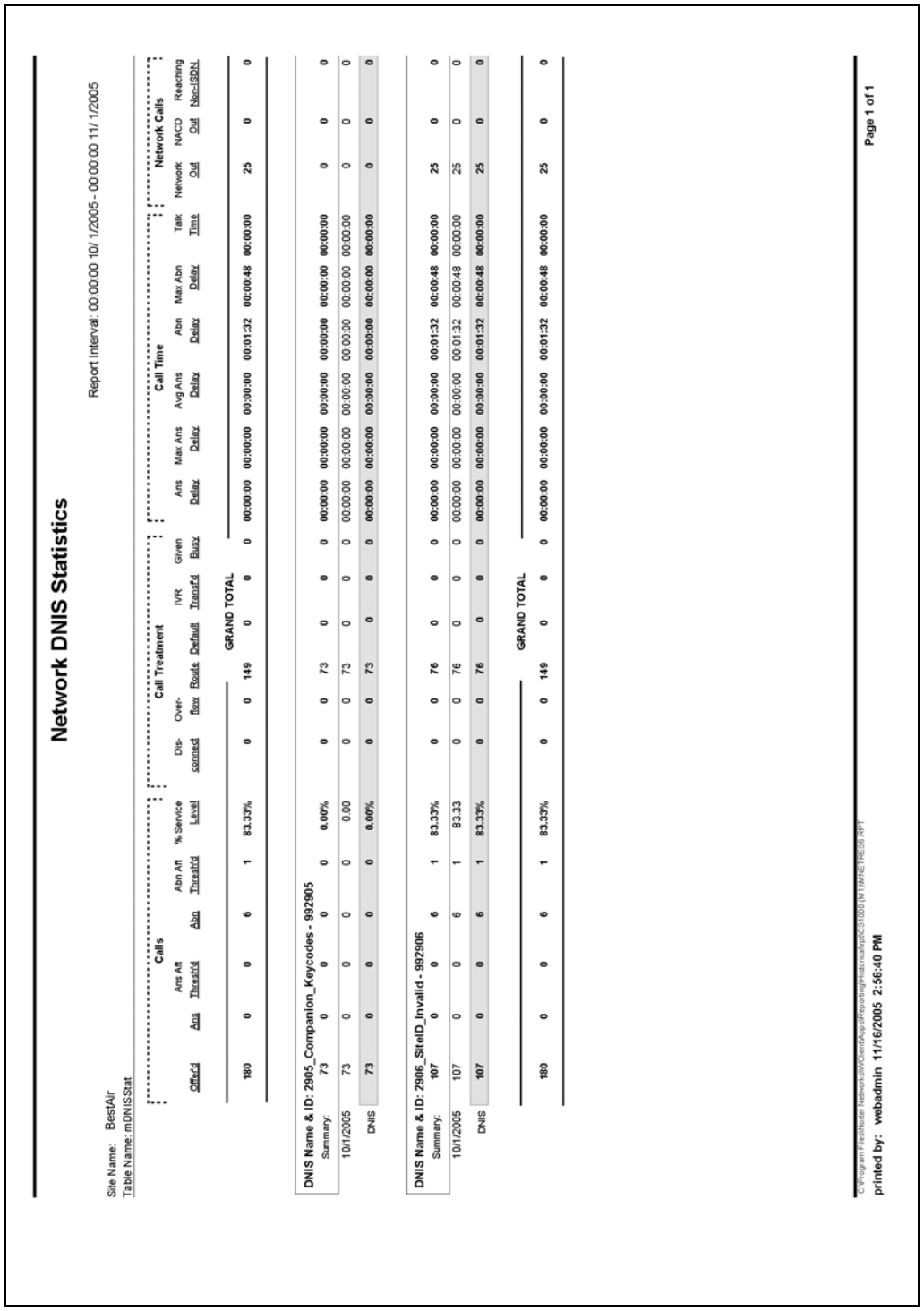
Report field	View field/Formula	View field/Report Creation Wizard formula
Network Out	CallsNetworkedOut	CallsNetworkedOut
NACD Out	CallsNACDOut	CallsNACDOut
Reaching Non-ISDN	CallsReachNonISDN	CallsReachNonISDN

Summaries

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

Copyright © 2009-2010, Nortel Networks

Network DNIS Statistics report



Network DNIS Statistics

Report Interval: 00:00:00 10/ 1/2005 - 00:00:00 11/ 1/2005

Site Name: BestAir
Table Name: mDNISStat

	Calls						Call Treatment					Call Time					Network Calls		
	Offerd	Ans	Ans Aft Threshld	Abn	Abn Aft Threshld	% Service Level	Dis-connect	Over-flow	Route	Default	IVR Transfd	Given Busy	Ans Delay	Max Ans Delay	Avg Ans Delay	Abn Delay	Max Abn Delay	Talk Time	Network Out	NACD Out	Reaching Non-ISDN
GRAND TOTAL	180	0	0	6	1	83.33%	0	0	149	0	0	0	00:00:00	00:00:00	00:00:00	00:01:32	00:00:48	00:00:00	25	0	0
DNIS Name & ID: 2905_Companion_Keycodes - 992905																					
Summary:	73	0	0	0	0	0.00%	0	0	73	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0
10/1/2005	73	0	0	0	0	0.00	0	0	73	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0
DNIS	73	0	0	0	0	0.00%	0	0	73	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0
DNIS Name & ID: 2906_SiteID_Invalid - 992906																					
Summary:	107	0	0	6	1	83.33%	0	0	76	0	0	0	00:00:00	00:00:00	00:00:00	00:01:32	00:00:48	00:00:00	25	0	0
10/1/2005	107	0	0	6	1	83.33	0	0	76	0	0	0	00:00:00	00:00:00	00:00:00	00:01:32	00:00:48	00:00:00	25	0	0
DNIS	107	0	0	6	1	83.33%	0	0	76	0	0	0	00:00:00	00:00:00	00:00:00	00:01:32	00:00:48	00:00:00	25	0	0
GRAND TOTAL	180	0	0	6	1	83.33%	0	0	149	0	0	0	00:00:00	00:00:00	00:00:00	00:01:32	00:00:48	00:00:00	25	0	0

C:\Program Files\Nortel Networks\NodeApps\Reporting\reistanc\rpt\C:51000 (MT)\MNETHES6.RPT

printed by: webadmin 11/16/2005 2:56:40 PM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Network Incoming Calls

The Network Incoming Calls report provides statistics about incoming network contacts for your site. It contains information about the number of incoming network contacts offered, accepted, and abandoned at your site. The report also provides statistics about the number of contacts agents accepted or abandoned after the service level threshold and the delays experienced by customers.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the NetworkInCallStat view, see NetworkInCallStat views (page 151). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- inet-10.rpt
- dnet-10.rpt
- wnet-10.rpt
- mnet-10.rpt

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Source Site Name ID	iNetworkInCallStat.SrcSite
Source Site Name	iNetworkInCallStat.Timestamp

Network Incall statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned	CallsAbandoned
Abandoned After Threshold	CallsAbandonedAftThreshold	CallsAbandonedAftThreshold

Answer Delay statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Total Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Max Delay	MaxAnsweredDelay	@RCW_MaxAnsweredDelay
Total At Dest	CallsAnsweredDelayAtDest	@RCW_CallsAnsweredDelayAtDest
Max At Dest	MaxAnsweredDelayAtDest	@RCW_MaxAnsweredDelayAtDest

Abandon Delay statistics

This report uses the following statistics.

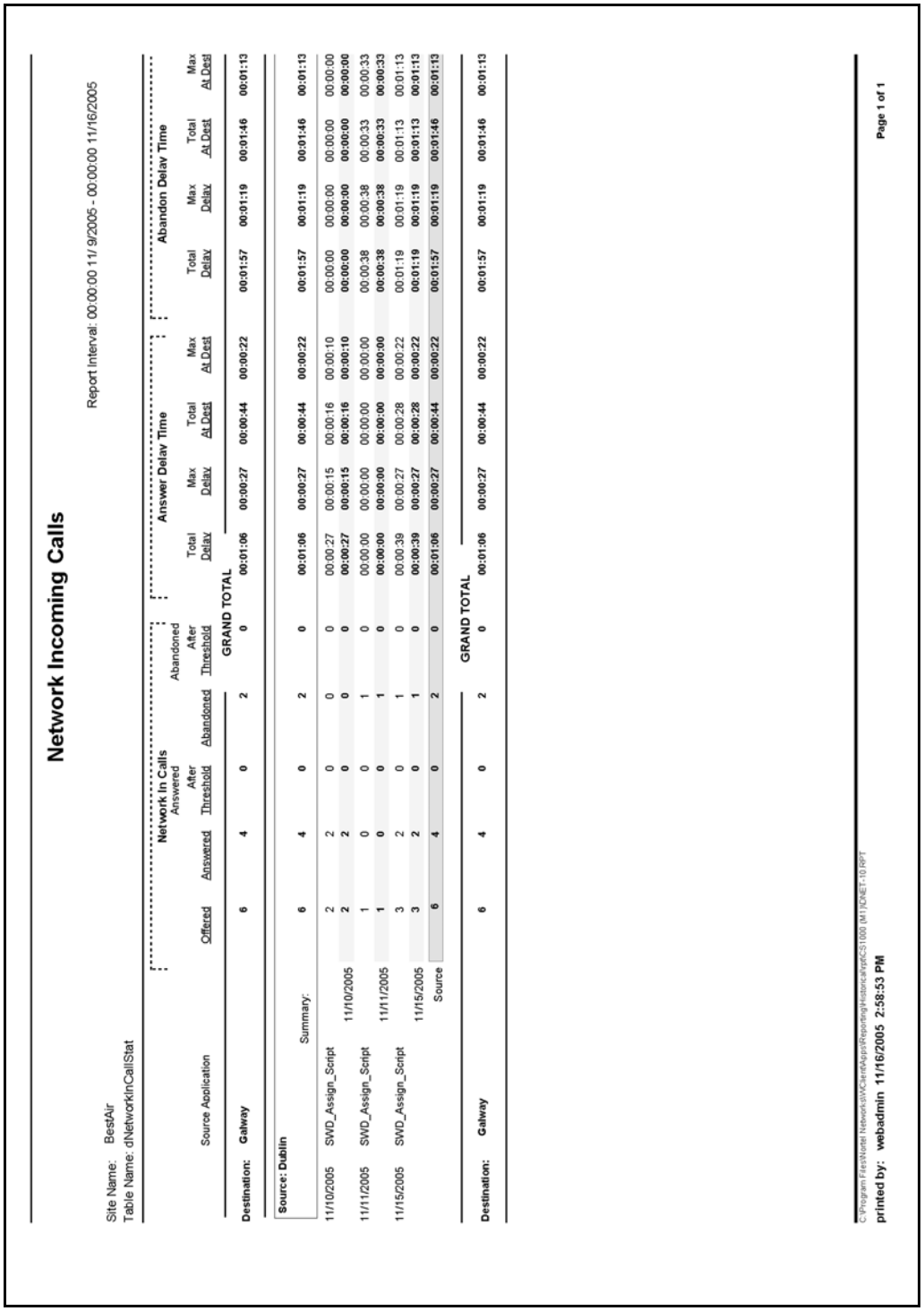
Report field	View field/Formula	View field/Report Creation Wizard formula
Total Delay	CallsAbandonedDelay	@RCW_CallsAbandonedDelay
Max Delay	MaxAbandonedDelay	@RCW_MaxAbandonedDelay
Total At Dest	CallsAbandonedDelayAtDest	@RCW_CallsAbandonedDelayAtDest
Max At Dest	MaxAbandonedDelayAtDest	@RCW_MaxAbandonedDelayAtDest

Summaries

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

Copyright © 2009-2010, Nortel Networks

Network Incoming Calls report



Network Incoming Calls

Report Interval: 00:00:00 11/ 9/2005 - 00:00:00 11/16/2005

Site Name: BestAir
Table Name: dNetworkInCallStat

Source Application	Offered	Network In Calls Answered	Network In Calls Answered After Threshold	Abandoned	Abandoned After Threshold	Answer Delay Time Total Delay	Answer Delay Time Max Delay	Answer Delay Time Total At Dest	Answer Delay Time Max At Dest	Abandon Delay Time Total Delay	Abandon Delay Time Max Delay	Abandon Delay Time Total At Dest	Abandon Delay Time Max At Dest
Destination: Galway	**6**	**4**	**0**	**2**	**0**	**00:01:06**	**00:00:27**	**00:00:44**	**00:00:22**	**00:01:57**	**00:01:19**	**00:01:46**	**00:01:13**
GRAND TOTAL													
Source: Dublin													
Summary:	**6**	**4**	**0**	**2**	**0**	**00:01:06**	**00:00:27**	**00:00:44**	**00:00:22**	**00:01:57**	**00:01:19**	**00:01:46**	**00:01:13**
11/10/2005 SWD_Assign_Script	2	2	0	0	0	00:00:27	00:00:15	00:00:16	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
11/10/2005	**2**	**2**	**0**	**0**	**0**	**00:00:27**	**00:00:15**	**00:00:16**	**00:00:10**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**
11/11/2005 SWD_Assign_Script	1	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:38	00:00:38	00:00:33	00:00:33
11/11/2005	**1**	**0**	**0**	**1**	**0**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:38**	**00:00:38**	**00:00:33**	**00:00:33**
11/15/2005 SWD_Assign_Script	3	2	0	1	0	00:00:39	00:00:27	00:00:28	00:00:22	00:01:19	00:01:19	00:01:13	00:01:13
11/15/2005	**3**	**2**	**0**	**1**	**0**	**00:00:39**	**00:00:27**	**00:00:28**	**00:00:22**	**00:01:19**	**00:01:19**	**00:01:13**	**00:01:13**
Source	**6**	**4**	**0**	**2**	**0**	**00:01:06**	**00:00:27**	**00:00:44**	**00:00:22**	**00:01:57**	**00:01:19**	**00:01:46**	**00:01:13**
GRAND TOTAL													
Destination: Galway	**6**	**4**	**0**	**2**	**0**	**00:01:06**	**00:00:27**	**00:00:44**	**00:00:22**	**00:01:57**	**00:01:19**	**00:01:46**	**00:01:13**

C:\Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\rpt\CS1000 (M1)\DNET-10.RPT

printed by: webadmin 11/16/2005 2:58:53 PM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Network Outgoing Calls

The Network Outgoing Calls report provides statistics about outgoing network contacts for your site. The report contains information about the number of outgoing network contacts offered, accepted, and abandoned at the source and destination sites.

For more information, see Understanding the report descriptions (page 558)

Views

This report uses the NetworkOutStat view, see NetworkOutStat views (page 157). For more informationcabout views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- inet-11.rpt
- dnet-11.rpt
- wnet-11.rpt
- mnet-11.rpt

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Destination Site Name ID	iNetworkOutStat.DstSite
Destination Site Name	iNetworkOutStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

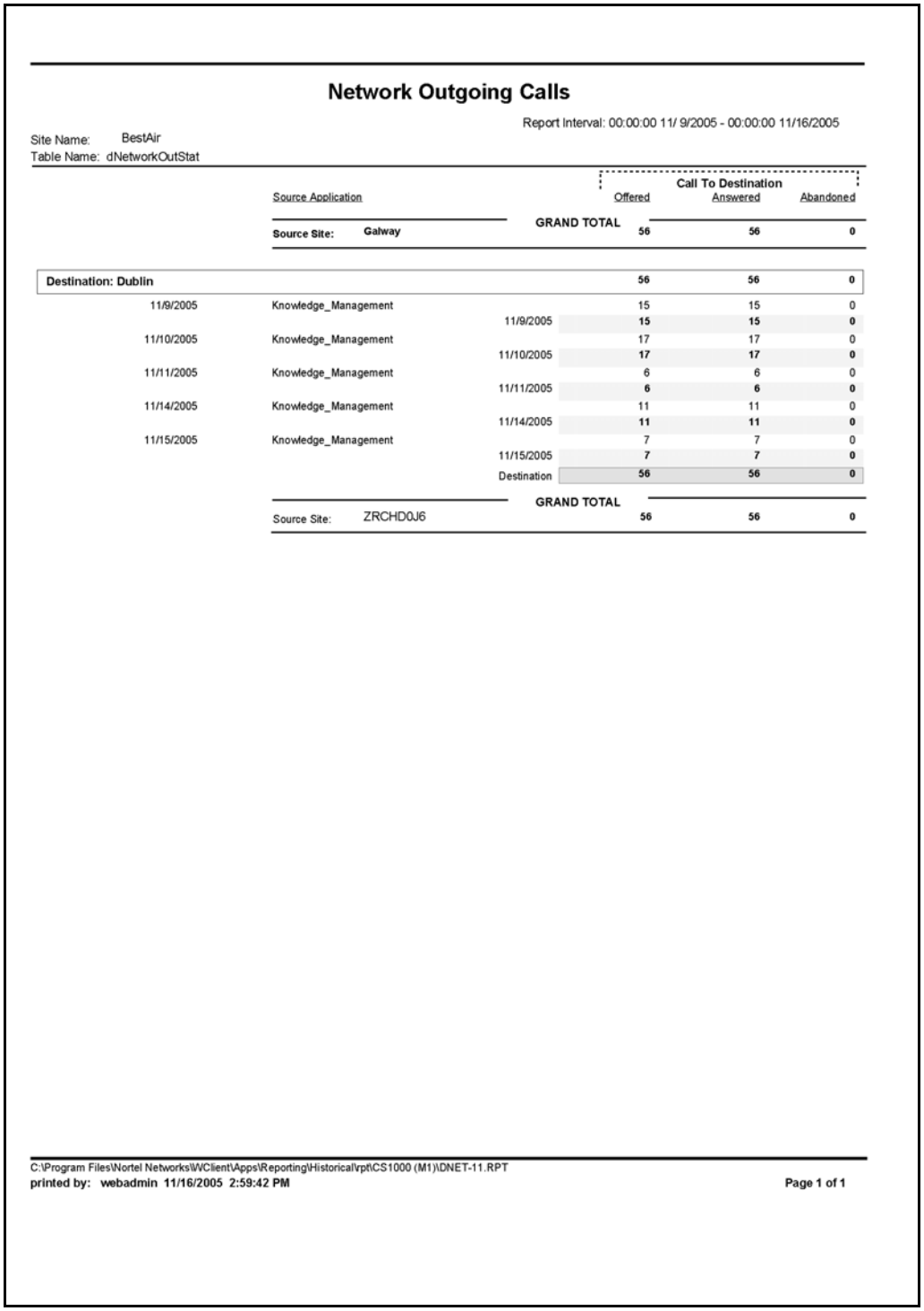
Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Abandoned	CallsAbandoned	CallsAbandoned

Summaries

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

Copyright © 2009-2010, Nortel Networks

Network Outgoing Calls report



Network Outgoing Calls

Report Interval: 00:00:00 11/ 9/2005 - 00:00:00 11/16/2005

Site Name: BestAir
Table Name: dNetworkOutStat

	Source Application		Call To Destination Offered	Answered	Abandoned
Source Site: Galway		**GRAND TOTAL**	**56**	**56**	**0**
Destination: Dublin			**56**	**56**	**0**
11/9/2005	Knowledge_Management		15	15	0
		11/9/2005	**15**	**15**	**0**
11/10/2005	Knowledge_Management		17	17	0
		11/10/2005	**17**	**17**	**0**
11/11/2005	Knowledge_Management		6	6	0
		11/11/2005	**6**	**6**	**0**
11/14/2005	Knowledge_Management		11	11	0
		11/14/2005	**11**	**11**	**0**
11/15/2005	Knowledge_Management		7	7	0
		11/15/2005	**7**	**7**	**0**
		Destination	**56**	**56**	**0**
Source Site: ZRCHD0J6		**GRAND TOTAL**	**56**	**56**	**0**

C:\Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\rpt\CS1000 (M1)\DNET-11.RPT
printed by: webadmin 11/16/2005 2:59:42 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Network Route Performance

The Network Route Performance report shows summarized performance information grouped by route. The report indicates how often and the length of time all trunks within the route are busy. It also lists the total number of contacts that cannot reach another site because all trunks within the route are busy. Contacts blocked by all-trunks-busy signal peg against the route attempted.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the RouteStat view, see RouteStat views (page 165). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- inetres2.rpt
- dnetres2.rpt
- wnetres2.rpt
- mnetres2.rpt

Selection Criteria

This report uses the following criteria.

Selection criteria	Database field names
Route ID	iRouteStat.RouteID
Route Name	iRouteStat.Timestamp

Call Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
All Trunks Busy	AllTrunksBusy	AllTrunksBusy
# Network Out Blocked by All Trunks Busy	CallsBlockedByAllTrunksBusy	CallsBlockedByAllTrunksBusy
# Network Out Reached Non-ISDN Trunks	CallsReachNonISDN	CallsReachNonISDN

Call Time Statistics

This report uses the following statistics.

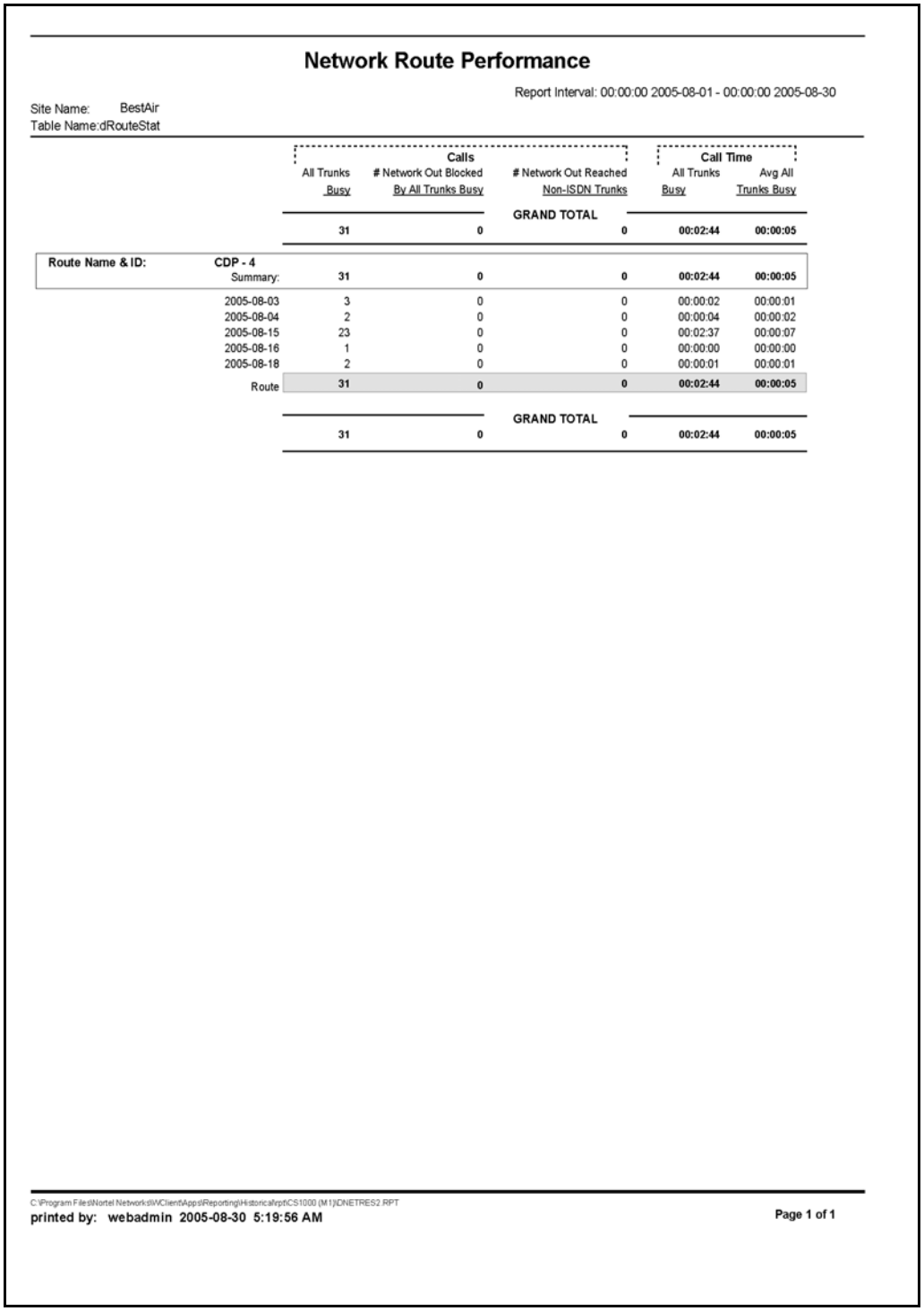
Report field	View field/Formula	View field/Report Creation Wizard formula
All Trunks Busy	AllTrunksBusyTime	@RCW_AllTrunksBusyTime
Average All Trunks Busy	AllTrunksBusyTime/ AllTrunksBusy	@RCW_AverageAllTrunksBusyTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

Network Route Performance report



Network Route Performance

Report Interval: 00:00:00 2005-08-01 - 00:00:00 2005-08-30

Site Name: BestAir
Table Name:dRouteStat

		Calls			Call Time	
		All Trunks Busy	# Network Out Blocked By All Trunks Busy	# Network Out Reached Non-ISDN Trunks	All Trunks Busy	Avg All Trunks Busy
				GRAND TOTAL		
		31	0	0	00:02:44	00:00:05
Route Name & ID:	CDP - 4					
	Summary:	31	0	0	00:02:44	00:00:05
	2005-08-03	3	0	0	00:00:02	00:00:01
	2005-08-04	2	0	0	00:00:04	00:00:02
	2005-08-15	23	0	0	00:02:37	00:00:07
	2005-08-16	1	0	0	00:00:00	00:00:00
	2005-08-18	2	0	0	00:00:01	00:00:01
	Route	31	0	0	00:02:44	00:00:05
				GRAND TOTAL		
		31	0	0	00:02:44	00:00:05

C:\Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\rpt\CS1000 (M1)\DNETRES2.RPT
printed by: webadmin 2005-08-30 5:19:56 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Network Skillset Performance

The Network Skillset Performance report shows summarized contact-handling performance information for each selected skillset defined on your system. The report lists the total local and incoming network contacts accepted by agents for the skillset, the number and percentage of contacts agents accepted after the service level threshold, the maximum delay a customer experienced, and the total time all agents are busy servicing contacts to the skillset.

By indicating the volume of contacts and the delay times customers experienced, along with the amount of time agents are busy serving contacts to the skillset, the report indicates whether the skillset has the number of agents required to serve customers. If a particular skillset is not performing well, consult the agent reports.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the SkillsetStat view, see SkillsetStat views (page 170). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- inet-12.rpt
- dnet-12.rpt
- wnet-12.rpt
- mnet-12.rpt

Selection Criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection criteria	Database field names
Skillset Name ID	iSkillsetStat.Skillset
Skillset Name	iSkillsetStat.Timestamp

Skillset Call statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Answered	CallsAnswered	CallsAnswered
Network In Answered	NetCallsAnswered	NetCallsAnswered
% Answered Aft Threshold	CallsAnsweredAfterThreshold/ CallsAnswered x 100	@RCW_%CallsAnsweredAfterThreshold
Answered Aft Threshold	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold

Skillset Answer Delay Time statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Total	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Max	MaxAnsweredDelay	@RCW_MaxAnsweredDelay
Avg	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnsweredDelay

Agent Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

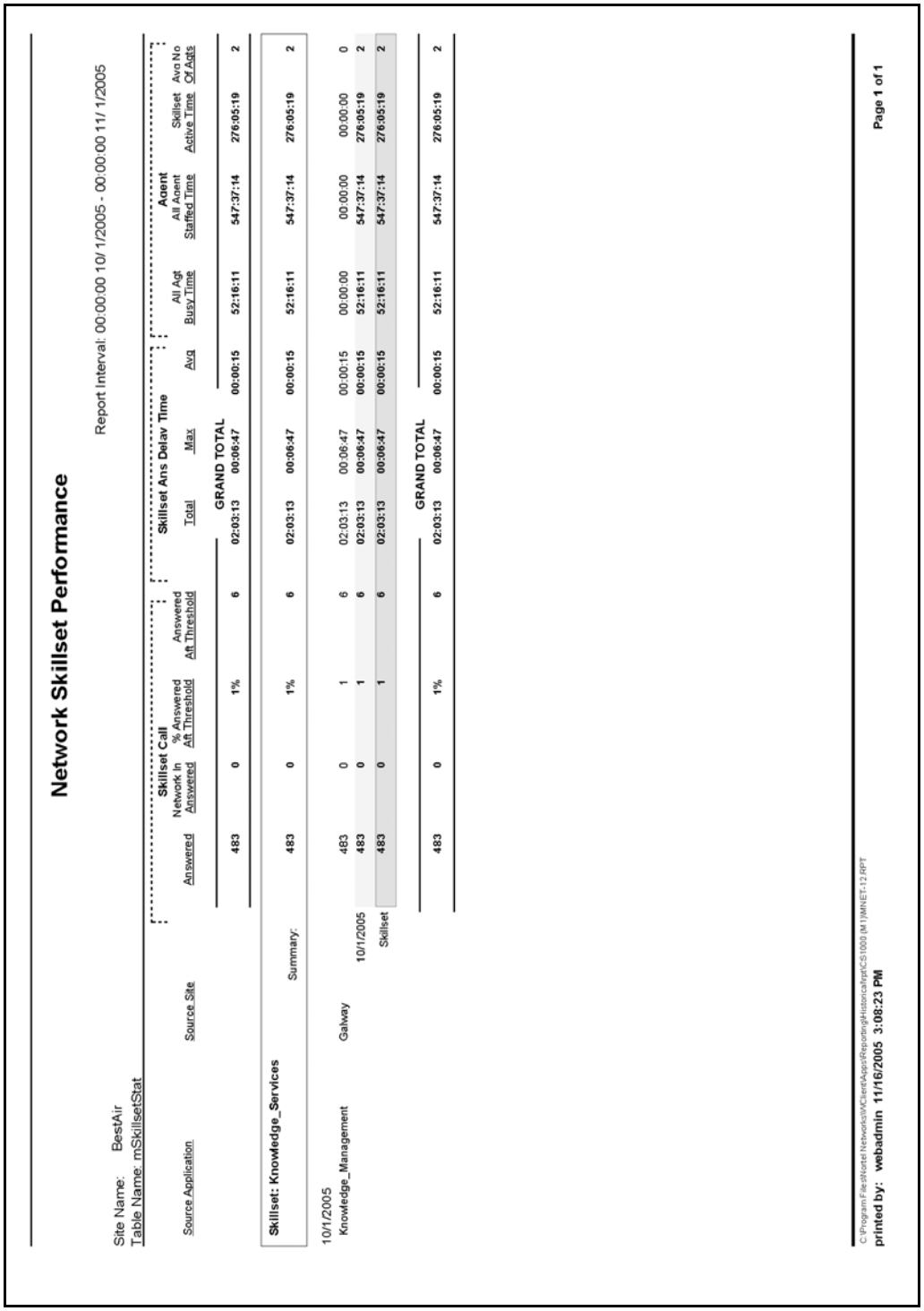
Report field	View field/Formula	View field/Report Creation Wizard formula
All Agent Busy Time	AllAgentBusyTime	@RCW_AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime	@RCW_TotalStaffedTime
Skillset Active Time	ActiveTime	@RCW_ActiveTime
Avg No. Of Agts	TotalStaffedTime/ ActiveTime	@RCW_AverageNumberOfAgents

Summaries

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

Copyright © 2009-2010, Nortel Networks

Network Skillset Performance report



Network Skillset Performance

Report Interval: 00:00:00 10/ 1/2005 - 00:00:00 11/ 1/2005

Site Name: BestAir
Table Name: mSkillsetStat

Source Application	Source Site	Skillset Call Network In Answered	Skillset Call % Answered Aft Threshold	Answered Aft Threshold	Skillset Ans Delay Time Total	Skillset Ans Delay Time Max	Skillset Ans Delay Time Avg	Agent All Agt Busy Time	Agent All Agent Staffed Time	Skillset Active Time	Avg No Of Agts
		Answered			GRAND TOTAL						
		483	0	1%	6	02:03:13	00:06:47	00:00:15	52:16:11	547:37:14	276:05:19	2
Skillset: Knowledge_Services											
	Summary:	483	0	1%	6	02:03:13	00:06:47	00:00:15	52:16:11	547:37:14	276:05:19	2
10/1/2005											
Knowledge_Management	Galway	483	0	1	6	02:03:13	00:06:47	00:00:15	00:00:00	00:00:00	00:00:00	0
	10/1/2005	483	0	1	6	02:03:13	00:06:47	00:00:15	52:16:11	547:37:14	276:05:19	2
	Skillset	483	0	1	6	02:03:13	00:06:47	00:00:15	52:16:11	547:37:14	276:05:19	2
					GRAND TOTAL						
		483	0	1%	6	02:03:13	00:06:47	00:00:15	52:16:11	547:37:14	276:05:19	2

C:\Program Files\Nortel Networks\WC\Client\Apps\Reporting\Historical\rptICS1000 (M1)\MNET-12.RPT
printed by: webadmin 11/16/2005 3:08:23 PM

Copyright © 2009-2010, Nortel Networks

Others (Additional CCMA) reports

This chapter describes of Others (Additional CCMA reports).

Navigation

- Activity Code by Application (page 784)
- Application by Activity Code (page 787)
- Application by Skillset (page 790)
- Application Call Treatment (page 793)
- Application Delay Before Abandon (page 800)
- Application Delay Before Answer (page 803)
- Application Performance (page 806)
- CDN (Route Point) Statistics (page 810)
- Crosstab - Application Performance (page 813)
- Crosstab - CDN (Route Point) Statistics (page 815)
- Crosstab - DNIS Statistics (page 818)
- Crosstab - Route Performance (page 820)
- Crosstab - Skillset Performance (page 823)
- Crosstab - Trunk Performance (page 826)
- DNIS Statistics (page 828)
- IVR Port First Login/Last Logout (page 832)
- IVR Port Statistics (page 834)
- IVR Queue Statistics (page 837)
- Music/RAN Route Statistics (page 840)
- Route Performance (page 843)
- Skillset by Application (page 846)
- Skillset Performance (page 849)
- Trunk Performance (page 852)

Copyright © 2009-2010, Nortel Networks

Activity Code by Application

With the Activity Code by Application report you monitor activity time for each application on your system. The Activity Code by Application report includes all activity time and occurrences for an application.

Attention: This report does not include Not Ready reason codes. On the Communication Server 2x00/DMS switch, agents cannot use the LOB key while they conference with another agent.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ActivityCodeStat view, see ActivityCodeStat views (page 49). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Application Name ID	iActivityCodeStat.Application <> 'System_Application'
Application Name	iActivityCodeStat.Application
	iActivityCodeStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Statistics

This report uses the following statistics.

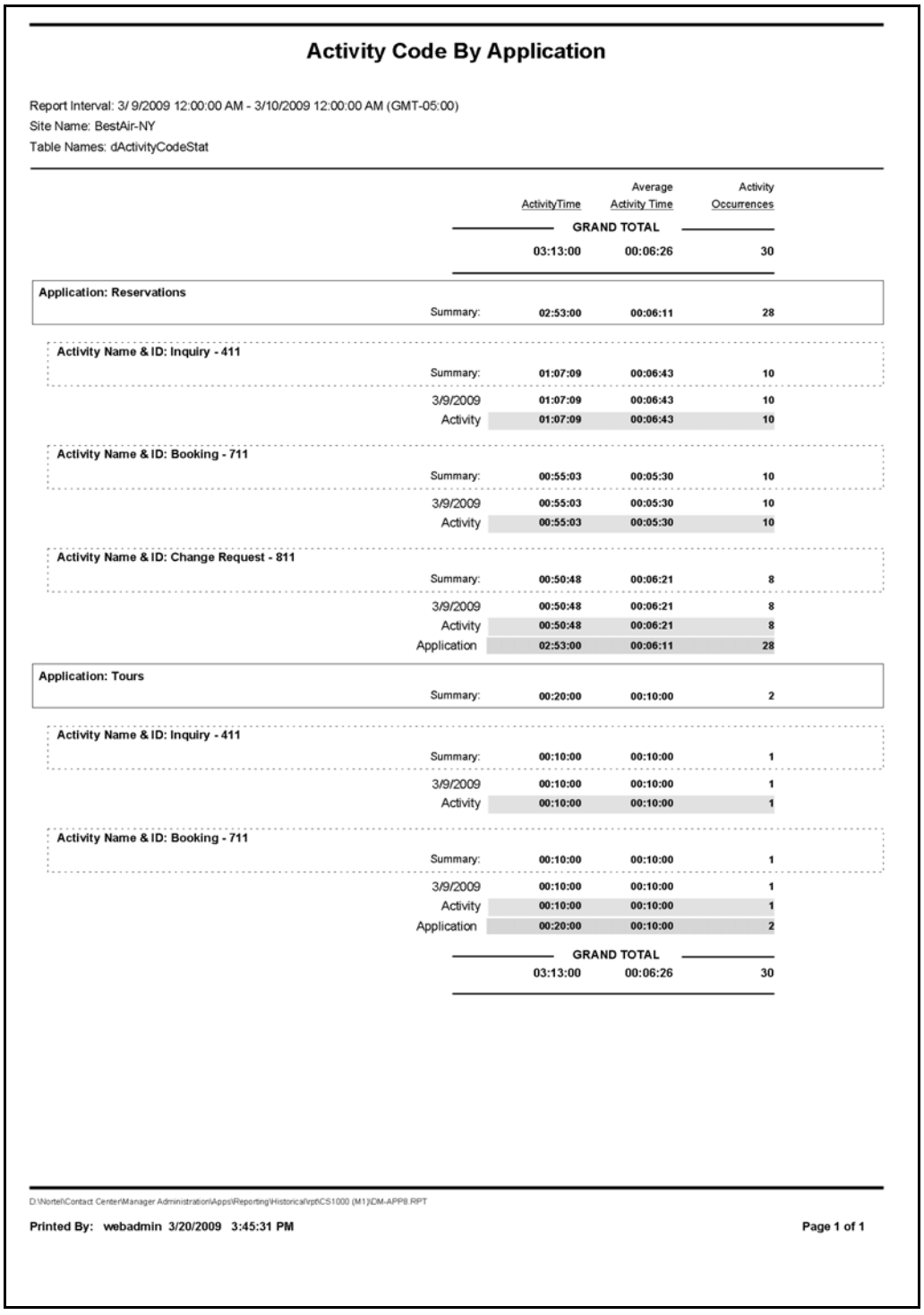
Report field	View field/Formula	View field/Report Creation Wizard formula
Activity Time	ActivityTime	@RCW_ActivityTime
Average Activity Time	ActivityTime/Occurrences	@RCW_AverageActivity Time
Activity Occurrences	Occurrences	Occurrences

Summaries

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

Copyright © 2009-2010, Nortel Networks

Activity Code By Application report



Activity Code By Application

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Names: dActivityCodeStat

	ActivityTime	Average Activity Time	Activity Occurrences
GRAND TOTAL			
	03:13:00	00:06:26	30
Application: Reservations			
Summary:	02:53:00	00:06:11	28
Activity Name & ID: Inquiry - 411			
Summary:	01:07:09	00:06:43	10
3/9/2009	01:07:09	00:06:43	10
Activity	01:07:09	00:06:43	10
Activity Name & ID: Booking - 711			
Summary:	00:55:03	00:05:30	10
3/9/2009	00:55:03	00:05:30	10
Activity	00:55:03	00:05:30	10
Activity Name & ID: Change Request - 811			
Summary:	00:50:48	00:06:21	8
3/9/2009	00:50:48	00:06:21	8
Activity	00:50:48	00:06:21	8
Application	02:53:00	00:06:11	28
Application: Tours			
Summary:	00:20:00	00:10:00	2
Activity Name & ID: Inquiry - 411			
Summary:	00:10:00	00:10:00	1
3/9/2009	00:10:00	00:10:00	1
Activity	00:10:00	00:10:00	1
Activity Name & ID: Booking - 711			
Summary:	00:10:00	00:10:00	1
3/9/2009	00:10:00	00:10:00	1
Activity	00:10:00	00:10:00	1
Application	00:20:00	00:10:00	2
GRAND TOTAL			
	03:13:00	00:06:26	30

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\HistoricalRpt\CS1000 (M1)\DM-APP8.RPT

Printed By: webadmin 3/20/2009 3:45:31 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Application by Activity Code

Use the Application by Activity Code report to monitor each agent's work and time distribution by the types of contacts accepted. During contacts, agents can identify the contact type by entering an activity (Line of Business) code. Multiple codes can reflect activities performed for a single contact.

Attention: This report does not include Not Ready reason codes. On the Communication Server 2x00/DMS switch, agents cannot use the LOB key while they conference with another agent.

For more information, see Understanding the report descriptions (page 558).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Activity Code	iActivityCodeStat.Application <> 'System_Application'
Activity Name	iActivityCodeStat.ActivityCode
	iActivityCodeStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

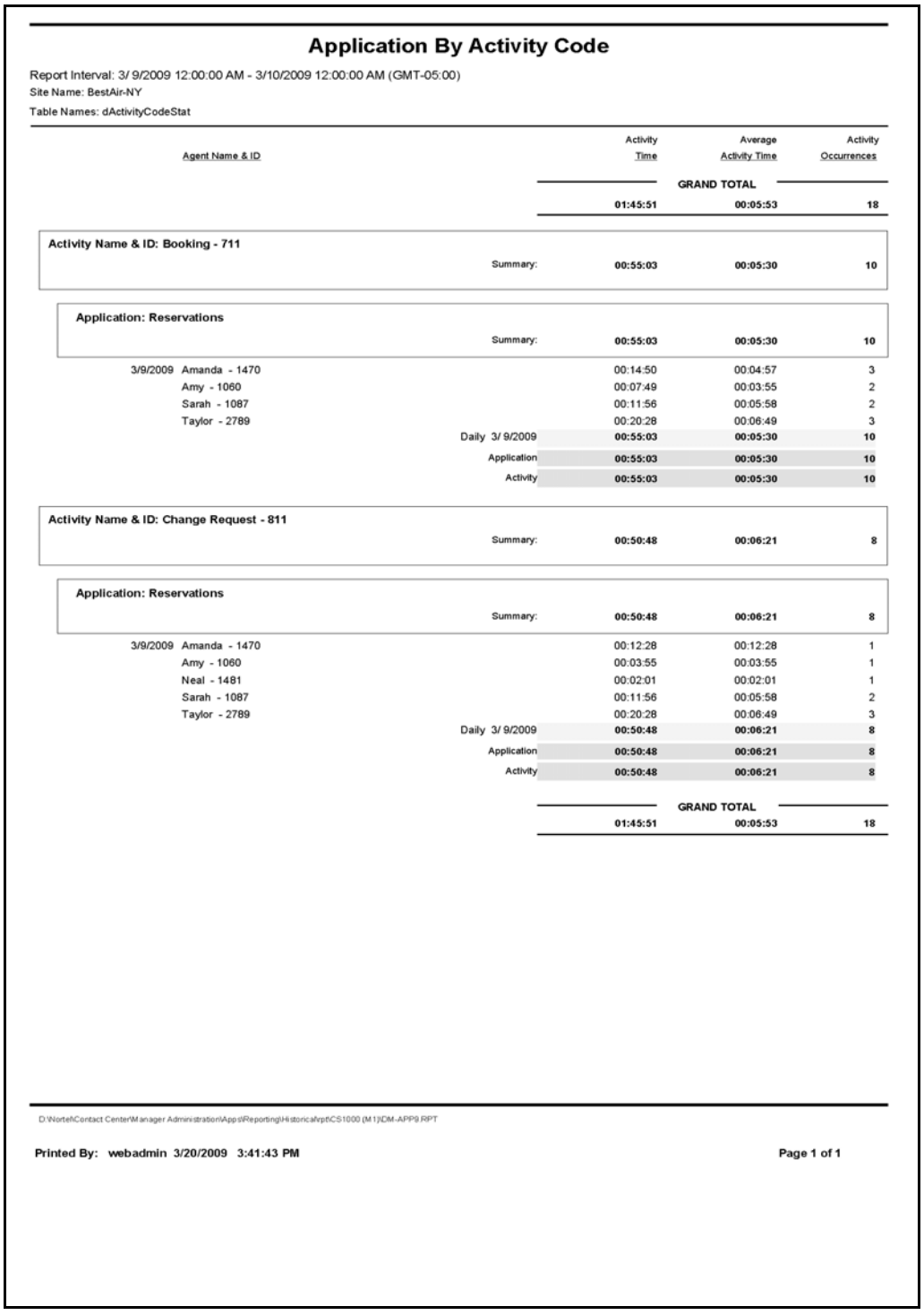
Report field	View field/Formula	View field/Report Creation Wizard formula
Total Activity Time	ActivityTime	@RCW_ActivityTime
Average Activity Time	ActivityTime/Occurrences	@RCW_AverageActivity Time
Total Occurrences	Occurrences	Occurrences

Summaries

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

Copyright © 2009-2010, Nortel Networks

Application By Activity Code report



Application By Activity Code

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Names: dActivityCodeStat

Agent Name & ID		Activity Time	Average Activity Time	Activity Occurrences
			GRAND TOTAL	
		01:45:51	00:05:53	18
Activity Name & ID: Booking - 711				
	Summary:	00:55:03	00:05:30	10
Application: Reservations				
	Summary:	00:55:03	00:05:30	10
3/9/2009 Amanda - 1470		00:14:50	00:04:57	3
Amy - 1060		00:07:49	00:03:55	2
Sarah - 1087		00:11:56	00:05:58	2
Taylor - 2789		00:20:28	00:06:49	3
	Daily 3/ 9/2009	00:55:03	00:05:30	10
	Application	00:55:03	00:05:30	10
	Activity	00:55:03	00:05:30	10
Activity Name & ID: Change Request - 811				
	Summary:	00:50:48	00:06:21	8
Application: Reservations				
	Summary:	00:50:48	00:06:21	8
3/9/2009 Amanda - 1470		00:12:28	00:12:28	1
Amy - 1060		00:03:55	00:03:55	1
Neal - 1481		00:02:01	00:02:01	1
Sarah - 1087		00:11:56	00:05:58	2
Taylor - 2789		00:20:28	00:06:49	3
	Daily 3/ 9/2009	00:50:48	00:06:21	8
	Application	00:50:48	00:06:21	8
	Activity	00:50:48	00:06:21	8
			GRAND TOTAL	
		01:45:51	00:05:53	18

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-APP9.RPT

Printed By: webadmin 3/20/2009 3:41:43 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Application by Skillset

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

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

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

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the SkillsetStat view SkillsetStat views (page 170). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Skillset Name ID	iSkillsetStat.SiteID = 0
Skillset Name	iSkillsetStat.Application <> "System_Application"

Copyright © 2009-2010, Nortel Networks

Selection Criteria	Database field names
	iSkillsetStat.Skillset iSkillsetStat.Timestamp

Statistics

This report uses the following statistics.

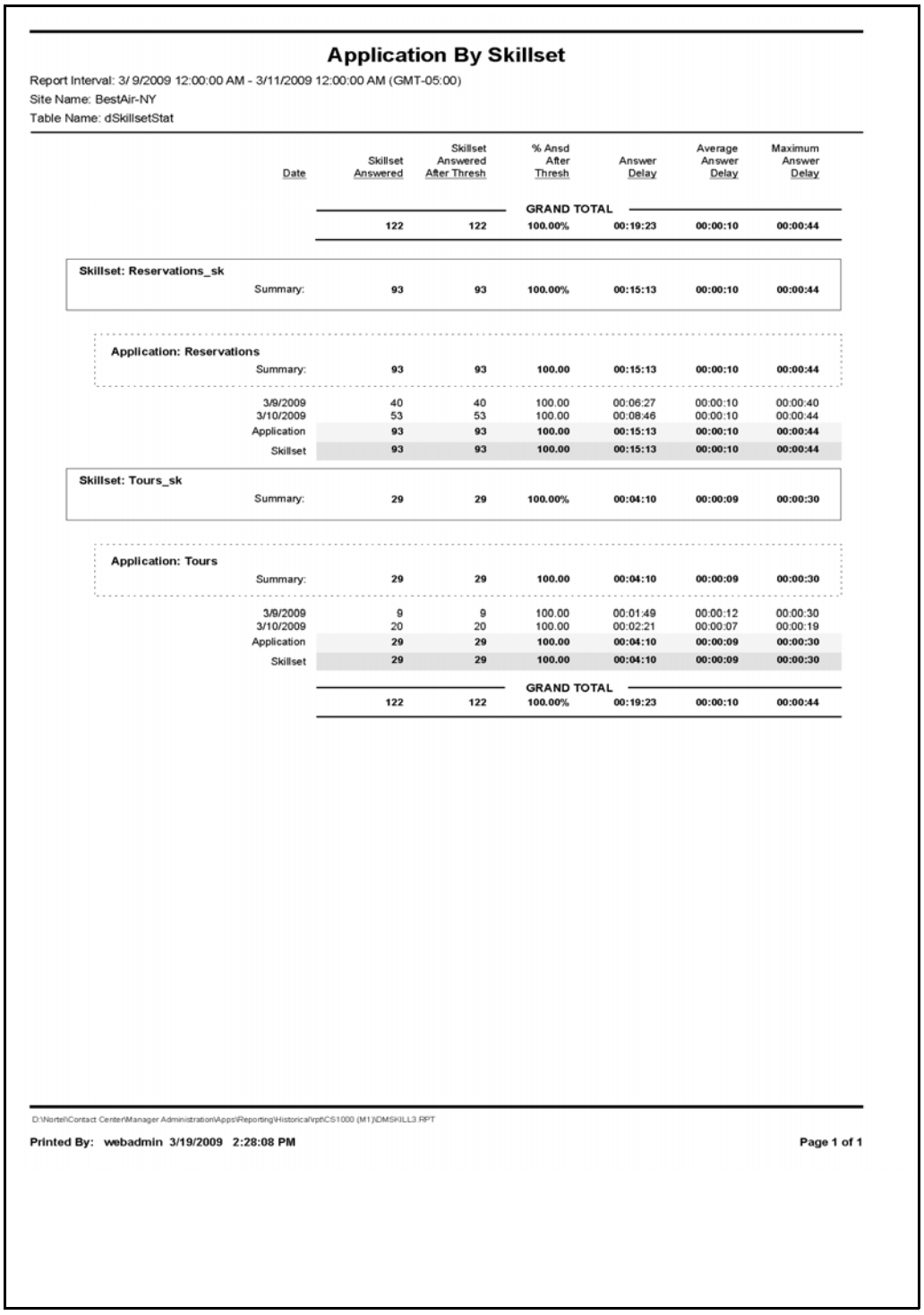
Report field	View field/Formula	View field/Report Creation Wizard formula
Skillset Answered	CallsAnswered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold	CallsAnsweredAfterThreshold
% Ansd After Thresh	CallsAnsweredAfterThreshold / CallsAnswered x 100	@RCW_%CallsAnsweredAfter Threshold
Answer Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnswered Delay
Maximum Answer Delay	MaxAnsweredDelay	@RCW_MaxAnsweredDelay

Summaries

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

Copyright © 2009-2010, Nortel Networks

Application By Skillset report



Application By Skillset

Report Interval: 3/ 9/2009 12:00:00 AM - 3/11/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dSkillsetStat

Date	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay
GRAND TOTAL						
	122	**122**	**100.00%**	**00:19:23**	**00:00:10**	**00:00:44**
Skillset: Reservations_sk						
Summary:	**93**	**93**	**100.00%**	**00:15:13**	**00:00:10**	**00:00:44**
Application: Reservations						
Summary:	**93**	**93**	**100.00**	**00:15:13**	**00:00:10**	**00:00:44**
3/9/2009	40	40	100.00	00:06:27	00:00:10	00:00:40
3/10/2009	53	53	100.00	00:08:46	00:00:10	00:00:44
Application	**93**	**93**	**100.00**	**00:15:13**	**00:00:10**	**00:00:44**
Skillset	**93**	**93**	**100.00**	**00:15:13**	**00:00:10**	**00:00:44**
Skillset: Tours_sk						
Summary:	**29**	**29**	**100.00%**	**00:04:10**	**00:00:09**	**00:00:30**
Application: Tours						
Summary:	**29**	**29**	**100.00**	**00:04:10**	**00:00:09**	**00:00:30**
3/9/2009	9	9	100.00	00:01:49	00:00:12	00:00:30
3/10/2009	20	20	100.00	00:02:21	00:00:07	00:00:19
Application	**29**	**29**	**100.00**	**00:04:10**	**00:00:09**	**00:00:30**
Skillset	**29**	**29**	**100.00**	**00:04:10**	**00:00:09**	**00:00:30**
GRAND TOTAL						
	122	**122**	**100.00%**	**00:19:23**	**00:00:10**	**00:00:44**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DMSKILL3.RPT

Printed By: webadmin 3/19/2009 2:28:08 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Application Call Treatment

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

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

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ApplicationStat view ApplicationStat views (page 105). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

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

Templates

This report uses the following templates:

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

Selection criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection Criteria	Database field names
Application Name ID	iApplicationStat.Application
Application Name	iApplicationStat.Timestamp

Overflowed statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Quantity	CallsGivenForceOverflow	CallsGivenForceOverflow
Percentage (%)	CallsGivenForceOverflow/ CallsOffered x 100	@RCW_%CallsGivenForce Overflow
Average time before treatment	TimeBeforeForceOverflow / number of calls given Force Overflow	@RCW_AverageTimeBefore ForceOverflow
Average calls per reporting period (interval, day, week, or month)	CallsGivenForceOverflow/ number of reporting periods (intervals, days, weeks, or months)	Average of CallsGivenForce Overflow
Average time before treatment for each reporting period (interval, day, week, or month)	TimeBeforeForceOverflow /number of reporting periods (intervals, days, weeks, or months)	Not Available

Defaulted statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Quantity	CallsGivenDefault	CallsGivenDefault
Percentage (%)	CallsGivenDefault/ CallsOffered x 100	@RCW_%CallsGivenDefault
Average time before treatment	TimeBeforeDefault/ number of calls given default treatment	@RCW_AverageTimeBefore Default

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Average calls per reporting period (interval, day, week, or month)	CallsGivenDefault/number of reporting periods (intervals, days, weeks, or months)	Average of CallsGivenDefault
Average time before treatment for each reporting period (interval, day, week, or month)	TimeBeforeDefault/ number of reporting periods (intervals, days, weeks, or months)	Not Available

Given busy statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Quantity	CallsGivenForceBusy	CallsGivenForceBusy
Percentage (%)	CallsGivenForceBusy/ CallsOffered x 100	@RCW_%Calls GivenForceBusy
Average time before treatment	TimeBeforeForceBusy/ number of calls given Force Busy treatment	@RCW_AverageTimeBefore ForceBusy
Average calls for each reporting period (interval, day, week, or month)	CallsGivenForceBusy/ number of reporting periods (intervals, days, weeks, or months)	Average of CallsGivenForceBusy
Average time before treatment for each reporting period (interval, day, week, or month)	TimeBeforeForceBusy/ number of reporting periods (intervals, days, weeks, or months)	Not Available

Routed statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Quantity	CallsGivenRouteTo	CallsGivenRouteTo
Percentage (%)	CallsGivenRouteTo/ CallsOffered x 100	@RCW_%CallsGivenRouteTo
Average time before treatment	TimeBeforeRouteTo/ Number of calls given Route To treatment	@RCW_AverageTimeBefore RouteTo
Average calls for each reporting period (interval, day, week, or month)	CallsGivenRouteTo/ number of reporting periods (intervals, days, weeks, or months)	Average of CallsGivenRouteTo
Average time before treatment for each reporting period (interval, day, week, or month)	TimeBeforeRouteTo/ number of reporting periods (intervals, days, weeks, or months)	Not Available

Disconnected statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Quantity	CallsGivenForceDisconnect	CallsGivenForceDisconnect
Percentage (%)	CallsGivenForceDisconnect /CallsOffered x 100	@RCW_%CallsGivenForceDisconnect
Average time before treatment	TimeBeforeForceDisconnect/Number of calls	@RCW_AverageTimeBeforeForceDisconnect
Average calls for each reporting period (interval, day, week, or month)	CallsGivenForceDisconnect /number of reporting periods (intervals, days, weeks, or months)	Average of CallsGivenForceDisconnect
Average time before treatment for each reporting period (interval, day, week, or month)	TimeBeforeForceDisconnect/number of reporting periods (intervals, days, weeks, or months)	Not Available

Offered statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Quantity	CallsOffered	CallsOffered

Answered statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Quantity	CallsAnswered	CallsAnswered
Percentage (%)	CallsAnswered/ CallsOffered x 100	@RCW_%CallsAnswered
Average time before treatment	Calls Answered/number of reporting periods (intervals, days, weeks, or months)	Average of CallsAnswered

Abandoned statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Quantity	CallsAbandoned	CallsAbandoned
Percentage (%)	CallsAbandoned/ CallsOffered x 100	@RCW_%CallsAbandoned
Average time before treatment	CallsAbandoned/number of reporting periods (intervals, days, weeks, or months)	Average of CallsAbandoned

Given Host Lookup statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

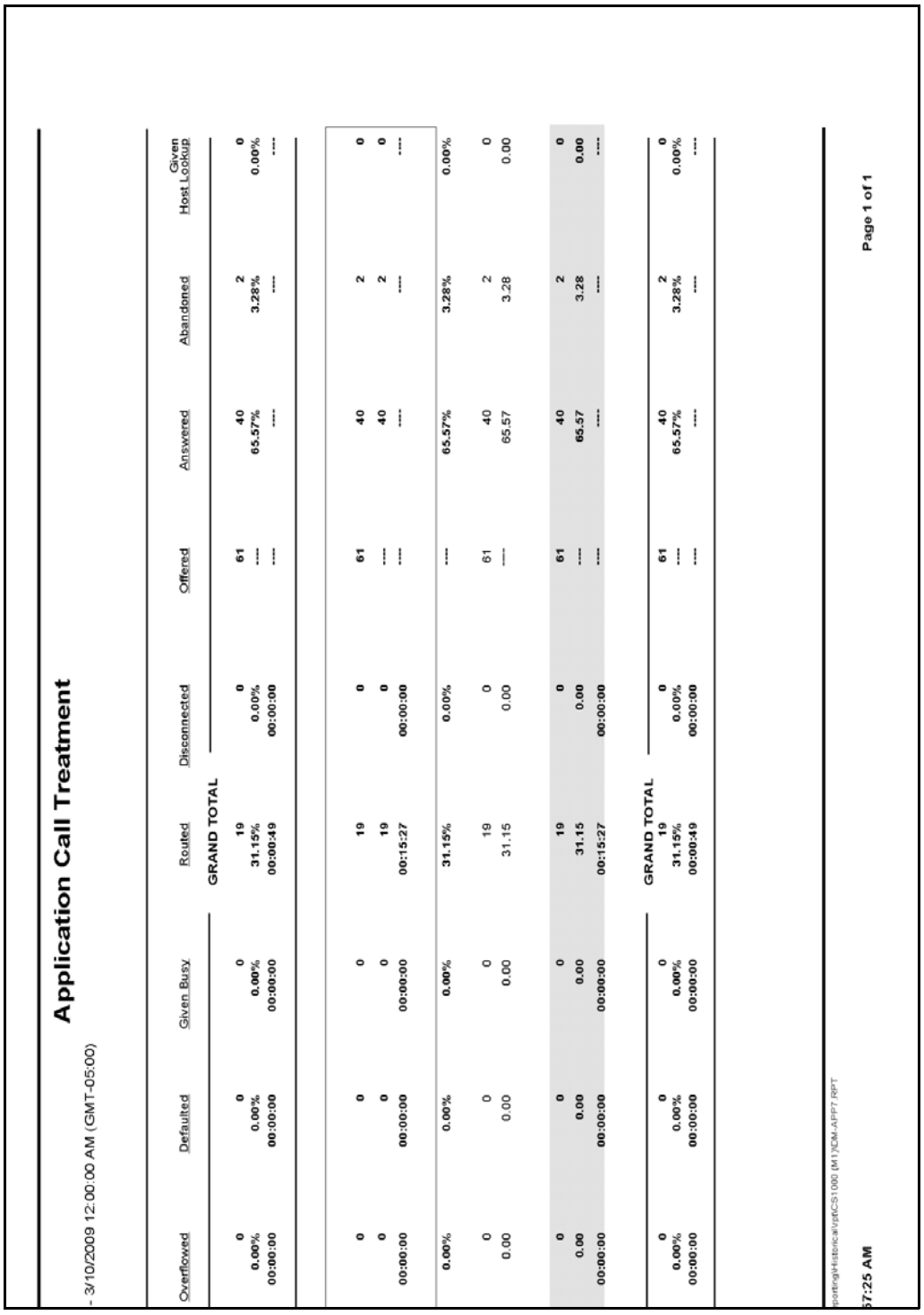
Report field	View field/Formula	View field/Report Creation Wizard formula
Quantity	CallsGivenHostLookup	CallsGivenHostLookup
Percentage (%)	CallsGivenHostLookup/ CallsOffered x 100	@RCW_%CallsGiven HostLookup
Average time before treatment	CallsGivenHostLookup/ number of reporting periods (intervals, days, weeks, or months)	Average of CallsGivenHostLookup

Summaries

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

Copyright © 2009-2010, Nortel Networks

Application Call Treatment report



Application Call Treatment

- 3/10/2009 12:00:00 AM (GMT-05:00)

Overflowed	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Given Host Lookup
GRAND TOTAL								
0	0	0	19	0	61	40	2	0
0.00%	0.00%	0.00%	31.15%	0.00%	----	65.57%	3.28%	0.00%
00:00:00	00:00:00	00:00:00	00:00:49	00:00:00	----	----	----	----
0	0	0	19	0	61	40	2	0
0	0	0	19	0	----	40	2	0
00:00:00	00:00:00	00:00:00	00:15:27	00:00:00	----	----	----	----
0.00%	0.00%	0.00%	31.15%	0.00%	----	65.57%	3.28%	0.00%
0	0	0	19	0	61	40	2	0
0.00	0.00	0.00	31.15	0.00	----	65.57	3.28	0.00
0	0	0	19	0	61	40	2	0
0.00	0.00	0.00	31.15	0.00	----	65.57	3.28	0.00
00:00:00	00:00:00	00:00:00	00:15:27	00:00:00	----	----	----	----
GRAND TOTAL								
0	0	0	19	0	61	40	2	0
0.00%	0.00%	0.00%	31.15%	0.00%	----	65.57%	3.28%	0.00%
00:00:00	00:00:00	00:00:00	00:00:49	00:00:00	----	----	----	----

Copyright © 2009-2010, Nortel Networks

Application Delay Before Abandon

The Application Delay Before Abandon report gauges service quality by indicating how many customers disconnect (abandon) before reaching an agent. The spectrum shows the length of time customers typically wait before abandoning, whether they abandoned before or after reaching the service level threshold for the application, and the percentage of contacts that are abandoned.

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

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ApplicationStat view ApplicationStat views (page 105). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-app5.rpt
- dm-app5.rpt
- wm-app5.rpt
- mm-app6.rpt

Selection criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection Criteria	Database field names
Application Name ID	iApplicationStat.Application
Application Name	iApplicationStat.Timestamp

Abandon delay spectrum

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

Statistics

This report uses the following criteria.

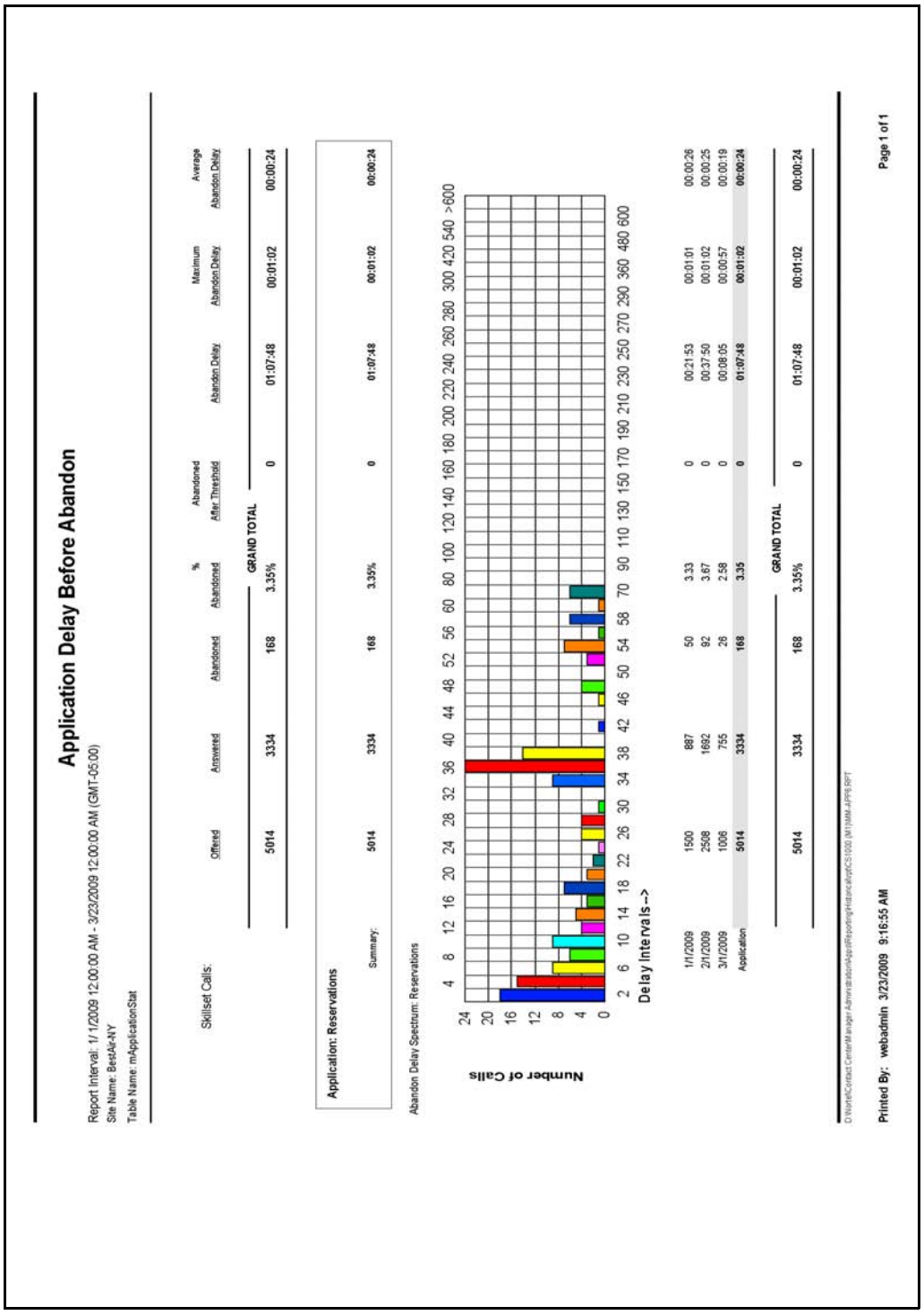
Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Abandoned	CallsAbandoned	CallsAbandoned
% Abandoned	CallsAbandoned/ CallsOffered x 100	@RCW_%CallsAbandoned
Abandoned After Threshold	CallsAbandonedAftThreshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay	@RCW_CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay	@RCW_MaxCallsAbandoned Delay
Average Abandon Delay	CallsAbandonedDelay/ CallsAbandoned	@RCW_AverageCallsAbando nedDelay

Summaries

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

Copyright © 2009-2010, Nortel Networks

Application Delay Before Abandon report



Application Delay Before Abandon

Report Interval: 1/ 1/2009 12:00:00 AM - 3/23/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: mApplicationStat

Skillset Calls:	Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Abandon Delay	Maximum Abandon Delay	Average Abandon Delay
GRAND TOTAL	5014	3334	168	3.35%	0	01:07:48	00:01:02	00:00:24

Application: Reservations								
Summary:	5014	3334	168	3.35%	0	01:07:48	00:01:02	00:00:24

Abandon Delay Spectrum: Reservations

1/1/2009	1500	887	50	3.33	0	00:21:53	00:01:01	00:00:26
2/1/2009	2508	1692	92	3.67	0	00:37:50	00:01:02	00:00:25
3/1/2009	1006	755	26	2.58	0	00:08:05	00:00:57	00:00:19
Application	5014	3334	168	3.35	0	01:07:48	00:01:02	00:00:24
GRAND TOTAL	5014	3334	168	3.35%	0	01:07:48	00:01:02	00:00:24

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Instance\apps\CS1000 [M1]\MMLAPPS.RPT

Printed By: webadmin 3/23/2009 9:16:55 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Application Delay Before Answer

The Application Delay Before Answer report shows summarized performance information regarding call answer delays for an application. The report focuses on application performance from the customer's point of view, indicating the length customers wait before connecting to an agent. The statistics include all Contact Center Manager contacts for this application. The report also indicates whether the delay occurred after the skillset received the contact.

By keeping delays to a minimum, the contact center can provide optimal responses to customers.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ApplicationStat view; see ApplicationStat views (page 105). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-app3.rpt
- dm-app3.rpt
- wm-app3.rpt
- mm-app4.rpt

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Application Name ID	iApplicationStat.Application
Application Name	iApplicationStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Abandon delay spectrum

The Application Delay Before Answer report contains a histogram showing the number of contacts accepted after delays of times divided into 2-second increments. The AnsDelay view fields provide the statistics for the histogram.

Statistics

This report uses the following statistics.

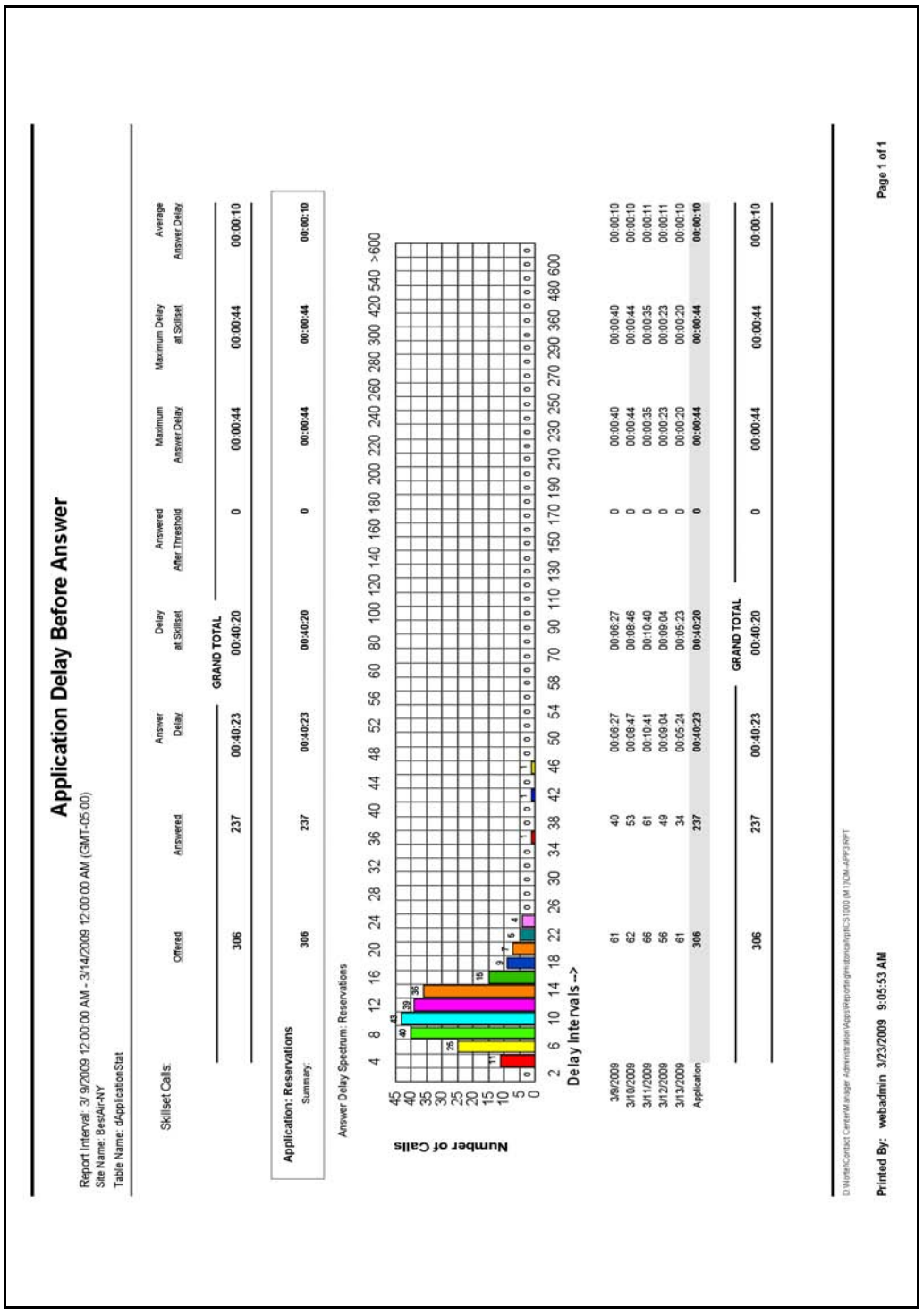
Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Answer Delay	CallsAnsweredDelay	CallsAnsweredDelay
Delay at Skillset	CallsAnsweredDelayAtSkillset	@RCW_CallsAnsweredDelayAtSkillset
Answered After Threshold	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Maximum Answer Delay	MaxCallsAnsDelay	@RCW_MaxCallsAnsDelay
Maximum Delay at Skillset	MaxCallsDelayAtSkillset	@RCW_MaxCallsAnsDelayAtSkillset
Average Answer Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnsweredDelay

Summaries

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

Copyright © 2009-2010, Nortel Networks

Application Delay Before Answer report



Application Delay Before Answer

Report Interval: 3/ 9/2009 12:00:00 AM - 3/14/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dApplicationStat

Skillset Calls:	Offered	Answered	Answer Delay	Delay at Skillset	Answered After Threshold	Maximum Answer Delay	Maximum Delay at Skillset	Average Answer Delay
GRAND TOTAL	306	237	00:40:23	00:40:20	0	00:00:44	00:00:44	00:00:10

Application: Reservations								
Summary:	306	237	00:40:23	00:40:20	0	00:00:44	00:00:44	00:00:10

Answer Delay Spectrum: Reservations

3/9/2009	61	40	00:06:27	00:06:27	0	00:00:40	00:00:40	00:00:10
3/10/2009	62	53	00:08:47	00:08:46	0	00:00:44	00:00:44	00:00:10
3/11/2009	66	61	00:10:41	00:10:40	0	00:00:35	00:00:35	00:00:11
3/12/2009	56	49	00:09:04	00:09:04	0	00:00:23	00:00:23	00:00:11
3/13/2009	61	34	00:05:24	00:05:23	0	00:00:20	00:00:20	00:00:10
Application	306	237	00:40:23	00:40:20	0	00:00:44	00:00:44	00:00:10
GRAND TOTAL	306	237	00:40:23	00:40:20	0	00:00:44	00:00:44	00:00:10

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rptCS1000 (M1)\CCMA\APP3.RPT

Printed By: webadmin 3/23/2009 9:05:53 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Application Performance

The Application Performance report provides summarized performance information about your Contact Center Manager applications. The report gives an overview of contacts accepted, delayed, and abandoned, as well as the percentage of contacts that achieved a minimum service level. The report tracks contacts routed to the specified application (master or primary call script). This report can be particularly useful to determine the efficiency of the service your center provides to specific contact types and customers.

Attention: For the Network_Script, service level is based on network calls answered at this site and network calls that abandon after it is sent to this site. Call wait times are calculated from the time the call arrives at the destination site.

By showing the volume of contacts accepted in a specified period, along with the average delay customers experienced, the report can identify the level of service customers received on a specific type of contact or activity.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ApplicationStat view. For more information see ApplicationStat views (page 105) and Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-app1.rpt
- dm-app1.rpt
- wm-app1.rpt
- mm-app2.rpt

Selection criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection Criteria	Database field names
Application Name ID	iApplicationStat.Application
Application Name	iApplicationStat.Timestamp

Statistics

This report uses the following statistics.

Attention: For the Network_Script application, the service level calculation is based on network contacts accepted at this site and network contacts that are abandoned after it is routed to this site.

Summaries

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

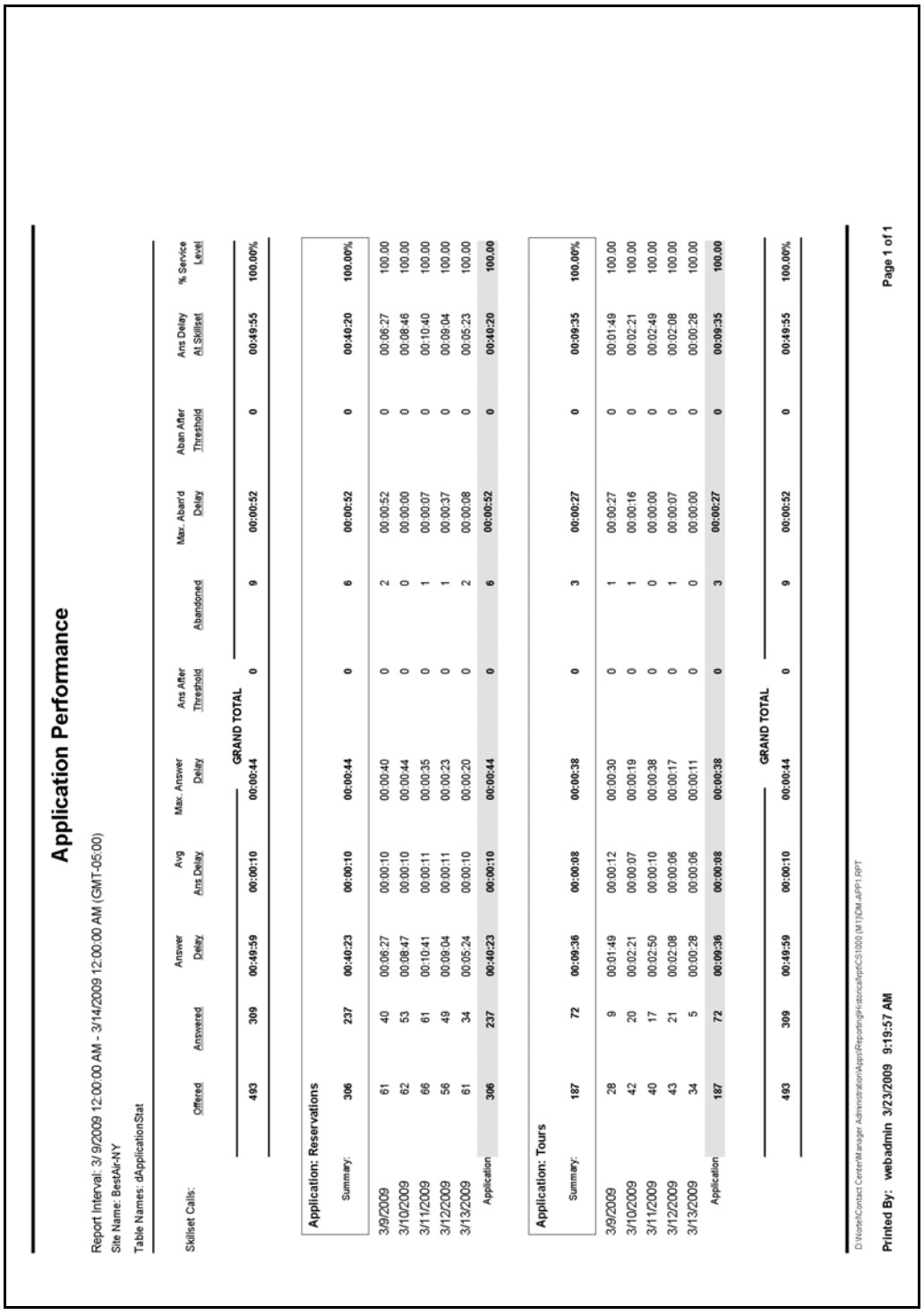
Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Answer Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Avg Answer Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnsweredDelay
Max Answer Delay	MaxCallsAnsDelay	@RCW_MaxCallsAnsDelay
Ans After Threshold	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned	CallsAbandoned
Max Aban'n Delay	MaxCallsAbandonedDelay	@RCW_MaxCallsAbandonedDelay
Aban After Threshold	CallsAbandonedAftThreshold	CallsAbandonedAftThreshold

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Ans Delay At Skillset	CallsAnsweredDelayAtSkillset	@RCW_CallsAnsweredDelayAtSkillset
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold) }/(CallsAnswered + CallsAbandoned)] x 100	@RCW_%ServiceLevel

Copyright © 2009-2010, Nortel Networks

Application Performance report



Application Performance

Report Interval: 3/ 9/2009 12:00:00 AM - 3/14/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Names: dApplicationStat

Skillset Calls:	Offered	Answered	Answer Delay	Avg Ans Delay	Max. Answer Delay	Ans After Threshold	Abandoned	Max. Aband Delay	Aban After Threshold	Ans Delay At Skillset	% Service Level
GRAND TOTAL	493	309	00:49:59	00:00:10	00:00:44	0	9	00:00:52	0	00:49:55	100.00%
Application: Reservations											
Summary:	306	237	00:40:23	00:00:10	00:00:44	0	6	00:00:52	0	00:40:20	100.00%
3/9/2009	61	40	00:08:27	00:00:10	00:00:40	0	2	00:00:52	0	00:06:27	100.00
3/10/2009	62	53	00:08:47	00:00:10	00:00:44	0	0	00:00:00	0	00:08:46	100.00
3/11/2009	66	61	00:10:41	00:00:11	00:00:35	0	1	00:00:07	0	00:10:40	100.00
3/12/2009	56	49	00:09:04	00:00:11	00:00:23	0	1	00:00:37	0	00:09:04	100.00
3/13/2009	61	34	00:05:24	00:00:10	00:00:20	0	2	00:00:08	0	00:05:23	100.00
Application	306	237	00:40:23	00:00:10	00:00:44	0	6	00:00:52	0	00:40:20	100.00
Application: Tours											
Summary:	187	72	00:09:36	00:00:08	00:00:38	0	3	00:00:27	0	00:09:35	100.00%
3/9/2009	28	9	00:01:49	00:00:12	00:00:30	0	1	00:00:27	0	00:01:49	100.00
3/10/2009	42	20	00:02:21	00:00:07	00:00:19	0	1	00:00:16	0	00:02:21	100.00
3/11/2009	40	17	00:02:50	00:00:10	00:00:38	0	0	00:00:00	0	00:02:49	100.00
3/12/2009	43	21	00:02:08	00:00:06	00:00:17	0	1	00:00:07	0	00:02:08	100.00
3/13/2009	34	5	00:00:28	00:00:06	00:00:11	0	0	00:00:00	0	00:00:28	100.00
Application	187	72	00:09:36	00:00:08	00:00:38	0	3	00:00:27	0	00:09:35	100.00
GRAND TOTAL	493	309	00:49:59	00:00:10	00:00:44	0	9	00:00:52	0	00:49:55	100.00%

D:\Nortel\Contact Center\Manager Administration\Appl\Reporting\Historical\rpt\CS1000 (M1)\DM-AIP1.RPT

Printed By: webadmin 3/23/2009 9:19:57 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

CDN (Route Point) Statistics

The CDN (Route Point) Statistics report details summarized contact volume information for the CDNs (Route Points) configured on the server. The report lists the total number of contacts offered to the CDN (Route Point) and the total number of contacts accepted. The report also provides terminated and abandoned contact information.

For more information, see Understanding the report descriptions (page 558).

Definition: CDN

A Controlled Directory Number (CDN) is a number configured in the switch as the entry point for calls into Contact Center Manager. You can configure multiple CDNs in the switch and associate them with the Master script of Contact Center Manager.

Views

This report uses the CDNStat view; see CDNStat views (page 129) For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-res7.rpt
- dm-res7.rpt
- wm-res7.rpt
- mm-res7.rpt

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
CDN	iCDNStat.CDN
CDN Name	iCDNStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Statistics

This report uses the following statistics.

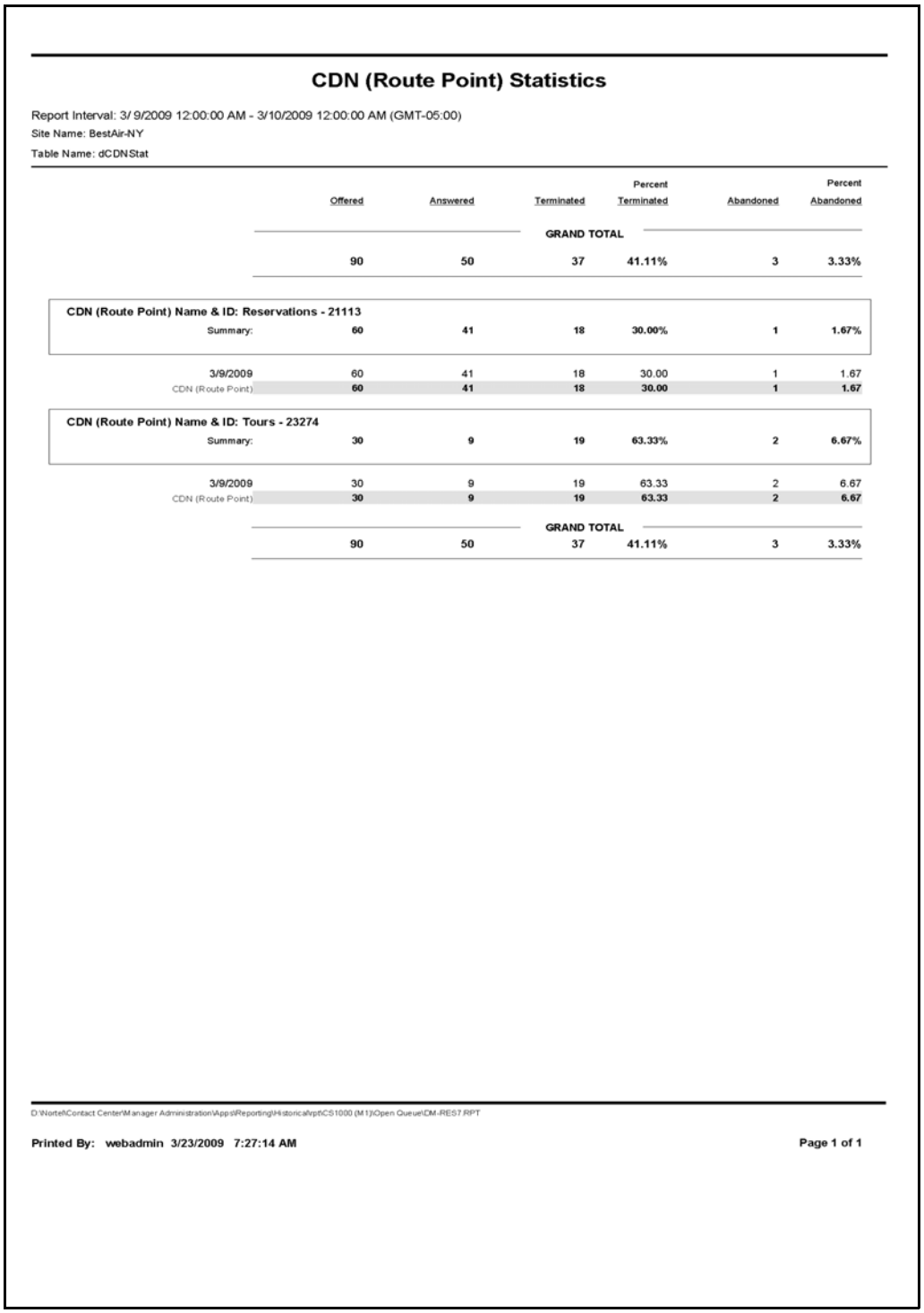
Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Terminated	CallsTerminated	CallsTerminated
Percent Terminated	CallsTerminated/ CallsOffered x 100	@RCW_%CallsTerminated
Abandoned	CallsAbandoned	CallsAbandoned
Percent Abandoned	CallsAbandoned/ CallsOffered x 100	@RCW_%CallsAbandoned
IVR Calls with Data (DMS)	CallsWithDigitsCollected	CallsWithDigitsCollected

Summaries

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

Copyright © 2009-2010, Nortel Networks

CDN (Route Point) Statistics report



CDN (Route Point) Statistics

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dCDNStat

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned
GRAND TOTAL						
	90	**50**	**37**	**41.11%**	**3**	**3.33%**
CDN (Route Point) Name & ID: Reservations - 21113						
Summary:	**60**	**41**	**18**	**30.00%**	**1**	**1.67%**
3/9/2009	60	41	18	30.00	1	1.67
CDN (Route Point)	**60**	**41**	**18**	**30.00**	**1**	**1.67**
CDN (Route Point) Name & ID: Tours - 23274						
Summary:	**30**	**9**	**19**	**63.33%**	**2**	**6.67%**
3/9/2009	30	9	19	63.33	2	6.67
CDN (Route Point)	**30**	**9**	**19**	**63.33**	**2**	**6.67**
GRAND TOTAL						
	90	**50**	**37**	**41.11%**	**3**	**3.33%**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\HistoricalRpt\CS1000 (M1)\Open Queue\DM-RES7.RPT

Printed By: webadmin 3/23/2009 7:27:14 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Crosstab - Application Performance

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

Attention: This report does not support report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the iApplicationStat view; see ApplicationStat views (page 105). For more information about views, Access rights by view (page 25).

Collection Frequency

This report contains interval data.

Templates

This report uses the icross_Application.rpt template.

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Application Name ID	iApplicationStat.Application
Application Name	iApplicationStat.Timestamp

Statistics

This report uses the following statistics.

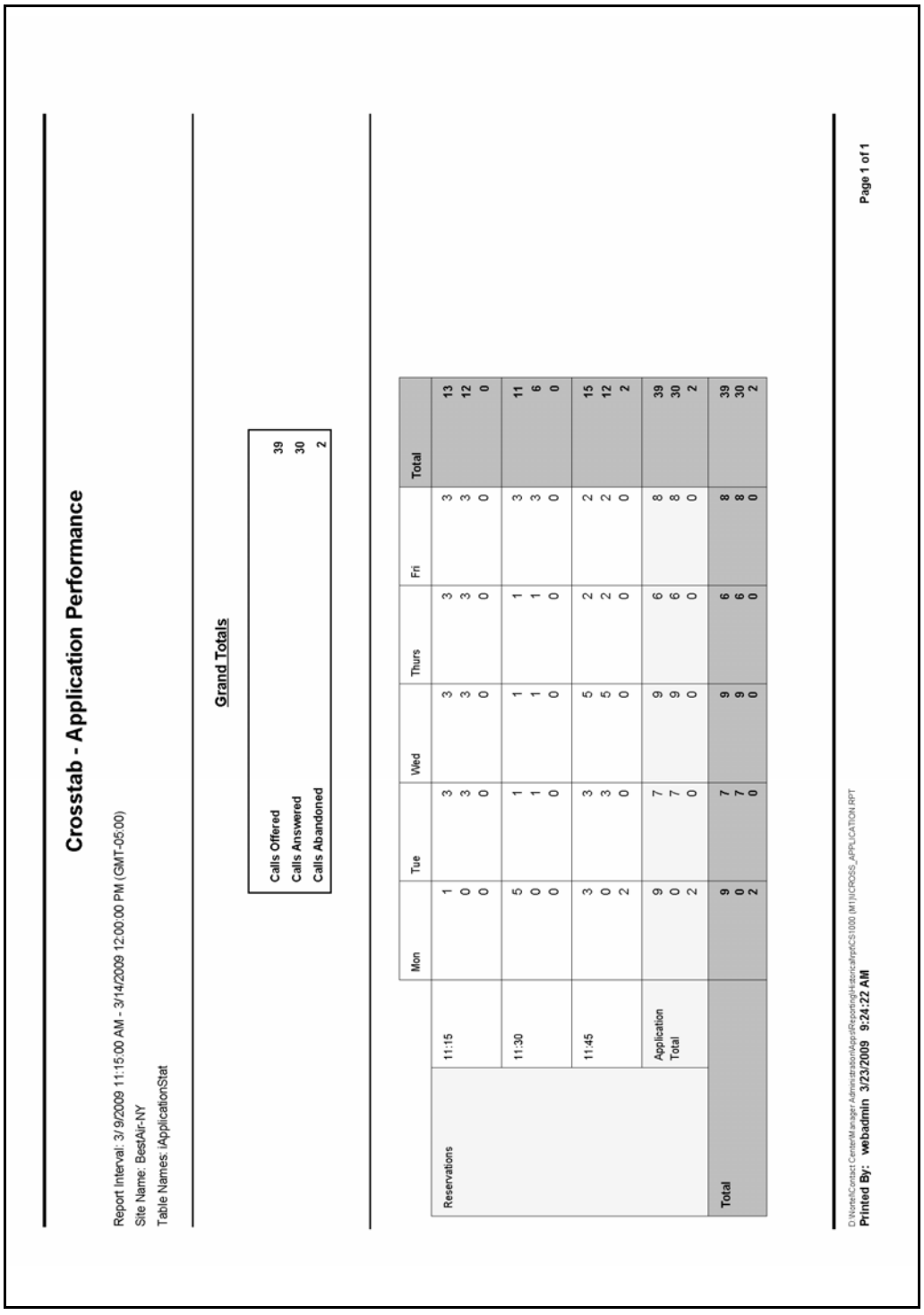
Report field	View field/Formula
Calls Offered	CallsOffered
Calls Answered	CallsAnswered
Calls Abandoned	CallsAbandoned

Summaries

The report provides totals for each selected application for the selected intervals. Also, totals for the selected intervals are grouped by day.

Copyright © 2009-2010, Nortel Networks

Crosstab-Application Performance report



Crosstab - Application Performance

Report Interval: 3/ 9/2009 11:15:00 AM - 3/14/2009 12:00:00 PM (GMT-05:00)
Site Name: BestAir-NY
Table Names: iApplicationStat

Grand Totals

Calls Offered	39
Calls Answered	30
Calls Abandoned	2

		Mon	Tue	Wed	Thurs	Fri	Total
Reservations	11:15	1	3	3	3	3	13
		0	3	3	3	3	12
		0	0	0	0	0	0
	11:30	5	1	1	1	3	11
		0	1	1	1	3	6
		0	0	0	0	0	0
	11:45	3	3	5	2	2	15
		0	3	5	2	2	12
		2	0	0	0	0	2
	Application Total	9	7	9	6	8	39
		0	7	9	6	8	30
		2	0	0	0	0	2
Total		9	7	9	6	8	39
		0	7	9	6	8	30
		2	0	0	0	0	2

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 [M1]\CROSS_APPLICATION.RPT
Printed By: webadmin 3/23/2009 9:24:22 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Crosstab - CDN (Route Point) Statistics

The Crosstab - CDN (Route Point) Statistics report provides you with an at-a-glance view of CDN (Route Point) Statistics (contacts accepted, contacts answered, contacts terminated, and contacts abandoned) for several days. You can use this report to compare CDN (Route Point) Statistics for the same reporting period on different days.

Attention: This report does not support report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the iCDNStat view; see CDNStat views (page 129). For more information about views, see Access rights by view (page 25).

Collection Frequency

This report contains interval data.

Templates

This report uses the icross_CDN.rpt template.

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
CDN	iCDNStat.CDN
CDN Name	iCDNStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/Formula
Calls Offered	CallsOffered
Calls Answered	CallsAnswered
Calls Terminated	CallsTerminated
Calls Abandoned	CallsAbandoned

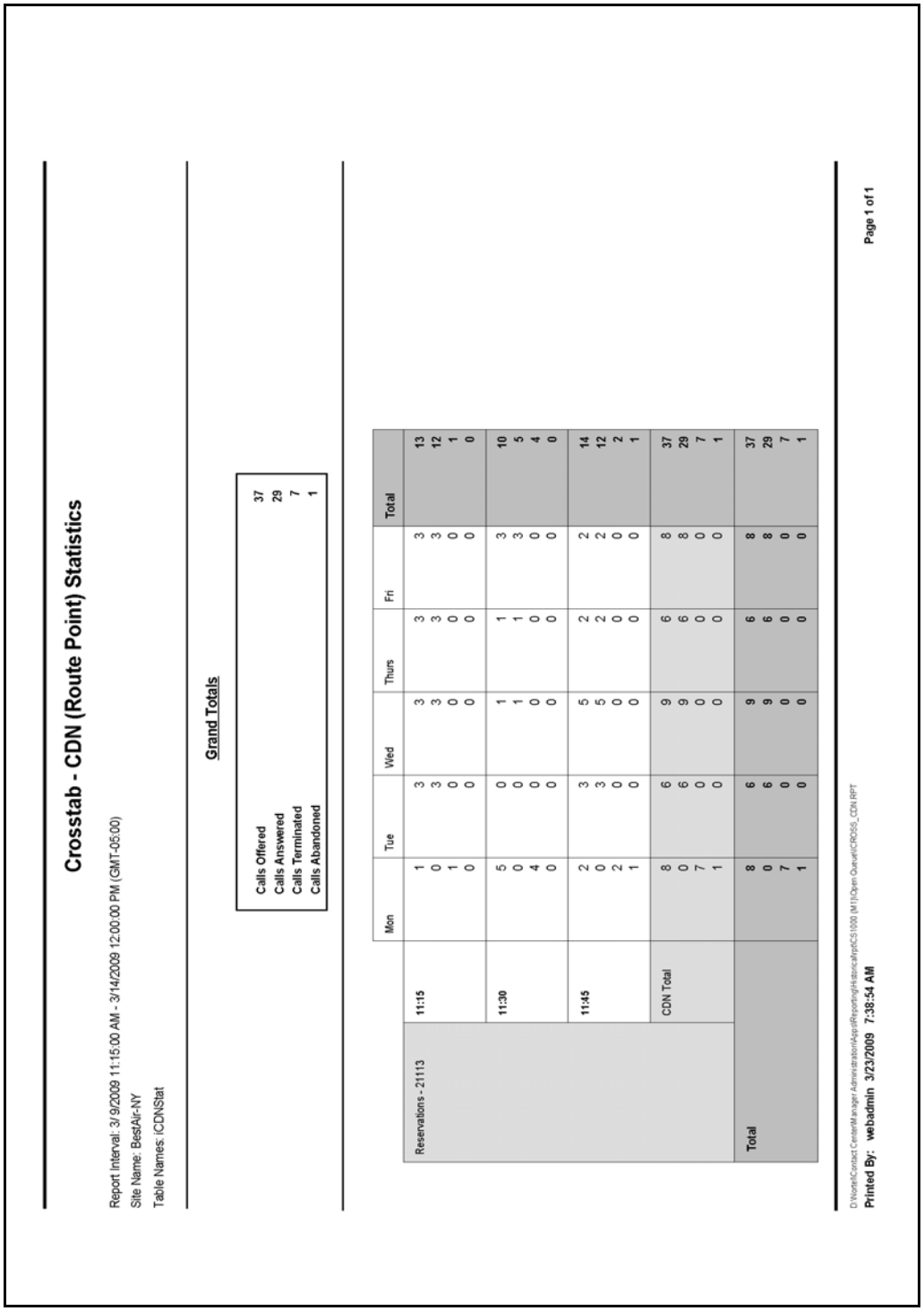
Copyright © 2009-2010, Nortel Networks

Summaries

The report provides totals for each selected CDN for the selected intervals. Also, totals for the selected intervals are grouped by day.

Copyright © 2009-2010, Nortel Networks

Crosstab-CDN (Route Point) Statistics report



Crosstab - CDN (Route Point) Statistics

Report Interval: 3/ 9/2009 11:15:00 AM - 3/14/2009 12:00:00 PM (GMT-05:00)
Site Name: BestAir-NY
Table Names: ICDNStat

Grand Totals

Calls Offered	37
Calls Answered	29
Calls Terminated	7
Calls Abandoned	1

		Mon	Tue	Wed	Thurs	Fri	Total
Reservations - 21113	11:15	1	3	3	3	3	13
		0	3	3	3	3	12
		1	0	0	0	0	1
		0	0	0	0	0	0
	11:30	5	0	1	1	3	10
		0	0	1	1	3	5
		4	0	0	0	0	4
		0	0	0	0	0	0
	11:45	2	3	5	2	2	14
		0	3	5	2	2	12
		2	0	0	0	0	2
		1	0	0	0	0	1
	CDN Total	8	6	9	6	8	37
		0	6	9	6	8	29
		7	0	0	0	0	7
		1	0	0	0	0	1
Total		8	6	9	6	8	37
		0	6	9	6	8	29
		7	0	0	0	0	7
		1	0	0	0	0	1

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\Open Queue\ICRDSS_CDN.RPT

Printed By: webadmin 3/23/2009 7:38:54 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Crosstab - DNIS Statistics

The Crosstab - DNIS Statistics report provides an at-a-glance view of DNIS statistics (contacts accepted, contacts answered, and contacts abandoned) for several days. You can use this report to compare DNIS statistics for the same reporting period on different days.

Attention: This report does not support report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the iDNISStat view. For more information, see DNISStat views (page 133). For more information about views, see Access rights by view (page 25).

Collection Frequency

This report contains interval data.

Templates

This report uses the icross_DNIS.rpt template.

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
DNIS	iDNISStat.DNIS
DNIS Name	iDNISStat.Timestamp

Statistics

This report uses the following statistics.

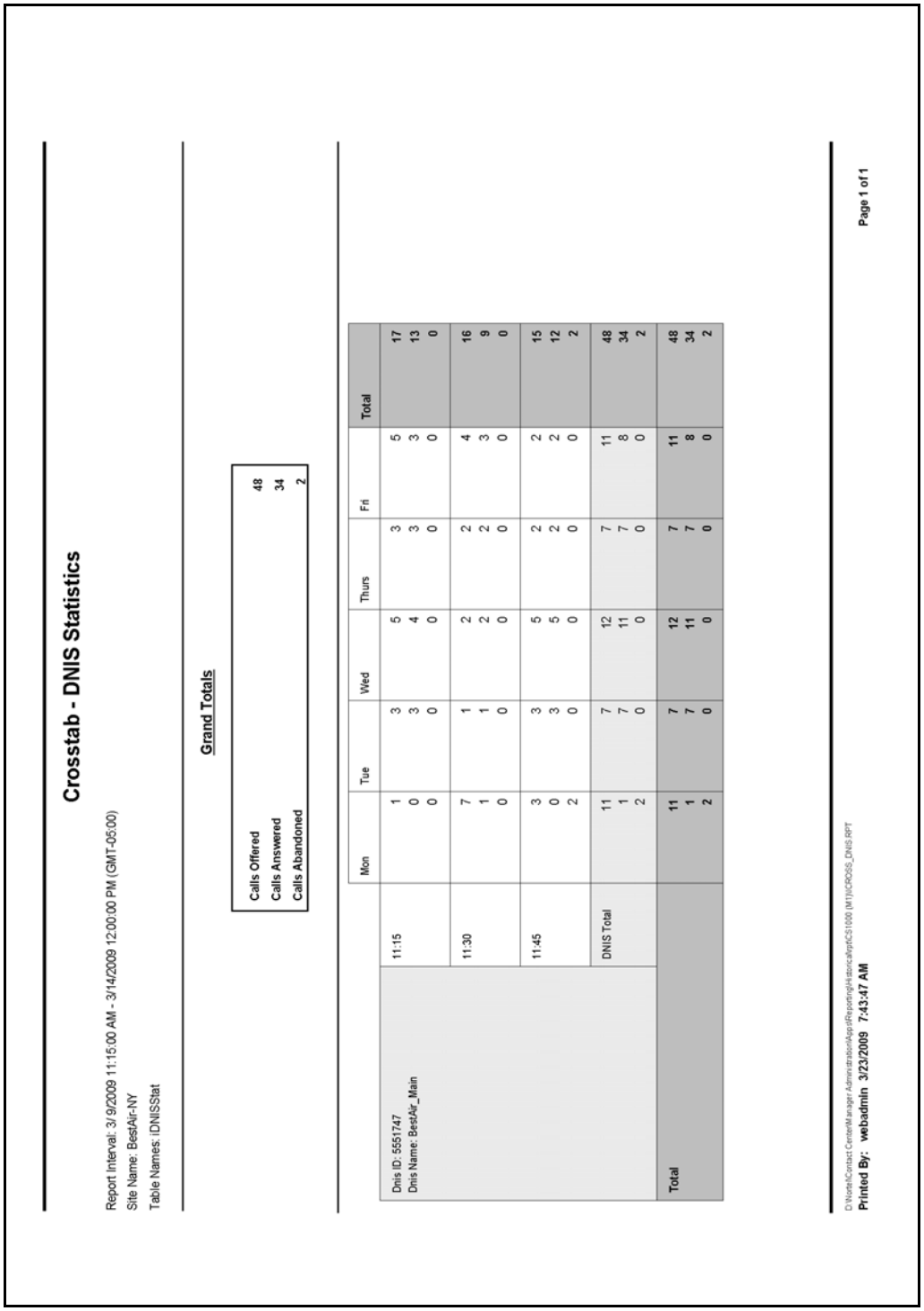
Report field	View field/Formula
Calls Offered	CallsOffered
Calls Answered	CallsAnswered
Calls Abandoned	CallsAbandoned

Summaries

The report provides totals for each selected DNIS for the selected intervals. Also, totals for the selected intervals are grouped by day.

Copyright © 2009-2010, Nortel Networks

Crosstab-DNIS Statistics report



Crosstab - DNIS Statistics

Report Interval: 3/ 9/2009 11:15:00 AM - 3/14/2009 12:00:00 PM (GMT-05:00)

Site Name: BestAir-NY

Table Names: IDNISStat

Grand Totals

Calls Offered	48
Calls Answered	34
Calls Abandoned	2

		Mon	Tue	Wed	Thurs	Fri	Total
Dnis ID: 5551747 Dnis Name: BestAir_Main	11:15	1	3	5	3	5	17
		0	3	4	3	3	13
		0	0	0	0	0	0
	11:30	7	1	2	2	4	16
		1	1	2	2	3	9
		0	0	0	0	0	0
	11:45	3	3	5	2	2	15
		0	3	5	2	2	12
		2	0	0	0	0	2
	DNIS Total	11	7	12	7	11	48
		1	7	11	7	8	34
		2	0	0	0	0	2
Total		11	7	12	7	11	48
		1	7	11	7	8	34
		2	0	0	0	0	2

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\CRDS5_DNIS.RPT

Printed By: webadmin 3/23/2009 7:43:47 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Crosstab - Route Performance

The report applies to the Communication Server 1000/Meridian 1 PBX switch only. The Crosstab - Route Performance report provides the number of times that all the trunks in a route are busy. The report also shows the number of contacts blocked by the all-trunks-busy signal. When all trunks in a route are busy, customers to your contact center receive a busy signal or are blocked from networking. Your telecommunications manager can use this report to determine if your system reached capacity and the company must provide additional trunk lines to meet the demand.

When you review the report, be aware that the value NUMBER OF ATB PERIODS increases by one at the beginning of each all-trunks-busy period within the reporting interval. If an all-trunks-busy period spans two or more intervals, the period is counted only against the interval in which it began.

Use the Crosstab - Route Performance report with other reports to interpret the cause of all-trunks-busy periods. This report can help you determine the best action to reduce the number of all-trunks-busy periods. For example, a change in your operating procedures can move contacts through faster and free lines. Or, you may need to lease extra trunk lines during your busiest periods.

Attention: Contacts blocked by all-trunks-busy statistics peg against the route attempted.
This report does not support report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the iRouteStat view RouteStat views (page 165). For more information about views, see Access rights by view (page 25).

Collection Frequency

This report contains interval data.

Templates

This report uses the icross_route.rpt template.

Selection criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection Criteria	Database field names
Route ID	iRouteStat.RouteID
Route Name	iRouteStat.Timestamp

Statistics

This report uses the following statistics.

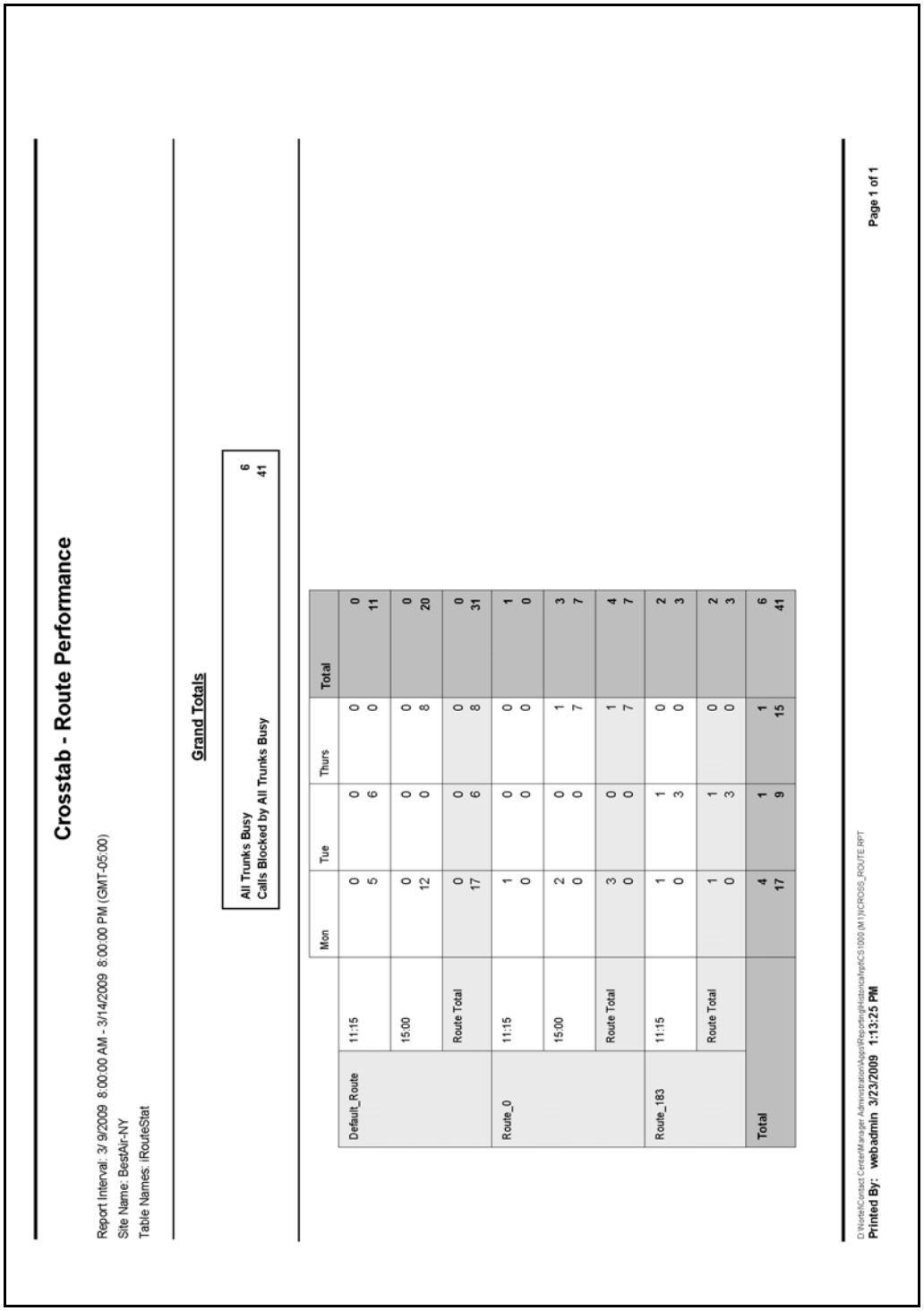
Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
Calls Blocked by All Trunks Busy	CallsBlockedByAllTrunksBusy

Summaries

The report provides totals for each selected route for the selected intervals. Also, totals for the selected intervals are grouped by day.

Copyright © 2009-2010, Nortel Networks

Crosstab-Route Performance report



Crosstab - Route Performance

Report Interval: 3/ 9/2009 8:00:00 AM - 3/14/2009 8:00:00 PM (GMT-05:00)
Site Name: BestAir-NY
Table Names: iRouteStat

Grand Totals

All Trunks Busy	6
Calls Blocked by All Trunks Busy	41

		Mon	Tue	Thurs	Total
Default_Route	11:15	0	0	0	0
		5	6	0	11
	15:00	0	0	0	0
		12	0	8	20
	Route Total	0	0	0	0
		17	6	8	31
Route_0	11:15	1	0	0	1
		0	0	0	0
	15:00	2	0	1	3
		0	0	7	7
	Route Total	3	0	1	4
		0	0	7	7
Route_183	11:15	1	1	0	2
		0	3	0	3
	Route Total	1	1	0	2
		0	3	0	3
Total		4	1	1	6
		17	9	15	41

D:\Nortel\Contact Center\Manager Administration\Apps\Reports\Bin\scripts\CS1000\[M1]\NCROSS_ROUTE.RPT
Printed By: webadmin 3/23/2009 1:13:25 PM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Crosstab - Skillset Performance

The Crosstab - Skillset Performance report provides an at-a-glance view of skillset performance (contacts accepted, contacts answered, network contacts answered, and skillset contacts abandoned) for several days. You can use this report to compare skillset performance for the same reporting period on different days.

Attention: This report does not support report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the iSkillsetStat view, see SkillsetStat views (page 170). For more information about views, see Access rights by view (page 25).

Collection Frequency

This report contains interval data.

Templates

This report uses the icross_skillset.rpt template.

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Skillset Name ID	iSkillsetStat.Application<>"System_Application"
Skillset Name	iSkillsetStat.Skillset
	iSkillsetStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/Formula
Call Offered	CallOffered
Call Answered	CallAnswered
Network Call Answered	NetworkCallAnswered
Skillset Abandoned	SkillsetAbandoned

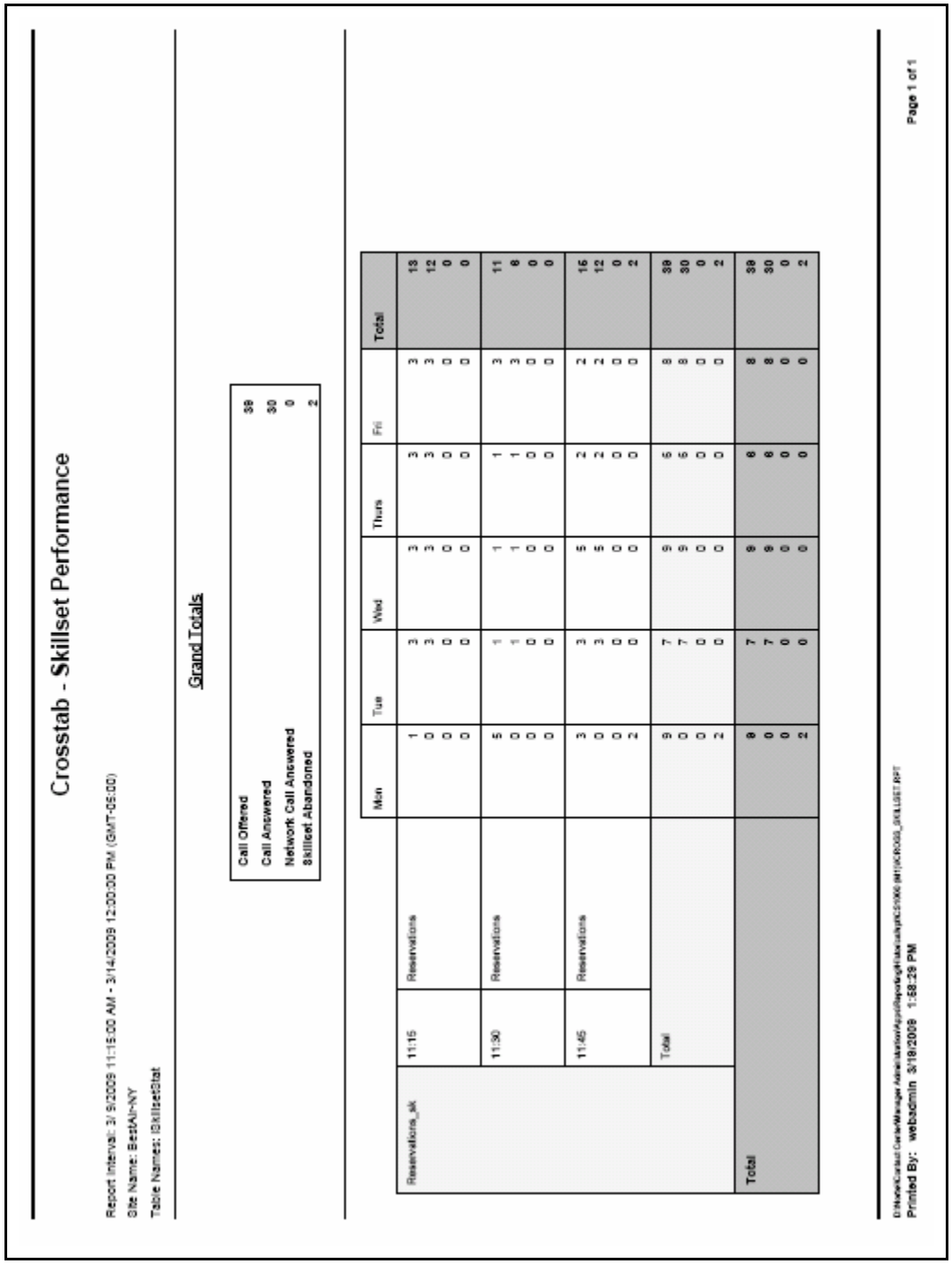
Copyright © 2009-2010, Nortel Networks

Summaries

The report provides totals for each selected skillset for the selected intervals. Also, totals for the selected intervals are grouped by day.

Copyright © 2009-2010, Nortel Networks

Crosstab-Skillset Performance



Crosstab - Skillset Performance

Report Interval: 3/ 9/2009 11:15:00 AM - 3/14/2009 12:00:00 PM (GMT-05:00)
Site Name: BestAll-NY
Table Names: SkillsetStat

Grand Totals

Call Offered	38
Call Answered	30
Network Call Answered	0
Skillset Abandoned	2

Reservations_sk			Mon	Tue	Wed	Thurs	Fri	Total
	11:15	Reservations	1	3	3	3	3	13
			0	3	3	3	3	12
			0	0	0	0	0	0
			0	0	0	0	0	0
	11:30	Reservations	5	1	1	1	3	11
			0	1	1	1	3	6
			0	0	0	0	0	0
			0	0	0	0	0	0
	11:45	Reservations	3	3	5	2	2	15
			0	3	5	2	2	12
			0	0	0	0	0	0
			2	0	0	0	0	2
	Total		9	7	9	6	8	39
			0	7	9	6	8	30
			0	0	0	0	0	0
			2	0	0	0	0	2
Total			9	7	9	6	8	39
			0	7	9	6	8	30
			0	0	0	0	0	0
			2	0	0	0	0	2

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Data\output\CSV000 081\ACR000_SKILLSET.RPT
Printed By: webadmin 3/10/2009 1:58:29 PM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Crosstab - Trunk Performance

The report applies to the Communication Server 1000/Meridian 1 PBX switch only. The Crosstab - Trunk Performance report helps you understand contact center traffic patterns. The report lists the total contact volume by individual trunk, including total contacts abandoned, accepted, and offered.

Attention: This report does not support report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the iTrunkStat view, see TrunkStat views (page 182) For more information about views, see Access rights by view (page 25).

Collection Frequency

This report contains interval data.

Templates

This report uses the icross_trunk.rpt template.

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Trunk ID	iTrunkStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/Formula
Call Offered	CallOffered
Call Answered	CallAnswered
Calls Abandoned	CallsAbandoned

Summaries

The report provides totals for each selected trunk for the selected intervals. Also, totals for the selected intervals are grouped by day.

Copyright © 2009-2010, Nortel Networks

Crosstab - Trunk Performance

Report Interval: 3/ 9/2009 10:15:00 AM - 3/14/2009 11:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Names: ITrunkStat

Grand Totals

Calls Offered	0
Calls Answered	5
Calls Abandoned	0

		Mon	Tue	Wed	Thurs	Fri	Sat	Total
Trunk ID: 0 Route ID: 0	10:15	0	0	0	0	0	0	0
		0	0	0	0	0	1	1
		0	0	0	0	0	0	0
	10:30	0	0	0	0	0	0	0
		4	0	0	0	0	0	4
		0	0	0	0	0	0	0
	10:45	0	0	0	0	0	0	0
		0	0	0	0	0	0	0
		0	0	0	0	0	0	0
	Route Total	0	0	0	0	0	0	0
		4	0	0	0	1	1	5
		0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0
		4	0	0	0	1	1	5
		0	0	0	0	0	0	0

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\HistoricalApps\CS1000 (M1)\CROSS_TRUNK.RPT
Printed By: webadmin 3/23/2009 7:51:28 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

DNIS Statistics

The DNIS Statistics report summarizes the total contact volume to each DNIS number. The DNIS Statistics report lists the total contacts accepted, total customer wait time, total contacts abandoned, and the percentage of contacts abandoned after a wait greater than or equal to the service level threshold defined for the DNIS.

You can use this report to track call handling performance on products or services associated with a particular DNIS number.

For more information, see Understanding the report descriptions (page 558).

Definition: DNIS

Dialed Number Identification Service (DNIS) identifies the dialed number for contacts coming into the contact center. Typically, DNIS numbers are for 1-800 numbers. For example, a company can give customers different 1-800 numbers for sales and customer service contacts.

Views

This report uses the DNISStat view. For more information, see DNISStat views (page 133). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-res6.rpt
- dm-res6.rpt
- wm-res6.rpt
- mm-res6.rpt

Selection criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection Criteria	Database field names
DNIS	iDNISStat.DNIS
DNIS Name	iDNISStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Offer'd	CallsOffered	CallsOffered
Answer'd	CallsAnswered	CallsAnswered
Answer Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay	@RCW_MaxAnsweredDelay
Avg Ans Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageAnsweredDelay
Ans After Threshold	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Disconnected	CallsGivenForceDisconnect	CallsGivenForceDisconnect
Overflowed	CallsGivenForceOverflow	CallsGivenForceOverflow
Routed	CallsGivenRouteTo	CallsGivenRouteTo
NACD Out (Communication Server 1000/ Meridian 1 PBX)	CallsNACDOut	CallsNACDOut
IVR Transferred	IVRTransferred	IVRTransferred
Default'd	CallsGivenDefault	CallsGivenDefault
Given Busy	CallsGivenForceBusy	CallsGivenForceBusy
Aban'd	CallsAbandoned	CallsAbandoned
Aband Delay	CallsAbandonedDelay	@RCW_CallsAbandonedDelay
Aban After Thresh	CallsAbandonedAftThreshold	CallsAbandonedAftThreshold

Copyright © 2009-2010, Nortel Networks

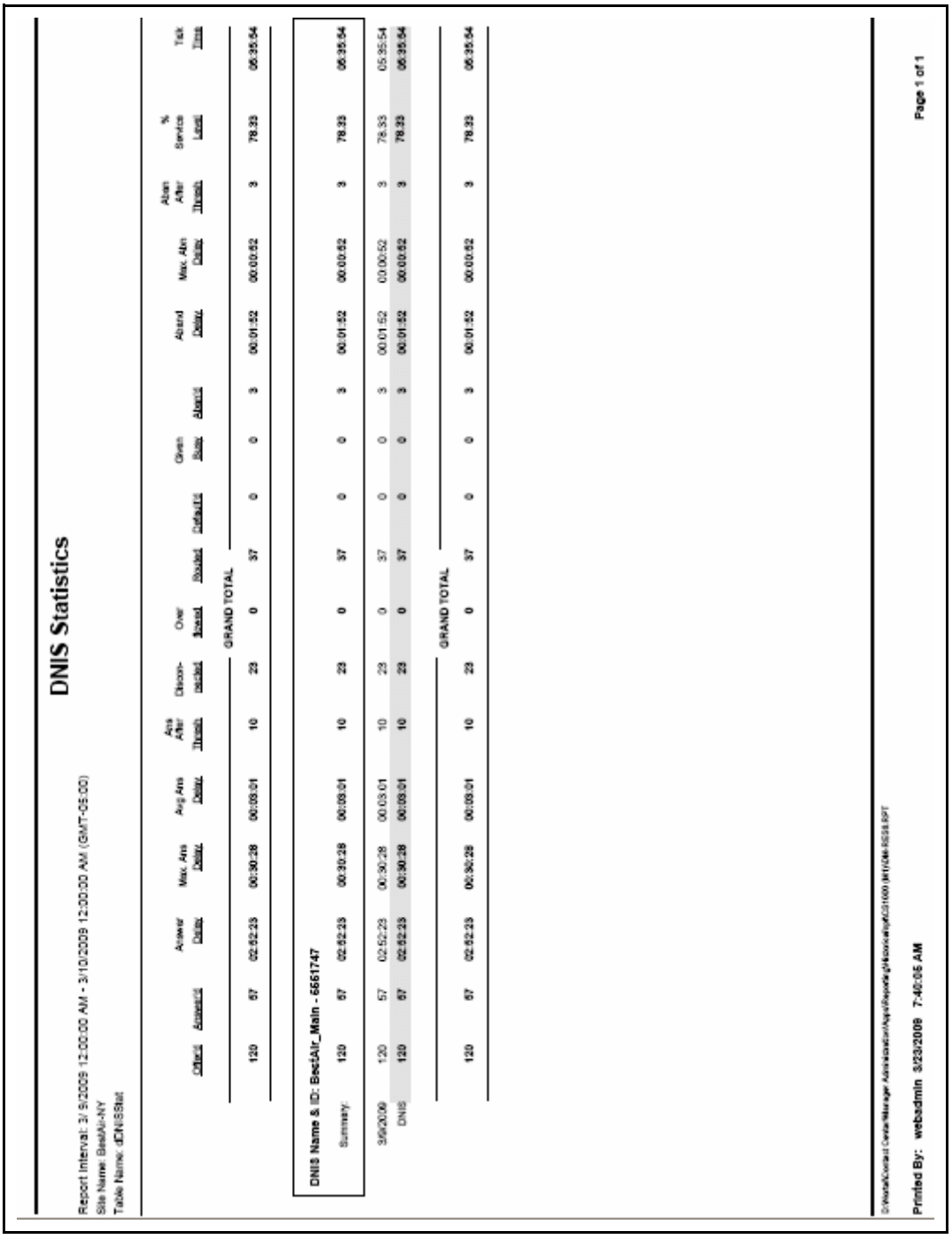
Report field	View field/Formula	View field/Report Creation Wizard formula
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100	@RCW_%ServiceLevel
Talk Time	TalkTime	@RCW_TalkTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

DNIS Statistics report



DNIS Statistics

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dCNISStat

	Offerd	Answrd	Answer Delay	Max Ans Delay	Avg Ans Delay	Ans After Thresh	Discon-nected	Over Treshd	Routed	Defaults	Given Busy	Abandd	Abandd Delay	Max Abn Delay	Abandn After Thresh	% Service Level	Talk Time
GRAND TOTAL	120	57	02:52:23	00:30:28	00:03:01	10	23	0	57	0	0	3	00:01:52	00:00:52	3	78.33	05:35:54
DNIS Name & ID: BestAir_Main - 5661747																	
Summary:	120	57	02:52:23	00:30:28	00:03:01	10	23	0	57	0	0	3	00:01:52	00:00:52	3	78.33	05:35:54
3/9/2009	120	57	02:52:23	00:30:28	00:03:01	10	23	0	57	0	0	3	00:01:52	00:00:52	3	78.33	05:35:54
DNIS	120	57	02:52:23	00:30:28	00:03:01	10	23	0	57	0	0	3	00:01:52	00:00:52	3	78.33	05:35:54
GRAND TOTAL	120	57	02:52:23	00:30:28	00:03:01	10	23	0	57	0	0	3	00:01:52	00:00:52	3	78.33	05:35:54

Printed By: websdmin 3/23/2009 7:40:05 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

IVR Port First Login/Last Logout

The IVR Port First Login/Last Logout report provides information about the first logon to and last logoff from the server. The report lists the ports on which the first logon and last logoff occurred and the time at which these events occurred.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the eIVRPortLoginStat view, see IVRPortStat views (page 141). For more information about views, see Access rights by view (page 25).

Templates

This report uses the em-res5.rpt template.

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
none	(eIVRPortLoginStat.EventType='LI' OR eIVRPortLoginStat.EventType='LO') eIVRPortLoginStat.Timestamp

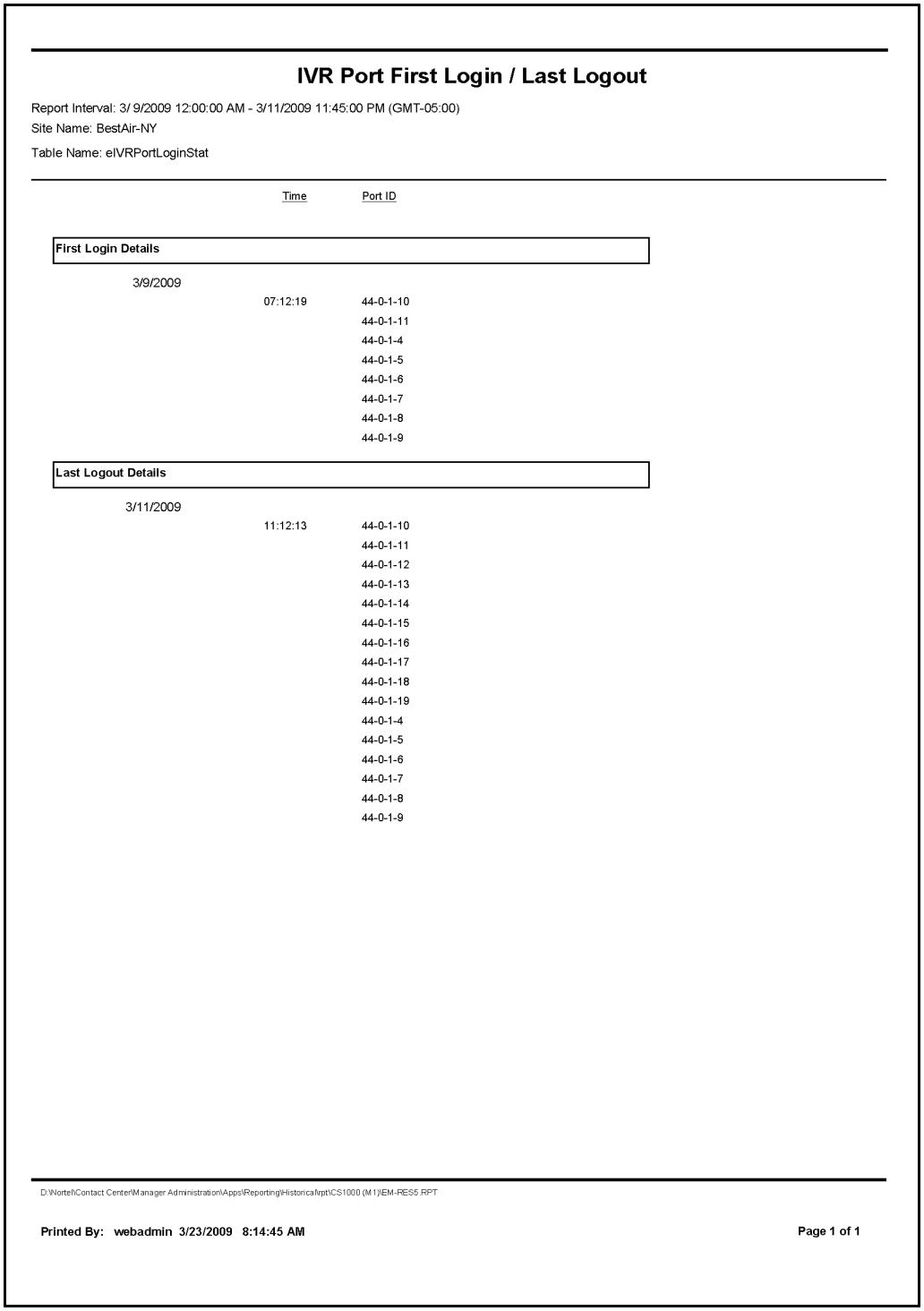
Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Time	Time	Time
Port ID	IVRPortID	IVRPortID
Talk Time	TalkTime	@RCW_TalkTime

Copyright © 2009-2010, Nortel Networks

IVR Port First Login / Last Logout report



IVR Port First Login / Last Logout

Report Interval: 3/ 9/2009 12:00:00 AM - 3/11/2009 11:45:00 PM (GMT-05:00)
Site Name: BestAir-NY
Table Name: eIVRPortLoginStat

	Time	Port ID
First Login Details		
3/9/2009		
	07:12:19	44-0-1-10
		44-0-1-11
		44-0-1-4
		44-0-1-5
		44-0-1-6
		44-0-1-7
		44-0-1-8
		44-0-1-9
Last Logout Details		
3/11/2009		
	11:12:13	44-0-1-10
		44-0-1-11
		44-0-1-12
		44-0-1-13
		44-0-1-14
		44-0-1-15
		44-0-1-16
		44-0-1-17
		44-0-1-18
		44-0-1-19
		44-0-1-4
		44-0-1-5
		44-0-1-6
		44-0-1-7
		44-0-1-8
		44-0-1-9

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\EM-RES5.RPT

Printed By: webadmin 3/23/2009 8:14:45 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

IVR Port Statistics

The IVR Port Statistics report shows summarized statistical information grouped by IVR port. The report provides detailed information about specific IVR ports used within the contact center. For each port specified, the report shows the total number of contacts accepted, conferenced, and transferred.

The IVR Port Statistics report also indicates the amount of time the port is available to accept contacts and how much time is spent waiting to receive contacts. The report helps you determine whether a specific port can be causing poor performance within an IVR queue.

The report can also be used for troubleshooting to identify ports that are removed from service, or that have no application running.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the IVRPortStat view, see IVRPortStat views (page 141). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-res4.rpt
- dm-res4.rpt
- wm-res4.rpt
- mm-res4.rpt

Selection criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection Criteria	Database field names
IVR Port ID	iIVRPortStat.IVRPortID
IVR Port Name	iIVRPortStat.Timestamp

Statistics

This report uses the following statistics.

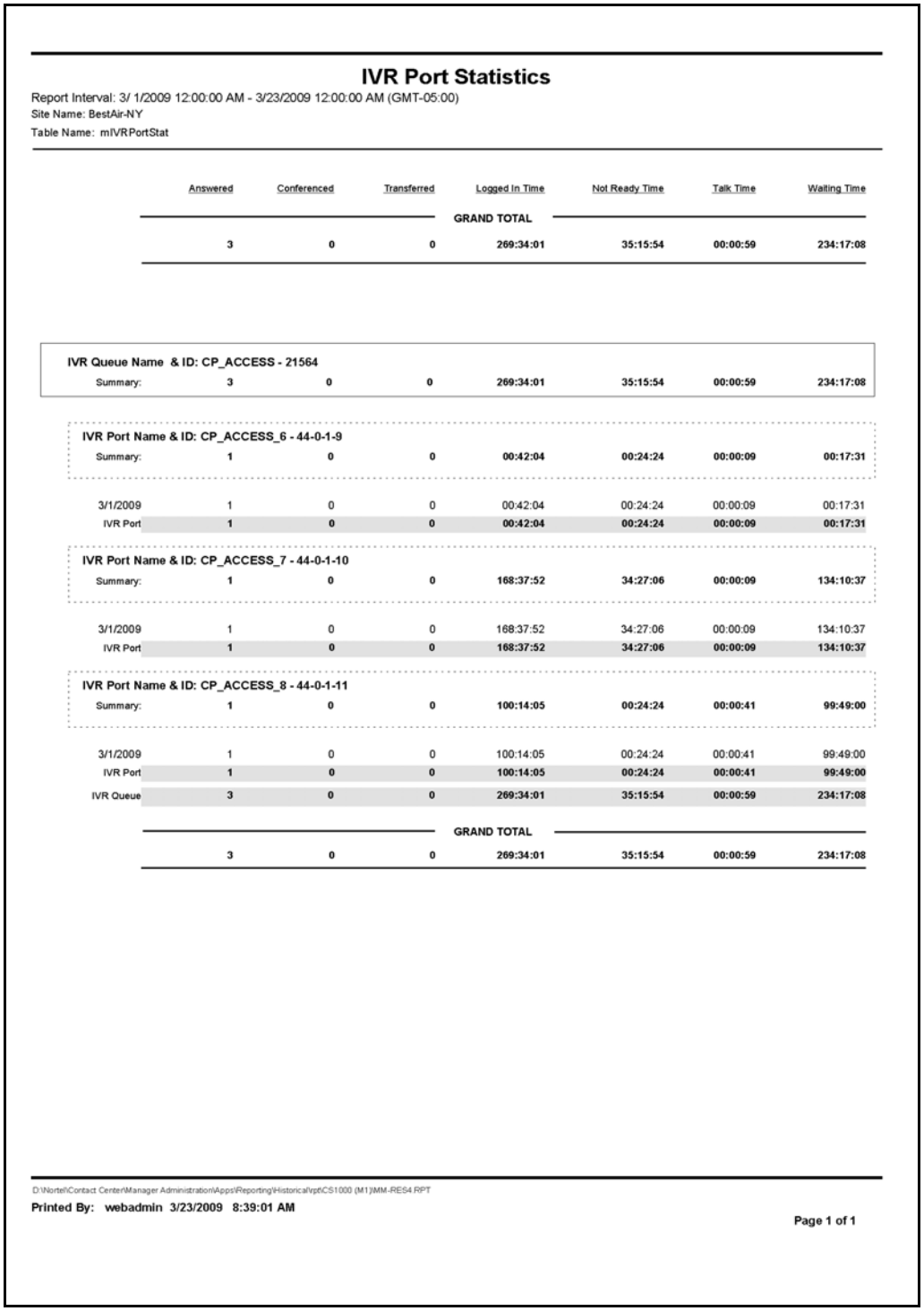
Report field	View field/Formula	View field/Report Creation Wizard formula
Answered	CallsAnswered	CallsAnswered
Conferenced	CallsConferenced	CallsConferenced
Transferred	CallsTransferred	CallsTransferred
Logged In Time	LoggedInTime	@RCW_LoggedInTime
Not Ready Time	NotReadyTime	@RCW_NotReadyTime
Talk Time	TalkTime	@RCW_TalkTime
Waiting Time	WaitingTime	@RCW_WaitTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

IVR Port Statistics report



IVR Port Statistics

Report Interval: 3/ 1/2009 12:00:00 AM - 3/23/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: mIVRPortStat

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
GRAND TOTAL							
	3	**0**	**0**	**269:34:01**	**35:15:54**	**00:00:59**	**234:17:08**
IVR Queue Name & ID: CP_ACCESS - 21564							
Summary:	**3**	**0**	**0**	**269:34:01**	**35:15:54**	**00:00:59**	**234:17:08**
IVR Port Name & ID: CP_ACCESS_6 - 44-0-1-9							
Summary:	**1**	**0**	**0**	**00:42:04**	**00:24:24**	**00:00:09**	**00:17:31**
3/1/2009	1	0	0	00:42:04	00:24:24	00:00:09	00:17:31
IVR Port	**1**	**0**	**0**	**00:42:04**	**00:24:24**	**00:00:09**	**00:17:31**
IVR Port Name & ID: CP_ACCESS_7 - 44-0-1-10							
Summary:	**1**	**0**	**0**	**168:37:52**	**34:27:06**	**00:00:09**	**134:10:37**
3/1/2009	1	0	0	168:37:52	34:27:06	00:00:09	134:10:37
IVR Port	**1**	**0**	**0**	**168:37:52**	**34:27:06**	**00:00:09**	**134:10:37**
IVR Port Name & ID: CP_ACCESS_8 - 44-0-1-11							
Summary:	**1**	**0**	**0**	**100:14:05**	**00:24:24**	**00:00:41**	**99:49:00**
3/1/2009	1	0	0	100:14:05	00:24:24	00:00:41	99:49:00
IVR Port	**1**	**0**	**0**	**100:14:05**	**00:24:24**	**00:00:41**	**99:49:00**
IVR Queue	**3**	**0**	**0**	**269:34:01**	**35:15:54**	**00:00:59**	**234:17:08**
GRAND TOTAL							
	3	**0**	**0**	**269:34:01**	**35:15:54**	**00:00:59**	**234:17:08**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\MM-RES4.RPT
Printed By: webadmin 3/23/2009 8:39:01 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

IVR Queue Statistics

The IVR Queue Statistics report shows summarized statistical information grouped by IVR queue. The report details the performance of IVR queues, and is especially useful for understanding contact volume and delays customers experience when they attempt to access the IVR system.

If the report shows you that a particular IVR queue is not performing well, equip the IVR queue with more IVR ports.

For more information, see Understanding the report descriptions (page 558)

Views

This report uses the IVRStat view, see IVRStat views (page 145). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-res3.rpt
- dm-res3.rpt
- wm-res3.rpt
- mm-res3.rpt

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
IVR Queue ID	iIVRStat.IVRQueueID
IVR Queue Name	iIVRStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

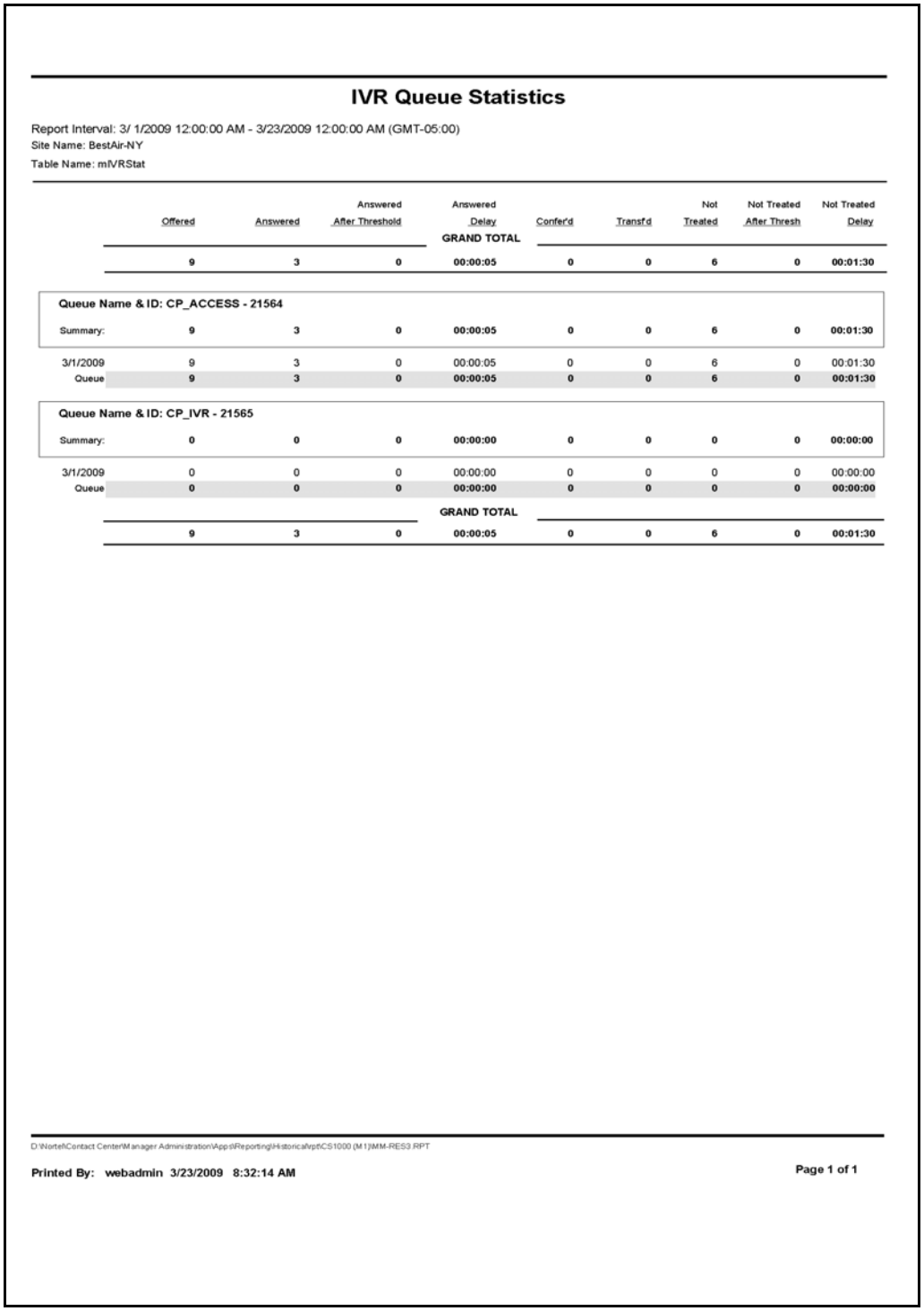
Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Answered Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Confer'd	CallsConferenced	CallsConferenced
Transf'd	CallsTransferred	CallsTransferred
Not Treated	CallsNotTreated	CallsNotTreated
Not Treated After Thresh	CallsNotTreatedAftThreshold	CallsNotTreatedAftThreshold
Not Treated Delay	CallsNotTreatedDelay	@RCW_CallsNotTreatedDelay

Summaries

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

Copyright © 2009-2010, Nortel Networks

IVR Queue Statistics report



IVR Queue Statistics

Report Interval: 3/ 1/2009 12:00:00 AM - 3/23/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: mIVRStat

	Offered	Answered	Answered After Threshold	Answered Delay	Conferd	Transfd	Not Treated	Not Treated After Thresh	Not Treated Delay
GRAND TOTAL									
	9	**3**	**0**	**00:00:05**	**0**	**0**	**6**	**0**	**00:01:30**
Queue Name & ID: CP_ACCESS - 21564									
Summary:	**9**	**3**	**0**	**00:00:05**	**0**	**0**	**6**	**0**	**00:01:30**
3/1/2009	9	3	0	00:00:05	0	0	6	0	00:01:30
Queue	**9**	**3**	**0**	**00:00:05**	**0**	**0**	**6**	**0**	**00:01:30**
Queue Name & ID: CP_IVR - 21565									
Summary:	**0**	**0**	**0**	**00:00:00**	**0**	**0**	**0**	**0**	**00:00:00**
3/1/2009	0	0	0	00:00:00	0	0	0	0	00:00:00
Queue	**0**	**0**	**0**	**00:00:00**	**0**	**0**	**0**	**0**	**00:00:00**
GRAND TOTAL									
	9	**3**	**0**	**00:00:05**	**0**	**0**	**6**	**0**	**00:01:30**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\MM-RES3.RPT

Printed By: webadmin 3/23/2009 8:32:14 AM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Music/RAN Route Statistics

The Music/RAN Route Statistics report shows information about music and recorded announcement (RAN) routes. For each route, the report provides the number of route accesses and the route access time.

This report can help you pinpoint routes that are overloaded.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the RANMusicRouteStat view, RANMusicRouteStat views (page 163). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-res8.rpt
- dm-res8.rpt
- wm-res8.rpt
- mm-res8.rpt

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Route ID	iRANMusicRouteStat.RouteID
Route Name	iRANMusicRouteStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

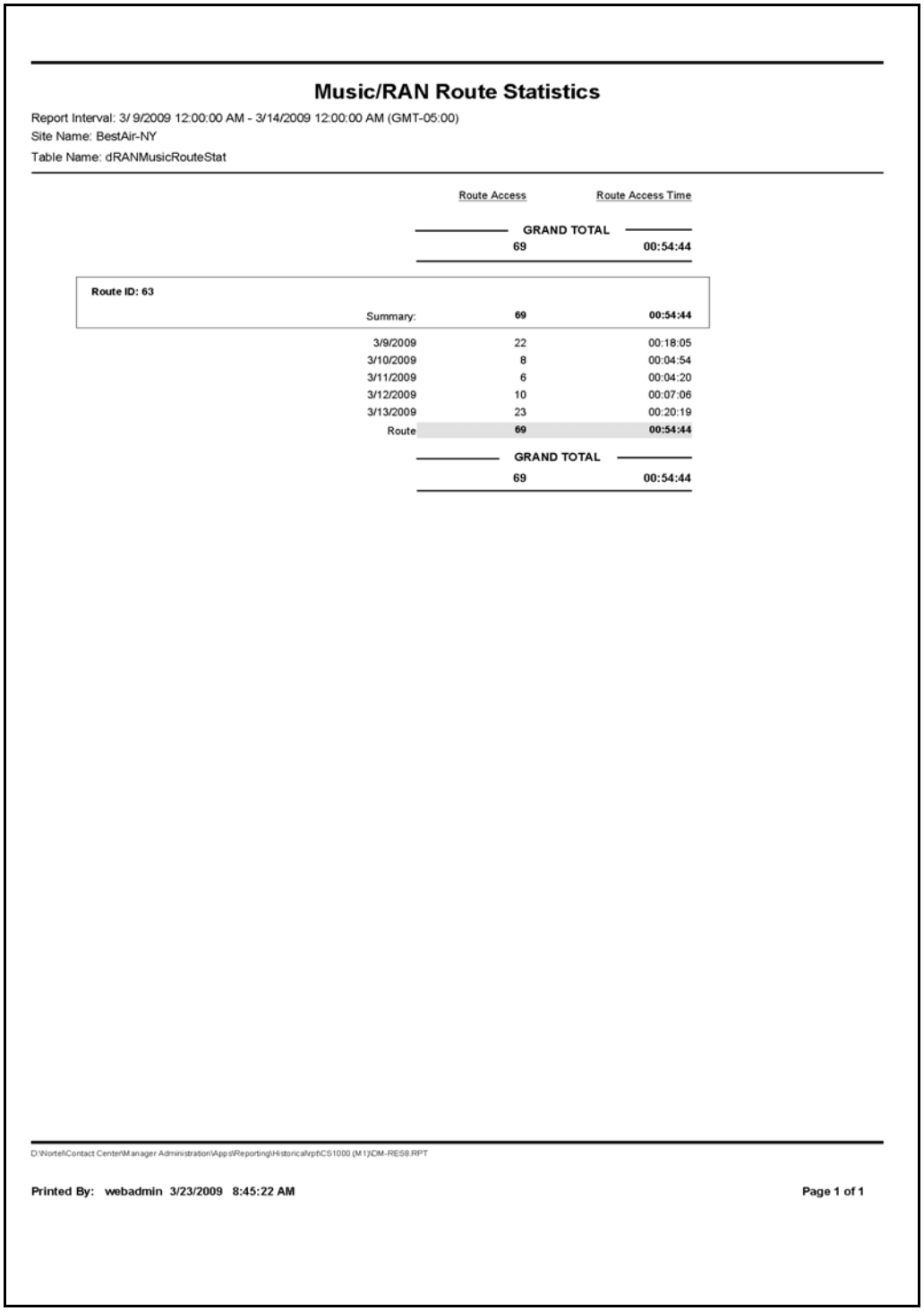
Report field	View field/Formula	View field/Report Creation Wizard formula
Route Access	RouteAccess	RouteAccess
Route Access Time	RouteAccessTime	@RCW_RouteAccessTime

Summaries

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

Copyright © 2009-2010, Nortel Networks

Music/RAN Route Statistics report



Music/RAN Route Statistics

Report Interval: 3/ 9/2009 12:00:00 AM - 3/14/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dRANMusicRouteStat

	Route Access	Route Access Time
GRAND TOTAL		
	69	00:54:44

Route ID: 63

Summary:	69	00:54:44
3/9/2009	22	00:18:05
3/10/2009	8	00:04:54
3/11/2009	6	00:04:20
3/12/2009	10	00:07:06
3/13/2009	23	00:20:19
Route	69	00:54:44
GRAND TOTAL		
	69	00:54:44

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-RES8.RPT

Printed By: webadmin 3/23/2009 8:45:22 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Route Performance

The report applies to the Communication Server 1000/Meridian 1 PBX switch only. The Crosstab - Route Performance report provides the number of times that all the trunks in a route are busy. The report also shows the number of contacts blocked by the all-trunks-busy. When all trunks in a route are busy, customers who contact your contact center receive a busy signal or are blocked from networking. Your telecommunications manager can use this report to determine if your system reached capacity and the company must provide more trunk lines to meet the demand.

When you review the report, be aware that the value NUMBER OF ATB PERIODS increases by one at the beginning of each all-trunks-busy period within the reporting interval. If an all-trunks-busy period spans two or more intervals, the value is counted only against the interval in which it began.

Use the Crosstab - Route Performance report with other reports to interpret the cause of all-trunks-busy periods. The report helps you determine the best action to reduce the number of all-trunks-busy periods. For example, a change in your operating procedures can move contacts through faster and free lines; or you may need to lease extra trunk lines during your busiest periods.

Contacts blocked by all-trunks-busy signal peg against the Default_Route 999.

For more information, see Understanding the report descriptions (page 558).

Definition: Route

A route is a group of trunks with similar characteristics.

Example

A contact center can direct two routes to each contact center skillset, depending on the demographics of a customer area. Each route is configured with multiple trunks.

Views

This report uses the RouteStat view, see RouteStat views (page 165). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly

Copyright © 2009-2010, Nortel Networks

- monthly

Templates

This report uses the following templates:

- im-res2.rpt
- dm-res2.rpt
- wm-res2.rpt
- mm-res2.rpt

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Route ID	iRouteStat.RouteID
Route Name	iRouteStat.Timestamp

Statistics

This report uses the following statistics.

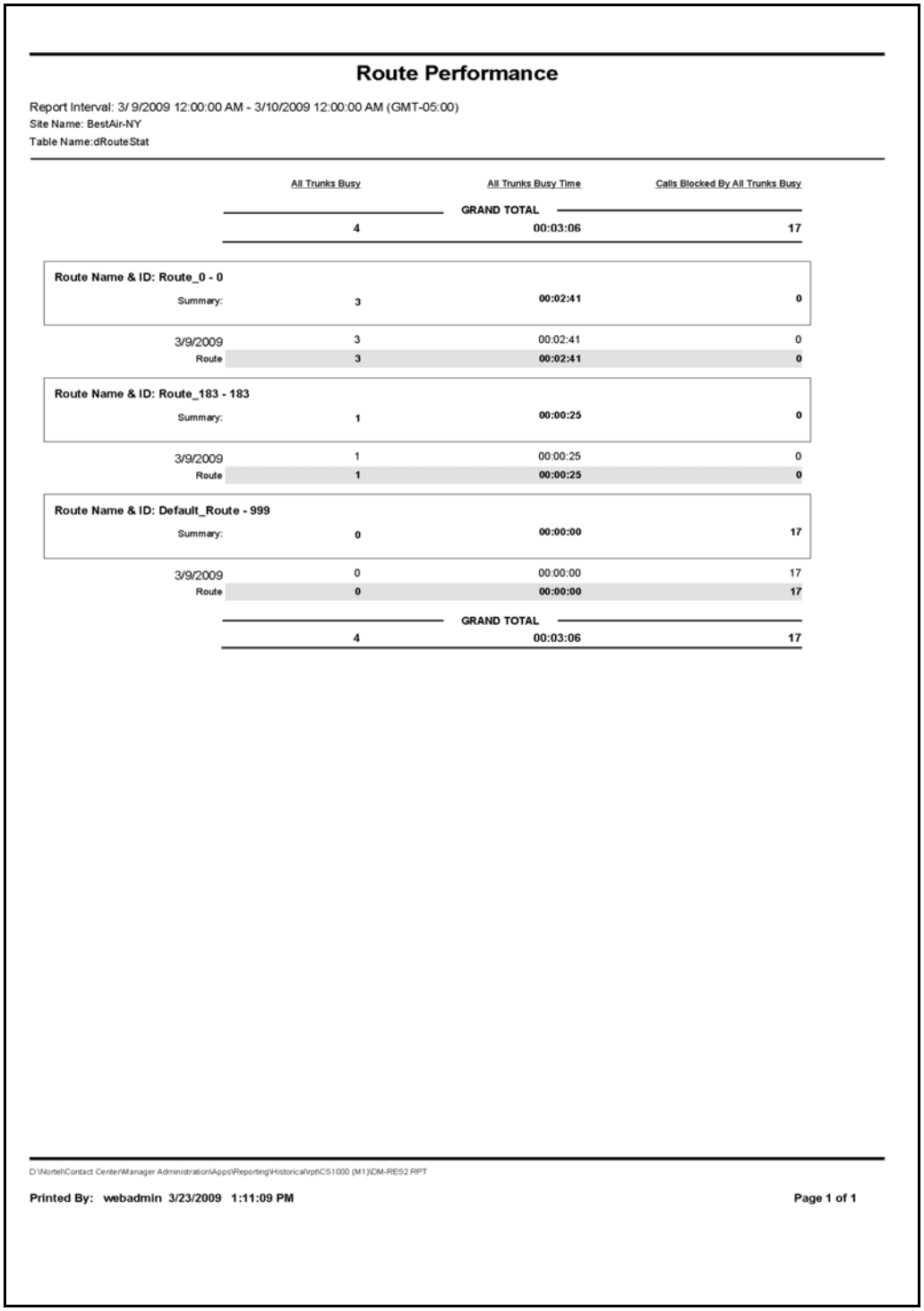
Report field	View field/Formula	View field/Report Creation Wizard formula
All Trunks Busy	AllTrunksBusy	AllTrunksBusy
All Trunks Busy Time	AllTrunksBusyTime	@RCW_AllTrunksBusyTime
Calls Blocked by All Trunks Busy	CallsBlockedByAllTrunksBusy	CallsBlockedByAllTrunksBusy

Summaries

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

Copyright © 2009-2010, Nortel Networks

Route Performance report



Route Performance

Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name:dRouteStat

	All Trunks Busy	All Trunks Busy Time	Calls Blocked By All Trunks Busy
GRAND TOTAL			
	4	**00:03:06**	**17**
Route Name & ID: Route_0 - 0			
Summary:	**3**	**00:02:41**	**0**
3/9/2009	3	00:02:41	0
Route	**3**	**00:02:41**	**0**
Route Name & ID: Route_183 - 183			
Summary:	**1**	**00:00:25**	**0**
3/9/2009	1	00:00:25	0
Route	**1**	**00:00:25**	**0**
Route Name & ID: Default_Route - 999			
Summary:	**0**	**00:00:00**	**17**
3/9/2009	0	00:00:00	17
Route	**0**	**00:00:00**	**17**
GRAND TOTAL			
	4	**00:03:06**	**17**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-RES2.RPT

Printed By: webadmin 3/23/2009 1:11:09 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Skillset by Application

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

For more information, see Understanding the report descriptions (page 558)

Views

This report uses the SkillsetStat view, see SkillsetStat views (page 170).) For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- imskill4.rpt
- dmskill4.rpt
- wmskill4.rpt
- mmskill4.rpt

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Skillset Name ID	iSkillsetStat.SiteID = 0
Skillset Name	iSkillsetStat.Application <> "System_Application"
	iSkillsetStat.Skillset
	iSkillsetStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

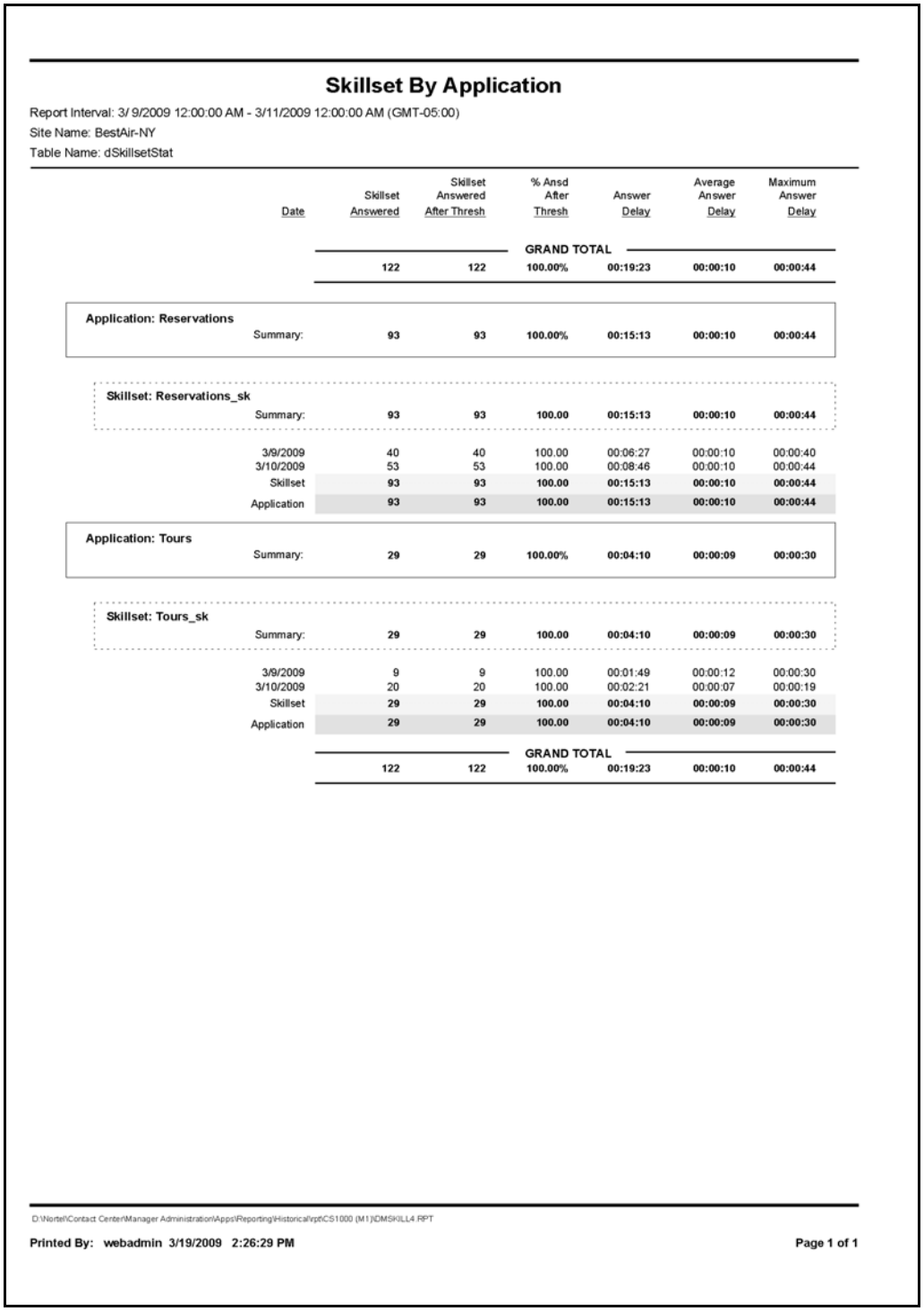
Report field	View field/Formula	View field/Report Creation Wizard formula
Skillset Answered	CallsAnswered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold	CallsAnsweredAfterThreshold
% Ansd After Thresh	CallsAnsweredAfterThreshold/ CallsAnswered x 100	@RCW_%CallsAnsweredAfterThreshold
Answer Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnswered Delay
Maximum Answer Delay	MaxAnsweredDelay	@RCW_MaxAnsweredDelay

Summaries

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

Copyright © 2009-2010, Nortel Networks

Skillset By Application



Skillset By Application

Report Interval: 3/ 9/2009 12:00:00 AM - 3/11/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dSkillsetStat

Date	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay
GRAND TOTAL						
	122	**122**	**100.00%**	**00:19:23**	**00:00:10**	**00:00:44**
Application: Reservations						
Summary:	**93**	**93**	**100.00%**	**00:15:13**	**00:00:10**	**00:00:44**
Skillset: Reservations_sk						
Summary:	**93**	**93**	**100.00**	**00:15:13**	**00:00:10**	**00:00:44**
3/9/2009	40	40	100.00	00:06:27	00:00:10	00:00:40
3/10/2009	53	53	100.00	00:08:46	00:00:10	00:00:44
Skillset	**93**	**93**	**100.00**	**00:15:13**	**00:00:10**	**00:00:44**
Application	**93**	**93**	**100.00**	**00:15:13**	**00:00:10**	**00:00:44**
Application: Tours						
Summary:	**29**	**29**	**100.00%**	**00:04:10**	**00:00:09**	**00:00:30**
Skillset: Tours_sk						
Summary:	**29**	**29**	**100.00**	**00:04:10**	**00:00:09**	**00:00:30**
3/9/2009	9	9	100.00	00:01:49	00:00:12	00:00:30
3/10/2009	20	20	100.00	00:02:21	00:00:07	00:00:19
Skillset	**29**	**29**	**100.00**	**00:04:10**	**00:00:09**	**00:00:30**
Application	**29**	**29**	**100.00**	**00:04:10**	**00:00:09**	**00:00:30**
GRAND TOTAL						
	122	**122**	**100.00%**	**00:19:23**	**00:00:10**	**00:00:44**

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DMSKILL4.RPT

Printed By: webadmin 3/19/2009 2:26:29 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Skillset Performance

The Skillset Performance report provides summarized contact handling performance information for each skillset defined on your system. For network skillsets, only local contacts are included. The report lists the total number of local contacts answered by agents for the skillset, the number and percentage of local contacts agents answered after a predefined service level threshold, the maximum delay a caller experienced, and the total time all agents are busy serving contacts in the skillset.

By indicating the volume of contacts and the delay times customers experienced, along with the amount of time agents are busy servicing contacts in the skillset, the report indicates whether the skillset has the number of agents required to service customers. If a particular skillset is not performing well, consult the agent reports.

For network skillsets, see Network Skillset Performance (page 779) for a report showing all local and incoming NSBR contacts in this skillset. For more information, see Understanding the report descriptions (page 558).

Views

This report uses the SkillsetStat view, see SkillsetStat views (page 170). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- imskill1.rpt
- dmskill1.rpt
- wmskill1.rpt
- mmskill2.rpt

Selection criteria

This report uses the following criteria.

Copyright © 2009-2010, Nortel Networks

Selection Criteria	Database field names
Skillset Name ID	iSkillsetStat.SiteID = 0
Skillset Name	iSkillsetStat.Skillset
	iSkillsetStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Skillset Answered	CallsAnswered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold	CallsAnsweredAfterThreshold
% Ansd After Thresh	CallsAnsweredAfterThreshold / CallsAnswered x 100	@RCW_%CallsAnsweredAfterThreshold
Answer Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnsweredDelay
Maximum Answer Delay	MaxAnsweredDelay	@RCW_MaxAnsweredDelay
All Agent Busy Time	AllAgentBusyTime	@RCW_AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime	@RCW_TotalStaffedTime
Skillset Active Time	ActiveTime	@RCW_ActiveTime
Avg. No of Agents	TotalStaffedTime/ ActiveTime	@RCW_AverageNumberOfAgents

Summaries

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

Copyright © 2009-2010, Nortel Networks

Skillset Performance

Report Interval: 3/ 9/2009 12:00:00 AM - 3/11/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dSkillsetStat

Application Name		Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay	All Agent Busy Time	All Agent Staffed Time	Skillset Active Time	Avg No. of Agents
		122	122	100.00%	00:19:23	00:00:10	00:00:44	28:38:08	646:41:37	48:56:35	13
Skillset: Reservations_sk											
	Summary:	93	93	100.00%	00:15:13	00:00:10	00:00:44	03:06:06	264:11:45	21:38:22	12
3/9/2009											
Reservations		40	40	100.00	00:06:27	00:00:10	00:00:40	00:00:00	00:00:00	00:00:00	0
	Daily 3/ 9/2009	40	40	100.00	00:06:27	00:00:10	00:00:40	01:53:21	131:06:51	10:31:45	12
3/10/2009											
Reservations		53	53	100.00	00:08:46	00:00:10	00:00:44	00:00:00	00:00:00	00:00:00	0
	Daily 3/10/2009	53	53	100.00	00:08:46	00:00:10	00:00:44	01:12:45	133:04:54	11:06:37	12
	Skillset	93	93	100.00	00:15:13	00:00:10	00:00:44	03:06:06	264:11:45	21:38:22	12
Skillset: Tours_sk											
	Summary:	29	29	100.00%	00:04:10	00:00:09	00:00:30	25:32:02	382:29:52	27:18:13	14
3/9/2009											
Tours		9	9	100.00	00:01:49	00:00:12	00:00:30	00:00:00	00:00:00	00:00:00	0
	Daily 3/ 9/2009	9	9	100.00	00:01:49	00:00:12	00:00:30	08:45:34	183:42:17	10:31:45	17
3/10/2009											
Tours		20	20	100.00	00:02:21	00:00:07	00:00:19	00:00:00	00:00:00	00:00:00	0
	Daily 3/10/2009	20	20	100.00	00:02:21	00:00:07	00:00:19	16:46:28	198:47:35	16:46:28	12
	Skillset	29	29	100.00	00:04:10	00:00:09	00:00:30	25:32:02	382:29:52	27:18:13	14
						GRAND TOTAL					
		122	122	100.00%	00:19:23	00:00:10	00:00:44	28:38:08	646:41:37	48:56:35	13

D:\Nortel\Contact Center\Manager Administration\Apps\IReporting\Historical\rpt\CS1000\EN11\CDM\SKILL1.RPT

Printed By: webadmin 3/19/2009 2:24:16 PM

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Trunk Performance

Communication Server 1000/Meridian 1 PBX switch only. The Trunk Performance report shows summarized performance information grouped by trunk.

The Trunk Performance report helps you understand contact center traffic patterns. The report lists the total call volume by individual trunk, including total contacts accepted, answered, and offered.

To further evaluate trunk and contact center performance, the Trunk Performance report also shows the amount of time customers waited for an agent to accept their contact and the amount of time customers waited before abandoning their contact.

If specific trunks are under used or consistently backlogged, you can take action to make these contact center resources more efficient.

Note the following information about Trunk Performance reports:

- This report does not contain statistics for ISA trunks.
- To use this report, trunks must directly enter the Contact Center Manager Server. Contact centers that use Call Pilot or any other IVR type of application do not support the Trunk Performance report.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the TrunkStat view, see TrunkStat views (page 182). For more information about views, see Access rights by view (page 25).

Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- im-res1.rpt
- dm-res1.rpt
- wm-res1.rpt

Copyright © 2009-2010, Nortel Networks

- mm-res1.rpt

Selection criteria

This report uses the following criteria.

Selection Criteria	Database field names
Trunk ID	iTrunkStat.Timestamp

Statistics

This report uses the following statistics.

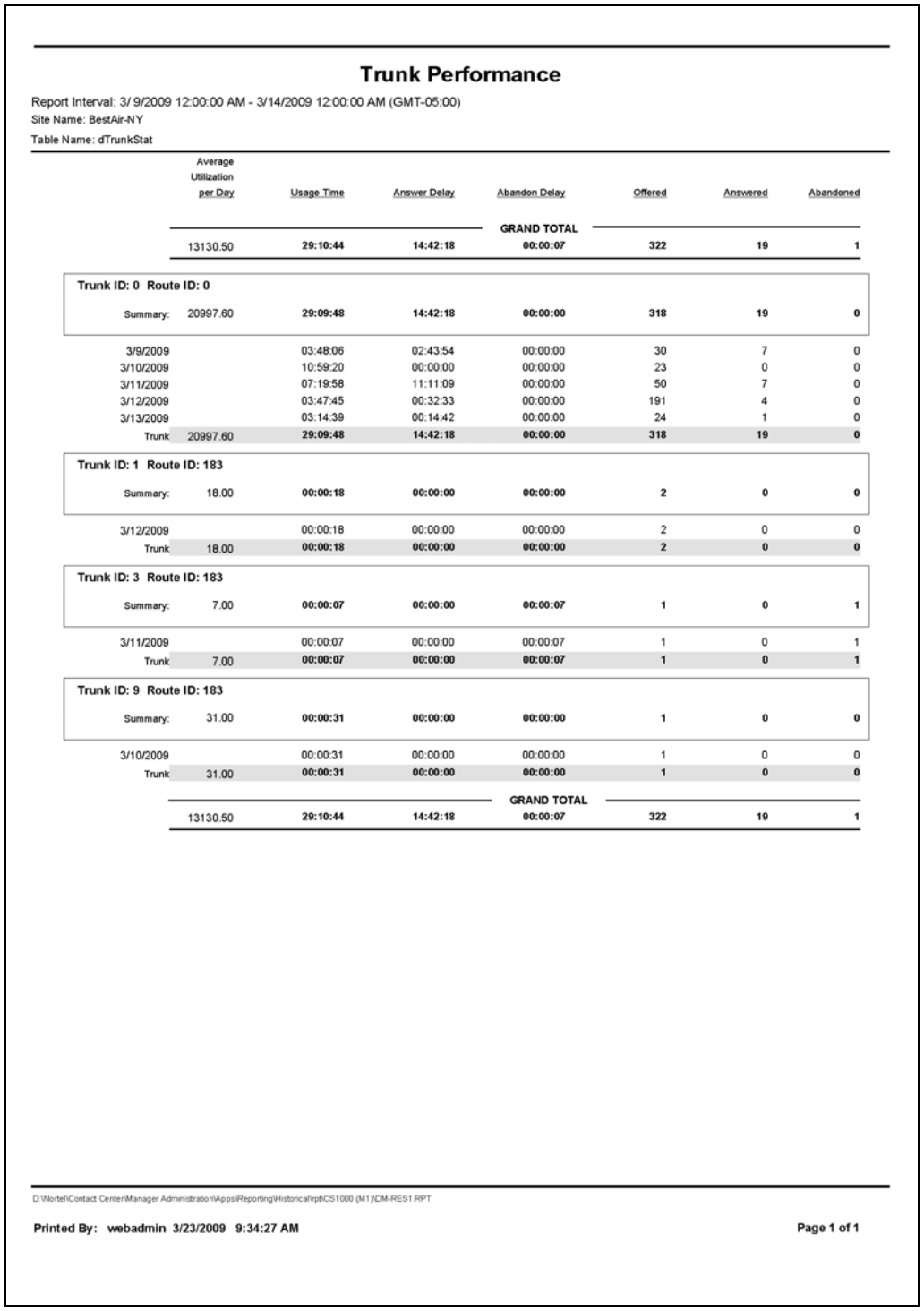
Report field	View field/Formula	View field/Report Creation Wizard formula
Average Utilization per reporting period (interval, day, week, or month)	Occupancy Time/Number of reporting periods	@RCW_%Useage
Usage Time	OccupancyTime	@RCW_OccupancyTime
Answer Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Abandon Delay	CallsAbandonedDelay	@RCW_CallsAbandonedDelay
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Abandoned	CallsAbandoned	CallsAbandoned

Summaries

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

Copyright © 2009-2010, Nortel Networks

Trunk Performance report



Trunk Performance

Report Interval: 3/ 9/2009 12:00:00 AM - 3/14/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dTrunkStat

	Average Utilization per Day	Usage Time	Answer Delay	Abandon Delay	Offered	Answered	Abandoned
				GRAND TOTAL			
	13130.50	29:10:44	14:42:18	00:00:07	322	19	1
Trunk ID: 0 Route ID: 0							
Summary:	20997.60	29:09:48	14:42:18	00:00:00	318	19	0
3/9/2009		03:48:06	02:43:54	00:00:00	30	7	0
3/10/2009		10:59:20	00:00:00	00:00:00	23	0	0
3/11/2009		07:19:58	11:11:09	00:00:00	50	7	0
3/12/2009		03:47:45	00:32:33	00:00:00	191	4	0
3/13/2009		03:14:39	00:14:42	00:00:00	24	1	0
Trunk	20997.60	29:09:48	14:42:18	00:00:00	318	19	0
Trunk ID: 1 Route ID: 183							
Summary:	18.00	00:00:18	00:00:00	00:00:00	2	0	0
3/12/2009		00:00:18	00:00:00	00:00:00	2	0	0
Trunk	18.00	00:00:18	00:00:00	00:00:00	2	0	0
Trunk ID: 3 Route ID: 183							
Summary:	7.00	00:00:07	00:00:00	00:00:07	1	0	1
3/11/2009		00:00:07	00:00:00	00:00:07	1	0	1
Trunk	7.00	00:00:07	00:00:00	00:00:07	1	0	1
Trunk ID: 9 Route ID: 183							
Summary:	31.00	00:00:31	00:00:00	00:00:00	1	0	0
3/10/2009		00:00:31	00:00:00	00:00:00	1	0	0
Trunk	31.00	00:00:31	00:00:00	00:00:00	1	0	0
				GRAND TOTAL			
	13130.50	29:10:44	14:42:18	00:00:07	322	19	1

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\DM-RES1.RPT

Printed By: webadmin 3/23/2009 9:34:27 AM Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Standard administration reports

This chapter lists the four administration reports that are available in Contact Center Manager Administration (CCMA). The chapter also includes users and data source to run the reports.

Navigation

- Overview (page 856)
- Access Classes (page 856)
- Report Groups (page 859)
- User Defined Partitions (page 862)
- Users (page 865)

Copyright © 2009-2010, Nortel Networks

Overview

Four new administration reports are available in CCMA:

- Access Classes
- Reports Groups
- User Defined Partitions
- Users

These reports are listed under the server entry Administration. You cannot import a user-created report or a Report Creation Wizard report to the Administration server. However, you can save a user-defined Access and Partition Management report in the private report templates folder for scheduling.

Attention: These reports do not support Report Creation Wizard formulas.

Report Access

The following users and groups can run these reports:

- webadmin
- users with Full data across all servers
- users with All Data for Administration server
- users with Standard Configuration Reports checked for Administration server

Data source

The data for these reports is generated from the proprietary API developed for the CCMA server. The data for these reports is extracted from ADAM (Active Directory Application Mode).The temporary Microsoft Access database file, for each user report session, stores the data extracted from ADAM. The reports are run using these temporary Microsoft Access database files as the data source. After the all-trunks-busy report session is closed, the temporary Microsoft Access database files are removed from the server. The file name is UserID_DateTime_APMReport.MDB.

For example, User1_08122005041256_APMReport.MDB is stored under the directory folder \Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\tmpData.

Access Classes

The Access Classes report presents all information concerning access classes configured on the CCMA server:

- Access Class Name—Contains the access class name.

Copyright © 2009-2010, Nortel Networks

- Members—Contains the users assigned to the access class.
- Access Class properties—Shows access rights for each server.

Attention: This report doe not support Report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Templates

This report uses the APMAcc.rpt template.

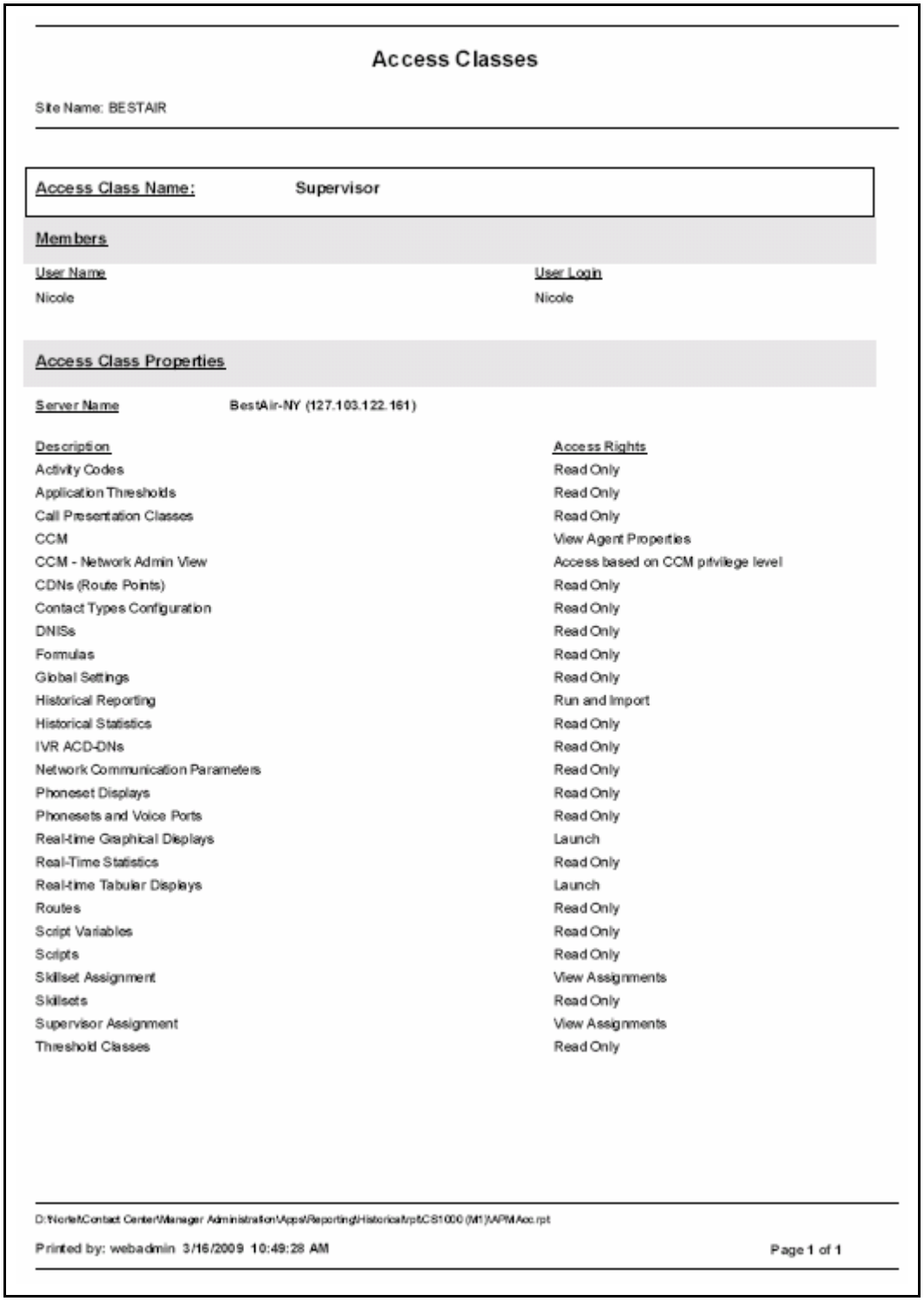
Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Access Class	None

Copyright © 2009-2010, Nortel Networks

Access Classes report



Access Classes

Site Name: BESTAIR

Access Class Name: Supervisor

Members

User Name	User Login
Nicole	Nicole

Access Class Properties

Server Name: BestAir-NY (127.103.122.161)

Description	Access Rights
Activity Codes	Read Only
Application Thresholds	Read Only
Call Presentation Classes	Read Only
CCM	View Agent Properties
CCM - Network Admin View	Access based on CCM privilege level
CDNs (Route Points)	Read Only
Contact Types Configuration	Read Only
DNISs	Read Only
Formulas	Read Only
Global Settings	Read Only
Historical Reporting	Run and Import
Historical Statistics	Read Only
IVR ACD-DNs	Read Only
Network Communication Parameters	Read Only
Phoneset Displays	Read Only
Phonesets and Voice Ports	Read Only
Real-time Graphical Displays	Launch
Real-Time Statistics	Read Only
Real-time Tabular Displays	Launch
Routes	Read Only
Script Variables	Read Only
Scripts	Read Only
Skillset Assignment	View Assignments
Skillsets	Read Only
Supervisor Assignment	View Assignments
Threshold Classes	Read Only

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\APMAcc.rpt

Printed by: webadmin 3/16/2009 10:49:28 AM Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Report Groups

The Report Group report lists information for each Contact Center Manager Server configured on CCMA.

The following are the displayed main rows in the report body:

- Server—Contains the Contact Center Manager Server name.
- List of report groups—Contains the list of report groups (standard and user defined).
- Report Group—Contains report group name, partition allocated to this report group, and user report saved under the report group (reports displayed only for user-defined report groups).

Attention: This report does not support Report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Templates

This report uses the APMRGRP.rpt template.

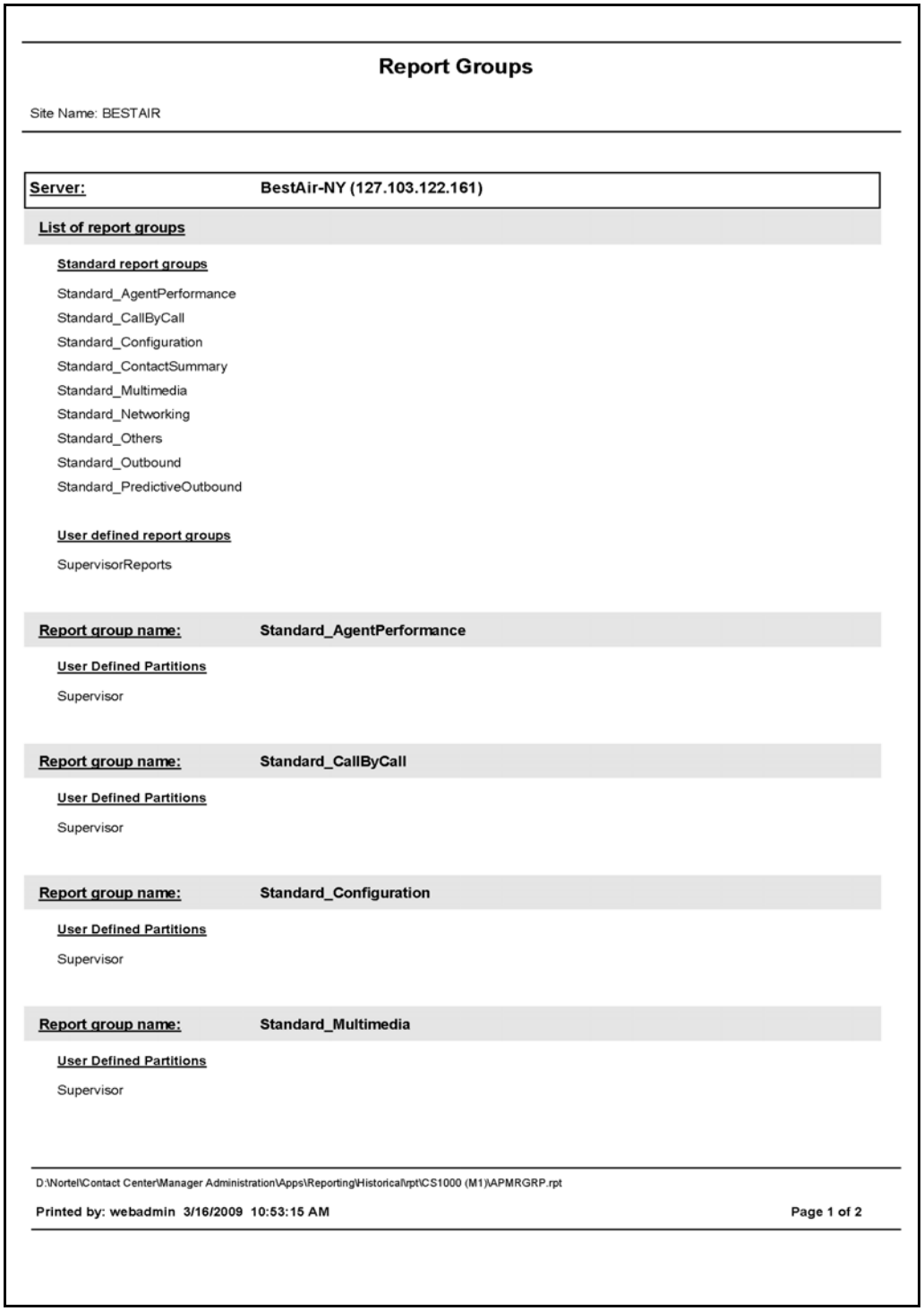
Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Server IP Server name	None

Copyright © 2009-2010, Nortel Networks

Report Groups (page 1 of 2)



Report Groups

Site Name: BESTAIR

Server:	BestAir-NY (127.103.122.161)

List of report groups

Standard report groups

Standard_AgentPerformance
Standard_CallByCall
Standard_Configuration
Standard_ContactSummary
Standard_Multimedia
Standard_Networking
Standard_Others
Standard_Outbound
Standard_PredictiveOutbound

User defined report groups

SupervisorReports

Report group name:	Standard_AgentPerformance

User Defined Partitions

Supervisor

Report group name:	Standard_CallByCall

User Defined Partitions

Supervisor

Report group name:	Standard_Configuration

User Defined Partitions

Supervisor

Report group name:	Standard_Multimedia

User Defined Partitions

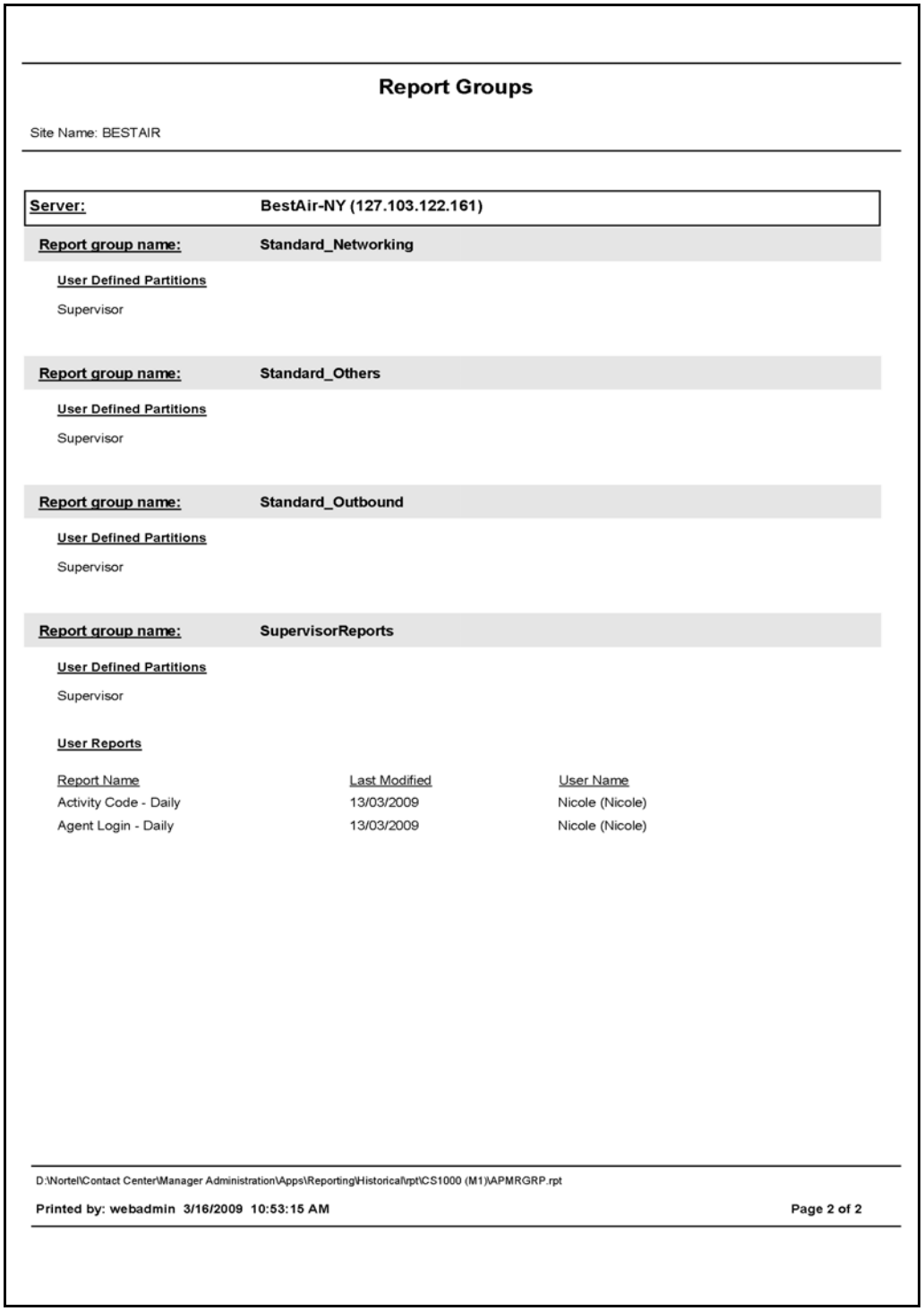
Supervisor

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\APMRGRP.rpt

Printed by: webadmin 3/16/2009 10:53:15 AM Page 1 of 2

Copyright © 2009-2010, Nortel Networks

Report Groups (page 2 of 2)



Report Groups

Site Name: BESTAIR

Server:	BestAir-NY (127.103.122.161)
Report group name:	Standard_Networking

User Defined Partitions

Supervisor

Report group name:	Standard_Others

User Defined Partitions

Supervisor

Report group name:	Standard_Outbound

User Defined Partitions

Supervisor

Report group name:	SupervisorReports

User Defined Partitions

Supervisor

User Reports

Report Name	Last Modified	User Name
Activity Code - Daily	13/03/2009	Nicole (Nicole)
Agent Login - Daily	13/03/2009	Nicole (Nicole)

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\APMRGRP.rpt

Printed by: webadmin 3/16/2009 10:53:15 AM Page 2 of 2

Copyright © 2009-2010, Nortel Networks

User Defined Partitions

The User Defined Partitions report lists the following information for each user-defined partition:

- Partition Name—Contains the user-defined partition name.
- Members—Contains the users assigned to the user-defined partition with rights on Contact Center Manager, Historical Reporting, and Real Time Reporting components.
- Server Name—Shows data allocated for all Contact Center Manager Servers for the partition, such as Agents, Skillsets, Report Groups, Applications, CDN, and DNIS.

Attention: This report does not support Report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Templates

This report uses the APMPartition.rpt template.

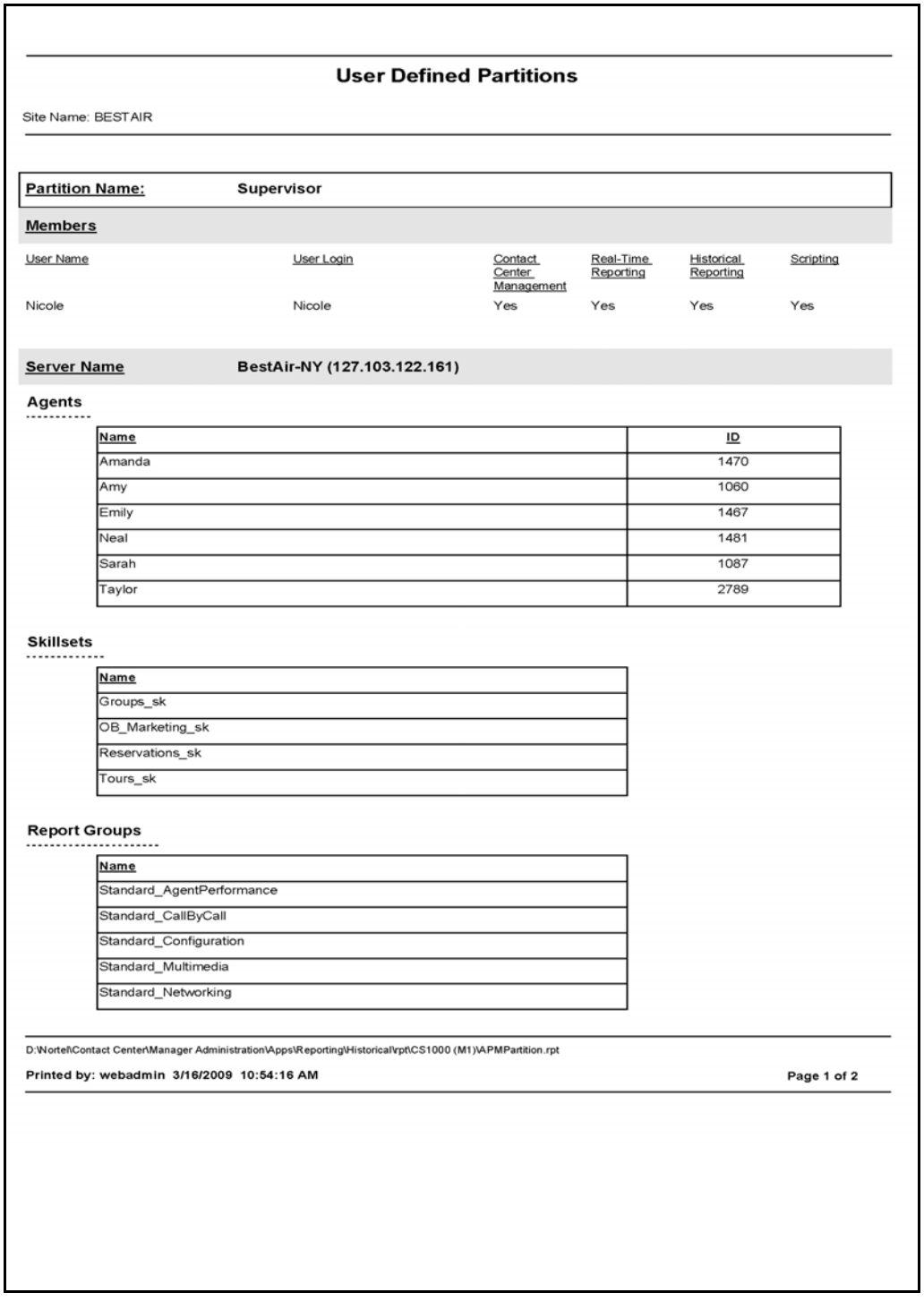
Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Partition Name	None

Copyright © 2009-2010, Nortel Networks

User Defined Partitions report (page 1 of 2)



User Defined Partitions

Site Name: BESTAIR

Partition Name: Supervisor

Members

User Name	User Login	Contact Center Management	Real-Time Reporting	Historical Reporting	Scripting
Nicole	Nicole	Yes	Yes	Yes	Yes

Server Name BestAir-NY (127.103.122.161)

Agents

Name	ID
Amanda	1470
Amy	1060
Emily	1467
Neal	1481
Sarah	1087
Taylor	2789

Skillsets

Name
Groups_sk
OB_Marketing_sk
Reservations_sk
Tours_sk

Report Groups

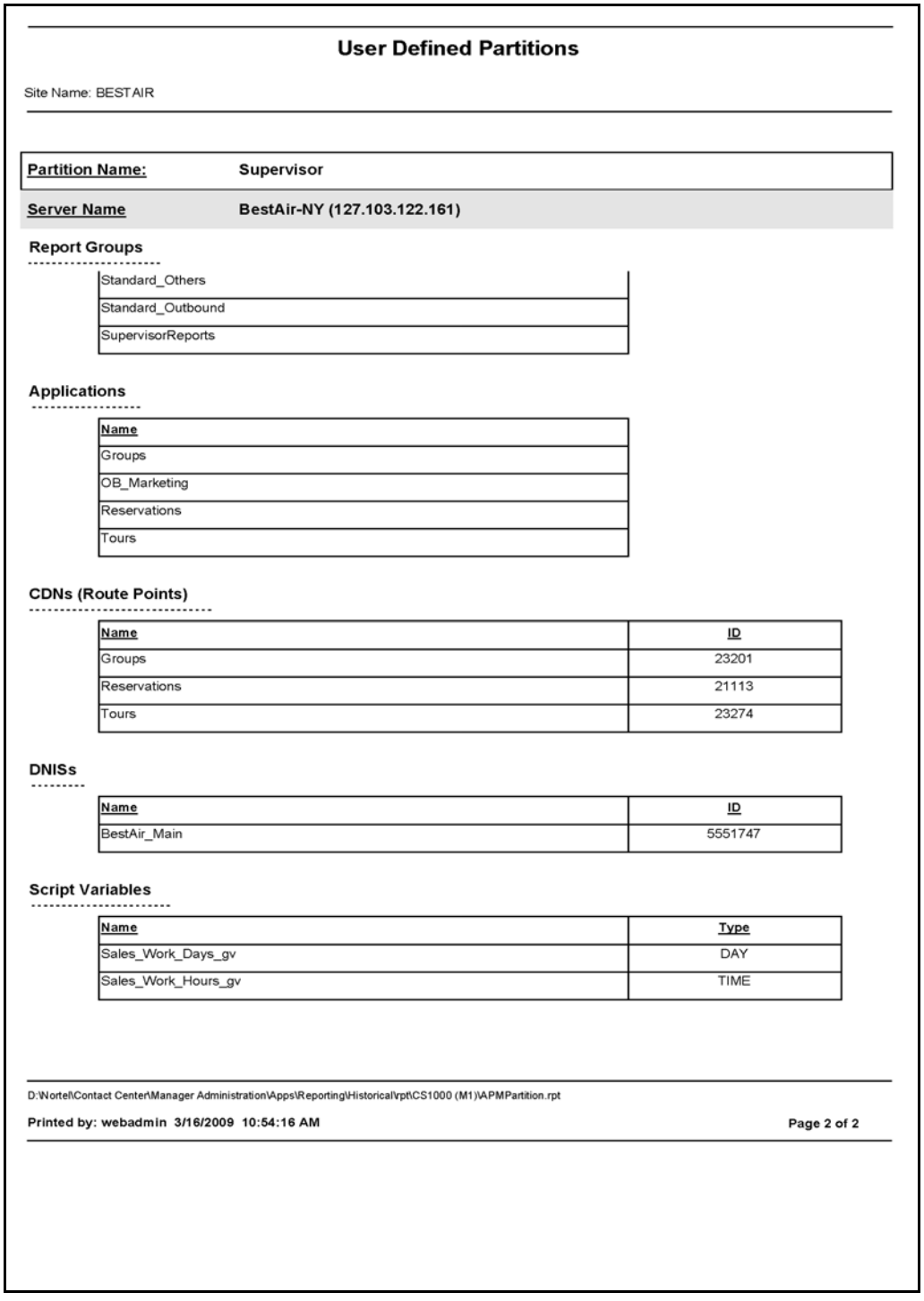
Name
Standard_AgentPerformance
Standard_CallByCall
Standard_Configuration
Standard_Multimedia
Standard_Networking

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\APMPartition.rpt

Printed by: webadmin 3/16/2009 10:54:16 AM **Page 1 of 2**

Copyright © 2009-2010, Nortel Networks

User Defined Partitions report (page 2 of 2)



User Defined Partitions

Site Name: BESTAIR

Partition Name:	Supervisor
Server Name	BestAir-NY (127.103.122.161)

Report Groups

Standard_Others
Standard_Outbound
SupervisorReports

Applications

Name
Groups
OB_Marketing
Reservations
Tours

CDNs (Route Points)

Name	ID
Groups	23201
Reservations	21113
Tours	23274

DNISs

Name	ID
BestAir_Main	5551747

Script Variables

Name	Type
Sales_Work_Days_gv	DAY
Sales_Work_Hours_gv	TIME

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\APMPartition.rpt

Printed by: webadmin 3/16/2009 10:54:16 AM Page 2 of 2

Copyright © 2009-2010, Nortel Networks

Users

The Users report lists information for each user configured on CCMA.

The report body displays the following main rows:

- User Name—Contains the CCMA user details.
- Basic Access Rights—Contains the basic access rights for each CCMA component.
- Access Classes—Lists the name of the access classes allocated to this user.
- Partitions—Show whether the user has full data access across all servers.
- Data per server—Shows partitions data for each server for the user including Standard partitions and supervisors.
- User defined partitions—Show the user-defined partitions and component level access on the partitions for this user

Attention: This report does not support Report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Templates

This report uses the APMUser.rpt template.

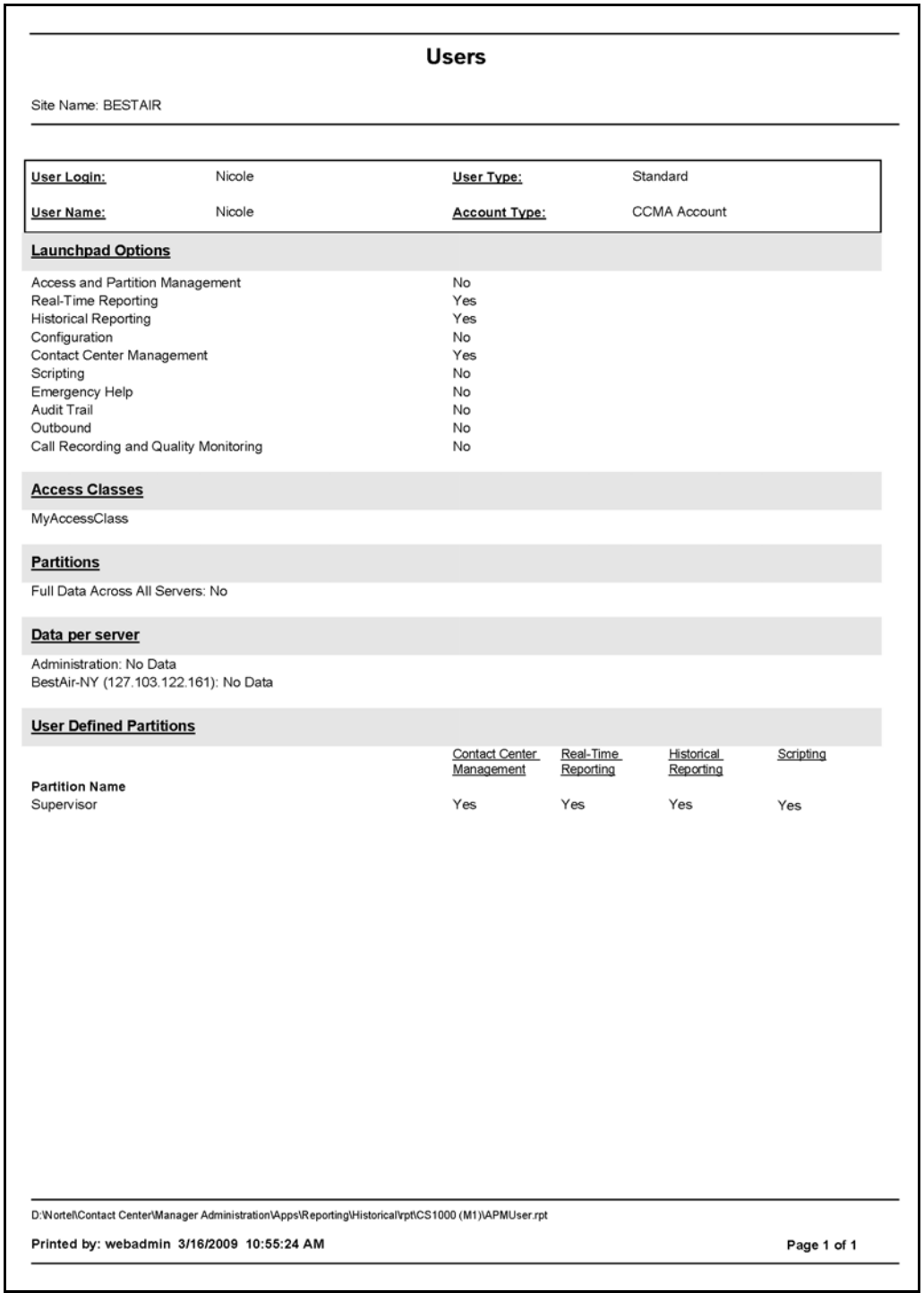
Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
User ID	None

Copyright © 2009-2010, Nortel Networks

User report



Users

Site Name: BESTAIR

User Login:	Nicole	**User Type:**	Standard
User Name:	Nicole	**Account Type:**	CCMA Account

Launchpad Options

Access and Partition Management	No
Real-Time Reporting	Yes
Historical Reporting	Yes
Configuration	No
Contact Center Management	Yes
Scripting	No
Emergency Help	No
Audit Trail	No
Outbound	No
Call Recording and Quality Monitoring	No

Access Classes

MyAccessClass

Partitions

Full Data Across All Servers: No

Data per server

Administration: No Data
BestAir-NY (127.103.122.161): No Data

User Defined Partitions

Partition Name	Contact Center Management	Real-Time Reporting	Historical Reporting	Scripting
Supervisor	Yes	Yes	Yes	Yes

D:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1)\APMUser.rpt

Printed by: webadmin 3/16/2009 10:55:24 AM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Standard Outbound reports

This chapter lists the reports associated with Outbound campaigns.

Navigation

- Campaign Call Details (page 868)
- Campaign Script Results Details (page 871)
- Campaign Performance (page 873)
- Campaign Summary (page 875)
- Script Summary (page 877)

Copyright © 2009-2010, Nortel Networks

Campaign Call Details

The Campaign Call Details report lists a detailed description of each contact, including the number dialed for a campaign.

Attention: This report does not support Report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the CampaignCallDetails view.

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Selection criteria

You can apply a filter to any of the fields in the view. For example, you can apply a filter to specific disposition codes.

Templates

This report uses the CampaignCallDetailsReport.rpt template.

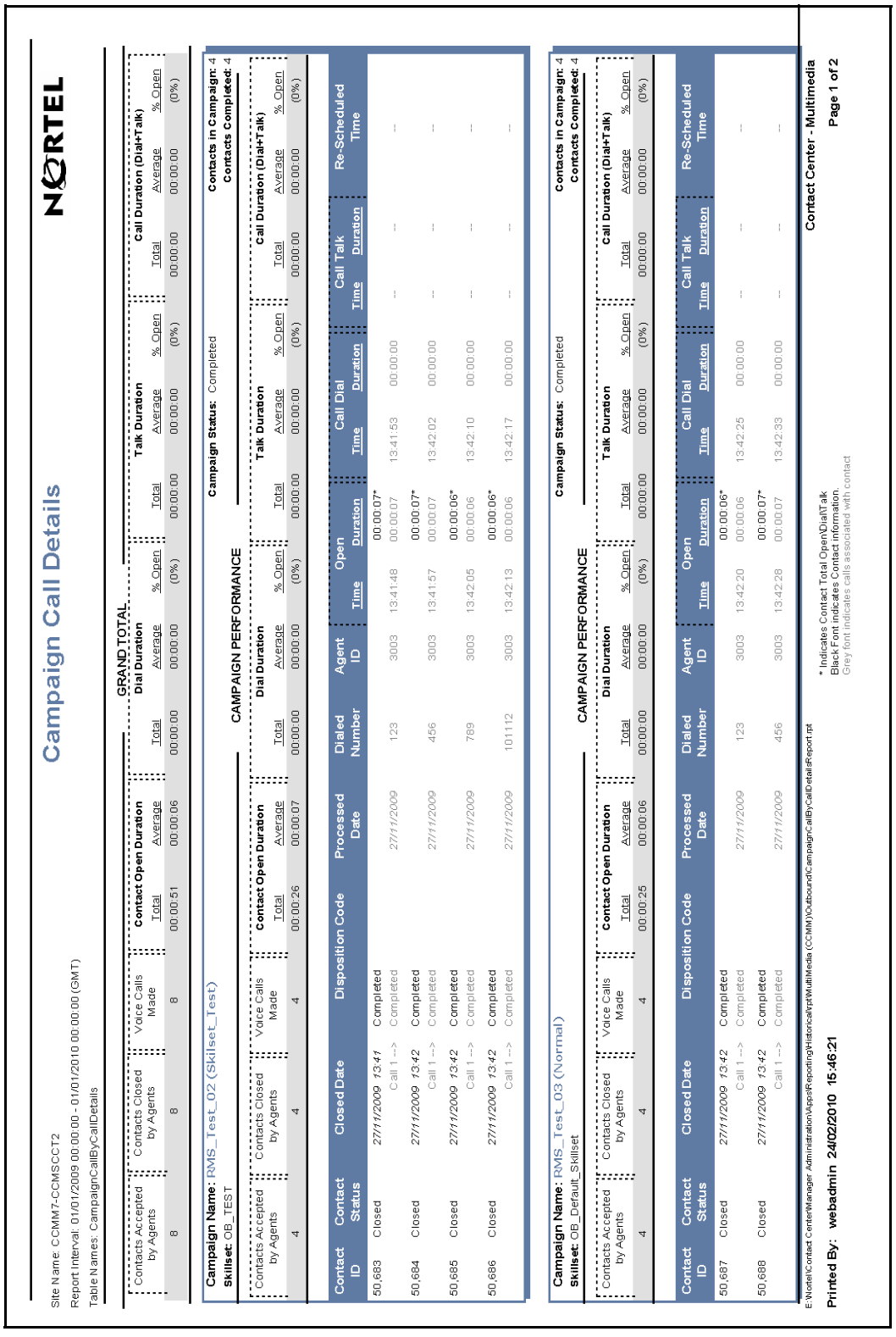
Summaries

The report is in the Outbound group. Any call can be dialed multiple times, in which case a separate entry represents each call attempt. For example, if the number 091 389123 is dialed initially, and the number is busy and dialed again later with a successful connection, two entries appear in the report for this number.

If you require campaign data in electronic format, you can use the Outbound Campaign Management Tool (OCMT) export tool to export campaign data to a text file.

Copyright © 2009-2010, Nortel Networks

Campaign Call Details report page 1



Campaign Call Details

NORTEL

Site Name: CCMM7-CCMSCCT2
Report Interval: 01/01/2009 00:00:00 - 01/01/2010 00:00:00 (GMT)
Table Names: CampaignCallByCallDetails

GRAND TOTAL

Contacts Accepted by Agents	Contacts Closed by Agents	Voice Calls Made	Contact Open Duration Total	Contact Open Duration Average	Dial Duration Total	Dial Duration Average	Dial Duration % Open	Talk Duration Total	Talk Duration Average	Talk Duration % Open	Call Duration (Dial+Talk) Total	Call Duration (Dial+Talk) Average	Call Duration (Dial+Talk) % Open
8	8	8	00:00:51	00:00:06	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)

Campaign Name: RMS_Test_02 (Skilset_Test) — **Campaign Status:** Completed — **Contacts in Campaign:** 4 — **Contacts Completed:** 4
Skillset: OB_TEST

CAMPAIGN PERFORMANCE

Contacts Accepted by Agents	Contacts Closed by Agents	Voice Calls Made	Contact Open Duration Total	Contact Open Duration Average	Dial Duration Total	Dial Duration Average	Dial Duration % Open	Talk Duration Total	Talk Duration Average	Talk Duration % Open	Call Duration (Dial+Talk) Total	Call Duration (Dial+Talk) Average	Call Duration (Dial+Talk) % Open
4	4	4	00:00:26	00:00:07	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)

Contact ID	Contact Status	Closed Date	Disposition Code	Processed Date	Dialed Number	Agent ID	Call Dial Time	Call Dial Duration	Call Talk Time	Call Talk Duration	Re-Scheduled Time
50,683	Closed	27/11/2009 13:41	Completed					00:00:07*			
		Call 1 -->	Completed	27/11/2009	123	3003	13:41:48	00:00:07	13:41:53	00:00:00	--
50,684	Closed	27/11/2009 13:42	Completed					00:00:07*			
		Call 1 -->	Completed	27/11/2009	456	3003	13:41:57	00:00:07	13:42:02	00:00:00	--
50,685	Closed	27/11/2009 13:42	Completed					00:00:06*			
		Call 1 -->	Completed	27/11/2009	789	3003	13:42:05	00:00:06	13:42:10	00:00:00	--
50,686	Closed	27/11/2009 13:42	Completed					00:00:06*			
		Call 1 -->	Completed	27/11/2009	101112	3003	13:42:13	00:00:06	13:42:17	00:00:00	--

Campaign Name: RMS_Test_03 (Normal) — **Campaign Status:** Completed — **Contacts in Campaign:** 4 — **Contacts Completed:** 4
Skillset: OB_Default_Skillset

CAMPAIGN PERFORMANCE

Contacts Accepted by Agents	Contacts Closed by Agents	Voice Calls Made	Contact Open Duration Total	Contact Open Duration Average	Dial Duration Total	Dial Duration Average	Dial Duration % Open	Talk Duration Total	Talk Duration Average	Talk Duration % Open	Call Duration (Dial+Talk) Total	Call Duration (Dial+Talk) Average	Call Duration (Dial+Talk) % Open
4	4	4	00:00:25	00:00:06	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)

Contact ID	Contact Status	Closed Date	Disposition Code	Processed Date	Dialed Number	Agent ID	Call Dial Time	Call Dial Duration	Call Talk Time	Call Talk Duration	Re-Scheduled Time
50,687	Closed	27/11/2009 13:42	Completed					00:00:06*			
		Call 1 -->	Completed	27/11/2009	123	3003	13:42:20	00:00:06	13:42:25	00:00:00	--
50,688	Closed	27/11/2009 13:42	Completed					00:00:07*			
		Call 1 -->	Completed	27/11/2009	456	3003	13:42:28	00:00:07	13:42:33	00:00:00	--

E:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\MultiMedia (CCMM)\Outbound\CampaignCallByCallDetailReport.rpt

* Indicates Contact Total OpenDialTalk
Black Font indicates Contact information.
Grey font indicates calls associated with contact

Printed By: webadmin 24/02/2010 15:46:21

Contact Center - Multimedia
Page 1 of 2

Copyright © 2009-2010, Nortel Networks

Campaign Call Details report page 2

Campaign Call Details

NORTEL

Site Name: CCMM7-CCMSCCT2
Report Interval: 01/01/2009 00:00:00 - 01/01/2010 00:00:00 (GMT)
Table Names: CampaignCallByCallDetails

Campaign Name: RMS_Test_03 (Normal)
Skillset: OB_Default_Skillset

Campaign Status: Completed
Contacts in Campaign: 4
Contacts Completed: 4

CAMPAIGN PERFORMANCE

Contacts Accepted by Agents	Contacts Closed by Agents	Voice Calls Made	Contact Open Duration Total	Contact Open Duration Average	Dial Duration Total	Dial Duration Average	% Open	Talk Duration Total	Talk Duration Average	% Open	Call Duration (Dial+Talk) Total	Call Duration (Dial+Talk) Average	% Open
4	0	4	00:00:25	00:00:06	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)

Contact ID	Contact Status	Closed Date	Disposition Code	Processed Date	Dialed Number	Agent ID	Open Time	Open Duration	Call Dial Time	Call Dial Duration	Call Talk Time	Call Talk Duration	Re-Scheduled Time
50,689	Closed	27/11/2009 13:42	Completed					00:00:06*					
		Call 1 -->	Completed	27/11/2009	789	3003	13:42:37	00:00:06	13:42:41	00:00:00	--	--	--
50,690	Closed	27/11/2009 13:42	Completed					00:00:06*					
		Call 1 -->	Completed	27/11/2009	101112	3003	13:42:45	00:00:06	13:42:49	00:00:00	--	--	--

* Indicates Contact Total Open/Dial+Talk
Black font indicates Contact information
Grey font indicates calls associated with contact

E:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\Multimedia (CCMM)\Outbound\Campaign\CallBy\CallDetail\Report.rpt

Contact Center - Multimedia
Page 2 of 2

Printed By: webadmin 24/02/2010 15:46:21

Copyright © 2009-2010, Nortel Networks

Campaign Script Results Details

The Campaign Scripts Results Details report provides a detailed description of each contact and associated questions and answers.

Attention: Report Creation Wizard formulas are not supported for this report.

Views

This report uses the CampaignAgentScriptResultsCallByCallDetails view.

Selection criteria

You can apply a filter to any field in the view. For example, you can apply a filter to specific disposition codes.

Templates

This report uses the CampaignAgentScriptResultsCallByCallDetailsReport.rpt template

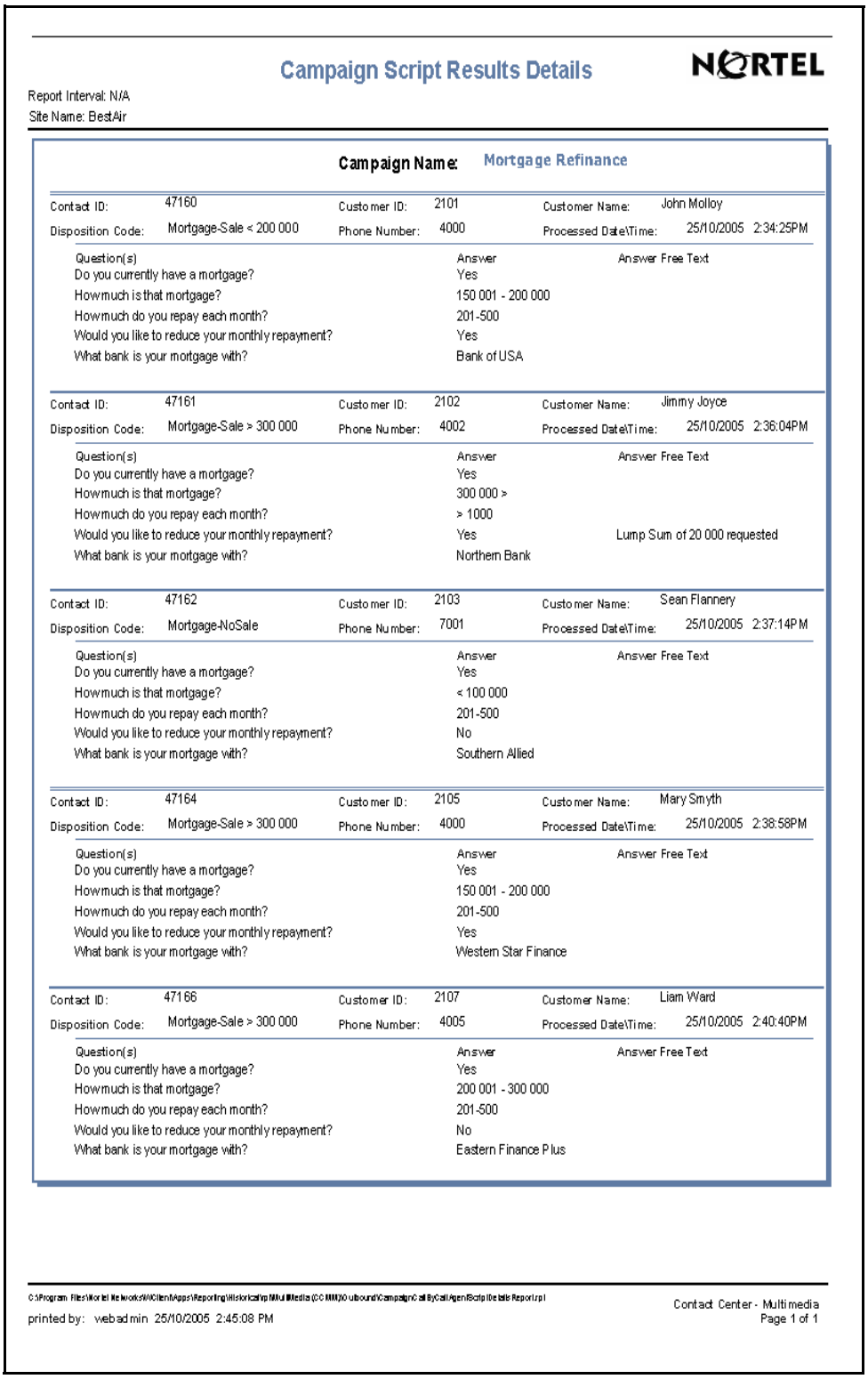
Summaries

The report is in the Outbound group. You must include an agent script as part of the campaign for questions and answers to be associated with a contact.

Attention: If you require the data in electronic format, you can use the OCMT export tool to export campaign data and results to a text file.

Copyright © 2009-2010, Nortel Networks

Campaign Script Results Details report



Campaign Script Results Details

NORTEL

Report Interval: N/A
Site Name: BestAir

Campaign Name: Mortgage Refinance

Contact ID:	47160	Customer ID:	2101	Customer Name:	John Molloy
Disposition Code:	Mortgage-Sale < 200 000	Phone Number:	4000	Processed Date\Time:	25/10/2005 2:34:25PM

Question(s)	Answer	Answer Free Text
Do you currently have a mortgage?	Yes	
How much is that mortgage?	150 001 - 200 000	
How much do you repay each month?	201-500	
Would you like to reduce your monthly repayment?	Yes	
What bank is your mortgage with?	Bank of USA	

Contact ID:	47161	Customer ID:	2102	Customer Name:	Jimmy Joyce
Disposition Code:	Mortgage-Sale > 300 000	Phone Number:	4002	Processed Date\Time:	25/10/2005 2:36:04PM

Question(s)	Answer	Answer Free Text
Do you currently have a mortgage?	Yes	
How much is that mortgage?	300 000 >	
How much do you repay each month?	> 1000	
Would you like to reduce your monthly repayment?	Yes	Lump Sum of 20 000 requested
What bank is your mortgage with?	Northern Bank	

Contact ID:	47162	Customer ID:	2103	Customer Name:	Sean Flannery
Disposition Code:	Mortgage-NoSale	Phone Number:	7001	Processed Date\Time:	25/10/2005 2:37:14PM

Question(s)	Answer	Answer Free Text
Do you currently have a mortgage?	Yes	
How much is that mortgage?	< 100 000	
How much do you repay each month?	201-500	
Would you like to reduce your monthly repayment?	No	
What bank is your mortgage with?	Southern Allied	

Contact ID:	47164	Customer ID:	2105	Customer Name:	Mary Smyth
Disposition Code:	Mortgage-Sale > 300 000	Phone Number:	4000	Processed Date\Time:	25/10/2005 2:38:58PM

Question(s)	Answer	Answer Free Text
Do you currently have a mortgage?	Yes	
How much is that mortgage?	150 001 - 200 000	
How much do you repay each month?	201-500	
Would you like to reduce your monthly repayment?	Yes	
What bank is your mortgage with?	Western Star Finance	

Contact ID:	47166	Customer ID:	2107	Customer Name:	Liam Ward
Disposition Code:	Mortgage-Sale > 300 000	Phone Number:	4005	Processed Date\Time:	25/10/2005 2:40:40PM

Question(s)	Answer	Answer Free Text
Do you currently have a mortgage?	Yes	
How much is that mortgage?	200 001 - 300 000	
How much do you repay each month?	201-500	
Would you like to reduce your monthly repayment?	No	
What bank is your mortgage with?	Eastern Finance Plus	

C:\Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\rpt\Multimedia (CCMM)\Outbound\CampaignCallByCallAgent\Script Details Report.rpt

printed by: webadmin 25/10/2005 2:45:08 PM

Contact Center - Multimedia
Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Campaign Performance

The Campaign Performance report provides an overall summary of the campaign including details of the total number of contacts and a summation of the Contact Open, Dial, Talk, and Call duration.

Views

This report uses the CampaignCallByCallDetails view.

Selection criteria

You can apply a filter to any field in the view. For example, CampaignName, ContactLastClosedTime, ContactLastOpenTime,TotalDialTime, and TotalTalkTime.

Templates

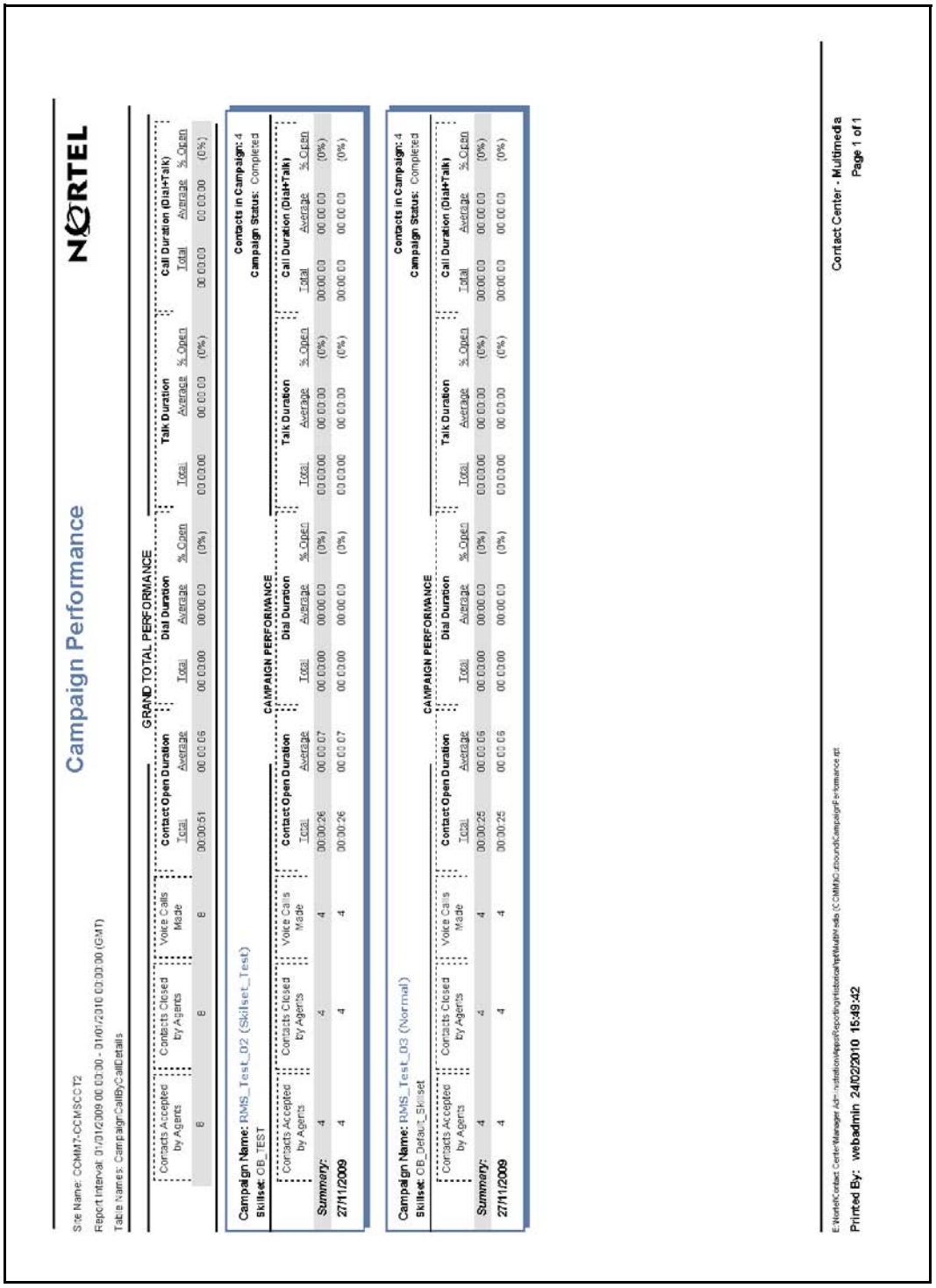
This report uses the CampaignPerformance.rpt template

Summaries

The report is in the Outbound group.

Copyright © 2009-2010, Nortel Networks

Campaign Performance report



Site Name: OCMM7-CCMSCCT2

Report Interval: 01/01/2009 00:00:00 - 31/01/2010 00:00:00 (GMT)

Table Names: CampaignCallByCallDetails

Campaign Performance

NORTEL

GRAND TOTAL PERFORMANCE

Contacts Accepted by Agents	Contacts Closed by Agents	Voice Calls Made	Contact Open Duration		Dial Duration			Talk Duration			Call Duration (Dial+Talk)		
			Total	Average	Total	Average	%_Open	Total	Average	%_Open	Total	Average	%_Open
8	8	8	00:00:51	00:00:06	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)

Campaign Name: RMS_Test_02 (Skillset_Test)
Skillset: CB_TEST
Contacts in Campaign: 4
Campaign Status: Completed

CAMPAIGN PERFORMANCE

	Contacts Accepted by Agents	Contacts Closed by Agents	Voice Calls Made	Contact Open Duration		Dial Duration			Talk Duration			Call Duration (Dial+Talk)		
				Total	Average	Total	Average	%_Open	Total	Average	%_Open	Total	Average	%_Open
Summary:	4	4	4	00:00:26	00:00:07	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)
27/11/2009	4	4	4	00:00:26	00:00:07	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)

Campaign Name: RMS_Test_03 (Normal)
Skillset: CB_Default_Skillset
Contacts in Campaign: 4
Campaign Status: Completed

CAMPAIGN PERFORMANCE

	Contacts Accepted by Agents	Contacts Closed by Agents	Voice Calls Made	Contact Open Duration		Dial Duration			Talk Duration			Call Duration (Dial+Talk)		
				Total	Average	Total	Average	%_Open	Total	Average	%_Open	Total	Average	%_Open
Summary:	4	4	4	00:00:25	00:00:06	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)
27/11/2009	4	4	4	00:00:25	00:00:06	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)	00:00:00	00:00:00	(0%)

E:\Nortel\Contact Center\Manager Administration\Apps\Reporting\Historical\Net\Multimedia (CCMM)\C.#bounds\CampaignPerformance.rpt

Printed By: webadmin 24/02/2010 15:49:42

Contact Center - Multimedia

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Campaign Summary

The Campaign Summary Report lists the following information:

- Summary of the campaign settings, such as Start Date, End Date, and Created by.
- Number of contacts processed by agents.
- Summary of the disposition codes for the campaign and the number of contacts in each disposition code.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the CampaignSummary view.

Selection criteria

You can apply a filter to any of the fields in the view. For example, you can apply a filter to specific disposition codes.

Templates

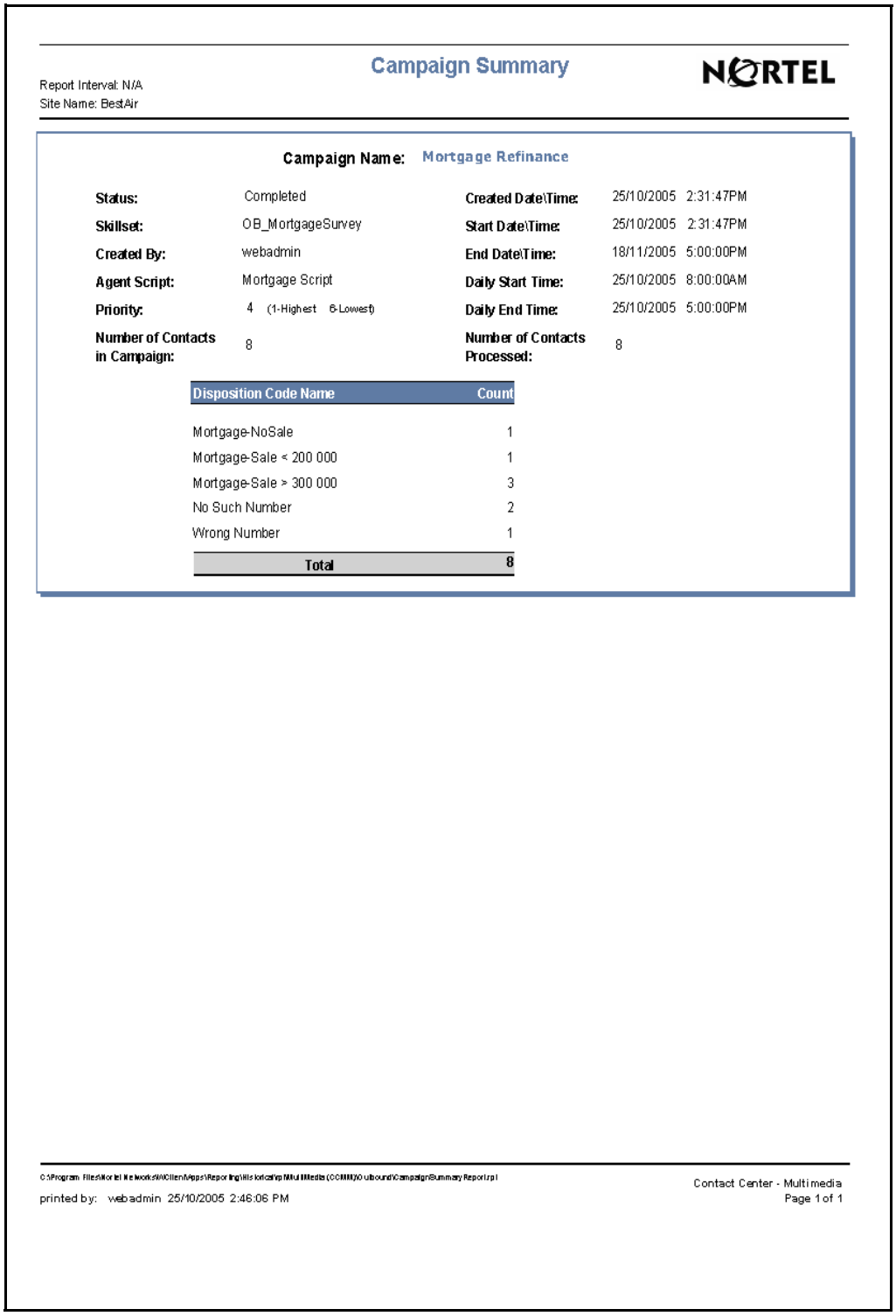
This report uses the CampaignSummaryReport.rpt template

Summaries

The report is in the Outbound group.

Attention: If you require the campaign data in electronic format, you can use the OCMT export tool to export the campaign data and results to a text file.

Copyright © 2009-2010, Nortel Networks



Campaign Summary

NORTEL

Report Interval: N/A
Site Name: BestAir

Campaign Name: Mortgage Refinance

Status:	Completed	**Created Date\Time:**	25/10/2005 2:31:47PM
Skillset:	OB_MortgageSurvey	**Start Date\Time:**	25/10/2005 2:31:47PM
Created By:	webadmin	**End Date\Time:**	18/11/2005 5:00:00PM
Agent Script:	Mortgage Script	**Daily Start Time:**	25/10/2005 8:00:00AM
Priority:	4 (1-Highest 6-Lowest)	**Daily End Time:**	25/10/2005 5:00:00PM
Number of Contacts in Campaign:	8	**Number of Contacts Processed:**	8

Disposition Code Name	Count
Mortgage-NoSale	1
Mortgage-Sale < 200 000	1
Mortgage-Sale > 300 000	3
No Such Number	2
Wrong Number	1
Total	**8**

C:\Program Files\Nortel Networks\WCBen\Apps\Reporting\WebContexp\MultiMedia (CCMM)\Outbound\Campaign\Summary Report.rpt

printed by: webadmin 25/10/2005 2:46:06 PM

Contact Center - Multimedia
Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Script Summary

The Script Summary Report provides a summary of answers associated with each question.

Attention: This report does not support Report Creation Wizard formulas.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ScriptSummary view.

Selection criteria

You can apply a filter to any of the fields in the view. For example, a filter can be applied to specific disposition codes.

Templates

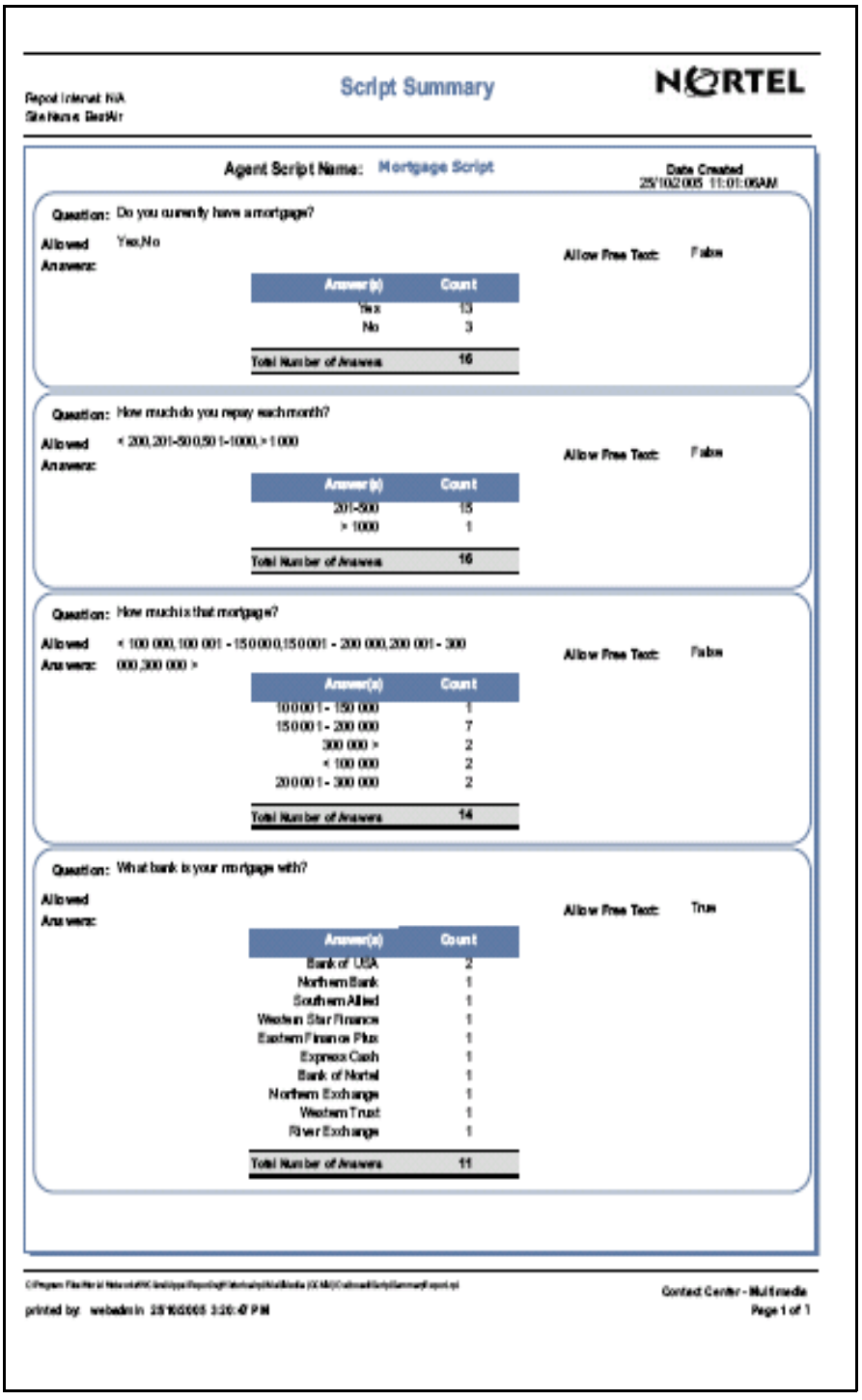
This report uses theScriptSummaryReport.rpt template

Summaries

The report is in the Outbound group.

Attention: If you require the campaign data and results in electronic format, you can use the OCMT export tool to export the campaign data and results to a text file.

Copyright © 2009-2010, Nortel Networks



Report Interval: N/A
Site Name: BestAir

Script Summary

NORTEL

Agent Script Name: Mortgage Script

Date Created 25/10/2005 11:01:05AM

Question: Do you currently have a mortgage?

Allowed Answers: Yes,No

Allow Free Text: False

Answer(s)	Count
Yes	13
No	3
Total Number of Answers	16

Question: How much do you repay each month?

Allowed Answers: < 200,201-500,501-1000,> 1000

Allow Free Text: False

Answer(s)	Count
201-500	15
> 1000	1
Total Number of Answers	16

Question: How much is that mortgage?

Allowed Answers: < 100 000,100 001 - 150 000,150 001 - 200 000,200 001 - 300 000,300 000 >

Allow Free Text: False

Answer(s)	Count
100 001 - 150 000	1
150 001 - 200 000	7
300 000 >	2
< 100 000	2
200 001 - 300 000	2
Total Number of Answers	14

Question: What bank is your mortgage with?

Allowed Answers:

Allow Free Text: True

Answer(s)	Count
Bank of USA	2
Northern Bank	1
Southern Allied	1
Western Star Finance	1
Eastern Finance Plus	1
Express Cash	1
Bank of Nortel	1
Northern Exchange	1
Western Trust	1
River Exchange	1
Total Number of Answers	11

C:\Program Files\Nortel\NPC\bin\type\Report\gif\Mortgage\Mortgage Script Summary.rpt

printed by: webadmin 25/10/2005 3:20:47 PM

Contact Center - Multimedia
Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Standard Network Control Center reports

This chapter lists the reports that you can generate on the Network Control Center.

Navigation

- Network Call by Call Statistics (page 880)
- Network Consolidated Application Performance (page 883)
- Network Consolidated DNIS Statistics (page 887)
- Network Consolidated Incoming Calls (page 891)
- Network Consolidated Outgoing Calls (page 895)
- Network Consolidated Route Performance (page 900)
- Network Consolidated Skillset CallDistribution (page 904)
- Network Consolidated Skillset Performance (page 907)
- Network Site and Application Properties(NCC) (page 911)
- Network Skillset Routing Properties (NCC) (page 912)
- Network Table Routing Assignments (NCC) (page 916)
- Nodal Consolidated Application Delay BeforeAbandon (page 919)
- Nodal Consolidated Application Delay BeforeAnswer (page 922)
- Nodal Consolidated Application Performance (page 925)

Copyright © 2009-2010, Nortel Networks

Network Call by Call Statistics

Network Control Center option only. For each contact that is networked out, the Network Call by Call report shows detailed information including time, event, agent, source, and destination.

Attention: Network Call by Call reports contain a large amount of data.Consequently, they take much longer to generate than other types of reports.You must schedule the user-defined reports that use this standard report as a template.You cannot run an ad hoc report.To run this report, you must select at least one network site.

Time zone conversion

When you generate a Network Call by Call report, you specify a source site and a data extraction period based on the time at the source site. (The data extraction period can be up to 1 hour.) The report contains information about all contacts networked out from the source site during this period, and provides all events applicable to those contacts, from the time they entered the source site to the time that they ended. If you configure the Time Zone Relative to GMT correctly for each site, the Timestamp for each contact event is in the time zone of the source site.

For example, the administrator of the BestAir Network Control Center wants to generate a Network Call by Call report to report on contacts networked out from the Chicago server during the period from 10:00 a.m. to 11:00 a.m., Toronto time. (Chicago is one hour behind Toronto.) When generating the report, the administrator identifies Chicago as the source site, and specifies a data extraction period of 9:00 a.m. to 10:00 a.m.

Views

This report uses the following views:

- eCallByCallStatYYYYMMDD (source site), see eCallByCallStat views (page 214).
- eNetCallByCallStatYYYYMMDD

For more information about views, see Access rights by view (page 25).

Collection frequency

This report contains interval data.

Templates

This report uses the netcbc.rpt template.

Copyright © 2009-2010, Nortel Networks

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
none	none

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Call ID	*eNetCallByCallStatYYYYMMDD.CallId*	*eNetCallByCallStatYYYYMMDD.CallId*
Timestamp	*eNetCallByCallStatYYYYMMDD.Timestamp*	*eNetCallByCallStatYYYYMMDD.Timestamp*
Time	*eNetCallByCallStatYYYYMMDD.Time*	*eNetCallByCallStatYYYYMMDD.*
Event	*eNetCallByCallStatYYYYMMDD.CallEventName*	*eNetCallByCallStatYYYYMMDD.CallEventName*
AgentID	*eNetCallByCallStatYYYYMMDD.TelsetLoginID*	*eNetCallByCallStatYYYYMMDD.TelsetLoginID*
Event Data	*eNetCallByCallStatYYYYMMDD.EventData*	*eNetCallByCallStatYYYYMMDD.EventData*
Source	*eNetCallByCallStatYYYYMMDD.Source*	*eNetCallByCallStatYYYYMMDD.Source*
Destination	*eNetCallByCallStatYYYYMMDD.Destination*	*eNetCallByCallStatYYYYMMDD.Destination*

Copyright © 2009-2010, Nortel Networks

Network Call by Call Statistics report

Network Call By Call Statistics

Report Interval: 19991004 10:45:00 - 19991004 10:59:59

BestAir Airlines
Site Name: NCC
Table Name: eNetCallByCallStatYYYYMMDD
eCallByCallStatYYYYMMDD

Event	Agent ID	Event Data	Source	Destination
121,241,603				
10/4/99 10:58:17 Network In Call Arrived		CLID: 7307114	RTE: 30 TRK: 19	CDN: 5559
10:58:17 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network ICCM	R_SITE: SK_SET: nload1
10:58:17 Handed Over to Network Application			CDN: 3759	L_APP:
10:58:18 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload1	
10:58:18 Give Ringback				
10:58:18 Network In Call Answered	115	DELAY_AFTER_Q: 1		AGT: 115
10:58:18 Call Presented	115			
10:58:27 Network In Call Released				
121,241,604				
10/4/99 10:55:49 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network ICCM	R_SITE: SK_SET: nload4
10:55:50 Call Presented			CDN: 3759	AGT: 116
10:55:50 Handed Over to Network Application				L_APP:
10:55:50 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload4	
10:55:50 Give Ringback				
10:55:50 Network In Call Arrived		CLID: 7307115	RTE: 30 TRK: 17	CDN: 5559
10:55:51 Network In Call Answered	116	DELAY_AFTER_Q: 2		
10:55:59 Network In Call Released	116			
121,241,605				
10/4/99 10:55:32 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network ICCM	R_SITE: SK_SET: nload4
10:55:32 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload4	
10:55:32 Handed Over to Network Application			CDN: 3759	L_APP:
10:55:32 Give Ringback				
10:55:32 Call Presented				AGT: 113
10:55:32 Network In Call Arrived		CLID: 7307114	RTE: 30 TRK: 19	CDN: 5559
10:55:33 Network In Call Answered	113	DELAY_AFTER_Q: 1		
10:55:42 Network In Call Released	113			
121,241,606				
10/4/99 10:57:53 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network ICCM	R_SITE: SK_SET: nload5
10:57:54 Network In Call Arrived		CLID: 7307115	RTE: 30 TRK: 13	CDN: 5559
10:57:54 Call Presented				AGT: 115
10:57:54 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload5	

C:\Nortel\client\en\RPT\NETCBC.RPT

Printed By: sysadmin 10/4/99 12:16:41 PM **Page 1 of 92**

Copyright © 2009-2010, Nortel Networks

Network Consolidated Application Performance

Network Control Center option only. This report contains summarized application performance statistics for all sites in the network. For each site, the report lists all applications. For each application at a site, the report lists the number of outgoing network contacts that are accepted, delayed, and abandoned.

The report contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all contact statistics. This report can be particularly useful in determining the efficiency of your network configuration.

Attention: To run this report, you must select at least one network site.

For more information, see Understanding the report descriptions (page 558).

Time zone conversion

When you generate a consolidated report, specify a data extraction period based on the time at the Network Control Center. If you choose the time zone conversion option, and if you configure Time Relative to GMT correctly for each site included in the report, the Network Control Center time is converted to the corresponding local time at each site. For example, the Network Control Center at BestAir is in Chicago. The Network Control Center administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m Chicago time. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the Network Control Center time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 11:00 a.m. and 12:00 noon local time.

Views

This report uses the ApplicationStat view ApplicationStat views (page 105). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly

Copyright © 2009-2010, Nortel Networks

- monthly

Templates

This report uses the following templates:

- icnetapp1.rpt
- dcnetapp1.rpt
- wcnetapp1.rpt
- mcnetapp2.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network sites	• iApplicationStat.Application<>'Network_Script' ANDiApplicationStat.Application<>'ACD_DN_ Application' • iApplicationStat.Timestamp

Network Out Call Statistics

Refer the following table for Network Out Call Statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Offer'd	NetOutCalls	NetOutCalls
Ans	NetOutCallsAnswered	NetOutCallsAnswered
Aban	NetOutCallsAbandoned	NetOutCallsAbandoned
Reach Non-ISDN Trunks	NetOutCallsReachNonISDN	NetOutCallsReachNonISDN

Call Delay Time Statistics

Refer to the following table for Call Delay Time Statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Ans Delay	NetOutCallsAnsweredDelay	@RCW_NetOutCallsAnswered Delay
Maximum Ans Delay	MaxNetOutCallsAnsweredDelay	@RCW_MaxNetOutCallsAnsweredDelay

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Average Ans Delay	NetOutCallAnsweredDelay/ NetOutCallsAnswered	@RCW_AverageNetOutCalls AnsweredDelay
Aban Delay	NetOutCallsAbandonedDelay	@RCW_NetOutCallsAbandon edDelay
Time Before Network Out	TimeBeforeNetOut	@RCW_TimeBeforeNetOut
Time Before Reach non-ISDN Trunks	TimeBeforeReachNonISDK	@RCW_TimeBeforeReachNo n ISDN

NACD Statistics

This report uses following statistics.

Report field	View field/formula	View field/Report Creation Wizard formula
Given NACD	CallsGivenNACD	CallsGivenNACD
NACD Out	CallsNACDOut	CallsNACDOut
Time Before NACD Out	TimeBeforeNACDOut	@RCW_TimeBeforeNACDOut

Summaries

The report provides totals for each site and application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Copyright © 2009-2010, Nortel Networks

Network Consolidated Application Performance report

Network Consolidated Application Performance

Report Interval: 00:00:00 8/ 1/2005 - 00:00:00 8/21/2005

Site Name: BestAir
Table Names: dApplicationStat

Site : Galway

	Network Out Calls				Call Delay Time					NACD Calls		
	Offered	Answered	Abandoned	Reach Non ISDN Trunks	Maximum Ans Delay	Average Ans Delay	Aban Delay	Time Before Network Out	Time Before; Reach Non ISDN Trunks	Given NACD	NACD Out	Time Before NACD Out
	207	179	28	0	01:08:35	00:07:22	00:00:23	00:00:00	00:38:06	00:00:00	0	0	00:00:00
SITE TOTAL												
	207	179	28	0	01:08:35	00:07:22	00:00:23	00:00:00	00:38:06	00:00:00	0	0	00:00:00
Application: Knowledge_Management												
Summary:	207	179	28	0	01:08:35	00:07:22	00:00:23	00:00:00	00:38:06	00:00:00	0	0	00:00:00
8/1/2005	8	8	0	0	00:06:31	00:04:33	00:00:49	00:00:00	00:01:00	00:00:00	0	0	00:00:00
8/2/2005	10	8	2	0	00:01:38	00:00:27	00:00:12	00:00:00	00:00:40	00:00:00	0	0	00:00:00
8/3/2005	21	19	2	0	00:11:25	00:04:04	00:00:36	00:00:00	00:10:03	00:00:00	0	0	00:00:00
8/4/2005	15	15	0	0	00:05:01	00:01:02	00:00:20	00:00:00	00:02:21	00:00:00	0	0	00:00:00
8/5/2005	9	7	2	0	00:01:19	00:00:15	00:00:11	00:00:00	00:00:42	00:00:00	0	0	00:00:00
8/6/2005	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
8/7/2005	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
8/8/2005	14	11	3	0	00:10:53	00:07:22	00:00:59	00:00:00	00:09:49	00:00:00	0	0	00:00:00
8/9/2005	12	10	2	0	00:04:14	00:02:27	00:00:25	00:00:00	00:03:09	00:00:00	0	0	00:00:00
8/10/2005	7	5	2	0	00:01:36	00:00:34	00:00:19	00:00:00	00:00:35	00:00:00	0	0	00:00:00
8/11/2005	17	12	5	0	00:02:27	00:00:29	00:00:12	00:00:00	00:01:23	00:00:00	0	0	00:00:00
8/12/2005	11	8	3	0	00:02:31	00:00:34	00:00:19	00:00:00	00:01:03	00:00:00	0	0	00:00:00
8/13/2005	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
8/14/2005	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
8/15/2005	23	21	2	0	00:06:04	00:01:03	00:00:17	00:00:00	00:03:10	00:00:00	0	0	00:00:00
8/16/2005	13	12	1	0	00:02:16	00:00:25	00:00:11	00:00:00	00:00:53	00:00:00	0	0	00:00:00
8/17/2005	15	13	2	0	00:06:40	00:04:10	00:00:31	00:00:00	00:01:17	00:00:00	0	0	00:00:00
8/18/2005	16	14	2	0	00:03:13	00:00:46	00:00:14	00:00:00	00:01:04	00:00:00	0	0	00:00:00
8/19/2005	16	16	0	0	00:02:47	00:00:18	00:00:10	00:00:00	00:00:57	00:00:00	0	0	00:00:00
8/20/2005	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application	207	179	28	0	01:08:35	00:07:22	00:00:23	00:00:00	00:38:06	00:00:00	0	0	00:00:00

C:\Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\rptCS1000 (M1)DCNETAPP1.RPT

printed by: netsuser 8/30/2005 4:15:22 AM

Copyright © 2009-2010, Nortel Networks

Network Consolidated DNIS Statistics

Network Control Center option only. This report contains summarized DNIS statistics for all sites in the network. For each site, the report lists all DNISs, and gives total contacts accepted, total contacts abandoned, the percentage of contacts that abandoned after a wait greater than or equal to the service level threshold defined for the DNIS, and the total number of contacts networked out. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all contact statistics.

You can use this report to track network performance for a particular DNIS number.

Attention: To run this report, you must select at least one network site.

For more information, see Understanding the report descriptions (page 558).

Time Zone Conversion

When you generate a consolidated report, specify a data extraction period based on the time at the Network Control Center. If you choose the time zone conversion option, and if you configure Time Relative to GMT correctly for each site included in the report, the Network Control Center time is converted to the corresponding local time at each site. For example, the Network Control Center at BestAir is in Chicago. The Network Control Center administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m Chicago time. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the Network Control Center time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 11:00 a.m. and 12:00 noon local time.

Views

This report uses the DNISStat view; see DNISStat views (page 133). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily

Copyright © 2009-2010, Nortel Networks

- weekly
- monthly

Templates

This report uses the following templates:

- icnetres6.rpt
- dcnetres6.rpt
- wcnetres6.rpt
- mcnetres6.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network sites	iDNISStat.Timestamp

Call Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Offer'd	CallsOffered	CallsOffered
Ans	CallsAnswered	CallsAnswered
Ans Aft Thresh'd	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Abn	CallsAbandoned	CallsAbandoned
Abn Aft Thresh'd	CallsAbandonedAftThreshold	CallsAbandonedAftThreshold
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100	@RCW_%ServiceLevel

Call Treatment Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Disconnect	CallsGivenForceDisconnect	CallsGivenForceDisconnect
Overflow	CallsGivenForceOverflow	CallsGivenForceOverflow
Route	CallsGivenRouteTo	CallsGivenRouteTo
Default	CallsGivenDefault	CallsGivenDefault
IVR Transf'd	IVRTransferred	IVRTransferred
Given Busy	CallsGivenForceBusy	CallsGivenForceBusy

Call Time Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Ans Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay	@RCW_MaxAnsweredDelay
Avg Ans Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageAnswered Delay
Abn Delay	CallsAbandonedDelay	@RCW_CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay	@RCW_MaxAbandonDelay
Talk Time	TalkTime	@RCW_TalkTime

Network Call Statistics

This report uses the following statistics.

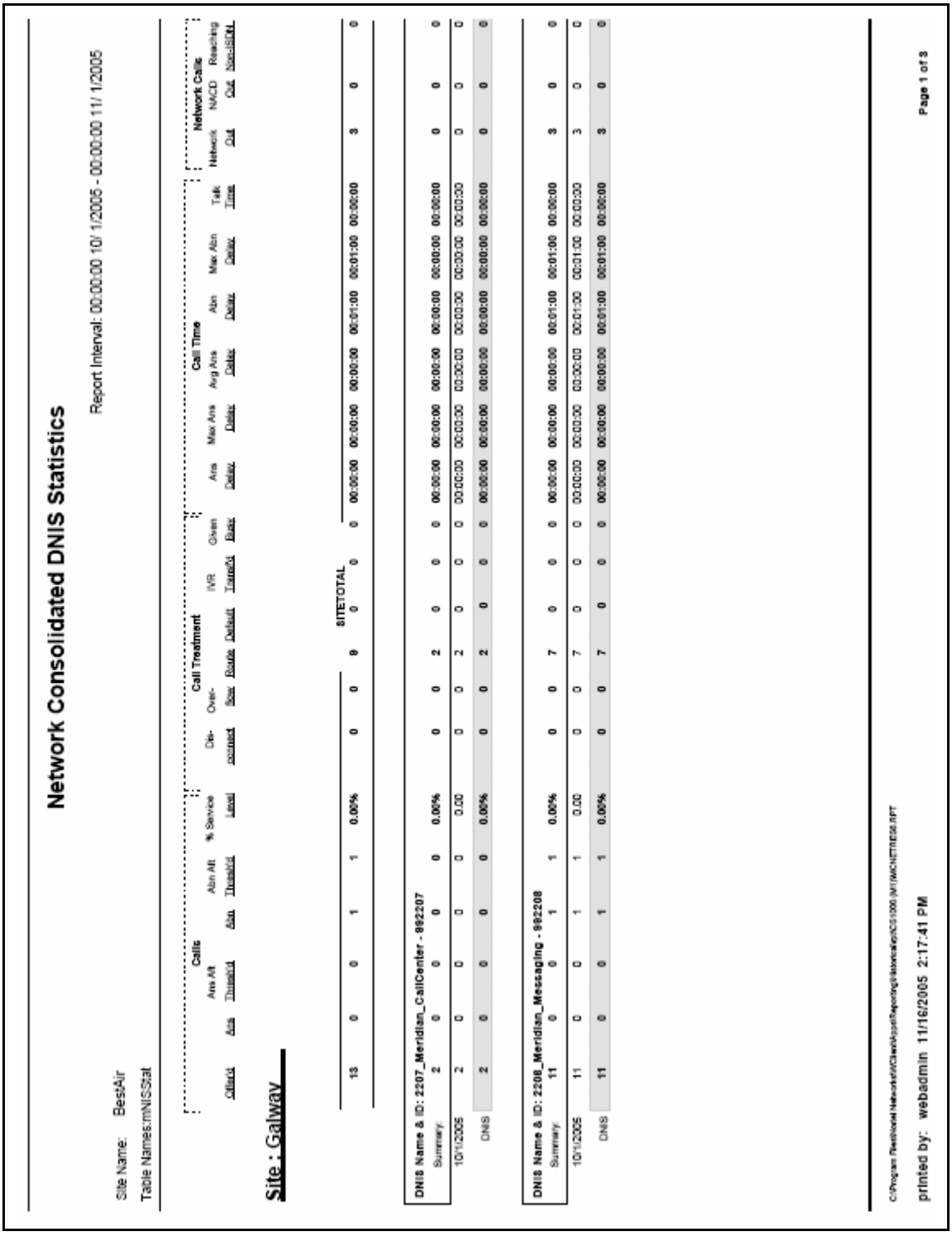
Report field	View field/Formula	View field/Report Creation Wizard formula
Network Out	CallsNetworkedOut	CallsNetworkedOut
NACD Out	CallsNACDOut	CallsNACDOut
Reaching Non-ISDN	CallsReachNonISDN	CallsReachNonISDN

Summaries

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

Copyright © 2009-2010, Nortel Networks

Network Consolidated DNIS Statistics report



Network Consolidated DNIS Statistics

Report Interval: 00:00:00 10/ 1/2005 - 00:00:00 11/ 1/2005

Site Name: BestAir
Table Names:mNISStat

Site : Galway

	Calls Offerd	Calls Ans	Calls Ans Aft Threshld	Calls Abn Aft Threshld	% Service Level	Call Treatment Dis-connect	Call Treatment Over-flow	Call Treatment Route	Call Treatment Default	Call Treatment IVR Transfd	Call Treatment Given Busy	Call Time Ans Delay	Call Time Max Ans Delay	Call Time Avg Ans Delay	Call Time Abn Delay	Call Time Max Abn Delay	Call Time Talk Time	Network Calls Network Out	Network Calls NACD Out	Network Calls Reaching NonNISDN
	13	0	0	1	0.00%	0	0	8	0	0	0	00:00:00	00:00:00	00:00:00	00:01:00	00:01:00	00:00:00	3	0	0
DNIS Name & ID: 2207_Meridian_CallCenter - 882207									SITETOTAL											
Summary:	2	0	0	0	0.00%	0	0	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0
10/1/2005	2	0	0	0	0.00	0	0	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0
DNIS	2	0	0	0	0.00%	0	0	2	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0
DNIS Name & ID: 2208_Meridian_Messaging - 882208																				
Summary:	11	0	0	1	0.00%	0	0	7	0	0	0	00:00:00	00:00:00	00:00:00	00:01:00	00:01:00	00:00:00	3	0	0
10/1/2005	11	0	0	1	0.00	0	0	7	0	0	0	00:00:00	00:00:00	00:00:00	00:01:00	00:01:00	00:00:00	3	0	0
DNIS	11	0	0	1	0.00%	0	0	7	0	0	0	00:00:00	00:00:00	00:00:00	00:01:00	00:01:00	00:00:00	3	0	0

C:\Program Files\Nortel Networks\NCC\Client\Apps\Reporting\Historical\rpt\NCS1000\IVR\IVRNCSTHIS05.RPT

printed by: webadmin 11/16/2005 2:17:41 PM

Page 1 of 3

Copyright © 2009-2010, Nortel Networks

Network Consolidated Incoming Calls

Network Control Center option only. This report contains incoming contact statistics for all sites in the network. It consists of information about the number of network contacts originating at each site that are offered, accepted, and abandoned at the site. The report provides statistics about the number of contacts agents accepted or rejected after the service level threshold and the delays experienced by contacts. It also provides a grand summary section that consolidates the results for all sites in the network and a roll-up summary for all contacts statistics.

Attention: To run this report, you must select at least one network site.

For more information, see Understanding the report descriptions (page 558).

Time zone conversion

When you generate a consolidated report, specify a data extraction period based on the time at the Network Control Center. If you choose the time zone conversion option, and if you configure Time Relative to GMT correctly for each site included in the report, the Network Control Center time is converted to the corresponding local time at each site. For example, the Network Control Center at BestAir is in Chicago. The Network Control Center administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m Chicago time. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the Network Control Center time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 11:00 a.m. and 12:00 noon local time.

Views

This report uses the NetworkInCallStat view; see NetworkInCallStat views (page 151). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Copyright © 2009-2010, Nortel Networks

Templates

This report uses the following templates:

- icnet-10.rpt
- dcnet-10.rpt
- wcnet-10.rpt
- mcnet-10.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Sites	iNetworkInCallStat.Timestamp

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned	CallsAbandoned
Abandoned After Threshold	CallsAbandonedAftThreshold	CallsAbandonedAftThreshold

Answer Delay Time Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Total Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Max Delay	MaxAnsweredDelay	@RCW_MaxAnsweredDelay
Total at Dest	CallsAnsweredDelay AtDest	@RCW_CallsAnsweredDelay AtDest
Max at Dest	MaxAnsweredDelayAt Dest	@RCW_MaxAnsweredDelay AtDest

Copyright © 2009-2010, Nortel Networks

Abandoned delay Time Statistics

This report uses the following statistics.

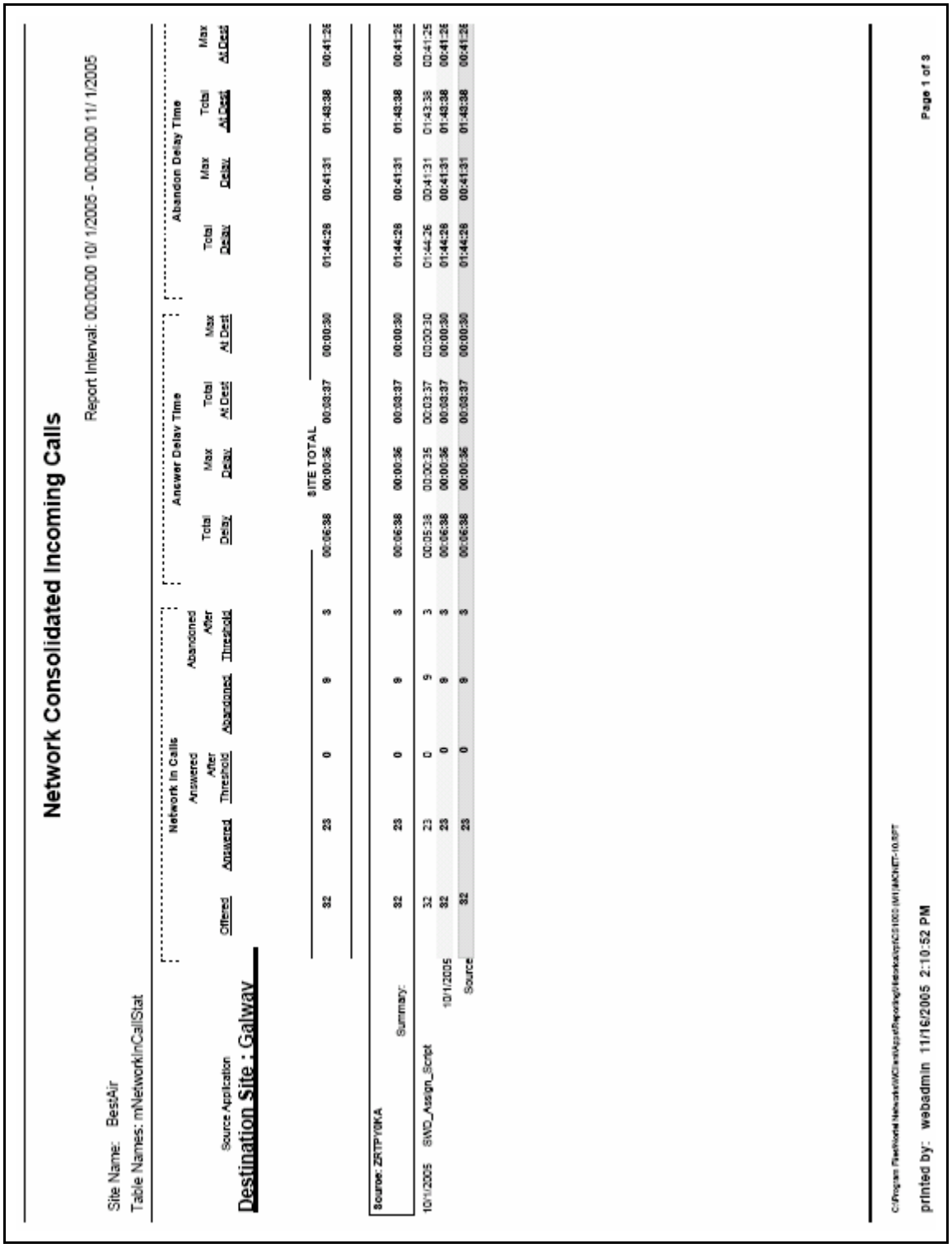
Report field	View field/Formula	View field/Report Creation Wizard formula
Total Delay	CallsAbandonedDelay	@RCW_CallsAbandonedDelay
Max Delay	MaxAbandonedDelay	@RCW_MaxAbandonedDelay
Total at Dest	CallsAbandonedDelayAtDest	@RCW_CallsAbandonedDelay AtDest
Max at Dest	MaxAbandonedDelayAtDest	@RCW_MaxAbandonedDelay AtDest

Summaries

The report provides totals for each source site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Copyright © 2009-2010, Nortel Networks

Network Consolidated Incoming Calls report



Network Consolidated Incoming Calls

Report Interval: 00:00:00 10/ 1/2005 - 00:00:00 11/ 1/2005

Site Name: BestAir

Table Names: mNetworkInCallStat

Source Application / Destination Site : Galway	Network In Calls: Offered	Network In Calls: Answered	Network In Calls: Answered After Threshold	Abandoned	Abandoned After Threshold	Answer Delay Time: Total Delay	Answer Delay Time: Max Delay	Answer Delay Time: Total At Dest	Answer Delay Time: Max At Dest	Abandon Delay Time: Total Delay	Abandon Delay Time: Max Delay	Abandon Delay Time: Total At Dest	Abandon Delay Time: Max At Dest
	32	23	0	9	3	00:06:38	00:00:36	00:03:37	00:00:30	01:44:26	00:41:31	01:43:38	00:41:25
SITE TOTAL													
	32	23	0	9	3	00:06:38	00:00:36	00:03:37	00:00:30	01:44:26	00:41:31	01:43:38	00:41:25
Source: ZRTPY0KA													
Summary:	32	23	0	9	3	00:06:38	00:00:36	00:03:37	00:00:30	01:44:26	00:41:31	01:43:38	00:41:25
10/1/2005 SWD_Assign_Script	32	23	0	9	3	00:05:38	00:00:35	00:03:37	00:00:30	01:44:26	00:41:31	01:43:38	00:41:25
10/1/2005	32	23	0	9	3	00:06:38	00:00:36	00:03:37	00:00:30	01:44:26	00:41:31	01:43:38	00:41:25
Source	32	23	0	9	3	00:06:38	00:00:36	00:03:37	00:00:30	01:44:26	00:41:31	01:43:38	00:41:25

C:\Program Files\Nortel Networks\WClient\Apps\eReporting\Webstats\rpt\CS1000\MIT\MKTNET-10.RPT

printed by: webadmin 11/16/2005 2:10:52 PM

Page 1 of 3

Copyright © 2009-2010, Nortel Networks

Network Consolidated Outgoing Calls

Network Control Center option only. This report contains outgoing contact statistics for all sites in the network. It contains information about the number of outgoing network contacts offered, accepted, and abandoned at the source and destination sites. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all contact statistics.

Attention: To run this report, you must select at least one network site

For more information, see Understanding the report descriptions (page 558).

Time Zone

When you generate a consolidated report, specify a data extraction period based on the time at the Network Control Center. If you choose the time zone conversion option, and if you configure Time Relative to GMT correctly for each site included in the report, the Network Control Center time is converted to the corresponding local time at each site. For example, the Network Control Center at BestAir is in Chicago. The Network Control Center administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m Chicago time. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the Network Control Center time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 11:00 a.m. and 12:00 noon local time.

Views

This report uses the NetworkOutStat view; see NetworkOutStat views (page 157). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Copyright © 2009-2010, Nortel Networks

Templates

This report uses the following templates:

- icnet-11.rpt
- dcnet-11.rpt
- wcnet-11.rpt
- mcnet-11.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Sites	iNetworkOutStat.Timestamp

Statistics

This report uses the following statistics.

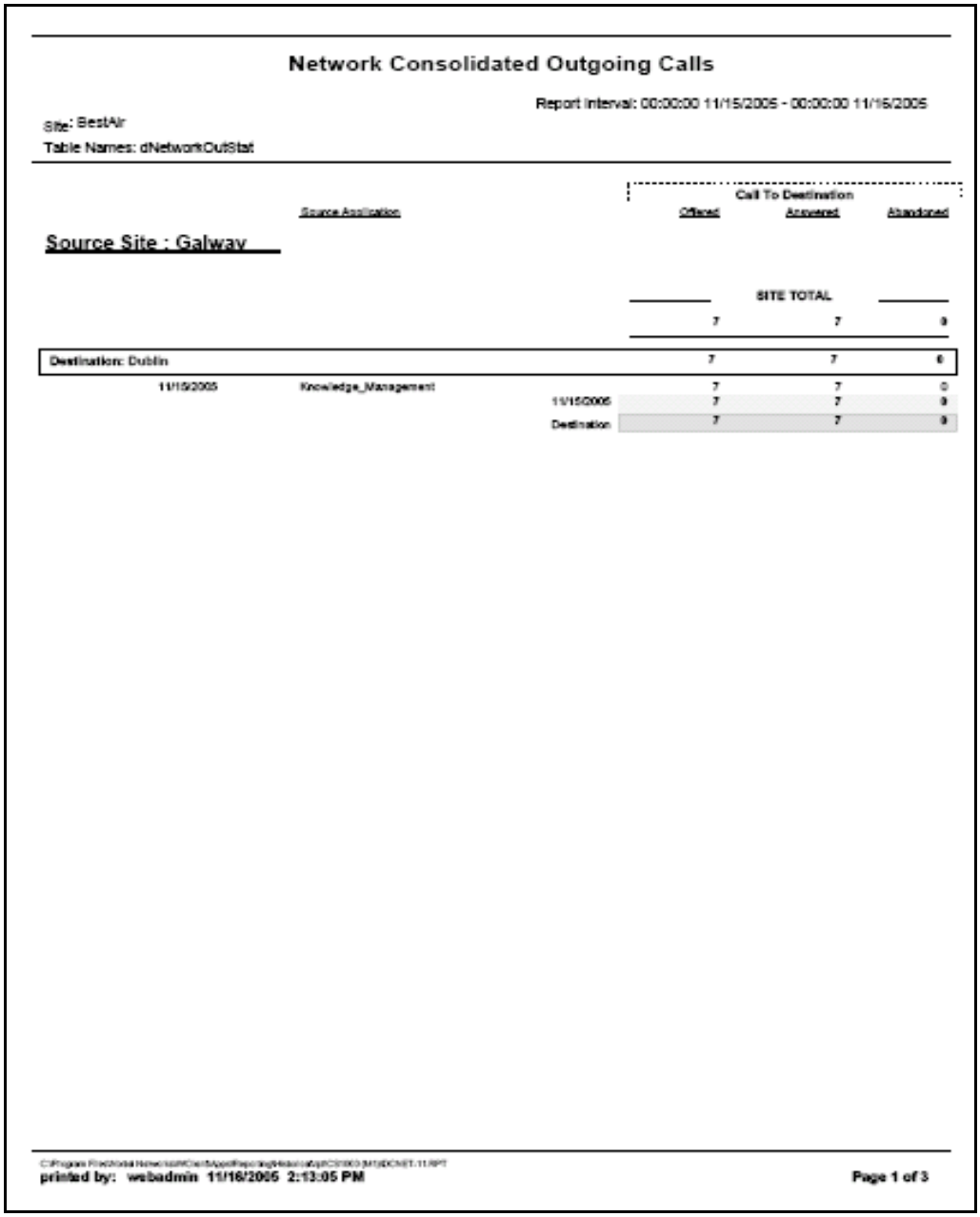
Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Abandoned	CallsAbandoned	CallsAbandoned

Summaries

The report provides totals for each source site, and subtotals for each destination site. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Copyright © 2009-2010, Nortel Networks

Network Consolidated Outgoing Calls report page 1



Network Consolidated Outgoing Calls

Report Interval: 00:00:00 11/15/2005 - 00:00:00 11/16/2005

Site: BestAir
Table Names: dNetworkOutStat

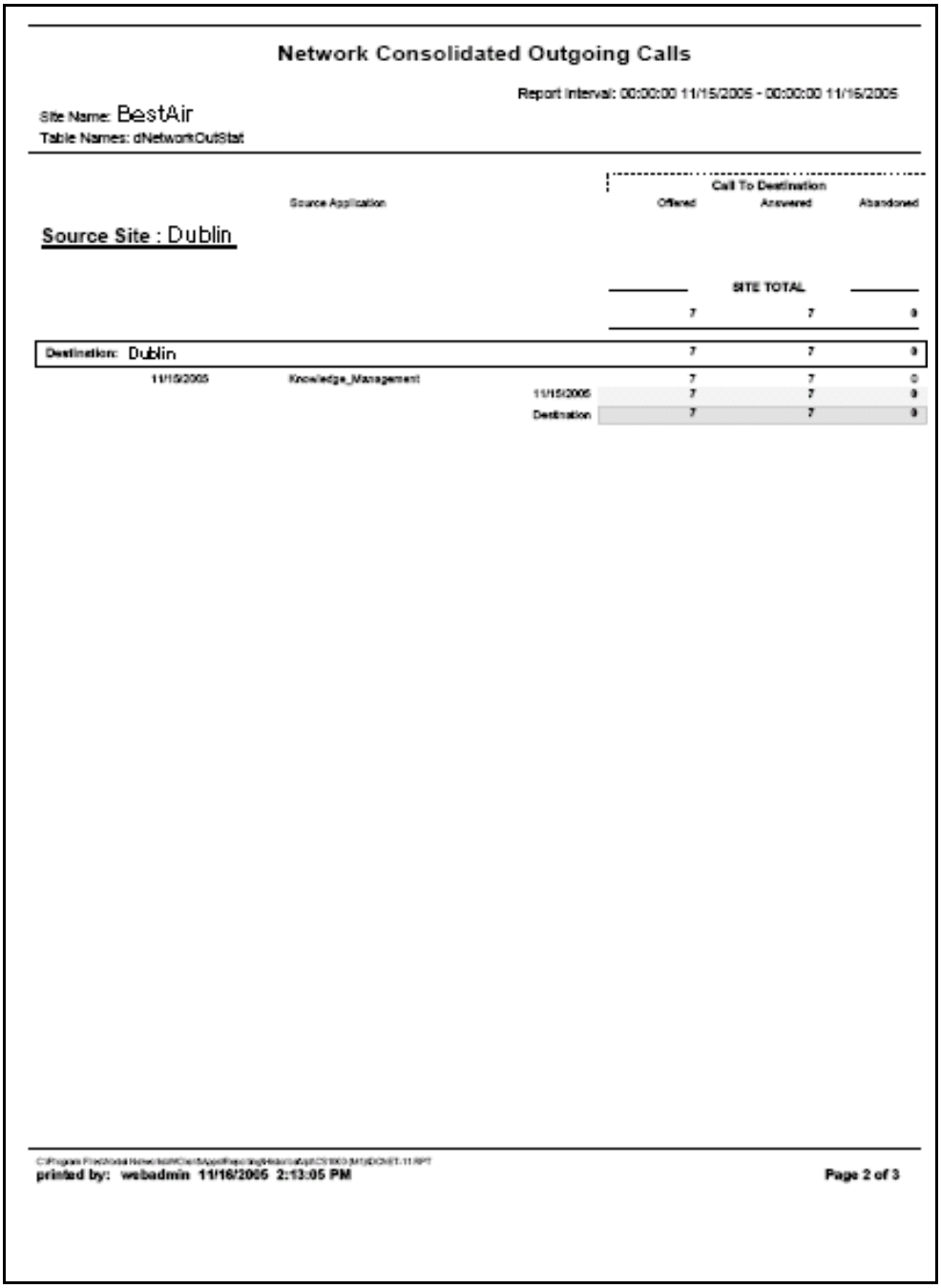
Source Application		Call To Destination Offered	Answered	Abandoned
Source Site : Galway				
	SITE TOTAL	7	7	0
Destination: Dublin		7	7	0
11/15/2005	Knowledge_Management	7	7	0
	11/15/2005	7	7	0
	Destination	7	7	0

printed by: webadmin 11/16/2005 2:13:05 PM

Page 1 of 3

Copyright © 2009-2010, Nortel Networks

Network Consolidated Outgoing Calls report page 2



Network Consolidated Outgoing Calls

Report Interval: 00:00:00 11/15/2005 - 00:00:00 11/16/2005

Site Name: BestAir
Table Names: dNetworkOutStat

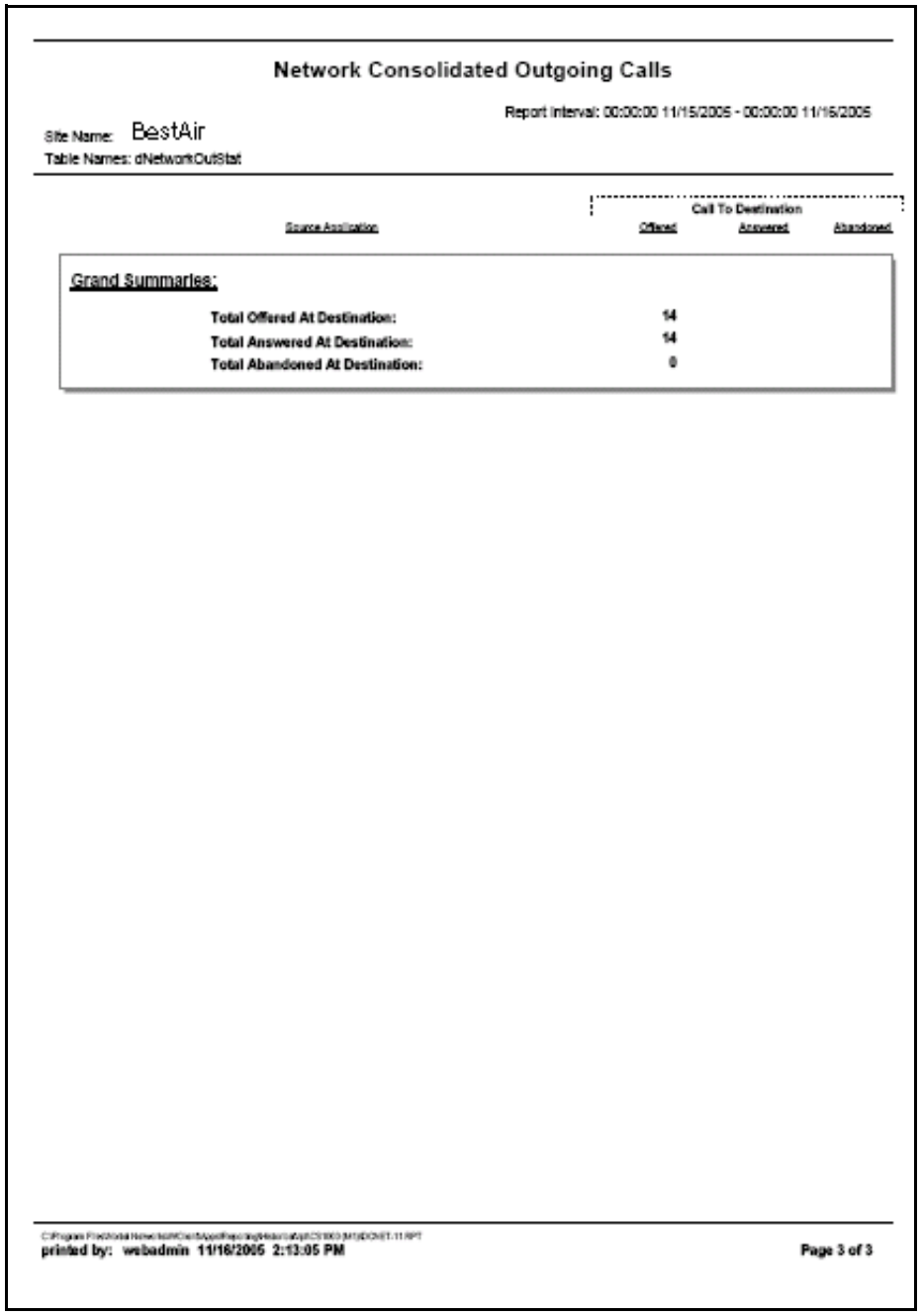
Source Application		Call To Destination Offered	Answered	Abandoned
Source Site : Dublin				
	SITE TOTAL	7	7	0
Destination: Dublin		7	7	0
11/15/2005	Knowledge_Management	7	7	0
	11/15/2005	7	7	0
	Destination	7	7	0

printed by: webadmin 11/16/2005 2:13:05 PM

Page 2 of 3

Copyright © 2009-2010, Nortel Networks

Network Consolidated Outgoing Calls report page 3



Network Consolidated Outgoing Calls

Report Interval: 00:00:00 11/15/2005 - 00:00:00 11/16/2005

Site Name: BestAir
Table Names: dNetworkOutStat

Source Application	Call To Destination		
	Offered	Answered	Abandoned

Grand Summaries:

Total Offered At Destination:	14
Total Answered At Destination:	14
Total Abandoned At Destination:	0

printed by: webadmin 11/16/2005 2:13:05 PM

Page 3 of 3

Copyright © 2009-2010, Nortel Networks

Network Consolidated Route Performance

Network Control Center option only. This report contains route performance statistics for all sites in the network. For each site, the report lists all routes, and indicates how often and how long all trunks within the route are busy. The report lists the total number of contacts that are unable to reach another site because all trunks within the route are busy. It also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all contact statistics.

Attention: Calls blocked by all-trunks-busy signal peg against the Default_Route, 999. To run this report, you must select at least one network site.

For more information, seeUnderstanding the report descriptions (page 558).

Time zone conversion

When you generate a consolidated report, specify a data extraction period based on the time at the Network Control Center. If you choose the time zone conversion option, and if you configure Time Relative to GMT correctly for each site included in the report, the Network Control Center time is converted to the corresponding local time at each site. For example, the Network Control Center at BestAir is in Chicago. The Network Control Center administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m Chicago time. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the Network Control Center time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 11:00 a.m. and 12:00 noon local time.

Views

This report uses the RouteStat view RouteStat views (page 165). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Copyright © 2009-2010, Nortel Networks

Templates

This report uses the following templates:

- icnetres2.rpt
- dcnetres2.rpt
- wcnetres2.rpt
- mcnetres2.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Sites	iRouteStat.Timestamp

Call statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
All Trunks Busy	AllTrunksBusy	AllTrunksBusy
# Network Out Blocked by All Trunks Busy	CallsBlockedByAllTrunksBusy	CallsBlockedByAllTrunksBusy
# Network Out Reached Non-ISDN Trunks	CallsReachNonISDN	CallsReachNonISDN

Call Time statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
All Trunks Busy Time	AllTrunksBusyTime	@RCW_AllTrunksBusyTime
Avg All Trunks Busy Time	AllTrunksBusyTime/ AllTrunksBusy	@RCW_AverageAllTrunksBusy Time

Copyright © 2009-2010, Nortel Networks

Summaries

The report provides totals for each site, and subtotals for each route. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Copyright © 2009-2010, Nortel Networks

Network Consolidated Route Performance report

Network Consolidated Route Performance

Report Interval: 00:00:00 01/09/2005 - 23:45:00 08/09/2005

Site: BestAir
Table Names: iRouteStat

Site : BestAir2

	Calls			Call Time	
	All Trunks Busy	# Network Out Blocked By All Trunks Busy	# Network Out Reached Non-ISDN Trunks	All Trunks Busy	Avg All Trunks Busy
SITE TOTAL	**3**	**18**	**0**	**02:17:31**	**00:45:50**
Route Name & ID: Back2BackDublin - 20 Summary:	**3**	**0**	**0**	**02:17:31**	**00:45:50**
26/07/2005 14:45	1	0	0	00:08:31	00:08:31
15:00	0	0	0	00:15:00	00:00:00
15:15	0	0	0	00:15:00	00:00:00
15:30	0	0	0	00:15:00	00:00:00
15:45	0	0	0	00:15:00	00:00:00
16:00	0	0	0	00:15:00	00:00:00
16:15	0	0	0	00:15:00	00:00:00
16:30	0	0	0	00:15:00	00:00:00
16:45	0	0	0	00:15:00	00:00:00
17:00	0	0	0	00:08:03	00:00:00
26/07/2005	**1**	**0**	**0**	**02:16:34**	**02:16:34**
27/07/2005 15:00	1	0	0	00:00:55	00:00:55
17:00	1	0	0	00:00:02	00:00:02
27/07/2005	**2**	**0**	**0**	**00:00:57**	**00:00:29**
Route	**3**	**0**	**0**	**02:17:31**	**00:45:50**
Route Name & ID: Default_Route - 999 Summary:	**0**	**18**	**0**	**00:00:00**	**00:00:00**
21/07/2005 15:45	0	1	0	00:00:00	00:00:00
16:45	0	3	0	00:00:00	00:00:00
21/07/2005	**0**	**4**	**0**	**00:00:00**	**00:00:00**
02/08/2005 16:15	0	2	0	00:00:00	00:00:00
16:30	0	3	0	00:00:00	00:00:00
16:45	0	3	0	00:00:00	00:00:00
17:00	0	6	0	00:00:00	00:00:00
02/08/2005	**0**	**14**	**0**	**00:00:00**	**00:00:00**
Route	**0**	**18**	**0**	**00:00:00**	**00:00:00**

C:\Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\rpt\CS1000 (M1)\ICNETRES2.RPT

Page 1 of 1

printed by: webadmin 09/08/2005 11:04:07

Copyright © 2009-2010, Nortel Networks

Network Consolidated Skillset CallDistribution

Network Control Center option only. This report contains skillset call distribution statistics for all sites in the network. For each skillset, the report lists the total local and incoming network contacts accepted by agents at each site, the percentage of contacts agents accepted that are local and incoming network contacts, and the average delay a customer experienced. The report contains a skillset summary that consolidates the results for all sites for each skillset, and a grand summary section that consolidates the results for all sites in the network and provides a roll-up summary for all contact statistics.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the SkillsetConStat view SkillsetStat views (page 170). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- icsnet_cd-12.rpt
- dcsnet_cd-12.rpt
- wcsnet_cd-12.rpt
- mcsnet_cd-12.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Skillset Name ID	iSkillsetConStat.Skillset
Network Skillset Name	iSkillsetConStat.Timestamp

Skillset Call statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Answered	CallsAnswered	CallsAnswered
Local	CallsAnswered - NetCallsAnswered	@RCW_LocalCallsAnswered
Remote	NetCallsAnswered	NetCallsAnswered
%Ans Local	[(CallsAnswered - NetCallsAnswered)/ CallsAnswered] x 100	@RCW_%LocalCallsAnswered
%Ans Remote	(NetCallsAnswered/ CallsAnswered) x 100	@RCW_%NetCallsAnswered

Skillset Call Delay statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Average Ans Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnswered Delay

Summaries

The report provides totals for each skillset, and subtotals for each site. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Copyright © 2009-2010, Nortel Networks

Network Consolidated Skillset Call Distribution report

Network Consolidated Skillset Call Distribution

Site Name: NCCSERVER1
Table Name: d5MSetConStat

Report Interval: 00:00:00 01 July, 2003 - 00:00:00 03 September, 2003

Skillset	Target Site	Answered	Local	Remote	%Ans Local	%Ans Remote	Average Ans Delay
		GRAND TOTAL					
		17	9	8			
Skillset: Default ACD		SKILLSET TOTAL					
		17	9	8	52.00	48.00	0.00
Sites: NCCBELFAST	Summary	17	9	0	52.00	48.00	0.00
8/5/2003							
	NCCDUBLIN	8	0	8	00.00	100.00	0.00
Daily 8/5/2003		8	0	8	00.00	100.00	0.00
8/6/2003							
	NCCBELFAST	7	7	0	100.00	0.00	0.00
Daily 8/6/2003		7	7	0	100.00	0.00	0.00
8/12/2003							
	NCCBELFAST	1	1	0	100.00	0.00	0.00
Daily 8/12/2003		1	1	0	100.00	0.00	0.00
8/25/2003							
	NCCBELFAST	1	1	0	100.00	0.00	0.00
Daily 8/25/2003		1	1	0	100.00	0.00	0.00
Site		17	9	8	52.00	48.00	0.00

Printed By: webadmin 9/3/2003

Copyright © 2009-2010, Nortel Networks

Network Consolidated Skillset Performance

Network Control Center option only. This report contains skillset performance statistics for all sites in the network. For each site, the report lists the total local and incoming network contacts accepted by agents for the skillset, the number and percentage of contacts agents accepted after a predefined threshold, the maximum delay a customer experienced, and the total time all agents are busy servicing contacts to the skillset. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all contact statistics.

Attention: To run this report, you must select at least one network site.

For more information, see Understanding the report descriptions (page 558).

Time zone conversion

When you generate a consolidated report, specify a data extraction period based on the time at the Network Control Center. If you choose the time zone conversion option, and if you configure Time Relative to GMT correctly for each site included in the report, the Network Control Center time is converted to the corresponding local time at each site. For example, the Network Control Center at BestAir is in Chicago. The Network Control Center administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m Chicago time. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the Network Control Center time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 noon local time, and at San Francisco between 11:00 a.m. and 12:00 noon local time.

Service level threshold

Skillset service level thresholds are defined at each site. To ensure that comparisons between sites are valid, use the same value for service level threshold at every site. For example, Toronto defines the service level threshold for a skillset as 20 seconds. Boston defines the threshold as 25 seconds. At Toronto, the percentage of calls answered after the threshold is 25. At Boston, it is 20. The statistic appears to indicate that callers to Toronto wait longer than callers to Boston.

Views

This report uses the SkillsetStat view; see SkillsetStat views (page 170). For more information about views, see Access rights by view (page 25).

Copyright © 2009-2010, Nortel Networks

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- icnet-12.rpt
- dcnet-12.rpt
- wcnet-12.rpt
- mcnet-12.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Sites	iSkillsetStat.Timestamp

Skillset Call Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Answered	CallsAnswered	CallsAnswered
Network In Answered	NetCallsAnswered	NetCallsAnswered
% Answered Aft Threshold	CallsAnsweredAfter Threshold/ CallsAnswered X 100	@RCW_%CallsAnsweredAfter Threshold
Answered Aft Threshold	CallsAnsweredAfter Threshold	CallsAnsweredAfterThreshold

Skillset Call Delay statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Total	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Max	MaxAnsweredDelay	@RCW_MaxAnsweredDelay
Avg	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnswered Delay

Agent statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
All Agt Busy Time	AllAgentBusyTime	@RCW_AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime	@RCW_TotalStaffedTime
Skillset Active Time	ActiveTime	@RCW_ActiveTime
Avg No. of Agts	TotalStaffedTime/ActiveTime	@RCW_AverageNumberOf Agents

Summaries

The report provides totals for each site, and subtotals for each skillset and site application combination. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Copyright © 2009-2010, Nortel Networks

Network Consolidated Skillset Performance

Report Interval: 00:00:00 10/ 1/2005 - 00:00:00 11/ 1/2005

Site: BestAir

Table Names: mSkillsetStat

		Skillset Call				Skillset Call Delay Time			Agent			
Source Application	Source Site	Answered	Network In Answered	% Answered Aft Threshold	Answered Aft Threshold	Total	Max	Avg	All Agt Busy Time	All Agent Staffed Time	Skillset Active Time	Avg No. Of Agts
Site : Galway												
									SITE TOTAL			
		483	**0**	**1%**	**6**	**02:03:13**	**00:06:47**	**00:00:15**	**52:16:11**	**547:37:14**	**276:05:19**	**2**
Skillset: Knowledge_Services												
	Summary:	**483**	**0**	**1%**	**6**	**02:03:13**	**00:06:47**	**00:00:15**	**52:16:11**	**547:37:14**	**276:05:19**	**2**
10/1/2005												
Knowledge_Management	ZRCHD0J6	483	0	1	6	02:03:13	00:06:47	00:00:15	00:00:00	00:00:00	00:00:00	0
	10/1/2005	**483**	**0**	**1**	**6**	**02:03:13**	**00:06:47**	**00:00:15**	**52:16:11**	**547:37:14**	**276:05:19**	**2**
	Skillset	**483**	**0**	**1**	**6**	**02:03:13**	**00:06:47**	**00:00:15**	**52:16:11**	**547:37:14**	**276:05:19**	**2**

C:\Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\rpt\CS1000 (M1)\MCNET-12.RPT

printed by: webadmin 11/16/2005 2:23:23 PM

Copyright © 2009-2010, Nortel Networks

Network Site and Application Properties(NCC)

Network Control Center option only. The Network Site and Application Properties (NCC) report lists each site in the network and, for each one, shows its properties.

Attention: User-defined reports using this standard report as a template cannot be scheduled.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- NCCSite, see NCCSite view (page 269).
- NCCRemoteApplication, see NCCRemoteApplication view (page 267).

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config38.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Site Name for App ID Site Name for App	NCCRemoteApplication.SiteName

Sites properties

This report uses the following properties.

Report field	View field/Formula	View field/Report Creation Wizard formula
Site Name	NCCSite.SiteName	NCCSite.SiteName
Filter Timer	NCCSite.OutOfServiceTimer	@RCW_OutOfServiceTimer
Time Relative to GMT	NCCSite.RelativeGMT	@RCW_RelativeGMT
Contact Person	NCCSite.ContactPerson	NCCSite.ContactPerson
Phone Number	NCCSite.ContactNumber	NCCSite.ContactNumber

Copyright © 2009-2010, Nortel Networks

Application properties

This report uses the following properties.

Report field	View field/Formula	View field/Report Creation Wizard formula
Application	NCCRemoteApplication.Name	NCCRemoteApplication.Name
Service Level Threshold	NCCRemoteApplication.Service LevelThreshold	NCCRemoteApplication.ServiceLevelThreshold
Call by Call	NCCRemoteApplication.CallByCall	@RCW_CallByCall

Grouping

Applications are grouped by site.

Network Skillset Routing Properties (NCC)

Network Control Center option only. The Network Skillset Properties (NCC) report lists all the network skillsets and indicates the routing table method utilized for the network skillset.

A routing table defines how contacts are queued to the sites on the network. Each site has a routing table for each network skillset at that site. When you create a network skillset, choose the routing table type for that skillset. Two types of routing tables are available.

Attention: User-defined reports using this standard report as a template cannot be scheduled.

For more information, see Understanding the report descriptions (page 558).

Round-robin

The server queues the first contact to the first, second, and third site in the routing table for the network skillset. After an agent becomes available at one of these sites, the server reserves the agent, and the contact is presented to the agent.

After the second contact arrives, the server queues it to the second, third, and fourth site in the routing table. After the third contact arrives, the server queues it, for example, to the third, fourth, and fifth site.

This type of routing table distributes contact most evenly among the sites.

Copyright © 2009-2010, Nortel Networks

Sequential

Whenever a contact arrives, the server queues it to the first three sites in the routing table. After an agent becomes available at one of these sites, the server reserves the agent, and the contact is presented to the agent.

This type of routing table minimizes the number of trunks used to network contacts.

Views

This report uses the following views:

- NCCNetworkSkillset, see NCCNetworkSkillset view (page 264).
- NCCRanking, see NCCRanking view (page 266).

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config26.rpt template.

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Skillset Name ID	NCCRanking.NetworkSkillsetID = NCCNetworkSkillset.NetworkSkillsetID
Network Skillset Name	NCCNetworkSkillset.NetworkSkillset
Source Site Name ID	NCCRanking.SrcSiteName
Source Site Name	

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Source Site	NCCRanking.SourceSiteName	NCCRanking.SourceSiteName
Network Skillset Name	NCCRanking.NetworkSkillsetName	NCCRanking.NetworkSkillsetName
Routing Method	NCCNetworkSkillset.UseRoundRobin	@RCW_RankingTableMethod
Rank	NCCRanking.Rank	NCCRanking.Rank
Destination Site Name	NCCRanking.Rank.DestSiteName	NCCRanking.Rank.DestSiteName

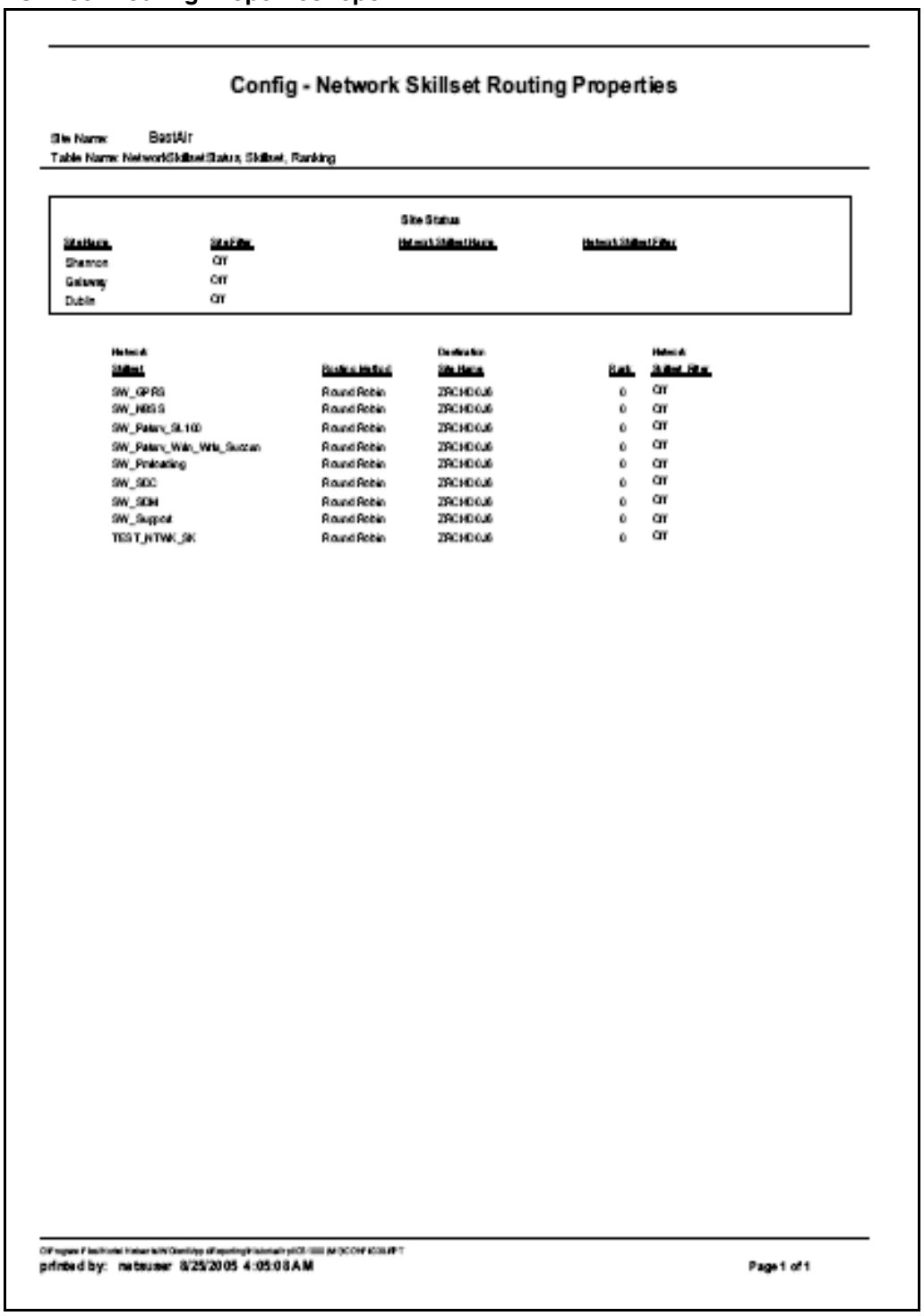
Copyright © 2009-2010, Nortel Networks

Grouping

Network skillsets are grouped by source site.

Copyright © 2009-2010, Nortel Networks

Network Skillset Routing Properties report



Config - Network Skillset Routing Properties

Site Name: BastAir
Table Name: NetworkSkillsetStatus, Skillset, Ranking

Site Status

Site Name	Site Filter	Network Skillset Name	Network Skillset Filter
Shannon	Off		
Galway	Off		
Dublin	Off		

Network Skillset	Routing Method	Destination Site Name	Rank	Network Skillset Filter
SW_GPRS	Round Robin	ZRCHD0J6	0	Off
SW_NBSS	Round Robin	ZRCHD0J6	0	Off
SW_Patsy_SL100	Round Robin	ZRCHD0J6	0	Off
SW_Patsy_Win_Wits_Succan	Round Robin	ZRCHD0J6	0	Off
SW_Preloading	Round Robin	ZRCHD0J6	0	Off
SW_SDC	Round Robin	ZRCHD0J6	0	Off
SW_SDM	Round Robin	ZRCHD0J6	0	Off
SW_Support	Round Robin	ZRCHD0J6	0	Off
TEST_NTWK_SK	Round Robin	ZRCHD0J6	0	Off

printed by: netauser 8/25/2005 4:05:08 AM Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Network Table Routing Assignments (NCC)

Network Control Center option only. The Network Table Routing Assignments (NCC) report provides a listing of the Network Control Center table routing assignments. For each assignment, the report provides status, source site, comments, and the routing table.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the following views:

- NCCNetworkSkillset, see NCCNetworkSkillset view (page 264).
- NetworkRankingAssignment, see NetworkRankingAssignment view (page 271).

For more information about views, see Access rights by view (page 25).

Templates

This report uses the config25.rpt template

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Source Site Name ID	NetworkRankingAssignment.Network SkillsetID *= NCCNetworkSkillset.NetworkSkillsetID
Source Site Name	NetworkRankingAssignment.SrcSiteName

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Assign Name	NetworkRankingAssignment.AssignName	NetworkRankingAssignment.AssignName
Status	NetworkRankingAssignment.Status	NetworkRankingAssignment.Status
Source Site Name	NetworkRankingAssignment.SrcSiteName	NetworkRankingAssignment.SrcSiteName
Comment	NetworkRankingAssignment.Comment	NetworkRankingAssignment.Comment

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Network Skillset	NetworkRankingAssignment.NetworkSkillsetName	NetworkRankingAssignment.NetworkSkillsetName
Routing Method	NCCNetworkSkillset.UseRoundRobin	@RCW_RankingMethod
Rank	NetworkRankingAssignment.Rank	@RCW_Rank
Destination Site Name	NetworkRankingAssignment.DestSiteName	NetworkRankingAssignment.DestSiteName

Grouping

Assignments are grouped by AssignName and NetworkSkillsetName.

Copyright © 2009-2010, Nortel Networks

Network Table Routing Assignment report

Network Table Routing Assignment (NCC)

Site Name: BestAir
Table Name: NetworkRankingAssignment, NCCNetworkSkillset

Assignment: DailyLogistics

Status: Edited/Saved
Source Site Name: Enterprise_Data
Comment:

Network Skillset	Routing Method	Rank	Destination Site Name
Logistics_ND	Round Robin	0	Belfast
		1	Shannon
Logistics_SD	Round Robin	0	Belfast
		1	Shannon

D:\Profiles\AVONSEMM\Desktop\config25.rpt
Printed By: sysadmin 8/31/2005 4:21:46 PM **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

Nodal Consolidated Application Delay BeforeAbandon

Network Control Center option only. This report is similar to the Application Delay Before Abandon report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites.

This report helps you to gauge service quality by determining how many customers disconnect (abandon) before reaching an agent. The spectrum shows how long customers typically wait before abandoning, whether the customers abandon before or after the service level threshold for the application, and the percentage of contacts that are abandoned.

Attention: To run this report, you must select at least one network site.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ApplicationStat view; see ApplicationStat views (page 105). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- inodapp5.rpt
- dnodapp5.rpt
- wnodapp5.rpt
- mnodapp6.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Sites	iApplicationStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Abandon delay spectrum

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

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Abandoned	CallsAbandoned	CallsAbandoned
% Abandoned	CallsAbandoned/CallsOffered X 100	@RCW_%CallsAbandoned
Abandoned After Threshold	CallsAbandonedAftThreshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay	@RCW_CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay	@RCW_MaxCallsAbandoned Delay
Average Abandon Delay	CallsAbandonedDelay/ CallsAbandoned	@RCW_AverageCalls AbandonedDelay

Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Copyright © 2009-2010, Nortel Networks

Nodal Consolidated Application Delay Before Abandon report

Nodal Consolidated Application Delay Before Abandon

Report Interval: 00:00:00 6/ 1/2005 - 00:00:00 7/ 1/2005

Site Name: BestAir
Table Names:mApplicationStat

Site : Galway

	Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Abandon Delay	Maximum Abandon Delay	Average Abandon Delay
SITE TOTAL	**28469**	**16428**	**837**	**2.94%**	**18**	**10:57:42**	**01:01:22**	**00:00:47**
Application: ACD_DN_Application								
Summary:	**10238**	**10238**	**0**	**0.00%**	**0**	**00:00:00**	**00:00:00**	**00:00:00**
6/1/2005	10238	10238	0	0.00	0	00:00:00	00:00:00	00:00:00
Application	**10238**	**10238**	**0**	**0.00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**
Application: Assign_Script								
Summary:	**6**	**0**	**0**	**0.00%**	**0**	**00:00:00**	**00:00:00**	**00:00:00**
6/1/2005	6	0	0	0.00	0	00:00:00	00:00:00	00:00:00
Application	**6**	**0**	**0**	**0.00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**
Application: BCM_Premium_Support								
Summary:	**0**	**0**	**0**	**0.00%**	**0**	**00:00:00**	**00:00:00**	**00:00:00**
6/1/2005	0	0	0	0.00	0	00:00:00	00:00:00	00:00:00
Application	**0**	**0**	**0**	**0.00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**

C:\Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\rpt\CS1000 (M1)\MNODAPP6.RPT

printed by: netsuser 8/29/2005 10:14:17 AM

Page 1 of 48

Copyright © 2009-2010, Nortel Networks

Nodal Consolidated Application Delay BeforeAnswer

Network Control Center option only. This report is similar to the Application Delay Before Answer report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites.

This report helps you to gauge service quality by determining how long customers wait before connecting to an agent. The report also indicates if the delay occurred after the skillset received the contact.

Attention: To run this report, you must select at least one network site.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ApplicationStat view; see ApplicationStat views (page 105). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- inodapp3.rpt
- dnodapp3.rpt
- wnodapp3.rpt
- mnodapp4.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Sites	iApplicationStat.Timestamp

Copyright © 2009-2010, Nortel Networks

Answer delay spectrum

The report contains a histogram showing the number of contacts accepted after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AnsDelay view fields.

Statistics

This report uses the following statistics.

Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Answer Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Delay at Skillset	CallsAnsweredDelayAtSkillset	@RCW_CallsAnsweredDelayAtSkillset
Answered After Threshold	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Maximum Answer Delay	MaxCallsAnsDelay	@RCW_MaxCallsAnsDelay
Maximum Delay at Skillset	MaxCallsDelayAtSkillset	@RCW_MaxCallsAnsDelayAtSkillset
Average Answer Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnsweredDelay

Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Copyright © 2009-2010, Nortel Networks

Network Consolidated Delay Before Answer report

Nodal Consolidated Application Delay Before Answer

Report Interval: 00:00:00 6/ 1/2005 - 00:00:00 7/ 1/2005

Site Name: BestAir
Table Names: mApplicationStat

Skillset Calls:	Offered	Answered	Answer Delay	Delay at Skillset	Answered After Threshold	Maximum Answer Delay	Maximum Delay at Skillset	Average Answer Delay
Site : Galway								
	28469	**16428**	**40:54:49**	**SITETOTAL 31:21:19**	**28**	**00:32:47**	**00:32:43**	**00:00:09**
Application: ACD_DN_Application								
Summary:	**10238**	**10238**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**
6/1/2005	10238	10238	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00
Application	**10238**	**10238**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**
Application: Assign_Script								
Summary:	**6**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**
6/1/2005	6	0	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00
Application	**6**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**
Application: BCM_Premium_Support								
Summary:	**0**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**
6/1/2005	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00
Application	**0**	**0**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**

C:\Program Files\Nortel Networks\WClient\Appsl\Reporting\Historical\rpt\CS1000 \M1\MNODAPP4.RPT

printed by: netsuser 8/29/2005 10:18:28 AM

Page 1 of 55

Copyright © 2009-2010, Nortel Networks

Nodal Consolidated Application Performance

Network Control Center option only. This report is similar to the Application Performance report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites. For each application, the report gives an overview of contacts accepted, delayed, and abandoned. It can be particularly useful in determining the efficiency of your network configuration.

Attention: To run this report, you must select at least one network site.

For more information, see Understanding the report descriptions (page 558).

Views

This report uses the ApplicationStat view; see ApplicationStat views (page 105). For more information about views, see Access rights by view (page 25).

Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

Templates

This report uses the following templates:

- inodapp1.rpt
- dnodapp1.rpt
- wnodapp1.rpt
- mnodapp2.rpt

Selection criteria

This report uses the following criteria.

Selection criteria	Database field names
Network Sites	iApplicationStat.Timestamp

Statistics

This report uses the following statistics.

Copyright © 2009-2010, Nortel Networks

Report field	View field/Formula	View field/Report Creation Wizard formula
Offered	CallsOffered	CallsOffered
Answered	CallsAnswered	CallsAnswered
Answer Delay	CallsAnsweredDelay	@RCW_CallsAnsweredDelay
Avg Ans Delay	CallsAnsweredDelay/ CallsAnswered	@RCW_AverageCallsAnsweredDelay
Max Ans Delay	MaxCallsAnsDelay	@RCW_MaxCallsAnsDelay
Ans After Threshold	CallsAnsweredAftThreshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned	CallsAbandoned
Max Abn'd Delay	MaxCallsAbandonedDelay	@RCW_MaxCallsAbandonedDelay
Aban After Threshold	CallsAbandonedAftThreshold	CallsAbandonedAftThreshold
Ans Day At Skillset	CallsAnsweredDelayAtSkillset	@RCW_CallsAnsweredDelayAtSkillset
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100	@RCW_%ServiceLevel

Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Copyright © 2009-2010, Nortel Networks

Nodal Consolidated Application Performance report

Nodal Consolidated Application Performance

Report Interval: 00:00:00 6/ 1/2005 - 00:00:00 7/ 1/2005

Site Name: BestAir
Table Names: mApplicationStat

Skillset Calls:

Site : Galway

	Offered	Answered	Answer Delay	Avg Ans Delay	Max. Answer Delay	Ans After Threshold	Abandoned	Max. Aban'd Delay	Aban After Threshold	Ans Delay At Skillset	% Service Level
SITE TOTAL	**28469**	**16428**	**40:54:49**	**00:00:09**	**00:32:47**	**28**	**837**	**01:01:22**	**18**	**31:21:19**	**99.73%**
Application: ACD_DN_Application											
Summary:	**10238**	**10238**	**00:00:00**	**00:00:00**	**00:00:00**	**0**	**0**	**00:00:00**	**0**	**00:00:00**	**100.00%**
6/1/2005	10238	10238	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	100.00
Application	**10238**	**10238**	**00:00:00**	**00:00:00**	**00:00:00**	**0**	**0**	**00:00:00**	**0**	**00:00:00**	**100.00**
Application: Assign_Script											
Summary:	**6**	**0**	**00:00:00**	**00:00:00**	**00:00:00**	**0**	**0**	**00:00:00**	**0**	**00:00:00**	**0.00%**
6/1/2005	6	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0.00
Application	**6**	**0**	**00:00:00**	**00:00:00**	**00:00:00**	**0**	**0**	**00:00:00**	**0**	**00:00:00**	**0.00**
Application: BCM_Premium_Support											
Summary:	**0**	**0**	**00:00:00**	**00:00:00**	**00:00:00**	**0**	**0**	**00:00:00**	**0**	**00:00:00**	**0.00%**
6/1/2005	0	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	0.00
Application	**0**	**0**	**00:00:00**	**00:00:00**	**00:00:00**	**0**	**0**	**00:00:00**	**0**	**00:00:00**	**0.00**
Application: CDMA1XEVDO											
Summary:	**39**	**22**	**00:04:21**	**00:00:12**	**00:00:35**	**0**	**3**	**00:00:58**	**0**	**00:02:53**	**100.00%**

C:\Program Files\Nortel Networks\WClient\Apps\Reporting\Historical\rpt\CS1000 (M1)\MNODAPP2.RPT

printed by: netsuser 8/29/2005 10:21:13 AM

Page 1 of 18

Copyright © 2009-2010, Nortel Networks

Report Creation Wizard

This chapter describes the reports available in Report Creation Wizard.

Navigation

- Overview (page 929)
- Sample Report Creation Wizard reports (page 929)
- Section A: CS 1000/Meridian 1, CS 2x00/DMS, and SIP reports (page 933)
- Section B: License Manager Reports (page 947)
- Section C: Contact Center Multimedia reports (page 950)
- Section D: Network consolidated reports (page 964)
- Section E: Functions, operators, and formulas (page 968)

Copyright © 2009-2010, Nortel Networks

Overview

Report Creation Wizard is a new reporting feature accessible through the main Historical Reporting interface. Through a user-friendly interface, you create, maintain, and modify custom ad hoc reports. You can import and schedule the reports in Historical Reporting.

Attention: You cannot import user created Crystal reports using Report Creation Wizard. You must use the Historical Reporting Template Importing Wizard.

For more information on using Report Creation Wizard, see *Nortel Contact Center Performance Management* (NN44400-710).

Sample Report Creation Wizard reports

This section describes the contents of the Report Creation Wizard sample reports. You can use this information to understand the content of the sample reports and the choices made in Report Creation Wizard to produce these reports.

This section covers the basic choices made in the Report Creation Wizard, but does not detail the changes made on the Report Layout page. Modifications not covered include:

- Changing the position of fields
- Suppressing section of the report
- Adding static text fields
- Selecting font size and style

These reports can be imported into Historical Reporting or modified in Report Creation Wizard to create new reports.

Understanding the sample report descriptions

The description of the sample reports is divided into subsections. Each section relates to a specific page in the Report Creation Wizard.

Description
Brief description of the report

Report Type
Indicates the report type selected when the sample report was created. The available report types are:

- **Simplified Report** — The sample report is using one of the report definitions packaged with the Report Creation Wizard.

Copyright © 2009-2010, Nortel Networks

- Advanced Report—The sample report is using an ODBC Data Source Name (DSN).

Data Source
If the report type is Simplified Report, this indicates the path to the Report Definition file selected to create the sample report. The path shown is the path that appears in the Report Creation Wizard page. The Report Definition files are stored in: <InstallDirectory>\Apps\Reporting\Historical\rpt\RCW.

If the report type is Advanced Report, this indicates the ODBC Data Source Name (DSN) selected to create the sample report. This name is a general Data Source Name because the actual name depends on the DSNs configured.

Table Selection
Indicates the database table or view that provides the data for the report. For more information about the database views, see Overview (page 21) and Overview for CCMM (page 406).

If the Report Type is Simplified Report, the Table Selection page is not available to the user. The description in this case provides details about the tables included in the Report Definition. If the Report Type is Advanced Report, the tables listed must be selected on the Table Selection page.

Field Selection
This section of the sample report describes the selections made on the Field Selection page. The Field Selection page represents only those fields in the Details section of the report. You can place fields in any section of the report, but only the fields in the Details section appear on the Fields Selection page. If you remove a field from the Field Selection page, then the field is removed only from the Details section, not from any other section.

The details are shown in a table with the following columns.

Column	Description
Column Heading	The modified title for the text objects that appear in the Page Heading section. After fields and formulas are selected, the default title for the column heading is the same as the field or formula name. This must be edited on the Report Layout page.
View field/RCW Formula	The fields and formulas selected for the report. To differentiate between view fields and RCW formulas, view fields are shown in italics.
Width	The width, in pixels, selected for the field.

Copyright © 2009-2010, Nortel Networks

Grouping

This section of the sample report describes the selections made on the Grouping page. The order shown is the same order the fields are placed in the Group By list. The groups you choose determine the summary statistics that are generate. For example, to obtain totals for each supervisor, you must group the report by supervisor.

The details are shown in a table with the following columns.

Column	Description
Group By	Fields or formulas selected for grouping. To differentiate between view fields and RCW formulas, view fields are shown in italics.
Sort Order	Sort order for the group by field. This can be ascending or descending.
The section will be printed	For Time, Date or DateTime fields only (for example, Timestamp fields). Indicates how often the group is printed (for example, for each hour, for each day, and so on).

Summaries

This section of the sample report describes the selections made on the Summaries page. The details are shown in a table with the following columns.

Column	Description
Fields	Field or formula used for summary statistics. To differentiate between view fields and RCW formulas, view fields are shown in italics.
Summation Type	The summation type for the selected field. For dynamic formulas that perform group summation, the summation type is not required. Therefore, the type is blank.
Groups	The groups where the summary statistic is included. Generally the summations are included in all footer sections on the report. This includes the Report Footer (Grand Total section) and all Group Footers which are numerically labeled for each group added. If the summation is in all footers, this column displays All Footers instead of listing each individually.

Preview

This section shows a graphic representation of the sample report, showing how it looks when previewed in the Report Creation Wizard. The data included in this preview is limited to a small number of records and is meant to assist in the report creation.

Copyright © 2009-2010, Nortel Networks

The Report Creation Wizard applies a Report Template, which includes a number of fields used to show information passed from Historical Reporting when the report is generated. When previewed in RCW, these fields are set to a default value, which includes the text (To Be Passed). For example, the Site Name field appears as Site Name (To Be Passed).

Copyright © 2009-2010, Nortel Networks

Section A: CS 1000/Meridian 1, CS 2x00/DMS, and SIP reports

This section describes the reports that are common on all the switch platforms.

Navigation

- Agent DN Performance.rpt (page 934)
- Agent Performance.rpt (page 938)
- CDN Statistics.rpt (page 941)
- Skillset Performance.rpt (page 944)

Copyright © 2009-2010, Nortel Networks

Agent DN Performance.rpt

The Agent DN Performance.rpt sample report shows the amount of time that agents spend on their personal or secondary directory numbers (DN). The report records incoming and outgoing information, including the total number of DN calls and the average amount of time spent on DN calls.

For more information, see Understanding the report descriptions (page 558).

This report is the only Communication Server 1000/Meridian 1 PBX, Communication Server 2x00/DMS, and SIP report that has separate fields selections, groupings, summaries, and sample reports for Communication Server 1000/Meridian 1 PBX/SIP and Communication Server 2x00/DMS.

Report Type

This report is a Simplified Report.

Data Source

The following report definitions are available:

- Report Definitions\CS1000 (M1)\Agent Performance\Agent Performance Stats.rpt
- Report Definitions\CS2x00 (DMS)\Agent Performance\Agent Performance Stats.rpt
- Report Definitions\SIP_CC\Agent Performance\Agent Performance Stats.rpt

Table Selection

This report uses the AgentPerformanceStat view, AgentBySkillsetStat views (page 67). For more information about views, see Access rights by view (page 25).

Field Selection

Communication Server 1000/Meridian 1 and SIP

Report header	View field/Report Creation Wizard formula	Width
	@RCW_SupervisorNameID	300
	@RCW_AgentNameID	300
	Timestamp	100
Time	Time	100
DN Calls Conferenced	@RCW_DNCallsConferenced	50
DN Calls Transferred	@RCW_DNCallsTransferred	50
Total	@RCW_DNInCalls	50

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 and SIP

Report header	View field/Report Creation Wizard formula	Width
Internal	DNInIntCalls	50
Average Int. Talk Time	@RCW_AverageDNInIntCallsTalkTime	50
External	DNInExtCalls	50
Average Ext. Talk Time	@RCW_AverageDNInExtCallsTalkTime	50
Total	@RCW_DNOutCalls	50
Internal	DNOutIntCalls	50
Average Int. Talk Time	@RCW_AverageDNOutIntCallsTalkTime	50
External	DNOutExtCalls	50
Average Ext. Talk Time	@RCW_AverageDNOutExtCallsTalkTime	50

Communication Server 2x00/DMS

Report header	View field/Report Creation Wizard formula	Width
	@RCW_SupervisorNameID	300
	@RCW_AgentNameID	300
	Timestamp	100
Time	Time	100
DN Calls Conferenced	@RCW_DNCallsConferenced	50
DN Calls Transferred	@RCW_DNCallsTransferred	50
DN In Calls	@RCW_DNInCalls	50
Avg DN In Calls Talk Time	@RCW_AverageDNInCallsTalkTime	50
DN Out Calls	@RCW_DNOutCalls	50
Avg DN Out Calls Talk Time	@RCW_AverageDNOutCallsTalkTime	50

Grouping

This report uses the following grouping.

Grouping report items

Group by	Sort order	The section will be printed
@RCW_SupervisorNameID	Ascending order	
@RCW_AgentNameID	Ascending order	
Timestamp	Ascending order	for each hour

Copyright © 2009-2010, Nortel Networks

Summaries

This report uses the following summaries.

Communication Server 1000/Meridian 1 PBX and SIP

Fields	Summation type	Groups
@RCW_DNCallsConferenced	Sum	All footers
@RCW_DNCallsTransferred	Sum	All footers
@RCW_DNInCalls	Sum	All footers
DNInIntCalls	Sum	All footers
@RCW_AverageDNInIntCallsTalkTime		All footers
DNInExtCalls	Sum	All footers
@RCW_AverageDNInExtCallsTalkTime		All footers
@RCW_DNOutCalls	Sum	All footers
DNOutIntCalls	Sum	All footers
@RCW_AverageDNOutIntCallsTalkTime		All footers
DNOutExtCalls	Sum	All footers
@RCW_AverageDNOutExtCallsTalkTime		All footers

Communication Server 2x00/DMS

Fields	Summation type	Groups
@RCW_DNCallsConferenced	Sum	All footers
@RCW_DNCallsTransferred	Sum	All footers
@RCW_DNInCalls	Sum	All footers
@RCW_AverageDNInCallsTalkTime		All footers
@RCW_DNOutCalls	Sum	All footers
@RCW_AverageDNOutCallsTalkTime		All footers

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX and SIP report

NORTEL

Report Title (To Be Passed)

Report Interval: Interval (To Be Passed)
Site Name: Site Name (To Be Passed)
Table Name: Table Names (To Be Passed)

	DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls Total	Incoming DN Calls Internal	Incoming DN Calls Average Int. Talk Time	Incoming DN Calls External	Incoming DN Calls Average Ext. Talk Time	Outgoing DN Calls Total	Outgoing DN Calls Internal	Outgoing DN Calls Average Int. Talk Time	Outgoing DN Calls External	Outgoing DN Calls Average Ext Talk Time
Supervisor Name -ID: Jim O'Sullivan - 1234												
Agent Name - ID: Michael Walsh - 3095												
01/11/2005 11:00	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
01/11/2005 12:00	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
01/11/2005 13:00	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
01/11/2005 14:00	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
Agent	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
Supervisor	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
Supervisor Name -ID: Tom Murphy - 1111												
Agent Name - ID: Mary Jones - 3181												
01/11/2005 11:00	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
01/11/2005 12:00	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
01/11/2005 13:00	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
01/11/2005 14:00	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
Agent	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
Supervisor	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00
Grand Total												
	0	0	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00

G:\Appsl\Reporting\Historical\rpt\RCW\Sample Reports\CS1000 (M1)\Agent DN Performance.rpt

Printed by: User Name (To Be Passed)
Printed on: 09/11/2005 14:29:01

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Agent Performance.rpt

Description

The Agent Performance.rpt sample report shows summarized performance information for a specific agent. The report tracks the agent's call handling activities, drawing attention to activities to reward or weaknesses to address.

For more information, see Understanding the report descriptions (page 558).

Report Type

This report is a Simplified Report.

Data Source

The following report definitions are available:

- Report Definitions\CS1000 (M1)\Agent Performance\Agent Performance Stats.rpt
- Report Definitions\CS2x00 (DMS)\Agent Performance\Agent Performance Stats.rpt
- Report Definitions\SIP_CC\Agent Performance\Agent Performance Stats.rpt

Table Selection

This report uses the AgentPerformanceStat view, see AgentPerformanceStat views (page 78). For more information about views, see Access rights by view (page 25).

Field selection

Report header	View field/Report Creation Wizard formula	Width
	@RCW_SupervisorNameID	300
	@RCW_AgentNameID	300
	Timestamp	100
Time	Time	100
Calls Offered	Calls Offered	50
Calls Answered	Calls Answered	50
Avg Total Talk Time	@RCW_AverageTotalTalkTime	50
Avg Wait Time	@RCW_AverageWaitingTime	50
Not Ready Time	@RCW_NotReadyTime	50
DN In Calls	@RCW_DNInCalls	50
DN In Talk Time	@RCW_DNInCallsTalkTime	50
DN Out Calls	@RCW_DNOutCalls	50

Copyright © 2009-2010, Nortel Networks

Field selection

Report header	View field/Report Creation Wizard formula	Width
DN Out Talk Time	@RCW_DNOutCallsTalkTime	50
Logged In Time	@RCW_LoggedInTime	50
%Work	@RCW_%Work	50
%Available	@RCW_%Available	50

Grouping

Group by	Sort order	The section will be printed
@RCW_SupervisorNameID	Ascending order	
@RCW_AgentNameID	Ascending order	
Timestamp	Ascending order	for each hour

Summaries

Fields	Summation type	Groups
CallsOffered	Sum	All footers
CallsAnswered	Sum	All footers
@RCW_AverageTotalTalkTime		All footers
@RCW_AverageWaitingTime		All footers
@RCW_NotReadyTime		All footers
@RCW_DNInCalls	Sum	All footers
@RCW_DNInCallsTalkTime		All footers
@RCW_DNOutCalls	Sum	All footers
@RCW_DNOutCallsTalkTime		All footers
@RCW_LoggedInTime		All footers
@RCW_%Work		All footers
@RCW_%Available		All footers

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX, Communication Server 2x00/DMS, and SIP report

NORTEL

Report Title (To Be Passed)

Report Interval: Interval (To Be Passed)
Site Name: Site Name (To Be Passed)
Table Name: Table Names (To Be Passed)

	Calls Offered	Calls Answered	Avg Total Talk Time	Avg Wait Time	Not Ready Time	DN In Calls	DN In Talk Time	DN Out Calls	DN Out Talk Time	Logged In Time	%Work	%Available
Supervisor Name - ID: Jim O'Sullivan - 1234												
Agent Name - ID: Michael Walsh - 3095												
01/11/2005 11:00	56	56	00:00:28	00:00:06	00:11:55	0	00:00:00	0	00:00:00	00:45:00	85.22	71.52
01/11/2005 12:00	73	73	00:00:32	00:00:04	00:15:45	0	00:00:00	0	00:00:00	01:00:00	91.14	72.61
01/11/2005 13:00	73	73	00:00:32	00:00:04	00:16:02	0	00:00:00	0	00:00:00	01:00:00	91.78	73.28
01/11/2005 14:00	37	37	00:00:32	00:00:04	00:15:49	0	00:00:00	0	00:00:00	01:00:00	91.89	73.64
Agent	239	239	00:00:31	00:00:04	00:59:31	0	00:00:00	0	00:00:00	03:45:00	90.33	72.84
Supervisor	239	239	00:00:31	00:00:04	00:59:31	0	00:00:00	0	00:00:00	03:45:00	90.33	72.84
Supervisor Name - ID: Tom Murphy - 1111												
Agent Name - ID: Mary Jones - 3181												
01/11/2005 11:00	56	56	00:00:29	00:00:06	00:11:00	0	00:00:00	0	00:00:00	00:45:00	85.22	73.48
01/11/2005 12:00	73	73	00:00:33	00:00:04	00:14:34	0	00:00:00	0	00:00:00	01:00:00	90.67	74.64
01/11/2005 13:00	74	74	00:00:33	00:00:04	00:14:48	0	00:00:00	0	00:00:00	01:00:00	91.78	75.33
01/11/2005 14:00	36	36	00:00:33	00:00:04	00:14:36	0	00:00:00	0	00:00:00	01:00:00	91.83	75.61
Agent	239	239	00:00:32	00:00:04	00:54:58	0	00:00:00	0	00:00:00	03:45:00	90.19	74.85
Supervisor	239	239	00:00:32	00:00:04	00:54:58	0	00:00:00	0	00:00:00	03:45:00	90.19	74.85
Grand Total												
	478	478	00:00:32	00:00:04	01:54:29	0	00:00:00	0	00:00:00	07:30:00	90.26	73.85

Printed by: User Name (To Be Passed)
Printed on: 09/11/2005 15:15:56

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

CDN Statistics.rpt

The CDN Statistics.rpt sample report details summarized call volume information for the CDNs configured on the server. The report lists the total number of calls offered to the CDN and the total number of calls answered. The report also provides terminated and abandoned call information.

For more information, see Understanding the report descriptions (page 558).

Report type

This report is a Simplified Report.

Data Source

The following report definitions are available:

- Report Definitions\CS1000 (M1)\Other\CDN Stats.rpt
- Report Definitions\CS2x00 (DMS)\Other\CDN Stats.rpt
- Report Definitions\SIP_CC\Other\CDN Stats.rpt

Table Selection

This report uses the CDNStat view, see CDNStat views (page 129). For more information about views, see Access rights by view (page 25).

Field selection

Report header	View field/Report Creation Wizard formula	Width
	@RCW_CDNNameOrID	200
	Timestamp	100
Time	Time	100
Calls Offered	CallsOffered	50
Calls Answered	CallsAnswered	50
Calls Terminated	CallsTerminated	50
%Calls Terminated	@RCW_%CallsTerminated	50
Calls Abandoned	CallsAbandoned	50
%Calls Abandoned	@RCW_%CallsAbandoned	50

Grouping

Group by	Sort order	The section will be printed
@RCW_CDNNameOrID	Ascending order	
Timestamp	Ascending order	for each hour

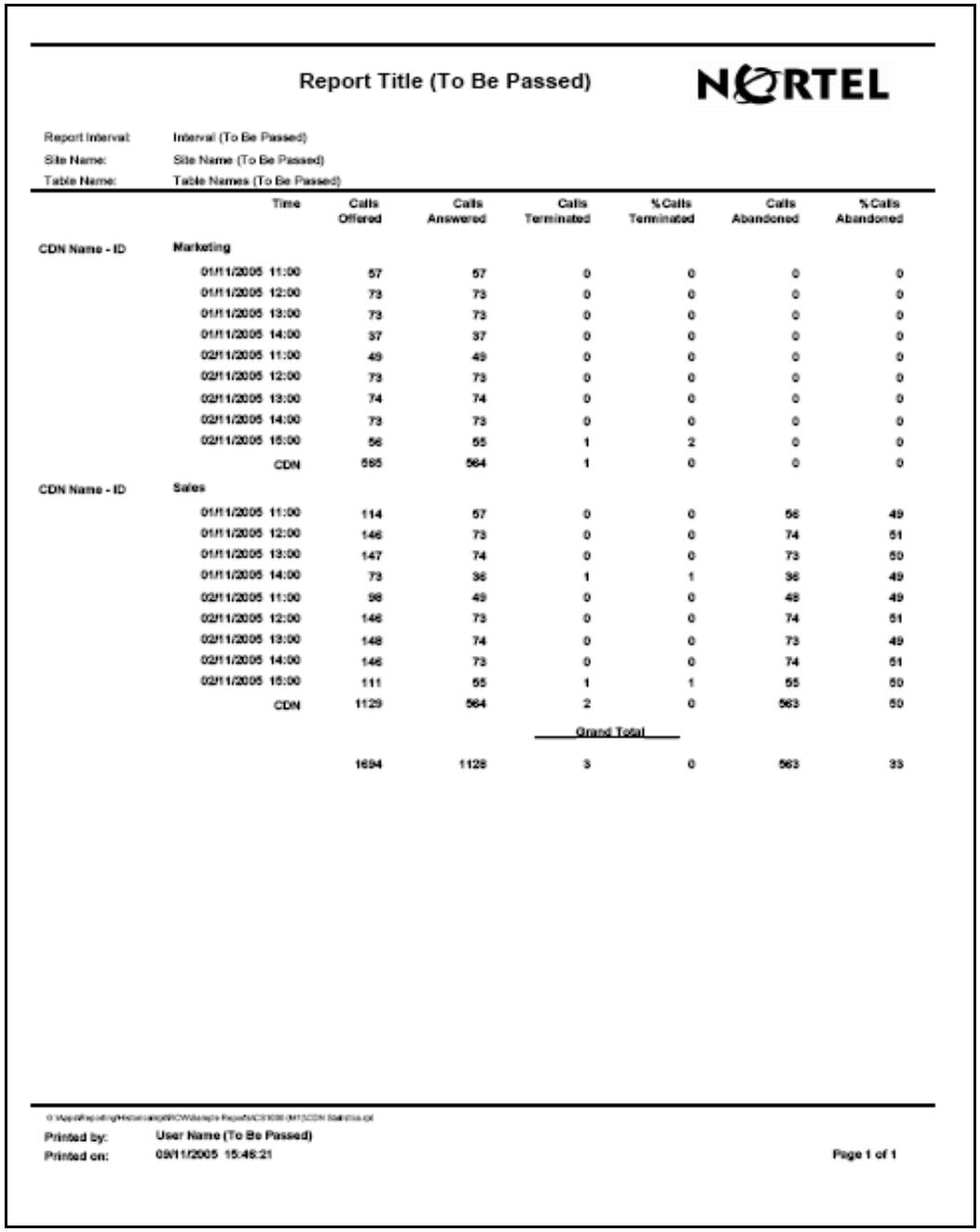
Copyright © 2009-2010, Nortel Networks

Summaries

Fields	Summation type	Groups
CallsOffered	Sum	All footers
CallsAnswered	Sum	All footers
CallsTerminated	Sum	All footers
@RCW_%CallsTerminated		All footers
CallsAbandoned	Sum	All footers
@RCW_%CallsAbandoned		All footers

Copyright © 2009-2010, Nortel Networks

CDN Statistics report



Report Title (To Be Passed)

NORTEL

Report Interval: Interval (To Be Passed)
Site Name: Site Name (To Be Passed)
Table Name: Table Names (To Be Passed)

	Time	Calls Offered	Calls Answered	Calls Terminated	% Calls Terminated	Calls Abandoned	% Calls Abandoned
CDN Name - ID	Marketing						
	01/11/2005 11:00	57	57	0	0	0	0
	01/11/2005 12:00	73	73	0	0	0	0
	01/11/2005 13:00	73	73	0	0	0	0
	01/11/2005 14:00	37	37	0	0	0	0
	02/11/2005 11:00	49	49	0	0	0	0
	02/11/2005 12:00	73	73	0	0	0	0
	02/11/2005 13:00	74	74	0	0	0	0
	02/11/2005 14:00	73	73	0	0	0	0
	02/11/2005 15:00	56	55	1	2	0	0
	CDN	565	564	1	0	0	0
CDN Name - ID	Sales						
	01/11/2005 11:00	114	57	0	0	56	49
	01/11/2005 12:00	146	73	0	0	74	51
	01/11/2005 13:00	147	74	0	0	73	50
	01/11/2005 14:00	73	36	1	1	36	49
	02/11/2005 11:00	98	49	0	0	48	49
	02/11/2005 12:00	146	73	0	0	74	51
	02/11/2005 13:00	148	74	0	0	73	49
	02/11/2005 14:00	146	73	0	0	74	51
	02/11/2005 15:00	111	55	1	1	55	50
	CDN	1129	564	2	0	563	50
				Grand Total			
		1694	1128	3	0	563	33

Printed by: User Name (To Be Passed)
Printed on: 09/11/2005 15:46:21

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Skillset Performance.rpt

The Skillset Performance.rpt sample report provides summarized call handling performance information for each skillset defined on your system. The report lists the total calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined service level threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset.

For more information, see Understanding the report descriptions (page 558).

Report type

This report is a Simplified Report.

Data Source

The following report definitions are available:

- Report Definitions\CS1000 (M1)\Other\Skillset Stats.rpt
- Report Definitions\CS2x00 (DMS)\Other\Skillset Stats.rpt
- Report Definitions\SIP_CC\Other\Skillset Stats.rpt

Table Selection

This report uses the SkillsetStat view, see SkillsetStat views (page 170). For more information about views, see Access rights by view (page 25).

Field selection

Report header	View field/Report Creation Wizard formula	Width
	@RCW_SkillsetNameID	300
	@RCW_ApplicationNameID	300
	Timestamp	100
Time	Time	100
Calls Answered	CallsAnswered	50
Calls Answered After Threshold	CallsAnsweredAfterThreshold	50
%Calls Answered After Threshold	@RCW_%CallsAnsweredAfterThreshold	50
Calls Answered Delay	@RCW_CallsAnsweredDelay	50
Average Calls Answered Delay	@RCW_AverageCallsAnsweredDelay	50
Max Answered Delay	@RCW_MaxAnsweredDelay	50
All Agent Busy Time	@RCW_AllAgentBusyTime	50

Copyright © 2009-2010, Nortel Networks

Field selection

Report header	View field/Report Creation Wizard formula	Width
Total Staffed Time	@RCW_TotalStaffedTime	50
Active Time	@RCW_ActiveTime	50
Average Number Of Agents	@RCW_AverageNumberOfAgents	50

Grouping

Group by	Sort order	The section will be printed
@RCW_SkillsetNameID	Ascending order	
@RCW_ApplicationNameID	Ascending order	
Timestamp	Ascending order	for each hour

Summaries

Fields	Summation type	Groups
CallsAnswered	Sum	All footers
CallsAnsweredAfterThreshold	Sum	All footers
@RCW_%CallsAnsweredAfterThreshold		All footers
@RCW_CallsAnsweredDelay		All footers
@RCW_AverageCallsAnswer edDelay		All footers
@RCW_MaxAnsweredDelay		All footers
@RCW_AllAgentBusyTime		All footers
@RCW_TotalStaffedTime		All footers

Copyright © 2009-2010, Nortel Networks

Communication Server 1000/Meridian 1 PBX, Communication Server 2x00/DMS, and SIP report

NORTEL

Report Title (To Be Passed)

Report Interval: Interval (To Be Passed)
Site Name: Site Name (To Be Passed)
Table Name: Table Names (To Be Passed)

	Calls Answered	Calls Answered After	%Calls Answered After	Calls Answered Delay	Average Calls Answered	Max Answered Delay	All Agent Busy Time	Total Staffed Time	Active Time	Average Number Of Agents
Skillset Name - ID: Default_Skillset - 10000										
Application Name - ID: Sales_App - 10003										
01/11/2005 11:00	7	0	0.00	00:00:07	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	0
01/11/2005 12:00	73	0	0.00	00:00:42	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	0
01/11/2005 13:00	74	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
01/11/2005 14:00	36	0	0.00	00:00:01	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	0
02/11/2005 11:00	4	0	0.00	00:00:03	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	0
Application	194	0	0.00	00:00:53	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	0
Skillset	194	0	0.00	00:00:53	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	0
Skillset Name - ID: Sales - 10010										
Application Name - ID: Sales_App - 10003										
02/11/2005 11:00	45	0	0.00	00:00:45	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	0
02/11/2005 12:00	73	0	0.00	00:01:19	00:00:01	00:00:06	00:00:00	00:00:00	00:00:00	0
02/11/2005 13:00	74	0	0.00	00:01:14	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	0
02/11/2005 14:00	73	0	0.00	00:01:13	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	0
02/11/2005 15:00	55	0	0.00	00:00:55	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	0
Application	320	0	0.00	00:05:26	00:00:01	00:00:06	00:00:00	00:00:00	00:00:00	0
Skillset	320	0	0.00	00:05:26	00:00:01	00:00:06	00:00:00	00:00:00	00:00:00	0
Grand Total										
	514	0	0.00	00:06:19	00:00:01	00:00:06	00:00:00	00:00:00	00:00:00	0

G:\Apps\Reporting\Historical\rpt\RCW\Sample Reports\CS1000 (M1)\Skillset Performance.rpt

Printed by: User Name (To Be Passed)
Printed on: 09/11/2005 14:24:02

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Section B: License Manager Reports

Navigation

- License Usage Statistics.rpt (page 948)

Copyright © 2009-2010, Nortel Networks

License Usage Statistics.rpt

The License Usage Statistics.rpt sample report provides license usage stats for each server. The report shows the licensed feature, the IP address of the server using the feature and the maximum licenses used for the report interval.

For more information, see Understanding the report descriptions (page 558).

Report Type

This report is a Simplified Report.

Data Source

You can find the report definition here: Report Definitions\Common Definitions\License Manager\License Usage Stat.rpt

Table Selection

This report uses the LicenseStat view, see LicenseStat views (page 149). For more information about views, seeAccess rights by view (page 25).

Field selection

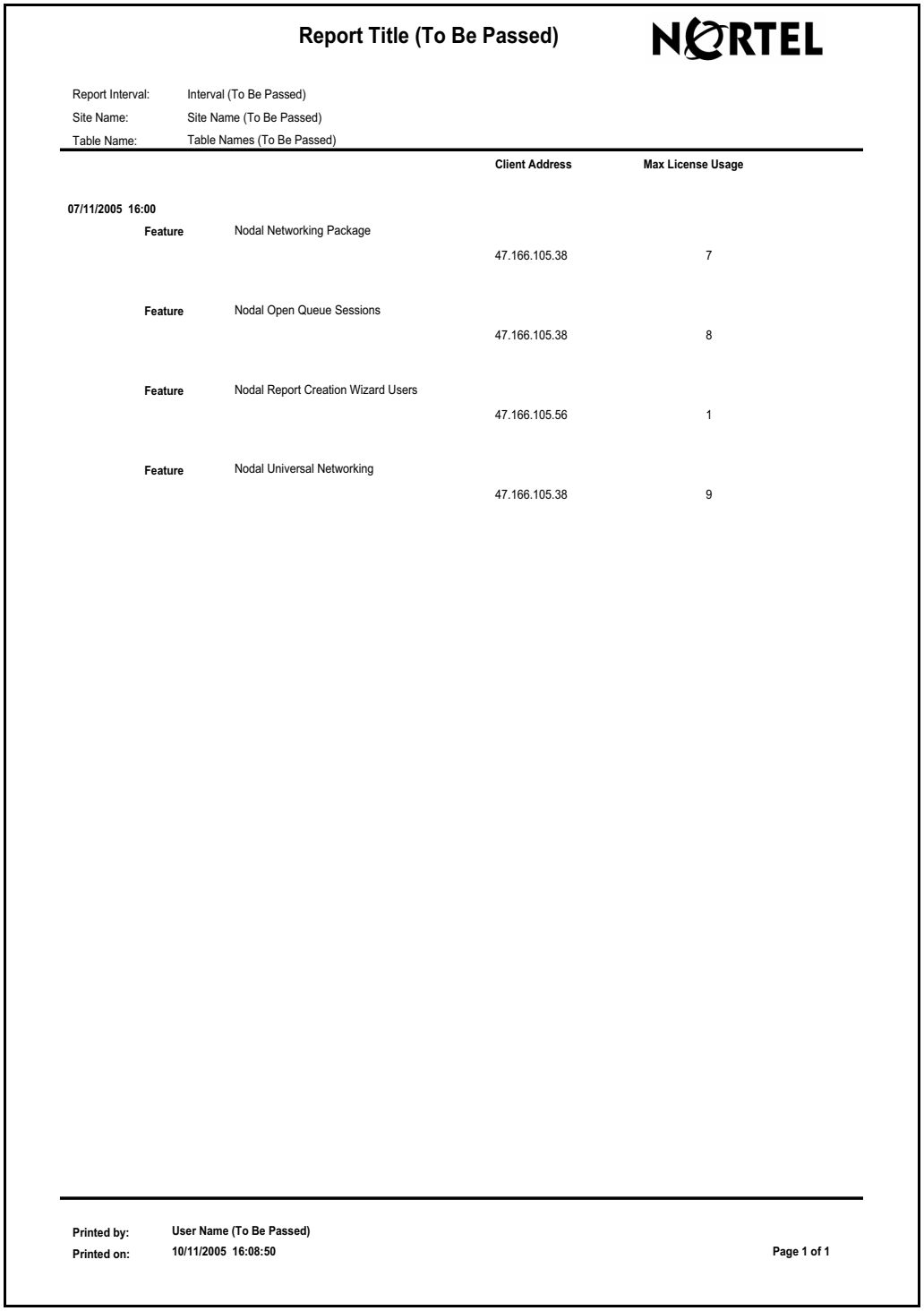
Report header	View field/Report Creation Wizard formula	Width
	Timestamp	
	Feature	
Client Address	ClientAddress	
Max License Usage	MaxLicenseUsage	

Grouping

Group by	Sort order	The section will be printed
Timestamp	Ascending order	for each minute

Copyright © 2009-2010, Nortel Networks

License Manager report



Report Title (To Be Passed)

NORTEL

Report Interval: Interval (To Be Passed)
Site Name: Site Name (To Be Passed)
Table Name: Table Names (To Be Passed)

		Client Address	Max License Usage
07/11/2005 16:00			
Feature	Nodal Networking Package		
		47.166.105.38	7
Feature	Nodal Open Queue Sessions		
		47.166.105.38	8
Feature	Nodal Report Creation Wizard Users		
		47.166.105.56	1
Feature	Nodal Universal Networking		
		47.166.105.38	9

Printed by: User Name (To Be Passed)
Printed on: 10/11/2005 16:08:50

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Section C: Contact Center Multimedia reports

Navigation

- SampleContactsOutstandingDrilldown.rpt (page 951)
- SampleContactsOutstandingSummary.rpt (page 953)
- SampleCampaignAgentScriptData.rpt (page 955)
- SampleCampaignCallByCallData.rpt (page 958)
- SampleCampaignDispCodeData.rpt (page 960)
- SampleCampaignSumm.rpt (page 962)

Copyright © 2009-2010, Nortel Networks

SampleContactsOutstandingDrilldown.rpt

The SampleContactsOutstandingDrilldown.rpt sample report lists the total number of contacts outstanding and details for each skillset. The details provided include the Contact ID, Arrival Date and Time, Status, Contact Type, Agent, and Customer.

For more information, see Understanding the report descriptions (page 558).

Report Type

This report is a Simplified Report.

Data Source

You can find the report definition here: Report Definitions\MultiMedia (CCMM)\Contacts Outstanding Drilldown.rpt.

Table Selection

This report uses the ContactsOutstanding view.

Field selection

Report header	View field/Report Creation Wizard formula	Width
	Skillset	300
Contact ID	Contact No	50
Arrival Time	ArrivalTime	120
Status	Status	50
Contact Type	Contact Type	80
Agent	Agent	150
Customer	Customer	160

Grouping

Group by	Sort order	The section will be printed
Skillset	Ascending order	

Summaries

Fields	Summation type	Groups
Contact No	Count	All footers

Copyright © 2009-2010, Nortel Networks

ContactsOutstandingDrilldown report

NORTEL

Report Title (To Be Passed)

Report Interval: Interval (To Be Passed)
Site Name: Site Name (To Be Passed)
Table Name: Table Names (To Be Passed)

Contact ID	Arrival Time	Status	Contact Type	Agent	Customer
Skillset: EM_Load_Sports					
63853	08/11/2005 13:52:23	New	EMail	Agent 1001 MM	
63854	08/11/2005 13:52:26	New	EMail	Agent 1001 MM	
63855	08/11/2005 13:52:30	New	EMail	Agent 1001 MM	
63856	08/11/2005 13:52:33	New	EMail	Agent 1001 MM	
63857	08/11/2005 13:52:37	New	EMail	Agent 1001 MM	
63858	08/11/2005 13:52:40	New	EMail	Agent 1001 MM	
63859	08/11/2005 13:52:43	New	EMail	Agent 1001 MM	
63860	08/11/2005 13:52:47	New	EMail	Agent 1001 MM	
63861	08/11/2005 13:52:51	New	EMail	Agent 1001 MM	
63862	08/11/2005 13:52:54	New	EMail	Agent 1001 MM	
63863	08/11/2005 13:52:58	New	EMail	Agent 1001 MM	
63864	08/11/2005 13:53:01	New	EMail	Agent 1001 MM	
63865	08/11/2005 13:53:04	New	EMail	Agent 1001 MM	
	Skillset Contacts Outstanding:		**13**		
Skillset: OB_Default_Skillset					
63836	08/11/2005 13:51:49	Open	Outbound	Agent 1000 MM	
63837	08/11/2005 13:51:49	Open	Outbound	Agent 1000 MM	
63840	08/11/2005 13:51:49	Open	Outbound	Agent 1001 MM	
63845	08/11/2005 13:51:50	New	Outbound		
63849	08/11/2005 13:51:51	New	Outbound		
	Skillset Contacts Outstanding:		**5**		
	Total Contacts Outstanding:		**18**		

G:\Appsi\Reporting\Historical\rpt\RCW\Sample Reports\MultiMedia (C\OMM)\SampleContactsOutstandingDrillDown.rpt

Printed by: **User Name (To Be Passed)**
Printed on: **11/11/2005 13:05:27**

Copyright © 2009-2010, Nortel Networks

SampleContactsOutstandingSummary.rpt

The SampleContactsOutstandingSummary.rpt sample report lists the total number of contacts outstanding for each skillset. The report also shows the total number of contacts outstanding for all skillsets by day.

For more information, see Understanding the report descriptions (page 558).

Report Type

This report is a Simplified Report.

Data Source

You can find the report definition here: Report Definitions\MultiMedia (CCMM)\Contacts Outstanding Summary.rpt

Table Selection

This report uses the ContactsOutstandingSumm view.

Field selection

Report header	View field/Report Creation Wizard formula	Width
	ByDay	120
Skillset	Skillset	200
Contacts Outstanding	Count	60

Grouping

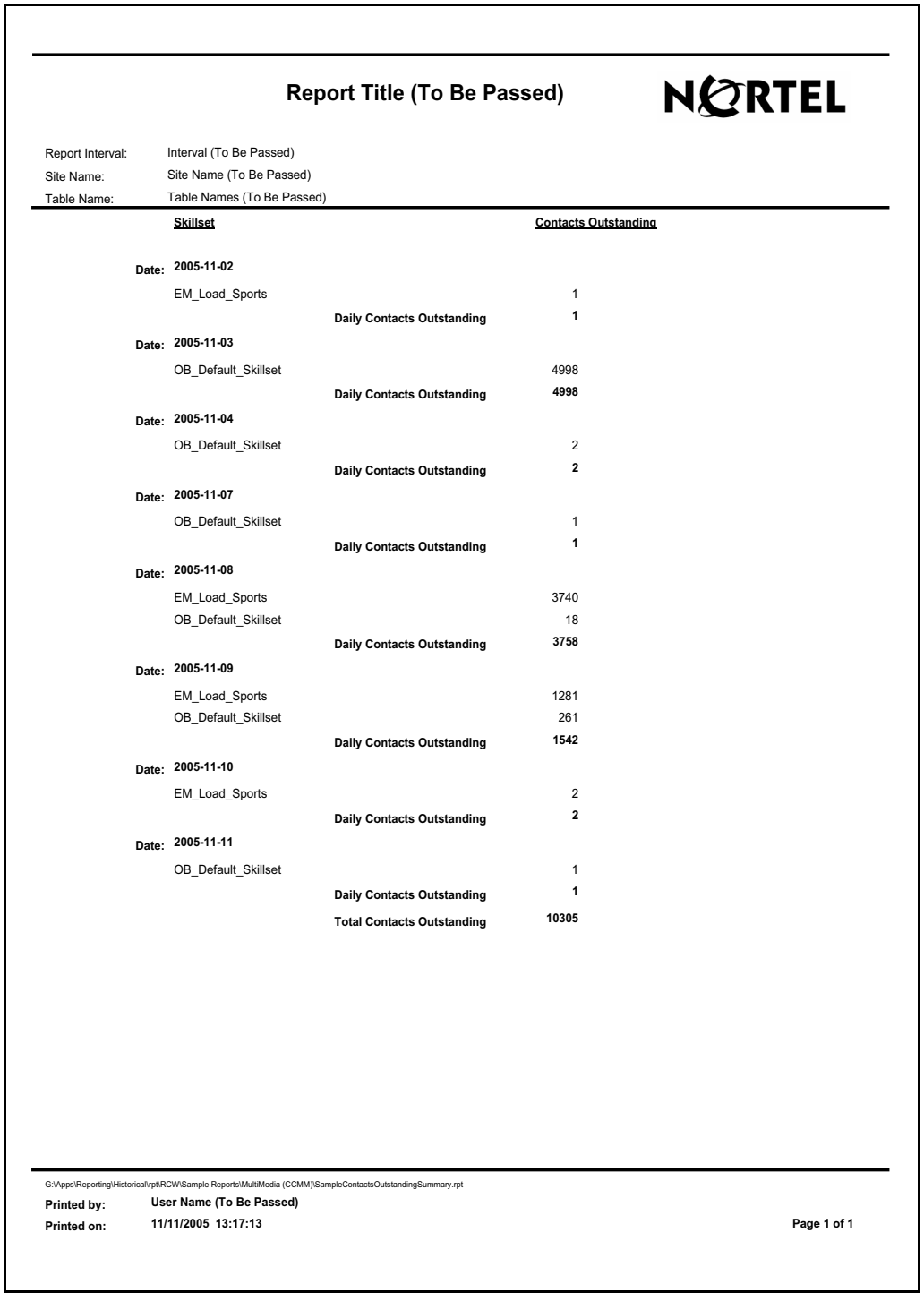
Group by	Sort order	The section will be printed
ByDay	Ascending order	

Summaries

Fields	Summation type	Groups
Count	Sum	All footers

Copyright © 2009-2010, Nortel Networks

ContactsOutstandingSummary report



Report Title (To Be Passed)

NORTEL

Report Interval: Interval (To Be Passed)
Site Name: Site Name (To Be Passed)
Table Name: Table Names (To Be Passed)

Skillset		Contacts Outstanding
Date: 2005-11-02		
EM_Load_Sports		1
	Daily Contacts Outstanding	**1**
Date: 2005-11-03		
OB_Default_Skillset		4998
	Daily Contacts Outstanding	**4998**
Date: 2005-11-04		
OB_Default_Skillset		2
	Daily Contacts Outstanding	**2**
Date: 2005-11-07		
OB_Default_Skillset		1
	Daily Contacts Outstanding	**1**
Date: 2005-11-08		
EM_Load_Sports		3740
OB_Default_Skillset		18
	Daily Contacts Outstanding	**3758**
Date: 2005-11-09		
EM_Load_Sports		1281
OB_Default_Skillset		261
	Daily Contacts Outstanding	**1542**
Date: 2005-11-10		
EM_Load_Sports		2
	Daily Contacts Outstanding	**2**
Date: 2005-11-11		
OB_Default_Skillset		1
	Daily Contacts Outstanding	**1**
	Total Contacts Outstanding	**10305**

G:\Apps\Reporting\Historical\rpt\RCW\Sample Reports\MultiMedia (CCMM)\SampleContactsOutstandingSummary.rpt
Printed by: **User Name (To Be Passed)**
Printed on: **11/11/2005 13:17:13** **Page 1 of 1**

Copyright © 2009-2010, Nortel Networks

SampleCampaignAgentScriptData.rpt

The SampleCampaignAgentScriptData.rpt sample report shows the answers provided to questions asked of each outbound contact. The report groups the contacts by the campaign name that show details for each outbound contact.

For more information, see Understanding the report descriptions (page 558).

Report Type

This report is a Simplified Report.

Data Source

You can find the report definition here: Report Definitions\MultiMedia (CCMM)\Outbound\Campaign Agent Script Data.rpt

Table Selection

This report uses the CampaignAgentScriptResultsCallByCall view.

Field selection

Report header	View field/Report Creation Wizard formula	Width
	Campaign	200
	ContactID	60
Question	Question	200
Answer	Answer	120
AnswerFreeText	AnswerFreeText	120

For this report, the following additional fields were added to Group Header #2 (ContactID) from the Report Layout page.

Field width

View field/Report Creation Wizard formula	Width
CustomerID	60
PhoneNumber	80
FirstName	140
LastName	200
DispositionCode	140
DateCreated	120

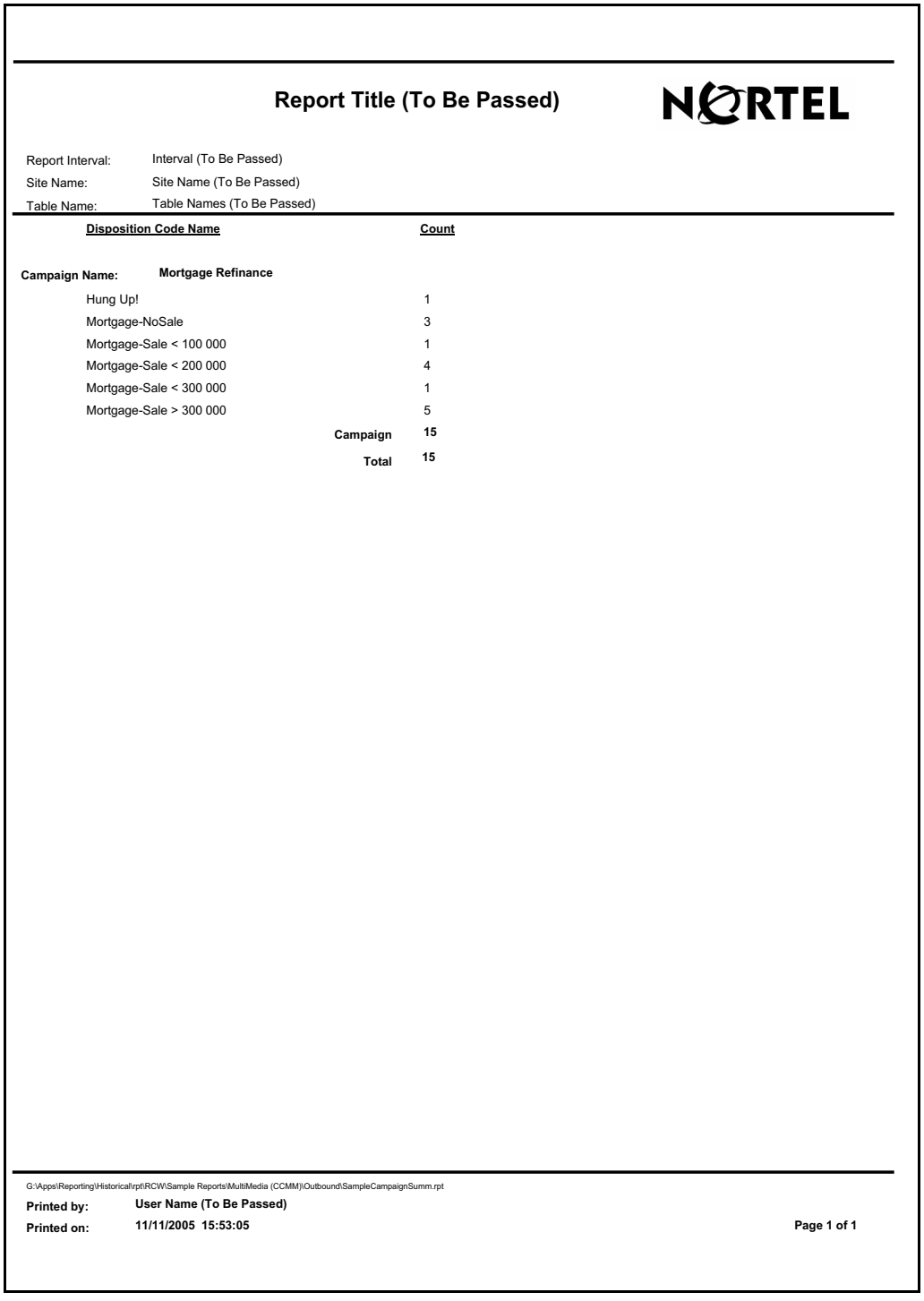
Copyright © 2009-2010, Nortel Networks

Grouping

Group by	Sort order	The section will be printed
Campaign	Ascending order	
ContactID	Ascending order	

Copyright © 2009-2010, Nortel Networks

CampaignAgentScriptData report



Report Title (To Be Passed)

NORTEL

Report Interval: Interval (To Be Passed)
Site Name: Site Name (To Be Passed)
Table Name: Table Names (To Be Passed)

Disposition Code Name		Count
Campaign Name: **Mortgage Refinance**		
Hung Up!		1
Mortgage-NoSale		3
Mortgage-Sale < 100 000		1
Mortgage-Sale < 200 000		4
Mortgage-Sale < 300 000		1
Mortgage-Sale > 300 000		5
	Campaign	**15**
	Total	**15**

G:\Apps\Reporting\Historical\rpt\RCW\Sample Reports\MultiMedia (CCMM)\Outbound\SampleCampaignSumm.rpt

Printed by: **User Name (To Be Passed)**
Printed on: **11/11/2005 15:53:05**

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

SampleCampaignCallByCallData.rpt

The SampleCampaignCallByCallData.rpt sample report shows each outbound contact grouped by campaign name. The details provided include the Contact ID, Contact Name, Disposition Code Name, and the date and time the contact was processed.

For more information, see Understanding the report descriptions (page 558).

Report Type

This report is a Simplified Report.

Data Source

You can find the report definition here: Report Definitions\MultiMedia (CCMM)\Outbound\Campaign Call by Call Data.rpt.

Table Selection

This report uses the CampaignCallByCallDetails view.

Field selection

Report header	View field/Report Creation Wizard formula	Width
CampaignName	CampaignName	200
ContactID	ContactID	60
FirstName	FirstName	80
LastName	LastName	200
ActionID	ActionID	60
CallProcessedTime	CallProcessedTime	100
DialedDN	DialedDN	60
Agent	Agent	80
DispositionCodeName	DispositionCodeName	120

Grouping

Group by	Sort order	The section will be printed
CampaignName	Ascending order	

Copyright © 2009-2010, Nortel Networks

Report Title (To Be Passed)

NORTEL

Report Interval: Interval (To Be Passed)

Site Name: Site Name (To Be Passed)

Table Name: Table Names (To Be Passed)

ContactID	FirstName	LastName	ActionID	CallProcessedTime	DialledDN	Agent	DispositionCodeName
Campaign Name:	**Mortgage Refinance**						
47160	John	Molloy	927	25/10/2005 14:33:50	4000	Agent 1000 MM	Mortgage-Sale < 200 000
47161	Jimmy	Joyce	929	25/10/2005 14:34:50	4002	Agent 1000 MM	Mortgage-Sale > 300 000
47162	Sean	Flannery	930	25/10/2005 14:36:40	7001	Agent 1000 MM	Mortgage-NoSale
47164	Mary	Smyth	933	25/10/2005 14:38:24	4000	Agent 1000 MM	Mortgage-Sale > 300 000
47166	Liam	Ward	935	25/10/2005 14:40:05	4005	Agent 1000 MM	Mortgage-Sale > 300 000
47170	Chris	Christianson	939	25/10/2005 15:01:23	4000	Agent 1000 MM	Mortgage-Sale < 200 000
47171	Christine	Manley	940	25/10/2005 15:02:53	4005	Agent 1000 MM	Mortgage-NoSale
47172	Gary	Jannis	941	25/10/2005 15:03:46	4002	Agent 1000 MM	Number Busy
47172	Gary	Jannis	951	25/10/2005 15:08:43	4002	Agent 1000 MM	Number Busy
47172	Gary	Jannis	956	25/10/2005 15:10:12	4002	Agent 1000 MM	Number Busy
47173	Alexander	Mast	942	25/10/2005 15:04:14	4000	Agent 1000 MM	Mortgage-NoSale
47174	Patrick	Reyess	943	25/10/2005 15:04:39	7001	Agent 1000 MM	Hung Up!
47175	Heather	Davis	944	25/10/2005 15:05:04	4000	Agent 1000 MM	No Answer
47175	Heather	Davis	955	25/10/2005 15:10:00	4000	Agent 1000 MM	Mortgage-Sale < 200 000
47176	Alex	Smith	945	25/10/2005 15:05:24	4005	Agent 1000 MM	Mortgage-Sale > 300 000
47177	Kristina	Chester	947	25/10/2005 15:06:37	4002	Agent 1000 MM	Mortgage-Sale < 300 000
47178	Alexandra	Burris	948	25/10/2005 15:07:12	4000	Agent 1000 MM	Mortgage-Sale < 100 000
47179	Anthony	Shoemaker	949	25/10/2005 15:08:21	7001	Agent 1000 MM	Mortgage-Sale < 200 000
47372			1134	27/10/2005 09:09:33	4000	Agent 1001 MM	Mortgage-Sale > 300 000

G:\Apps\Reporting\Historical\rpt\RCW\Sample Reports\MultiMedia (CCMM)\Outbound\SampleCampaignCallbyCallData.rpt

Printed by: User Name (To Be Passed)

Printed on: 11/11/2005 15:57:06

Copyright © 2009-2010, Nortel Networks

SampleCampaignDispCodeData.rpt

The SampleCampaignDispCodeData.rpt sample report shows the details of each outbound contact, grouped by Disposition Code for each Campaign Name.

For more information, see Understanding the report descriptions (page 558).

Report Type

This report is an Advanced Report.

Data Source

Select CCMM_<IP address>_DSN.

After selecting a DSN to use for creating this report, the <IP address> is the IP address of a Contact Center Manager Server configured in Contact Center Manager Administration.

Table Selection

This report uses the DispCodeData view.

Field selection

Report header	View field/Report Creation Wizard formula	Width
	CampaignName	200
	Disposition Code	200
Time	Time	100
DialedDN	DialedDN	80
FirstName	FirstName	80
LastName	LastName	100
Agent	Agent	80

Grouping

Group by	Sort order	The section will be printed
CampaignName	Ascending order	
Disposition Code	Ascending order	

Copyright © 2009-2010, Nortel Networks

CampaignDispCodeData report

Report Title (To Be Passed)

Report Interval: Interval (To Be Passed)
Site Name: Site Name (To Be Passed)
Table Name: Table Names (To Be Passed)

Time	DialledDN	FirstName	LastName	Agent
Campaign Name: **Mortgage Refinance**				
Disposition Code: **Hung Up!**				
25/10/2005 15:04:39	7001	Patrick	Reyess	2
Disposition Code: **Mortgage-NoSale**				
25/10/2005 14:36:40	7001	Sean	Flannery	2
25/10/2005 15:02:53	4005	Christine	Manley	2
25/10/2005 15:04:14	4000	Alexander	Mast	2
Disposition Code: **Mortgage-Sale < 100 000**				
25/10/2005 15:07:12	4000	Alexandra	Burris	2
Disposition Code: **Mortgage-Sale < 200 000**				
25/10/2005 14:33:50	4000	John	Molloy	2
25/10/2005 15:01:23	4000	Chris	Christianson	2
25/10/2005 15:08:21	7001	Anthony	Shoemaker	2
25/10/2005 15:10:00	4000	Heather	Davis	2
Disposition Code: **Mortgage-Sale < 300 000**				
25/10/2005 15:06:37	4002	Kristina	Chester	2
Disposition Code: **Mortgage-Sale > 300 000**				
25/10/2005 14:34:50	4002	Jimmy	Joyce	2
25/10/2005 14:38:24	4000	Mary	Smyth	2
25/10/2005 14:40:05	4005	Liam	Ward	2
25/10/2005 15:05:24	4005	Alex	Smith	2
27/10/2005 09:09:33	4000			3
Disposition Code: **No Answer**				
25/10/2005 15:05:04	4000	Heather	Davis	2
Disposition Code: **Number Busy**				
25/10/2005 15:03:46	4002	Gary	Jannis	2
25/10/2005 15:08:43	4002	Gary	Jannis	2
25/10/2005 15:10:12	4002	Gary	Jannis	2

G:\Apps\Reporting\Historical\rpt\RCW\Sample Reports\MultiMedia (CCMM)\Outbound\SampleCampaignDispCodeData.rpt

Printed by: **User Name (To Be Passed)**
Printed on: **11/11/2005 14:02:19**

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

SampleCampaignSumm.rpt

The SampleCampaignSumm.rpt sample report shows the total number of outbound contacts by Disposition Code. The report also shows the total number of outbound contacts for each Campaign Name.

For more information, see Understanding the report descriptions (page 558).

Report Type

This report is a Simplified Report.

Data Source

You can find the report definition here: Report Definitions\MultiMedia (CCMM)\Outbound\Campaign Summary Data.rpt.

Table Selection

This report uses the CampaignSummary view.

Field selection

Report header	View field/Report Creation Wizard formula	Width
	CampaignName	200
Disposition Code Name	DispositionCodeName	200
Count	DispositionCodeCount	60

Grouping

Group by	Sort order	The section will be printed
CampaignName	Ascending order	

Summaries

Fields	Summation type	Groups
DispositionCodeCount	Sum	All footers

Copyright © 2009-2010, Nortel Networks

Contact Center Multimedia report

Report Title (To Be Passed)

Report Interval: Interval (To Be Passed)
Site Name: Site Name (To Be Passed)
Table Name: Table Names (To Be Passed)

Disposition Code Name		Count
Campaign Name: Mortgage Refinance		
Hung Up!		1
Mortgage-NoSale		3
Mortgage-Sale < 100 000		1
Mortgage-Sale < 200 000		4
Mortgage-Sale < 300 000		1
Mortgage-Sale > 300 000		5
	Campaign	**15**
	Total	**15**

G:\Apps\Reporting\Historical\rpt\RCW\Sample Reports\MultiMedia (CCMM)\Outbound\SampleCampaignSumm.rpt

Printed by: User Name (To Be Passed)
Printed on: 11/11/2005 15:53:05

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Section D: Network consolidated reports

Navigation

- Network Consolidated Skillset Performance (page 965)

Copyright © 2009-2010, Nortel Networks

Network Consolidated Skillset Performance

Network Control Center option only. This report contains skillset performance statistics for all sites in the network. For each site, the report lists the total, local, and remote calls answered by agents for the skillset, the percentage of calls, which are local or remote, and the maximum delay a caller experienced.

For more information, see Understanding the report descriptions (page 558).

Report Type

This report is a Simplified Report.

Data Source

You can find the report definition here: Report Definitions\Network Consolidated (NCC)\Other\ Network Skillset Consolidated Statistics.rpt.

Table Selection

This report uses the SkillsetConStat view.

Field selection

Report header	View field/Report Creation Wizard formula	Width
	@RCW_SkillsetNameID	150
	TerminatingSite	50
	Timestamp	115
Source Site	OriginatingSite	50
Answered	CallsAnswered	50
Local	@RCW_LocalCallsAnswered	50
Remote	NetCallsAnswered	50
%Ans Local	@RCW_%LocalCallsAnswered	50
%Ans Remote	@RCW_%NetCallsAnswered	50
Average Ans Delay	@RCW_AverageCallsAnsweredDelay	50

Grouping

Group by	Sort order	The section will be printed
@RCW_SkillsetNameID	Ascending order	
TerminatingSite	Ascending order	
Timestamp	Ascending order	for each day

Copyright © 2009-2010, Nortel Networks

Summaries

Fields	Summation type	Groups
CallsAnswered	Sum	All headers
		All footers
@RCW_LocalCallsAnswered	Sum	All headers
		All footers
NetCallsAnswered	Sum	All headers All footers
@RCW_%LocalCallsAnswered		All headers
		All footers
@RCW_%NetCallsAnswered		All headers
		All footers
@RCW_AverageCallsAnsweredDelay		All headers
		All footers

Copyright © 2009-2010, Nortel Networks

Network consolidated report

Report Title (To Be Passed)

NORTEL

Interval (To Be Passed)

Site Name: Site Name (To Be Passed)

	Source Site	Answered	Local	Remote	%Ans Local	%Ans Remote	Average Ans Delay
SKILLSET TOTAL							
Skillset Name: Sales		**320.00**	**320.00**	**0.00**	**100.00**	**0.00**	**00:00:01**
SITE SUMMARY							
Target site: CCMTEST1		**320.00**	**320.00**	**0.00**	**100.00**	**0.00**	**00:00:01**
02/11/2005							
	CCMTEST1	0	0	0	0	0	00:00:00
	CCMTEST1	320	320	0	100	0	00:00:01
		320	**320**	**0**	**100**	**0**	**00:00:01**
Site:		**320**	**320**	**0**	**100**	**0**	**00:00:01**
GRAND TOTAL							
		320	**320**	**0**	**100**	**0**	**00:00:01**

Printed By: User Name (To Be Passed) 10/11/2005 17:29:31

Page 1 of 1

Copyright © 2009-2010, Nortel Networks

Section E: Functions, operators, and formulas

Navigation

- Report Creation Wizard functions (page 969)
- Report Creation Wizard operators (page 973)
- Report Creation Wizard formulas (page 974)

Copyright © 2009-2010, Nortel Networks

Report Creation Wizard functions

Functions are built-in procedures or subroutines used to evaluate, make calculations on, or transform data.

After you specify a function, the program performs the set of operations built into the function without needing you to specify each operation separately. In this way, a function is shorthand which makes it easier and less time consuming for you to create reports.

Standard functions

Report Creation Wizard supports a set of standard functions, which are a subset of functions supported by Crystal Reports 10. A subset of functions are listed in Report Creation Wizard to help reduce the complexity involved in creating formulas.

Because Report Creation Wizard is built on Crystal Reports 10, all functions supported in Crystal Reports 10 are support in Report Creation Wizard. Users familiar with Crystal Reports 10 can use these additional functions.

For details about the standard functions listed in Report Creation Wizard, see the online help within the Report Creation Wizard application.

Report Creation Wizard functions

Report Creation Wizard functions are custom functions created to handle common operations used in the Contact Center Manager standard reports. This section describes these functions.

Database field conversion functions

RCWFormatTimeSecs (Seconds, DisOpt, Lang)

Converts the time in seconds into a formatted string based on the value of the Display Option (DisOpt). The possible values and return formats for the Display Option are:

Value	Return format
1	HH:MM:SS
2	HH:MM
3	MM:SS
4	HH Hrs
5	MM Mins
6	Secs
unknown	Default return is in the format SS

Copyright © 2009-2010, Nortel Networks

RCWFormatAccessRights (Str, Number, Lang)
This function returns a localized string showing access rights. The Str field contains the values of the string fields in the AccessRights view:

AccessRights.CreateDeleteAccess +
AccessRights.CreatedDeleteAgentAccess +
AccessRights.CreateDeleteAllAgentAccess + "."
AccessRights.ReadAccess +
AccessRights.ReadAgentAccess +
AccessRights.ReadAllAgentAccess + "."
AccessRights.WriteAccess +
AccessRights.WriteAgentAccess +
AccessRights.WriteAllAgentAccess

The Number field contains the value of the ALG field of the NBManagedObject view.

For example if NBManagedObject.ALG = 10 and Str is YYY.YYY.YYY, the output of this function is Create and run any report.

RCWFormatAssignmentType (Str, Lang)
This function converts the value stored in the Type field of the SupervisorAgentAssignment view into a verbose and localized string.

RCWFormatCallAge (Number, Lang)
This function converts the numeric value stored in the CallAgePreference field of the Skillset view into a localized string.

RCWFormatCallSource (Number, Lang)
This function converts the numeric value stored in the CallSourcePreference field of the Skillset view into a localized string.

RCWFormatCBC (Number, Lang)
This function converts the numeric value stored in the CallByCall field of the Application, RemoteApplication, and NCCRemoteApplication views into a localized string.

RCWFormatDataRange (Range, Lang)
This function converts the numeric value passed to the formula @report_datarange (Range) into a localized string.

RCWFormatDataRange (Con, Range, Lang)
This function converts the numeric value passed to the RCW_GroupCon XML tag (Con) into a localized string. The string returned is modified based on the value passed to the formula @report_datarange (Range).

Copyright © 2009-2010, Nortel Networks

RCWFormatEventType (Str, Lang)
This function converts the value stored in the EventType field of the eAgentLoginStat view into a more verbose and localized string.

RCWFormatFilterStatus (Number, Lang)
This function converts the numeric value stored in the FilterStatus field of the NetworkSkillsetStatus view into a localized string.

RCWFormatFlowControlStatus (Number, Lang)
This function converts the numeric value stored in the FlowControlStatus field of the NetworkSkillsetStatus view into a localized string.

RCWFormatHSSParameter (Str, Lang)
This function converts the string value stored in the Parameter field of the HistoricalStatStorage view into a verbose and localized string.

RCWFormatNightServiceType (Number, Lang)
This function converts the numeric value stored in the NightServiceType field of the Skillset view into a localized string.

RCWFormatRankingMethod (Str, Lang)
This function converts the value stored in the UseRoundRobin field into a verbose and localized string. This function applies to the NCCNetworkSkillset and Skillset views.

RCWFormatSkillsetState (Str, Number, Lang)
This function converts the priority field into a string or returns a localized string explaining the status of the skillset. This function applies to the SkillsetByAgent and ScheduledSkillsetAssignment views.

RCWFormatVariableWrap (Number, Lang)
This function converts the numeric value stored in the VariableWrap field of the Agent view into a localized string.

String functions

RCWStringFromID (ID, Lang)
This function converts the ID into a localized string based on the value of language (Lang).

RCWStringJoin2 (Label, Str1, Delim, Str2, BlankStr)
This function combines the strings passed into the function. The delimiter (Delim) is used only when both of the strings (Str1 and Str2) are not blank strings. If both strings are blank, the value of blank string (BlankStr) is returned. Use this function to define a message to display.

Copyright © 2009-2010, Nortel Networks

RCWStringJoin3 (Label, Str1, Delim1, Str2, Delim2, Str3, BlankStr)
This function combines the strings passed into the function. The first delimiter (Delim1) is used only when the first and second string (Str1 and Str2) are not blank strings. The second delimiter (Delim2) is used only when the second and third strings (Str2 and Str3) are not blank strings. If all strings are blank, the value of blank string (BlankStr) is returned. Use this function to define a message to display.

RCWStringLabelJoin2 (Label, Label1, Str1, Delim, Label2, Str2, LabelEnd, BlankStr)
This function is used in place of the function RCWStringJoin2() when the label displayed depends on the values returned for the two strings.

This function combines the strings passed into the function. The delimiter (Delim) is used only when both of the strings (Str1 and Str2) are not blank strings. If both strings are blank, the value of blank string (BlankStr) is returned. Use this function to define a message to display.

The label used is determined based on the values for each of the strings. The label end (LabelEnd) string is added after the label used in the returned string to separate the label from the string values. The labels are used as follows:

- Label + LabelEnd—Displayed if both strings are non-blank or blank values
- Label1 + LabelEnd—Displayed if the second string is blank
- Label2 + LabelEnd—Displayed if the first string is blank

RCWStringSelect1 (Label1, Str1, Label2, Str2, LabelEnd, BlankStr)
This function selects the string returned based on the values of Str1 and Str2. Str1 is always returned if it is not blank, Str2 is only returned if Str1 is blank and Str2 is not blank. If both strings are blank, the value of blank string (BlankStr) is returned, allowing the user to define a message to display.

The label used is determined based on the values for each of the strings. The label end (LabelEnd) string is added after the label used in the returned string to separate the label from the string values. The labels are used as follows:

- Label1 + LabelEnd—Displayed if both strings are non-blank or blank values.
- Label2 + LabelEnd—Displayed if the first string is blank
- Label1 + LabelEnd—If both strings are blank values.

Divide by zero function

RCWDivideByZero (Number, Divisor)
Divides the Number by the Divisor if the Divisor is not equal to zero. The result is zero if the Divisor is equal to zero.

Copyright © 2009-2010, Nortel Networks

RCWDivideByZeroRN (Number, Divisor)
Divides the Number by the Divisor if the Divisor is not equal to zero. The result is the value of Number if the Divisor is equal to zero.

Report Creation Wizard operators

Operators are special symbols or words that describe an operation or an action to take place between two or more values. Operators are used in formulas. The program reads the operators in a formula and performs the actions specified.

Standard operators

Report Creation Wizard supports a set of standard operators, which are a subset of operators supported by Crystal Reports 10. A subset of operators are listed in Report Creation Wizard to help reduce the complexity involved in creating formulas.

Because Report Creation Wizard is built on Crystal Reports 10, all operators supported in Crystal Reports 10 are supported in Report Creation Wizard. This lets users familiar with Crystal Reports 10 to use these additional operators.

For details about the standard operators listed in Report Creation Wizard, see the online help within the Report Creation Wizard application.

Report Creation Wizard operators

Report Creation Wizard operators are used to create dynamic formulas. A dynamic formula is one that updates based on settings within the Report Creation Wizard application or where the formula is placed on the report.

The Report Creation Wizard operators available are:

- Formula root node
- Formula text node
- Formula summary node
- Formula database field node
- Formula group node
- Formula time format node
- Formula cdata node

For additional details see the online help with the Report Creation Wizard application.

Copyright © 2009-2010, Nortel Networks

Report Creation Wizard formulas

Report Creation Wizard provides a number of formulas that you can use in your reports. This section lists and describes those formulas.

Dynamic formulas

Dynamic formulas are formulas that are automatically customized before they are added to the report. Two types of dynamic formulas are provided with the Report Creation Wizard—time format formulas and dynamic group formulas.

Time format formulas

Use this formula to select how the time is displayed on the report. The formulas operate by changing the DisOpt value of the RCWFormatTimeSecs() custom function. See Database field conversion functions (page 969).

Dynamic group formulas

Use this formula to provide group level results as well as detail information. For example, the Activity Code by Agent report contains an Average Activity Time field; the template has a unique formula for each group on the report (that is, AgentID, Timestamp, Total and Detail). The Report Creation Wizard, however, uses one dynamic group formula that is automatically customized for each group in which the formula is placed.

Generic formulas

The following generic formulas are available.

@begin_date_end_date_interval

Lists the value set for the @report_interval formula. If the collection period is not entered, the “No Selection Criteria was passed” message appears.

@printed_date_time

Lists the date and time that the report was generated.

@RCW_DataRange

Lists the value set for the @report_datarange formula as a string.

@report_datarange

Numeric value related to the data range selected in the Historical Reporting application. The possible values are:

- 0 = Not applicable
- 1 = Interval
- 2 = Daily
- 4 = Weekly
- 8 = Monthly

Copyright © 2009-2010, Nortel Networks

@report_interval
Lists the collection period selected when running the report. This value is passed from the Historical Reporting application when the report is run.

@report_language
Lists the language code set for the report. The default value is “en-us.” The formula is used to pass the report language into other formulas requiring the language code.

@report_tablenames
Lists the table names used to generate the report. This value is passed from the Historical Reporting application when the report is run.

@report_title
Lists the title of the report, as defined on the General - Report Properties property page. This value is passed from the Historical Reporting application when the report is run.

@report_user
Lists the user ID of the user who printed the report. This value is passed from the Historical Reporting application when the report is run.

@revenue_unit
The default value is 1. This value is passed from the Historical Reporting application when the report is run.

@site_id_name
Lists the name of the site at which the report is printed. To change the site name, see Contact Center Performance Management (NN44400-710). This value is passed from the Historical Reporting application when the report is run.

@source_site_id
Lists the name of the source site for a network consolidated report. This value is passed from the Historical Reporting application when the report is run.

ActivityCodeStat formulas

The following ActivityCodeStat formulas are available.

@RCW_ActivityCodeNameID
Lists the Activity Code name and ID in the format ActivityCodeName - ActivityCode. If the information is not available, the “No Information on Activity Code” message appears.

Copyright © 2009-2010, Nortel Networks

@RCW_ActivityCodeNameIDLabel
Lists the text Activity Name & ID: ActivityCodeName - ActivityCode. If the information is not available, the “No Information on Activity Code” message appears.

@RCW_ActivityTime
Lists the total time spent on this activity by an agent.

@RCW_AgentName
Lists the agent's full name in the format AgentGivenName AgentSurName. If the information is not available, the “Agent Name Not Defined” message appears.

@RCW_AgentNameID
Lists the agent's full name and login ID in the format AgentGivenName AgentSurName - AgentLogin. If the information is not available, the “No Agent Name and ID Available” message appears.

@RCW_AgentNameIDLabel
Lists the text Agent Name & ID: AgentGivenName AgentSurname - AgentLogin. If the agent information is not available, the “No Agent Name and ID Available” message appears

@RCW_ApplicationLabel
Lists the text Application: Application.

@RCW_ApplicationNameID
Lists the application name and ID in the format Application - ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameIDLabel
Lists the text Application Name & ID: Application - ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameOrID
Lists Application, or if this is not available, ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameOrIDLabel
Lists the text Application Name: Application or, if this is not available, Application Name: ApplicationID. If the information is not available, the “No Information on Application” message appears.

Copyright © 2009-2010, Nortel Networks

@RCW_AverageActivityTime
Lists the average time spent on this activity by an agent by dividing ActivityTime by Occurrences.

@RCW_EstimatedRevenue
Calculates the estimated revenue by multiplying the value set for @revenue_unit by Occurrences.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

AgentByApplicationStat formulas

The following AgentByApplicationStat formulas are available.

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

@RCW_AgentName
Lists the agent's full name in the format AgentGivenName AgentSurName. If the information is not available, the “Agent Name Not Defined” message appears.

@RCW_AgentNameID
Lists the agent's full name and login ID in the format AgentGivenName AgentSurName - AgentLogin. If the information is not available, the “No Agent Name and ID Available” message appears.

Copyright © 2009-2010, Nortel Networks

@RCW_AgentNameIDLabel
Lists the text Agent Name & ID: AgentGivenName AgentSurname - AgentLogin. If the agent information is not available, the “No Agent Name and ID Available” message appears.

@RCW_ApplicationLabel
Lists the text Application: Application.

@RCW_ApplicationNameID
Lists the application name and ID in the format Application - ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameIDLabel
Lists the text Application Name & ID: Application - ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameOrID
Lists Application or, if this is not available, ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameOrIDLabel
Lists the text Application Name: Application or, if this is not available, Application ID: ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_AverageHoldTime
Lists the average time an agent spends on hold during Contact Center Manager calls for this application by dividing HoldTime by the CallsAnswered.

@RCW_AveragePostCallProcessingTime
Lists the average time an agent spends performing post-call processing by dividing PostCallProcessingTime by the CallsAnswered.

@RCW_AverageTalkTime
Lists the average time an agent spends handling contacts, excluding DN calls, after the contact is answered or accepted by dividing TalkTime by CallsAnswered. This statistic includes hold time.

@RCW_AverageWaitTime
Lists average time an agent spends in the idle state after releasing a Contact Center Manager call for this application by dividing WaitTime by CallsAnswered.

Copyright © 2009-2010, Nortel Networks

@RCW_ConsultTime
Lists the time an agent spends in consultation during Contact Center Manager calls for this application. Consultation time occurs during a consult transfer if the caller disconnects and the answering agent remains on the line.

@RCW_DNOutExtTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on outgoing external DN calls.

@RCW_DNOutIntTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on outgoing internal DN calls.

@RCW_DNOutTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on outgoing DN calls by adding DNOutIntTalkTime + DNOutExtTalkTime.

@RCW_HoldTime
Lists the total time an agent spends on hold during Contact Center Manager calls for this application.

@RCW_PostCallProcessingTime
Lists the total time an agent spends performing post-call processing. Normally, an agent uses this time to complete work related to the call just released, such as filling in forms or filing papers.

@RCW_RingTime
Lists the total time that contacts spend in the Alert (Ringing) state before they are answered or accepted, returned to the queue by this agent, or abandoned.

@RCW_TalkTime
Lists the total time an agent spends handling contacts, excluding DN calls, after the contact is answered or accepted. This statistic includes hold time.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

Copyright © 2009-2010, Nortel Networks

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_WaitTime
Lists the total time the agent spent in the idle state after releasing a Contact Center Manager call for this application.

AgentBySkillsetStat formulas

The following AgentBySkillsetStat formulas are available.

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

@RCW_%ShortCallsAnswered
Calculates the percentage of short calls answered by dividing ShortCallsAnswered by CallsAnswered, and multiplying by 100. Short calls are calls that have a talk time less than the short call threshold assigned to the threshold class for the skillset.

@RCW_AgentName
Lists the agent's full name in the format AgentGivenName AgentSurName. If the information is not available, the “Agent Name Not Defined” message appears.

@RCW_AgentNameID
Lists the agent's full name and login ID in the format AgentGivenName AgentSurName - AgentLogin. If the information is not available, the “No Agent Name and ID Available” message appears.

@RCW_AgentNameIDLabel
Lists the text Agent Name & ID: AgentGivenName AgentSurname - AgentLogin. If the agent information is not available, the “No Agent Name and ID Available” message appears.

Copyright © 2009-2010, Nortel Networks

@RCW_AgentSkillsetTime
Lists the amount of time that the agent spent on calls for this skillset by adding TalkTime + PostCallProcessingTime.

@RCW_AverageHoldTime
Lists the average time an agent spends on hold during Contact Center Manager calls for this application by dividing HoldTime by the CallsAnswered. This also includes agent walkaway time.

@RCW_AveragePostCallProcessingTime
Lists the average time an agent spends performing post-call processing by dividing PostCallProcessingTime by the CallsAnswered.

@RCW_AverageTalkTime
Lists the average time for local Contact Center Manager contacts, incoming NSBR contacts, ACD calls, and NACD calls for this skillset, including hold time, by dividing TalkTime by CallsAnswered.

@RCW_AverageWaitTime
Lists average time an agent spends in the idle state after releasing a Contact Center Manager call for this skillset by dividing WaitTime by CallsAnswered.

@RCW_ConsultTime
Lists the time an agent spends in consultation during Contact Center Manager calls for this skillset. Consultation time occurs during a consult transfer if the caller disconnects and the answering agent remains on the line.

@RCW_DNOutExtTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on outgoing external DN calls.

@RCW_DNOutIntTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on outgoing internal DN calls.

@RCW_DNOutTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on outgoing DN calls by adding DNOutIntTalkTime + DNOutExtTalkTime.

@RCW_HoldTime
Lists the amount of time the agent spent on hold for this skillset.

@RCW_PostCallProcessingTime
The total time an agent spends performing post-call processing. Normally, an agent uses this time to complete work related to the call just released, such as filling in forms or filing papers.

Copyright © 2009-2010, Nortel Networks

@RCW_RingTime
Lists the total time that Contact Center Manager contacts queued to this skillset spent in Ringing state before they are answered or returned to queue by this agent, or abandoned.

@RCW_SkillsetLabel
Lists the text Skillset: Skillset.

@RCW_SkillsetNameID
Lists the skillset name and ID in the format Skillset - SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_SkillsetNameIDLabel
Lists the text Skillset Name & ID: Skillset - SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_SkillsetNameOrID
Lists Skillset or, if this is not available, SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_SkillsetNameOrIDLabel
Lists the text Skillset Name: Skillset, or if this is not available Skillset ID: SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_TalkTime
Lists the total time spent by the agent on local Contact Center Manager calls, incoming NSBR calls, ACD calls, and NACD calls, including hold time, for this skillset.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

Copyright © 2009-2010, Nortel Networks

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TotalStaffedTime
Lists the total time an agent is logged on and assigned to this skillset.

@RCW_WaitTime
Lists the total time an agent spends in the idle state after releasing a Contact Center Manager call for this skillset.

AgentPerformanceStat formulas

The following AgentPerformanceStat formulas are available.

@RCW_%ACDCallsAnswered
For Communication Server 1000/Meridian 1 PBX–Calculates the percentage of ACD calls answered by dividing ACDCallsAnswered by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered, and multiplying by 100.

For Communication Server 2x00/DMS–Calculates the percentage of ACD calls answered by dividing ACDCallsAnswered by CallsAnswered + ACDCallsAnswered, and multiplying by 100.

@RCW_%Available
For Communication Server 1000/Meridian 1 PBX–Calculates the percentage of time an agent is busy on calls routed to the Contact Center Manager or Idle waiting for calls by dividing TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + WaitingTime by LoggedInTime, and multiplying by 100.

For Communication Server 2x00/DMS–Calculates the percentage of time an agent is busy on calls routed to the Contact Center Manager or Idle waiting for calls by dividing TalkTime + ACDCallsTalkTime + WaitingTime by LoggedInTime, and multiplying by 100.

@RCW_%Busy
Calculates the percentage of time an agent is busy on calls routed to the Contact Center Manager, in the Not Ready state or on a DN call by dividing LoggedInTime - WaitingTime by LoggedInTime, and multiplying by 100.

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

Copyright © 2009-2010, Nortel Networks

@RCW_%LocalCallsAnswered
Calculates the percentage of local calls answered by dividing CallsAnswered - NetworkCallsAnswered by CallsAnswered, and multiplying by 100.

@RCW_%NACDCallsAnswered
For Communication Server 1000/Meridian 1 PBX only. Calculates the percentage of NACD calls answered by dividing NACDCallsAnswered by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered, and multiplying by 100.

@RCW_%NetworkCallsAnswered
Calculates the percentage of network calls answered by dividing NetworkCallsAnswered by CallsAnswered, and multiplying by 100.

@RCW_%ShortCallsAnswered
For Communication Server 1000/Meridian 1 PBX–Calculates the percentage of short calls answered by dividing ShortCallsAnswered by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered, and multiplying by 100. Short calls are calls that have a talk time less than the short call threshold assigned to the threshold class for the skillset in which the call is answered.

For Communication Server 2x00/DMS–Calculates the percentage of short calls answered by dividing ShortCallsAnswered by CallsAnswered + ACDCallsAnswered, and multiplying by 100. Short calls are calls that have a talk time less than the short call threshold assigned to the threshold class for the skillset in which the call is answered.

@RCW_%Work
For Communication Server 1000/Meridian 1 PBX–Calculates the percentage of logged on time an agent is either busy on calls routed to the Contact Center Manager or in Not Ready state by dividing TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + NotReadyTime by LoggedInTime, and multiplying by 100.

For Communication Server 2x00/DMS–Calculates the percentage of logged on time an agent is either busy on calls routed to the Contact Center Manager or in Not Ready state by dividing TalkTime + ACDCallsTalkTime + NACDCallsTalkTime + NotReadyTime by LoggedInTime, and multiplying by 100.

@RCW_ACDCallsConferenced
Calculates the number of ACD calls conferenced bay adding ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther.

Copyright © 2009-2010, Nortel Networks

@RCW_ACDCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the total time spent on ACD calls, including hold time. (Communication Server 2x00/DMS switch) Lists the total time spent on ACD and NACD calls, including hold time.

@RCW_ACDCallsTransferred
Calculates the number of ACD calls transferred by adding ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther.

@RCW_ACDNACDCallsAnswered
For Communication Server 1000/Meridian 1 PBX switch only. Calculates the total number of ACD and NACD calls answered by adding ACDCallsAnswered + NACDCallsAnswered.

@RCW_ACDNACDCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total talk time for both ACD and NACD calls by adding ACDCallsTalkTime + NACDCallsTalkTime.

@RCW_AgentName
Lists the agent's full name in the format AgentGivenName AgentSurName. If the information is not available, the “Agent Name Not Defined” message appears.

@RCW_AgentNameID
Lists the agent's full name and login ID in the format AgentGivenName AgentSurName - AgentLogin. If the information is not available, the “No Agent Name and ID Available” message appears.

@RCW_AgentNameIDLabel
Lists the text Agent Name & ID: AgentGivenName AgentSurname - AgentLogin. If the agent information is not available, the “No Agent Name and ID Available” message appears.

@RCW_AverageACDCallsTalkTime
Lists the average time spent on ACD calls by dividing ACDCallsTalkTime by ACDCallsAnswered.

@RCW_AverageACDNACDCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time spent on ACD and NACD calls by dividing ACDCallsTalkTime + NACDCallsTalkTime by ACDCallsAnswered + NACDCallsAnswered.

Copyright © 2009-2010, Nortel Networks

@RCW_AverageBusyOnDNTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time the Incalls key of an agent is busy because the agent pressed the personal DN key or is busy on a DN call by dividing BusyOnDNTime by DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls.

@RCW_AverageCallsAnsweredPerHour
Lists the average number of contacts answered for each hour by dividing CallsAnswered + CDCallsAnswered + NACDCallsAnswered by (LoggedInTime/3600).

@RCW_AverageDNCallsHoldTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the average time DN calls are on hold by dividing DNInExtCallsHoldTime + DNInIntCallsHoldTime + DNOutExtCallsHoldTime + DNOutIntCallsHoldTime by DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls.

For Communication Server 2x00/DMS switch–Lists the average time DN calls are on hold by dividing DNInExtCallsHoldTime + DNInIntCallsHoldTime + DNOutExtCallsHoldTime + DNOutIntCallsHoldTime by DNInCalls + DNOutCalls.

@RCW_AverageDNCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the average time spent on DN calls, including hold time, by dividing DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOutExtCallsTalkTime + DNOutIntCallsTalkTime by DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls.

For Communication Server 2x00/DMS switch–Lists the average time spent on DN calls, including hold time, by dividing DNInCallsTalkTime + DNOutCallsTalkTime by DNInCalls + DNOutCalls.

@RCW_AverageDNInCallsHoldTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the average time incoming DN calls are on hold by dividing DNInExtCallsHoldTime + DNInIntCallsHoldTime by DNInExtCalls + DNInIntCalls.

For Communication Server 2x00/DMS switch–Lists the average time incoming DN calls are on hold by dividing DNInExtCallsHoldTime + DNInIntCallsHoldTime by DNInCalls.

@RCW_AverageDNInCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the average time spent on incoming DN calls, including hold time, by dividing DNInExtCallsTalkTime + DNInIntCallsTalkTime by DNInExtCalls + DNInIntCalls.

Copyright © 2009-2010, Nortel Networks

For Communication Server 2x00/DMS switch–Lists the average time spent on incoming DN calls, including hold time, by dividing DNInCallsTalkTime by DNInCalls.

@RCW_AverageDNInExtCallsHoldTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time incoming external DN calls are on hold by dividing DNInExtCallsHoldTime by DNInExtCalls.

@RCW_AverageDNInExtCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time spent on incoming external DN calls, including hold time, by dividing DNInExtCallsTalkTime by DNInExtCalls.

@RCW_AverageDNInIntCallsHoldTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time incoming internal DN calls are on hold by dividing DNInIntCallsHoldTime by DNInIntCalls.

@RCW_AverageDNInIntCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time spent on incoming internal DN calls, including hold time, by dividing DNInIntCallsTalkTime by DNInIntCalls.

@RCW_AverageDNOutCallsHoldTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the average time outgoing DN calls are on hold by dividing DNOutExtCallsHoldTime + DNOutIntCallsHoldTime by DNOutExtCalls + DNOutIntCalls.

For Communication Server 2x00/DMS switch–Lists the average time outgoing DN calls are on hold by dividing DNOutExtCallsHoldTime + DNOutIntCallsHoldTime by DNOutCalls.

@RCW_AverageDNOutCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the average time spent on outgoing DN calls, including hold time, by dividing DNOutExtCallsTalkTime + DNOutIntCallsTalkTime by DNOutExtCalls + DNOutIntCalls.

For Communication Server 2x00/DMS switch–Lists the average time spent on outgoing DN calls, including hold time, by dividing DNOutCallsTalkTime by DNOutCalls.

@RCW_AverageDNOutExtCallsHoldTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time outgoing external DN calls are on hold by dividing DNOutExtCallsHoldTime by DNOutExtCalls.

Copyright © 2009-2010, Nortel Networks

@RCW_AverageDNOutExtCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time spent on outgoing external DN calls, including hold time, by dividing DNOutExtCallsTalkTime by DNOutExtCalls.

@RCW_AverageDNOutIntCallsHoldTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time outgoing internal DN calls are on hold by dividing DNOutIntCallsHoldTime by DNOutIntCalls.

@RCW_AverageDNOutIntCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time spent on outgoing internal DN calls, including hold time, by dividing DNOutIntCallsTalkTime by DNOutIntCalls.

@RCW_AverageHoldTime
Lists the average time this agent put local and incoming contacts on hold, excluding DN calls, ACD calls and NACD calls by dividing HoldTime by the CallsAnswered.

@RCW_AverageLocalCallsTalkTime
Lists the average time that the agent spent handling local contacts, including hold time, by dividing TalkTime - NetworkCallsTalkTime by CallsAnswered - NetworkCallsAnswered.

@RCW_AverageNACDCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the average time spent on NACD calls, including hold time, by dividing NACDCallsTalkTime by NACDCallsAnswered.

@RCW_AverageNetworkCallsTalkTime
Lists the average time that the agent spent handling incoming NSBR contacts, including hold time, by dividing NetworkCallsTalkTime by NetworkCallsAnswered.

@RCW_AverageNotReadyTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the average Not Ready time by dividing NotReadyTime by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered.

For Communication Server 2x00/DMS switch–Lists the average Not Ready time by dividing NotReadyTime by CallsAnswered + ACDCallsAnswered.

@RCW_AverageNotReadyTimePerHour
Lists the average Not Ready time for each hour by dividing NotReadyTime by (LoggedInTime/3600).

Copyright © 2009-2010, Nortel Networks

@RCW_AverageTalkTime
Lists the average time spent by the agent handling all contacts except DN calls, ACD calls and NACD calls, including hold time, by dividing TalkTime by CallsAnswered.

@RCW_AverageTalkTimePerHour
Communication Server 1000/Meridian 1 PBX switch. Lists the average time spent for each hour by the agent on calls, including hold time, by dividing TalkTime + ACDTalkTime + NACDTalkTime by (LoggedInTime/3600).

Communication Server 2x00/DMS switch. Lists the average time spent for each hour by the agent on calls, including hold time, by dividing TalkTime + ACDTalkTime by (LoggedInTime/3600).

@RCW_AverageTotalTalkTime
Communication Server 1000/Meridian 1 PBX switch. Lists the average time spent by the agent on calls, including hold time, by dividing TalkTime + ACDTalkTime + NACDTalkTime by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered.

Communication Server 2x00/DMS switch. Lists the average time spent by the agent on calls, including hold time, by dividing TalkTime + ACDTalkTime by CallsAnswered + ACDCallsAnswered.

@RCW_AverageWaitingTime
Lists average time an agent spends waiting for contacts by dividing WaitingTime by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered.

@RCW_BreakTime
Communication Server 1000/Meridian 1 PBX switch only. Lists the total time an agent is in the Break state for all skillsets. You can configure an agent's call presentation class to place the agent in Break state after each call.

@RCW_BusyMiscTime
Communication Server 1000/Meridian 1 PBX switch only. Lists the total time the Incalls key of an agent is busy because of events not related to DN calls (for example, programming the Call Forward key or ACD call ringing).

@RCW_BusyOnDNTime
Communication Server 1000/Meridian 1 PBX switch only. Lists the total time the Incalls key of an agent is busy because the agent pressed the personal DN key or is busy on a DN call. This statistic does not include DN calls originated as part of a Contact Center Outbound contact.

Copyright © 2009-2010, Nortel Networks

@RCW_CallsConferenced
Calculates the total number of calls conferenced, by adding ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther.

@RCW_CallsConferencedToACD
Calculates the number of calls conferenced to an ACD-DN by adding ACDCallsConfToIncalls + CDNCallsConfToIncalls + DNCallsConfToACDDN.

@RCW_CallsConferencedToCDN
Calculates the number of calls conferenced to a CDN acquired by Contact Center Manager by adding ACDCallsConfToCDN + CDNCallsConfToCDN + DNCallsConfToCDN.

@RCW_CallsConferencedToDN
Calculates the number of calls conferenced to a DN by adding ACDCallsConfToDN + CDNCallsConfToDN + DNCallsConfToDN.

@RCW_CallsConferencedToOther
Calculates the number of calls conferenced to resources external to Contact Center Manager system by adding ACDCallsConfToOther + CDNCallsConfToOther + DNCallsConfToOther.

@RCW_CallsTransferred
Calculates the total number of calls transferred, by adding ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther.

@RCW_CallsTransferredToACD
Calculates the number of calls transferred to an ACD-DN by adding ACDCallsTransferredToIncalls + CDNCallsTransferredToIncalls + DNCallsTransferredToACDDN.

@RCW_CallsTransferredToCDN
Calculates the number of calls transferred to a CDN acquired by Contact Center Manager ACDCallsTransferredToCDN + CDNCallsTransferredToCDN + DNCallsTransferredToCDN.

Copyright © 2009-2010, Nortel Networks

@RCW_CallsTransferredToDN
Calculates the number of calls transferred to a DN by adding ACDCallsTransferredToDN + CDNCallsTransferredToDN + DNCallsTransferredToDN.

@RCW_CallsTransferredToOther
Calculates the number of calls transferred to resources external to the Contact Center Manager system by adding ACDCallsTransferredToOther + CDNCallsTransferredToOther + DNCallsTransferredToOther.

@RCW_CDNCallsConferenced
Calculates the number of CDN calls conferenced by adding CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther.

@RCW_CDNCallsTransferred
Calculates the number of CDN calls transferred by adding CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther.

@RCW_ConsultationTime
Lists the total time an agent spends in consultation with another agent during a call transfer or conference after the caller drops off the call.

@RCW_DNCalls
For Communication Server 1000/Meridian 1 PBX switch–Calculates the number of DN calls handled by an agent, by adding DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls.

For Communication Server 2x00/DMS switch–Calculates the number of DN calls handled by an agent, by adding DNInCalls + DNOutCalls.

@RCW_DNCallsConferenced
Calculates the number of DN calls conferenced by adding DNCallsConfToACDDN + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToOther.

@RCW_DNCallsHoldTime
Lists the total time DN calls are on hold by adding DNInExtCallsHoldTime + DNInIntCallsHoldTime + DNOutExtCallsHoldTime + DNOutIntCallsHoldTime.

@RCW_DNCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the total time spent handling DN calls by adding DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOutExtCallsTalkTime + DNOutIntCallsTalkTime.

Copyright © 2009-2010, Nortel Networks

For Communication Server 2x00/DMS switch–Lists the total time spent handling DN calls by adding DNInCallsTalkTime + DNOutCallsTalkTime.

@RCW_DNCallsTransferred
Calculates the number of DN calls transferred by adding DNCallsTransferredToACDDN + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToOther.

@RCW_DNInCalls
For Communication Server 1000/Meridian 1 PBX switch–Calculates the number of incoming DN calls by adding DNInExtCalls + DNInIntCalls.

For Communication Server 2x00/DMS switch–Calculates the number of incoming DN calls as DNInCalls.

@RCW_DNInCallsHoldTime
Lists the total time incoming DN calls are on hold by adding DNInExtCallsHoldTime + DNInIntCallsHoldTime.

@RCW_DNInCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the total time spent on incoming DN calls, including hold time, by adding DNInExtCallsTalkTime + DNInIntCallsTalkTime.

For Communication Server 2x00/DMS switch–Lists the total time spent on incoming DN calls, including hold time.

@RCW_DNInExtCallsHoldTime
Lists the total time incoming external DN calls are on hold.

@RCW_DNInExtCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on incoming external DN calls, including hold time.

@RCW_DNInIntCallsHoldTime
Lists the total time incoming internal DN calls are on hold.

@RCW_DNInIntCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on incoming internal DN calls, including hold time.

@RCW_DNOutCalls
For Communication Server 1000/Meridian 1 PBX–Calculates the number of outgoing DN calls by adding DNOutExtCalls + DNOutIntCalls.

For Communication Server 2x00/DMS–Calculates the number of outgoing DN calls as DNOutCalls.

Copyright © 2009-2010, Nortel Networks

@RCW_DNOutCallsHoldTime
Lists the total time outgoing DN calls are on hold by adding DNOutExtCallsHoldTime + DNOutIntCallsHoldTime.

@RCW_DNOutCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on outgoing DN calls, including hold time, by adding DNOutExtCallsTalkTime + DNOutIntCallsTalkTime.

For Communication Server 2x00/DMS–Lists the total time spent on outgoing DN calls, including hold time.

@RCW_DNOutExtCallsHoldTime
Lists the total time outgoing external DN calls are on hold.

@RCW_DNOutExtCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on outgoing external DN calls, including hold time.

@RCW_DNOutIntCallsHoldTime
Lists the total time outgoing internal DN calls are on hold.

@RCW_DNOutIntCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent on outgoing internal DN calls, including hold time.

@RCW_HoldTime
Lists the amount of time this agent put local and incoming contacts on hold, excluding DN calls, ACD calls and NACD calls.

@RCW_LocalCallsAnswered
Calculates the number of local contacts answered by subtracting NetworkCallsAnswered from CallsAnswered.

@RCW_LocalCallsTalkTime
Lists the total time that the agent spent handling local contacts, including hold time, by subtracting NetworkCallsTalkTime from TalkTime.

@RCW_LoggedInTime
Lists the total time an agent is in the Login state.

@RCW_NACDCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only Lists total time spent on NACD calls by an agent, including hold time.

Copyright © 2009-2010, Nortel Networks

@RCW_NetworkCallsTalkTime
Lists the total time that the agent spent handling incoming NSBR contacts, including hold time.

@RCW_NotReadyTime
Lists total time an agent spends in the Not Ready state. Not Ready time includes post-call processing time and Not Ready time with reason codes.

@RCW_ReservedTime
Lists the total time the agent is in Reserved state.

@RCW_RingTime
Lists the total time an agent spends in the Ringing state before answering a Contact Center Manager call.

@RCW_SupervisorName
Lists the supervisor's full name in the format SupervisorGivenName SupervisorSurName. If the information is not available, the “Supervisor Name Not Defined” message appears.

@RCW_SupervisorNameID
Lists the supervisor's full name and login ID in the format SupervisorGivenName SupervisorSurName - SupervisorLogin. If the information is not available, the “No Supervisor Name or ID Available” message appears.

@RCW_SupervisorNameIDLabel
Lists the text Supervisor Name & ID: SupervisorGivenName SupervisorSurname - SupervisorLogin. If the information is not available, the “Supervisor Name & ID Not Found” message appears.

@RCW_TalkTime
Lists the total time spent by the agent handling all contacts except DN calls, ACD calls, and NACD calls, including hold time.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

Copyright © 2009-2010, Nortel Networks

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TotalCallsAnswered
For Communication Server 1000/Meridian 1 PBX switch–Calculates the total number of calls answered by adding CallsAnswered + ACDCallsAnswered + NACDCallsAnswered.

For Communication Server 2x00/DMS switch–Calculates the total number calls answered by adding CallsAnswered + ACDCallsAnswered.

@RCW_TotalTalkTime
For Communication Server 1000/Meridian 1 PBX switch–Lists the total time spent by the agent handling all contacts, including hold time by adding TalkTime + ACDCallsTalkTime + NACDCallsTalkTime.

For Communication Server 2x00/DMS switch–Lists the total time spent by the agent handling all contacts, including hold time by adding TalkTime + ACDCallsTalkTime.

@RCW_VariableWrapTime
For Communication Server 2x00/DMS switch only. Lists the total time an agent is in the Variable Wrap state for all skillsets.

@RCW_WaitingTime
Lists the total time an agent spends waiting for contacts.

@RCW_WalkawayTime
Lists the total time an agent is in the Walkaway state.

ApplicationStat formulas

The following ApplicationStat formulas are available.

@RCW_%CallsAbandoned
Calculates the percentage of calls abandoned by dividing CallsAbandoned by CallsOffered, and multiplying by 100.

Copyright © 2009-2010, Nortel Networks

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

@RCW_%CallsAnsweredAfterThreshold
Calculates the percentage of calls answered that are answered after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs by dividing CallsAnsweredAftThreshold by CallsAnswered, and multiplying by 100.

@RCW_%CallsAnsweredBeforeThreshold
Calculates the percentage of calls answered that are answered before a wait greater than or equal to the service level threshold for the threshold class to which the application belongs by dividing CallsAnswered - CallsAnsweredAftThreshold by CallsAnswered, and multiplying by 100.

@RCW_%CallsGivenDefault
Calculates the percentage of calls with default treatment by dividing CallsGivenDefault by CallsOffered, and multiplying by 100.

@RCW_%CallsGivenForceBusy
Calculates the percentage of calls with Force Busy treatment by dividing CallsGivenForceBusy by CallsOffered, and multiplying by 100

@RCW_%CallsGivenForceDisconnect
Calculates the percentage of calls with Force Disconnect treatment by dividing CallsGivenForceDisconnect by CallsOffered, and multiplying by 100.

@RCW_%CallsGivenForceOverflow
Calculates the percentage of calls with Force Overflow treatment by dividing CallsGivenForceOverflow by CallsOffered, and multiplying by 100.

@RCW_%CallsGivenHostLookup
Calculates the percentage of calls with Host Lookup treatment by dividing CallsGivenHostLookup by CallsOffered, and multiplying by 100.

@RCW_%CallsGivenRouteTo
Calculates the percentage of calls with Route To treatment by dividing CallsGivenRouteTo by CallsOffered, and multiplying by 100.

@RCW_%ServiceLevel
Calculates the percentage of calls that are serviced within the service level threshold for the application by dividing (CallsAnswered + CallsAbandoned) - (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold) by (CallsAnswered + CallsAbandoned), and multiplying by 100.

Copyright © 2009-2010, Nortel Networks

@RCW_ApplicationCallsAbandoned
Calculates the actual number of calls that entered the application and are hung up before they are answered by subtracting IVRAbandoned from CallsAbandoned.

@RCW_ApplicationLabel
Lists the text Application: Application.

@RCW_ApplicationNameID
Lists the application name and ID in the format Application - ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameIDLabel
Lists the text Application Name & ID: Application - ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameOrID
Lists Application or, if this is not available, ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameOrIDLabel
Lists the text Application Name: Application or, if this is not available, Application ID: ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_AverageCallsAbandonedDelay
Lists the average wait time experienced by calls that are abandoned by dividing CallsAbandonedDelay by the CallsAbandoned.

@RCW_AverageCallsAnsweredDelay
Lists the average wait time experienced by calls that are answered by dividing CallsAnsweredDelay by the CallsAnswered.

@RCW_AverageNetOutCallsAbandonedDelay
Lists the average time delay experienced by outgoing NSBR calls sent by this application and abandoned at the destination sites, by dividing NetOutCallsAbandonedDelay by NetOutCallsAbandoned.

@RCW_AverageNetOutCallsAnsweredDelay
Lists the average time delay experienced by outgoing NSBR calls routed by this application and answered at the destination sites, by dividing NetOutCallsAnsweredDelay by NetOutCallsAnswered.

Copyright © 2009-2010, Nortel Networks

@RCW_AveragePostCallProcessingTime
Displays the average time agents spent performing post-call processing by dividing PostCallProcessingTime by the CallsAnswered.

@RCW_AverageTalkTime
Displays the average time agents spent handling contacts (excluding DN calls) in this interval, that were handled by this application by dividing TalkTime by CallsAnswered. This statistic includes hold time.

@RCW_AverageTimeBeforeDefault
Lists the average time spent in the system by local Contact Center Manager contacts and incoming NSBR contacts that received default treatment for this application, by dividing TimeBeforeDefault by CallsGivenDefault.

@RCW_AverageTimeBeforeForceBusy
Lists the average time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Busy treatment for this application, by dividing TimeBeforeForceBusy by CallsGivenForceBusy.

@RCW_AverageTimeBeforeForceDisconnect
Lists the average time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Disconnect treatment for this application, by dividing TimeBeforeForceDisconnect by CallsGivenForceDisconnect.

@RCW_AverageTimeBeforeForceOverflow
Lists the average time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Overflow treatment for this application, by dividing TimeBeforeForceOverflow by CallsGivenForceOverflow.

@RCW_AverageTimeBeforeRouteTo
Lists the average time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Route Call treatment, by dividing TimeBeforeRouteTo by CallsGivenRouteTo.

@RCW_AverageWaitTime
Displays the average time agents spend waiting for a contact after releasing a voice call or closing a multimedia contact handled by this application by dividing WaitTime by CallsAnswered.

@RCW_CallsAbandonedDelay
Lists the wait time experienced by all Contact Center Manager calls abandoned by callers.

Copyright © 2009-2010, Nortel Networks

@RCW_CallsAnsweredBeforeThreshold
Calculates the number of calls answered before a wait greater than or equal to the service level threshold for the threshold class to which the application belongs by subtracting CallsAnsweredAftThreshold from CallsAnswered.

@RCW_CallsAnsweredDelay
Lists the wait time experienced by all Contact Center Manager contacts answered or accepted for this application.

@RCW_CallsAnsweredDelayAtSkillset
Lists the total wait time experienced in the skillset queue by all Contact Center Manager contacts that are answered for this application.

@RCW_DNOutCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Displays the total time spent on outgoing DN calls, including hold time, for this application by adding DNOutExtCallsTalkTime + DNOutIntCallsTalkTime.

@RCW_DNOutExtCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Displays the total time spent by agents on outgoing external DN calls, including hold time, for this application.

@RCW_DNOutIntCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Displays the total time spent by agents on outgoing internal DN calls, including hold time, for this application.

@RCW_MaxCallsAbandonedDelay
Lists the wait time experienced by the Contact Center Manager call that waited the longest before the call is abandoned.

@RCW_MaxCallsAnsDelay
Lists the wait time experienced by the Contact Center Manager call that waited the longest before the call is answered.

@RCW_MaxCallsAnsDelayAtSkillset
Lists the wait time experienced by the Contact Center Manager contact that waited the longest in the skillset queue before the call is answered.

@RCW_MaxNetOutCallsAbandonedDelay
Lists the wait time experienced by the outgoing NSBR Contact Center Manager contact routed by this application that waited the longest before the system abandons the call at the destination site.

Copyright © 2009-2010, Nortel Networks

@RCW_MaxNetOutCallsAnsweredDelay
Lists the wait time experienced by the outgoing NSBR contact routed by this application that waited the longest before the call is answered or terminated at the destination site.

@RCW_NetOutCallsAbandonedDelay
Lists the total time delay experienced by outgoing NSBR calls sent by this application and abandoned at the destination sites.

@RCW_NetOutCallsAnsweredDelay
Lists the total time delay experienced by outgoing NSBR calls routed by this application and answered at the destination sites.

@RCW_PostCallProcessingTime
Displays the total time agents spent performing post-call processing. Normally, an agent uses this time to complete work related to the call just released, such as filling in forms or filing papers.

@RCW_TalkTime
Displays the total time agents spent handling contacts (excluding DN calls) in this interval, that were handled by this application. This statistic includes hold time.

@RCW_TimeBeforeDefault
Lists the total time spent in the system by local Contact Center Manager contacts and incoming NSBR contacts that received default treatment for this application.

@RCW_TimeBeforeForceBusy
Lists the total time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Busy treatment for this application.

@RCW_TimeBeforeForceDisconnect
Lists the total time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Disconnect treatment for this application.

@RCW_TimeBeforeForceOverflow
Lists the total time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Force Overflow treatment for this application.

@RCW_TimeBeforeInterflow
Lists total amount of time that local Contact Center Manager contacts and outgoing NSBR contacts spent in the Master_Script application before they are passed to a primary application. For the Master_Script application, this is

Copyright © 2009-2010, Nortel Networks

the total time spent in the Master_Script by all contacts. For primary applications, this is the total time spent in the Master_Script application by all contacts answered for the primary application.

@RCW_TimeBeforeIVRTransferred
Lists the total time spent in the system by local Contact Center Manager calls and incoming NSBR calls transferred to an IVR session for this application.

@RCW_TimeBeforeNACDOut
For Communication Server 1000/Meridian 1 PBX switch only. Lists the total time spent in the system by local Contact Center Manager calls networked out through the NACD queue and answered at remote nodes. NACD calls are sent to other switches without using the Contact Center Manager NSBR feature.

@RCW_TimeBeforeNetOut
Lists the total time spent in the system by outgoing NSBR contacts that are networked out by this application.

@RCW_TimeBeforeReachNonISDN
Lists the total time spent in the system by outgoing NSBR Contact Center Manager calls before they reached a non-ISDN trunk.

@RCW_TimeBeforeRouteTo
Lists the total time spent in the system by local Contact Center Manager calls and incoming NSBR calls that received Route Call treatment.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

Copyright © 2009-2010, Nortel Networks

You can use this formula in the Timestamp group header or group footer only.

@RCW_WaitTime
Displays the total time agents spend waiting for a contact after releasing a voice call or closing a multimedia contact handled by this application.

CDNStat formulas

The following CDNStat formulas are available.

@RCW_%CallsAbandoned
Calculates the percentage of calls abandoned by dividing CallsAbandoned by CallsOffered, and multiplying by 100.

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

@RCW_%CallsTerminated
Calculates the percentage of calls abandoned by dividing CallsTerminated by CallsOffered, and multiplying by 100.

@RCW_CDNNameID
Lists the CDN name and ID in the format CDNName - CDN. If the information is not available, the “No Information on CDN” message appears.

@RCW_CDNNameIDLabel
Lists the text CDN Name & ID: CDNName - CDN. If the information is not available, the “There is no CDN Name or ID” message appears.

@RCW_CDNNameOrID
Lists CDNName or, if this is not available, CDN. If the information is not available, the “No Information on CDN” message appears.

@RCW_CDNNameOrIDLabel
Lists the text CDN Name: CDNName or, if this is not available, CDN ID: CDN. If the information is not available, the “No Information on CDN” message appears.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

Copyright © 2009-2010, Nortel Networks

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

DNISStat formulas

The following DNISStat formulas are available.

@RCW_%CallsAbandoned
Calculates the percentage of calls abandoned by dividing CallsAbandoned by CallsOffered, and multiplying by 100.

@RCW_%CallsAbandonedAfterThreshold
Calculates the percentage of calls abandoned that are abandoned after a wait greater than or equal to the service level threshold for the DNIS number by dividing CallsAbandonedAftThreshold by CallsAbandoned, and multiplying by 100.

@RCW_%CallsAbandonedBeforeThreshold
Calculates the percentage of calls abandoned that are abandoned before a wait greater than or equal to the service level threshold for the DNIS number by dividing CallsAbandoned - CallsAbandonedAftThreshold by CallsAbandoned, and multiplying by 100.

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

@RCW_%CallsAnsweredAfterThreshold
Calculates the percentage of calls answered that are answered after a wait greater than or equal to the service level threshold for the DNIS number by dividing CallsAnsweredAftThreshold by CallsAnswered, and multiplying by 100.

@RCW_%CallsAnsweredBeforeThreshold
Calculates the percentage of calls answered that are answered before a wait greater than or equal to the service level threshold for the DNIS number by dividing CallsAnswered - CallsAnsweredAftThreshold by CallsAnswered, and multiplying by 100.

Copyright © 2009-2010, Nortel Networks

@RCW_%CallsGivenDefault
Calculates the percentage of calls with default treatment by dividing CallsGivenDefault by CallsOffered, and multiplying by 100.

@RCW_%CallsGivenForceBusy
Calculates the percentage of calls with Force Busy treatment by dividing CallsGivenForceBusy by CallsOffered, and multiplying by 100.

@RCW_%CallsGivenForceDisconnect
Calculates the percentage of calls with Force Disconnect treatment by dividing CallsGivenForceDisconnect by CallsOffered, and multiplying by 100.

@RCW_%CallsGivenForceOverflow
Calculates the percentage of calls with Force Overflow treatment by dividing CallsGivenForceOverflow by CallsOffered, and multiplying by 100.

@RCW_%CallsGivenRouteTo
Calculates the percentage of calls with Route To treatment by dividing CallsGivenRouteTo by CallsOffered, and multiplying by 100.

@RCW_%CallsNetworkedOut
Calculates the percentage of calls that are routed to a remote site and answered or abandoned by dividing CallsNetworkedOut by CallsOffered, and multiplying by 100.

@RCW_%ServiceLevel
Calculates the percentage of calls that are serviced within the service level threshold for the application by dividing (CallsAnswered + CallsAbandoned) - (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold) by (CallsAnswered + CallsAbandoned), and multiplying by 100.

@RCW_AverageAbandonedDelay
Calculates the average wait time experienced by all local Contact Center Manager calls and incoming NSBR calls abandoned for a DNIS number, by dividing CallsAbandonedDelay by CallsAbandoned.

@RCW_AverageAnsweredDelay
Calculates the average wait time experienced by all local Contact Center Manager calls and incoming NSBR calls answered for a DNIS number, by dividing CallsAnsweredDelay by CallsAnswered.

@RCW_AverageTalkTime
Lists the average time spent by all agents on local Contact Center Manager calls and incoming NSBR calls for a DNIS number, including hold time, by dividing TalkTime by CallsAnswered.

Copyright © 2009-2010, Nortel Networks

@RCW_CallsAbandonedBeforeThreshold
Calculates the number of calls answered that are answered before a wait greater than or equal to the service level threshold for the DNIS number, by subtracting CallsAbandonedAftThreshold from CallsAbandoned.

@RCW_CallsAbandonedDelay
Lists the total wait experienced by calls that are abandoned.

@RCW_CallsAnsweredBeforeThreshold
Calculates the number of calls answered before a wait greater than or equal to the service level threshold for the DNIS number by subtracting CallsAnsweredAftThreshold from CallsAnswered.

@RCW_CallsAnsweredDelay
Lists the wait time experienced by all local Contact Center Manager calls and incoming NSBR calls answered for a DNIS number.

@RCW_DNISNameID
Lists the DNIS name and ID in the format DNISName - DNIS. If the information is not available, the “No Information on DNIS” message appears.

@RCW_DNISNameIDLabel
Lists the text DNIS Name & ID: DNISName - DNIS. If the information is not available, the “No DNIS Information available” message appears.

@RCW_DNISNameOrID
Lists DNISName or, if this is not available, DNIS. If the information is not available, the “No Information on DNIS” message appears.

@RCW_DNISNameOrIDLabel
Lists the text DNIS Name: DNISName or, if this is not available, DNIS ID: DNIS. If the information is not available, the “No Information on DNIS” message appears.

@RCW_MaxAbandonDelay
Lists the wait time experienced by the local Contact Center Manager calls or incoming NSBR call that waited the longest before the call is abandoned.

@RCW_MaxAnsweredDelay
Lists the wait time experienced by the local Contact Center Manager calls or incoming NSBR call that waited the longest before the call is answered.

@RCW_TalkTime
Lists the total time spent by all agents on local Contact Center Manager calls and incoming NSBR calls for a DNIS number, including hold time.

Copyright © 2009-2010, Nortel Networks

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

IVRPortStat formulas

The following IVRPortStat formulas are available.

@RCW_AverageNotReadyTime
Lists the average time spent by the IVR port in the Not Ready state by dividing NotReadyTime by CallsAnswered.

@RCW_AverageTalkTime
Lists the average time the IVR port is in use by dividing TalkTime by CallsAnswered.

@RCW_AverageWaitingTime
Lists average time the IVR port is idle by dividing WaitingTime by CallsAnswered.

@RCW_IVRPortNameID
Lists the IVR Port name and ID in the format IVRPortName - IVRPortID. If the information is not available, the “No Information on IVRPort” message appears.

@RCW_IVRPortNameIDLabel
Lists the text Port Name & ID: IVRPortName - IVRPortID. If the information is not available, the “IVR Port Name & ID not available” message appears.

Copyright © 2009-2010, Nortel Networks

@RCW_IVRQueueNameID
Lists the IVR Queue name and ID in the format IVRQueueName - IVRQueueID. If the information is not available, the “No Information on IVRQueue” message appears.

@RCW_IVRQueueNameIDLabel
Lists the text Queue Name & ID: IVRQueueName - IVRQueueID. If the information is not available, the “IVR Queue Name & ID not available” message appears.

@RCW_LoggedInTime
Lists the total time that the IVR port is logged on.

@RCW_NotReadyTime
Lists the total time spent by the IVR port in the Not Ready state.

@RCW_TalkTime
Lists the total time the IVR port is in use.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_WaitTime
Lists the total time the IVR port is idle.

IVRStat formulas

The following IVRStat formulas are available.

Copyright © 2009-2010, Nortel Networks

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

@RCW_%CallsAnsweredAfterThreshold
Calculates the percentage of calls answered that are answered after a wait greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs by dividing CallsAnsweredAftThreshold by CallsAnswered, and multiplying by 100.

@RCW_%CallsAnsweredBeforeThreshold
Calculates the percentage of calls answered that are answered before a wait greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs by dividing CallsAnswered - CallsAnsweredAftThreshold by CallsAnswered, and multiplying by 100.

@RCW_AverageCallsAnsweredDelay
Lists the average wait time experienced by all the calls answered by dividing CallsAnsweredDelay by CallsAnswered.

@RCW_AverageCallsNotTreatedDelay
Lists the average wait time experienced by all the calls abandoned or pulled back from an IVR queue by dividing CallsNotTreatedDelay by CallsNotTreated.

@RCW_CallsAnsweredBeforeThreshold
Calculates the number of calls answered before a wait greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs by subtracting CallsAnsweredAftThreshold from CallsAnswered.

@RCW_CallsAnsweredDelay
Lists the total wait time experienced by all the calls answered.

@RCW_CallsNotTreatedDelay
Lists the total wait time experienced by all the calls abandoned or pulled back from an IVR queue.

@RCW_IVRQueueNameID
Lists the IVR Queue name and ID in the format IVRQueueName - IVRQueueID. If the information is not available, the “No Information on IVRQueue” message appears.

@RCW_IVRQueueNameIDLabel
Lists the text Queue Name & ID: IVRQueueName - IVRQueueID. If the information is not available, the “No Queue Information available” message appears.

Copyright © 2009-2010, Nortel Networks

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

LicenseStat formulas

The following LicenseStat formulas are available.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

Copyright © 2009-2010, Nortel Networks

NetworkInCallStat formulas

The following NetworkInCallStat formulas are available.

@RCW_%CallsAbandoned
Calculates the percentage of calls abandoned by dividing CallsAbandoned by CallsOffered, and multiplying by 100.

@RCW_%CallsAbandonedAfterThreshold
Calculates the percentage of calls abandoned that are abandoned after a wait greater than or equal to the service level threshold for the application by dividing CallsAbandonedAftThreshold by CallsAbandoned, and multiplying by 100.

@RCW_%CallsAbandonedBeforeThreshold
Calculates the percentage of calls abandoned that are abandoned before a wait greater than or equal to the service level threshold for the application by dividing CallsAbandoned - CallsAbandonedAftThreshold by CallsAbandoned, and multiplying by 100.

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

@RCW_%CallsAnsweredAfterThreshold
Calculates the percentage of calls answered that are answered after a wait greater than or equal to the service level threshold for the application by dividing CallsAnsweredAftThreshold by CallsAnswered, and multiplying by 100.

@RCW_%CallsAnsweredBeforeThreshold
Calculates the percentage of calls answered that are answered before a wait greater than or equal to the service level threshold for the application by dividing CallsAnswered - CallsAnsweredAftThreshold by CallsAnswered, and multiplying by 100.

@RCW_AverageCallsAbandonedDelay
Lists the average wait time experienced by all incoming NSBR calls abandoned at the local site, by dividing CallsAbandonedDelay by CallsAbandoned.

@RCW_AverageCallsAbandonedDelayAtDest
Lists the average wait time experienced at the local site by all incoming NSBR calls abandoned at the local site, by dividing CallsAbandonedDelayAtDest by CallsAbandoned.

Copyright © 2009-2010, Nortel Networks

@RCW_AverageCallsAnsweredDelay
Lists the average wait time experienced by all incoming NSBR calls answered at the local site, by dividing CallsAnsweredDelay by CallsAnswered.

@RCW_AverageCallsAnsweredDelayAtDest
Lists the average wait time experienced at the local site by all incoming NSBR calls answered at the local site, by dividing CallsAnsweredDelayAtDest by CallsAnswered.

@RCW_CallsAbandonedBeforeThreshold
Calculates the number of calls answered that are answered before a wait greater than or equal to the service level threshold for the application, by subtracting CallsAbandonedAftThreshold from CallsAbandoned.

@RCW_CallsAbandonedDelay
Lists the total wait time experienced by all incoming NSBR calls abandoned at the local site.

@RCW_CallsAbandonedDelayAtDest
Lists the total wait time experienced at the local site by all incoming NSBR calls abandoned at the local site.

@RCW_CallsAnsweredBeforeThreshold
Calculates the number of calls answered before a wait greater than or equal to the service level threshold for the application by subtracting CallsAnsweredAftThreshold from CallsAnswered.

@RCW_CallsAnsweredDelay
Lists the total wait time experienced by all incoming NSBR calls answered at the local site.

@RCW_CallsAnsweredDelayAtDest
Lists the total wait time experienced at the local site by all incoming NSBR calls answered at the local site.

@RCW_DstSiteNameOrID
Lists DstSite or, if this is not available, DstSiteID. If the information is not available, the “No Information on Destination Site” message appears.

@RCW_MaxAbandonedDelay
Lists the wait time experienced by the incoming NSBR call that waited the longest before the call is abandoned at the local site.

@RCW_MaxAbandonedDelayAtDest
Lists the wait time experienced by the call that waited the longest at the local site before the call is abandoned.

Copyright © 2009-2010, Nortel Networks

@RCW_MaxAnsweredDelay
Lists the total wait time experienced by all calls answered at the local site.

@RCW_MaxAnsweredDelayAtDest
Lists the wait time experienced by the call that waited the longest at the local site before the call is answered.

@RCW_SrcSiteNameOrID
Lists SrcSite or, if this is not available, SrcSiteID. If the information is not available, the “No Information on Source Site” message appears.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

NetworkOutStat formulas

The following NetworkOutStat formulas are available.

@RCW_%CallsAbandoned
Calculates the percentage of calls abandoned by dividing CallsAbandoned by CallsOffered, and multiplying by 100.

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

Copyright © 2009-2010, Nortel Networks

@RCW_AverageCallAbandonedDelayAtDest
Lists the average wait time experienced at the destination site by all calls from the local site that are abandoned at the destination site, by dividing CallAbandonedDelayAtDest by CallsAbandoned.

@RCW_AverageCallAnsweredDelayAtDest
Lists the average wait time experienced at the destination site by all calls from the local site that are answered by an agent, answered by IVR, or terminated at the destination site, by dividing CallAnsweredDelayAtDestination by CallsAnswered.

@RCW_AverageTotalCallAbandonedDelay
Lists the average wait time experienced by all calls from the local site that are abandoned at the destination site, by dividing TotalCallAbandonedDelay by CallsAbandoned.

@RCW_AverageTotalCallAnsweredDelay
Lists the average wait time experienced by all calls from the local site, which are answered by an agent or by IVR, or terminated at the destination site, by dividing TotalCallAnsweredDelay by CallsAnswered.

@RCW_CallAbandonedDelayAtDest
Lists the total wait time experienced at the destination site by all calls from the local site that are abandoned at the destination site.

@RCW_CallAnsweredDelayAtDest
Lists the total wait time experienced at the destination site by all calls from the local site, which are answered by an agent or by IVR, or terminated at the destination site.

@RCW_DstSiteNameOrID
Lists DstSite or, if this is not available, DstSiteID. If the information is not available, the “No Information on Destination Site” message appears.

@RCW_MaxCallAbandonedDelay
Lists the wait time experienced by the call originating at the local site that waited the longest before the call is abandoned at the destination site.

@RCW_MaxCallAbandonedDelayAtDest
Lists the wait time experienced by the call originating at the local site that waited the longest at the destination site before the call is abandoned.

@RCW_MaxCallAnsweredDelay
Lists the wait time experienced by the call originating at the local site that waited the longest before it is answered by an agent, answered by IVR, or terminated at the destination site.

Copyright © 2009-2010, Nortel Networks

@RCW_MaxCallAnsweredDelayAtDest
Lists the wait time experienced by the call originating at the local site that waited the longest at the destination site before it is answered by an agent, answered by IVR, or terminated.

@RCW_SrcSiteNameOrID
Lists SrcSite or, if this is not available, SrcSiteID. If the information is not available, the “No Information on Source Site” message appears.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TotalCallAbandonedDelay
Lists the total wait time experienced by all calls from the local site that are abandoned at the destination site.

@RCW_TotalCallAnsweredDelay
Lists the total wait time experienced by all calls from the local site that are answered by an agent, answered by IVR, or terminated at the destination site.

RANMusicRouteStat formulas

The following RANMusicRouteStat formulas are available.

@RCW_RouteAccessTime
Lists the total time a music or RAN route is in use.

Copyright © 2009-2010, Nortel Networks

@RCW_RouteNameID
Lists the Route name and ID in the format RouteName - RouteID. If the information is not available, the “No Information on Route” message appears.

@RCW_RouteNameIDLabel
Lists the text Route Name & ID: RouteName - RouteID. If the information is not available, the “Route Name and ID not available” message appears.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

RouteStat formulas

The following RouteStat formulas are available.

@RCW_AllTrunksBusyTime
Lists the total time all trunks in this route are busy.

@RCW_AverageAllTrunksBusyTime
Lists the total time all trunks in this route are busy by dividing AllTrunksBusyTime by AllTrunksBusy.

@RCW_RouteNameID
Lists the Route name and ID in the format RouteName - RouteID. If the information is not available, the “No Information on Route” message appears.

@RCW_RouteNameIDLabel
Lists the text Route Name & ID: RouteName - RouteID. If the information is not available, the “No Route Name and ID Available” message appears.

Copyright © 2009-2010, Nortel Networks

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed. You can use this formula in the Timestamp group header or group footer only.

SkillsetStat formulas

The following SkillsetStat formulas are available.

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

@RCW_%CallsAnsweredAfterThreshold
Calculates the percentage of calls answered that are answered after a wait greater than or equal to the service level threshold for the threshold class, to which the skillset belongs by dividing CallsAnsweredAftThreshold by CallsAnswered, and multiplying by 100.

@RCW_%CallsAnsweredBeforeThreshold
Calculates the percentage of calls answered that are answered before a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs by dividing CallsAnswered - CallsAnsweredAftThreshold by CallsAnswered, and multiplying by 100.

@RCW_%LocalCallsAnswered
Calculates the percentage of local calls answered for this skillset by dividing CallsAnswered - NetCallsAnswered by CallsAnswered, and multiplying by 100.

Copyright © 2009-2010, Nortel Networks

@RCW_%NetCallsAnswered
Calculates the percentage of incoming network calls answered for this skillset by dividing NetCallsAnswered by CallsAnswered, and multiplying by 100.

@RCW_ActiveTime
Lists the amount of time a skillset is in service. A skillset is in service when the skillset is not in Out of Service mode and at least one agent is logged on.

@RCW_AllAgentBusyTime
Lists the total time that all agents assigned this skillset are busy with calls or no agents are logged on.

@RCW_ApplicationNameID
Lists the application name and ID in the format Application - ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameIDLabel
Lists the text Application Name & ID: Application - ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameOrID
Lists Application, or if this is not available, ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_ApplicationNameOrIDLabel
Lists the text Application Name: Application or, if this is not available, Application ID: ApplicationID. If the information is not available, the “No Information on Application” message appears.

@RCW_AverageCallsAnsweredDelay
Calculates the average wait time experienced by all local Contact Center Manager calls and incoming NSBR calls answered for this skillset, by dividing CallsAnsweredDelay by CallsAnswered.

@RCW_AverageNumberOfAgents
Calculates the average number of logged on agents belonging to this skillset, by dividing TotalStaffedTime by ActiveTime.

@RCW_AveragePostCallProcessingTime
Displays the average time agents spent performing post-call processing by dividing PostCallProcessingTime by the CallsAnswered.

Copyright © 2009-2010, Nortel Networks

@RCW_AverageSkillsetAbandonedDelay
Lists the average wait time experienced by Contact Center Manager calls, which are abandoned for this skillset, by dividing SkillsetAbandonedDelay by SkillsetAbandoned.

@RCW_AverageTalkTime
Displays the average time agents spent handling contacts (excluding DN calls) in this interval, which were handled by this skillset by dividing TalkTime by CallsAnswered. This statistic includes hold time.

@RCW_AverageWaitTime
Displays the average time agents spend waiting for a contact after releasing a voice call or closing a multimedia contact handled by this skillset by dividing WaitTime by CallsAnswered.

@RCW_CallsAnsweredBeforeThreshold
Calculates the number of calls answered before a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs by subtracting CallsAnsweredAftThreshold from CallsAnswered.

@RCW_CallsAnsweredDelay
Lists the wait time experienced by all local Contact Center Manager calls and incoming NSBR calls answered for this skillset.

@RCW_DNOutCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Displays the total time spent on outgoing DN calls, including hold time, for this skillset by adding DNOutExtCallsTalkTime + DNOutIntCallsTalkTime.

@RCW_DNOutExtCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Displays the total time spent by agents on outgoing external DN calls, including hold time, for this skillset.

@RCW_DNOutIntCallsTalkTime
For Communication Server 1000/Meridian 1 PBX switch only. Displays the total time spent by agents on outgoing internal DN calls, including hold time, for this skillset.

@RCW_LocalCallsAnswered
Calculates the number of local contacts answered by subtracting NetCallsAnswered from CallsAnswered.

@RCW_MaxAnsweredDelay
Lists the wait time experienced by the local Contact Center Manager calls or incoming NSBR call that waited the longest before an agent answers the call.

Copyright © 2009-2010, Nortel Networks

@RCW_MaxSkillsetAbandonedDelay
Lists the wait time experienced by the local Contact Center Manager call or incoming NSBR call queued to this skillset that waited the longest before the call is abandoned.

@RCW_PostCallProcessingTime
Displays the total time agents spent performing post-call processing. Normally, an agent uses this time to complete work related to the call just released, such as filling in forms or filing papers.

@RCW_SiteNameOrID
Lists Site or, if this is not available, SiteID. If the information is not available, No Information on Site message appears.

@RCW_SkillsetAbandonedBeforeThreshold
Calculates the number of Contact Center Manager calls abandoned for this skillset before a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs, by subtracting SkillsetAbandonedAftThreshold from SkillsetAbandoned.

@RCW_SkillsetAbandonedDelay
Lists the total wait time experienced by Contact Center Manager calls that are abandoned for this skillset.

@RCW_SkillsetNameID
Lists the skillset name and ID in the format Skillset - SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_SkillsetNameIDLabel
Lists the text Skillset Name & ID: Skillset - SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_SkillsetNameOrID
Lists Skillset or, if this is not available, SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_SkillsetNameOrIDLabel
Lists the text Skillset Name: Skillset or, if this is not available, Skillset ID: SkillsetID. If the information is not available, the “No Information on Skillset” message appears.

@RCW_TalkTime
Displays the total time agents spent handling contacts (excluding DN calls) in this interval, which were handled by this skillset. This statistic includes hold time.

Copyright © 2009-2010, Nortel Networks

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TotalStaffedTime
Lists the amount of logon time for all agents belonging to this skillset.

@RCW_WaitTime
Displays the total time agents spend waiting for a contact after releasing a voice call or closing a multimedia contact handled by this skillset.

TrunkStat formulas

The following TrunkStat formulas are available:

@RCW_%CallsAbandoned
Calculates the percentage of calls abandoned by dividing CallsAbandoned by CallsOffered, and multiplying by 100.

@RCW_%CallsAnswered
Calculates the percentage of calls answered by dividing CallsAnswered by CallsOffered, and multiplying by 100.

@RCW_%Usage
Calculates the percentage of time that the trunk is occupied during the selected interval by dividing OccupancyTime by the time the trunk is available, and multiplying by 100. The time the trunk is available is determined based on the value set for the @report_datarange formula.

Copyright © 2009-2010, Nortel Networks

@RCW_AverageCallsAbandonedDelay
Lists the average wait time experienced by calls that are abandoned by dividing CallsAbandonedDelay by the CallsAbandoned.

@RCW_AverageCallsAnsweredDelay
Lists the average wait time experienced by calls that are answered by dividing CallsAnsweredDelay by the CallsAnswered.

@RCW_CallsAbandonedDelay
Lists the total wait time experienced by calls that are abandoned.

@RCW_CallsAnsweredDelay
Lists the total wait time experienced by calls that are answered.

@RCW_OccupancyTime
Lists the amount of time that the trunk is occupied.

@RCW_TimestampGroupName
Lists the Timestamp value as a formatted string based on the @report_datarange formula and the setting for the option The section will be printed. If the value set for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value set for @report_datarang is Interval, the value is modifed based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TimestampGroupNameLabel
Lists a label indicating the group option selected followed by the Timestamp value as a formatted string (for example, Daily: 25/10/2005). The label and date shown are based on the @report_datarange formula and the setting for the option The section will be printed.

If the value set for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value set for @report_datarange is Interval, the label and value are modified based on the setting for The section will be printed.

You can use this formula in the Timestamp group header or group footer only.

@RCW_TrunkIDRouteLabel
Lists a string identifying the specific trunk by combining Trunk ID: + TrunkID + Route Name: + Route + Route ID: RouteID. If the Route or RouteID fields are blank they are not displayed.

Copyright © 2009-2010, Nortel Networks

Pegging information

- Pegging examples (page 1023)
- Agent state tracking (page 1043)

Copyright © 2009-2010, Nortel Networks

Pegging examples

This chapter provides example of the process to peg different call type in a contact center.

Navigation

- Pegging of local calls (page 1024)
- Pegging of network calls (page 1025)
- Pegging of activity codes (page 1027)
- Pegging of Not Ready reason codes (page 1030)
- Pegging of agent state timers (page 1033)
- Pegging of ACD-DNs (page 1033)
- Pegging of DNIS calls (page 1035)
- Pegging of calls returned to queue (page 1035)
- Pegging when a skillset is out of service (page 1036)
- Pegging for calls networked out by NACD (page 1037)
- Pegging blind transfers (page 1038)
- Pegging when the caller leaves a message (page 1041)
- Pegging of calls answered by a backup skillset (page 1041)

Copyright © 2009-2010, Nortel Networks

Pegging of local calls

This section provides a typical example of how local calls peg.

Scenario

Call arrives	09:00:00
Call is given IVR treatment	09:00:10
Call is handed over to Booking_Script application	09:00:10
Call is queued to Bookings skillset	09:00:11
Call is presented to Donna Royce	09:00:18
Call is answered by Donna Royce	09:00:23
Call is conferenced to a Brandon Woo's DN	09:00:32
Caller disconnects	09:00:43
Brandon Woo releases call Donna Royce releases call	09:00:46

In this scenario, the agent's call presentation class is configured for a break (variable wrap) of 30 seconds after each call.

Pegging

AgentPerformanceStat view: Donna Royce

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1
CDNCallsConferencedToDN	1
ConsultationTime (Communication Server 1000/ Meridian 1 PBX switch)	3
TalkTime	23
BreakTime/VariableWrapTime	30

ApplicationStat view: Master_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsGivenIVR	1

Copyright © 2009-2010, Nortel Networks

ApplicationStat view: Booking_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1
CallsAnsweredDelay Time from when the Master handed off to the primary and is answered.	15 seconds
AnsDelay16	1
CallsAnsweredDelayAtSkillset	12 seconds
CallsConferencedOut	1
TimeBeforeInterflow	2 seconds

CDNStat view

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1

SkillsetStat view: Bookings

Field	Pegging
Interval	9:00 – 9:15
Application	Booking_Script
CallsOffered	1
CallsAnswered	1
CallsAnsweredDelay	12 seconds
BreakTime/VariableWrapTime	30 seconds

Pegging of network calls

This section provides a typical example of how network calls peg (at the source site and at the destination site).

Scenario

Call arrives at Toronto	09:00:00
Call is handed over to Booking_Script application	09:00:01

Copyright © 2009-2010, Nortel Networks

Scenario

Call is queued to network skillset: Bookings	09:00:02
Call is routed to Boston	09:00:08
Call is presented to Boston agent, Lane Rivers	09:00:10
Lane Rivers answers call	09:00:15
Caller disconnects	09:00:35

Pegging at source site

ApplicationStat view: Master_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1

ApplicationStat view: Booking_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
NetOutCalls	1
NetOutCallsAnswered	1
NetOutCallsAnsweredDelay	15 seconds
AnsDelay16	1
CallsAnsweredDelayAtSkillset	13 seconds

NetworkOutCallStat view

Field	Pegging
Interval	9:00 – 9:15
Source Site	Toronto
Source Application	Booking_Script
Destination Site	Boston
Destination Application	Network_Script
Calls Offered	1
Calls Answered	1

Copyright © 2009-2010, Nortel Networks

Pegging at destination site

ApplicationStat view: Network_Script

Field	Pegging
Interval	9:00 – 9:15
CallsAnswered	1
CallsAnsweredDelay	7 seconds
AnsDelay8	1
CallsAnsweredDelayAtSkillset	13 seconds

NetworkInCallStat view

Field	Pegging
Interval	9:00 – 9:15
Source Site	Toronto
Source Application	Booking_Script
Destination Site	Boston
Destination Application	Network_Script
Calls Offered	1
Calls Answered	1

AgentPerformanceStat view: Lane Rivers

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1
TalkTime	20

Pegging of activity codes

Communication Server 1000/Meridian 1 PBX switch

On the Communication Server 1000/Meridian 1 PBX switch, an activity code has a maximum of four digits.

Example 1: Activity code entered in first interval

For this example, the following events occur:

09:05:00	Agent answers call
09:11:00	Agent enters activity code 1234

Copyright © 2009-2010, Nortel Networks

09:14:00	Agent enters activity code 3456
09:23:00	Agent enters activity code 5678
09:26:00	Call ends

Activity code statistics (ActivityCodeStat view) peg as follows:

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:00:00	1234	1	9 minutes
	3456	1	1 minutes
09:15:00	3456	0	8 minutes
	5678	1	3 minutes

Example 2: Activity code entered in second interval

For this example, the following events occur:

09:05:00	Agent answers call
09:21:00	Agent enters activity code 1234
09:33:00	Call ends
09:23:00	Agent enters activity code 5678
09:26:00	Call ends

Activity code statistics (ActivityCodeStat view) peg as follows:

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:15:00	1234	1	25 minutes
09:30:00	1234	0	3 minutes

Default skillset activity code

For this example, the following events occur:

09:04:00	Agent answers call
09:06:00	Agent presses Activity key twice

Copyright © 2009-2010, Nortel Networks

09:12:00	Agent enters activity code 1234
09:18:00	Call ends

Activity code statistics (ActivityCodeStat view) peg as follows:

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:00:00	00 (skillset default)	1	8 minutes
	1234	1	3 minutes
09:15:00	1234	0	3 minutes

Communication Server 2x00/DMS switch

On the Communication Server 2x00/DMS switch, an activity (Line of Business) code has a maximum of three digits.

Example 1: Activity code entered in first interval

For this example, the following events occur:

09:05:00	Agent answers call
09:11:00	Agent enters activity code 1234
09:14:00	Agent enters activity code 345
09:23:00	Agent enters activity code 567
09:26:00	Call ends

Activity code statistics (ActivityCodeStat view) peg as follows:

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:00:00	123	1	10 minutes
	345	1	1 minute
09:15:00	345	0	8 minutes
	567	1	3 minutes

Example 2: Activity code entered in second interval

For this example, the following events occur:

Copyright © 2009-2010, Nortel Networks

09:05:00	Agent answers call
09:11:00	Agent enters activity code 1234
09:14:00	Agent enters activity code 3456
09:23:00	Agent enters activity code 5678
09:26:00	Call ends

Activity code statistics (ActivityCodeStat view) peg as follows:

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:15:00	123	1	9 minutes
09:30:00	123	0	3 minutes

Pegging of Not Ready reason codes

Communication Server 1000/Meridian 1 PBX switch

Example 1: Not Ready reason code entered in first interval

For this example, the following events occur:

09:25:00	Agent goes into Not Ready state
09:27:00	Agent enters Not Ready reason code 1234
09:31:00	Agent enters Not Ready reason code 3456
09:35:00	Agent enters activity code 5678

Not Ready reason code statistics peg as follows, in the ActivityCodeStat view:

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:15:00	1234	1	5 minutes
09:30:00	1234	0	1 minutes
	3456	1	4 minutes

Example 2: Not Ready reason code entered in second interval

For this example, the following events occur:

Copyright © 2009-2010, Nortel Networks

09:13:00	Agent goes into Not Ready state
09:18:00	Agent enters Not Ready reason code 1234
09:19:00	Agent enters Not Ready reason code 3456
09:25:00	Agent enters Not Ready reason code 5678
09:26:00	Agent logs off

Not Ready reason code statistics peg as follows, in the ActivityCodeStat view:

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:15:00	1234	1	6 minutes
	3456	1	6 minutes
	5678	1	1 minute

Example 3: Agent goes Not Ready during logon interval
For this example, the following events occur:

09:31:00	Agent logs on (automatically goes into Not Ready state)
09:32:00	Agent goes into Ready state
09:42:00	Agent goes into Not Ready state
09:46:00	Agent enters Not Ready reason code 1234
09:48:00	Agent goes into Ready state

Not Ready reason code statistics peg as follows, in the ActivityCodeStat view:

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:30:00	000 (system default)	1	1 minute
09:45:00	1234	1	6 minutes

Copyright © 2009-2010, Nortel Networks

Communication Server 2x00/DMS switch

On the Communication Server 2x00/DMS switch, agents can enter only one Not Ready reason code while in Not Ready state. To change the Not Ready reason, the agent should go into Ready state, and then into Not Ready again.

Example 1: Not Ready Reason code entered before timeout
For this example, the following events occur (NR timeout configured at 20 seconds).

09:25:00	Agent goes into Not Ready state
09:25:10	Agent enters Not Ready LOB 123
09:31:00	Agent goes into Ready state

Not Ready reason code statistics peg as follows, in the ActivityCodeStat view.

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:15:00	123	1	5 minutes
09:30:00	123	0	1 minute

Example 2: Agent goes Not Ready, and does not enter Not Reason code.
For this example, the following events occur (NR timeout configured at 20 seconds).

09:11:00	Agent goes into Not Ready state
09:26:00	Agent goes into Ready state

Not Ready reason code statistics peg as follows, in the ActivityCodeStat view.

Interval	ActivityCode	Occurrences	ActivityTime (minutes)
09:00:00	000 (System default)	1	4 minutes
09:15:00	000 (System default)	0	11 minutes

Copyright © 2009-2010, Nortel Networks

Pegging of agent state timers

Scenario

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

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

Agent timer values

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

LoggedInTime	90 seconds
WaitingTime	90 seconds
DNInCallsTalkTime (Communication Server 2x00/DMS) or DNIntInCallsTalkTime (Communication Server 1000/Meridian 1 PBX switch)	90 seconds
TalkTime	90 seconds

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

WaitingTime + DNInCallsTalkTime or DnIntInCallsTalkTime + TalkTime
= 10 + 80 + 60
= 120 seconds

Pegging of ACD-DNs

By default, statistics for ACD-DNs peg against the Default ACD skillset, and statistics for NACD-DNs peg against the Default NACD skillset. However, you can map an ACD-DN to a skillset, using Contact Center Manager Administration. If you map an ACD-DN, statistics for that ACD-DN peg against that skillset.

Copyright © 2009-2010, Nortel Networks

Example 1: Pegging without skillset mapping

Scenario

For this example, an agent who is assigned to the Eng_Service_Sk answers an ACD and NACD call as follows.

03:04:00	Agent answers call on ACD-DN 51111.
03:06:00	The call ends
03:08:00	Agent answers a call on NACD-DN 7111.
03:11:00	The call ends.

Pegging: SkillsetStat view

Skillset statistics for the interval 03:00:00 are as follows.

Skillset/Application	Skillset Answered	All Agent Busy Time	All Agent Staffed Time	Skillset Active Time	Average Number of Agents
Default ACD	1	0	0	0	0
ACD_DN_Application	1	0	0	0	0
Default NACD	1	0	0	0	0
NACD_DN_Application	1	0	0	0	0
Eng_Service_Sk	0	5	15	15	1
Totals	2	5	15	15	1

The calls peg against the Default ACD and Default NACD skillsets.

Example 2: Pegging with skillset mapping (SkillsetStat view)

In this example, ACD-DN 5111 is mapped to skillset Eng_Service_Sk. The same events occur, but the pegging is as follows.

Skillset/Application	Skillset Answered	All Agent Busy Time	All Agent Staffed Time	Skillset Active Time	Average Number of Agents
Eng_Service_Sk	2	5	15	15	1
ACD_DN_Application	1	0	0	0	0

Copyright © 2009-2010, Nortel Networks

Skillset/Application	Skillset Answered	All Agent Busy Time	All Agent Staffed Time	Skillset Active Time	Average Number of Agents
NACD_DN_Application	1	0	0	0	0
Totals	2	5	15	15	1

Pegging of DNIS calls

Scenario

Consider a scenario where the following events occur:

1. A call arrives on DNIS 3111.

2. The Contact Center Manager script routes the call to the voice processing system.

3. The voice processing system transfers the call to another CDN acquired by Contact Center Manager Server.

4. The Contact Center Manager script queues the call to a skillset.

5. An agent answers the call.

Pegging: DNISStat view

CallsOffered	2
CallsAnswered	1
CallsRouted	1

The CallsOffered statistic pegs twice because the DNIS call is offered to Contact Center Manager two times.

Pegging of calls returned to queue

Scenario

1. A call comes into CDN controlled by Contact Center Manager.

2. Contact Center Manager executes a script, which checks whether the skillset is staffed.

Copyright © 2009-2010, Nortel Networks

3. The skillset is staffed, so the script queues the call.

4. When an agent becomes available, the call is offered and presented to Agent 1 (no call forcing).

5. The call rings three times on the agent phone, but the agent does not answer.

6. After 18 seconds (the return to queue timeout as defined in the call presentation class), the call is returned to the queue.

7. Agent 2 is available and is presented with the call.

8. The call rings for 6 seconds and the agent answers.

Pegging: AgentPerformanceStat view

Agent	Presented	Returned to Queue due to Timeout	Answered
Agent 1	1	1	0
Agent 2	1	0	1

Pegging when a skillset is out of service

Example 1: Call is routed to a voice processing system

Scenario

1. A call arrives at a CDN controlled by Contact Center Manager.

2. The script checks the status of the skillset. The skillset is in night service mode.

3. The call is routed to a voice mailbox on a third-party voice processing system.

Pegging

The call statistics peg as follows.

Copyright © 2009-2010, Nortel Networks

View	CallsOffered	CallsRouted	CallsTerminated
ApplicationStat view	1	1	0
CDNStat view	1	0	1

Example 2: Call is requeued

Scenario

11:01:00	A call arrives at a CDN controlled by Contact Center Manager.
11:01:01	The script queues the call to the Bookings_Sk skillset.
11:01:03	The last remaining agent in the Bookings_Sk skillset finishes a call and presses the Make Set Busy key. The call is released.
11:01:05	An agent, realizing that the skillset is not staffed, quickly logs on. The script checks the call condition and determines that it is released, but the skillset is now staffed. Contact Center Manager requeues the call to the skillset.
11:01:07	The call is presented to the agent.
11:01:09	The agent answers the call.

Pegging

The call statistics peg as follows.

View	CallsOffered	CallsAnswered	Total Delay
ApplicationStat view	1	1	8 seconds
SkillsetStat view	1	0	4 seconds

Pegging for calls networked out by NACD

Scenario

The following events occur.

Copyright © 2009-2010, Nortel Networks

11:30:00	A call arrives on CDN 3010, which is controlled by Contact Center Manager.
11:30:01	The Master script queues the call to the Information_Sk skillset.
11:30:10	The script queues the call to an NACD queue. The switch requests an agent from the remote switch.
	The remote switch responds with the information that all agents are busy. The call receives RAN treatment.
11:30:15	Agent1 becomes available on the remote switch. The remote switch reserves the agent and notifies the local switch.
11:30:17	The local switch routes the call to the remote switch.
11:30:19	The remote switch presents the call to the agent.
11:31:49	Agent 1 releases the call.

Pegging at local node

CDNStat view

Control Directory Number	CallsOffered	CallsTerminated
3010	1	1

ApplicationStat view

Application	Calls Offered	CallsGiven NACD	CallsNACD Out	TimeBefore NACDOut
Master_Script Network_Application	1	1	1	1

Pegging at remote node

ApplicationStat view

Application	CallsOffered	CallsTerminated
NACD_DN_Application	1	1

AgentPerformanceStat view

Agent	NACDCalls Answered	NACDTalk Time	Reserved ForCall	Reserved Time
Agent 1	1	90 seconds	1	4 seconds

Pegging blind transfers

Scenario: Transfer completed before connection to the second agent

The following events occur.

Copyright © 2009-2010, Nortel Networks

11:30:00	A call arrives on the Sales CDN (3759), which is controlled by Contact Center Manager. The Master Script executes the Sales application (Sales_App). The call receives Ringback treatment.
11:30:02	Call is queued to the Sales skillset (Sales_Skillset) and a Sales agent answers immediately.
11:32:02	The Sales agent determines that the call should be transferred to the Service group, presses the Transfer button, and dials the Service CDN (3760). The call enters the Master script, and the Sales agent hears Ringback for 2 seconds.
11:32:06	The Sales agent finishes the transfer. The Master script restarts for the call, determines that the call is for the Service CDN, and executes the Service Application (Service_App). The call receives Ringback treatment.
11:32:08	The call is queued to the Service skillset (Service_Skillset) and receives RAN treatment.
11:32:15	The call receives Music treatment.
11:32:23	The call is presented to a Service agent.
11:32:26	The Service agent answers the call.

Pegging: CDNStat view

Control Directory Number	CallsOffered	CallsTerminated
3759	1	1
3760	1	1

Pegging: ApplicationStat view

Application	Calls Offered	CallsAnswered	Total Delay
Master	2	0	0 seconds
Sales_App	1	1	2 seconds
Service_App	1	1	20 seconds

Pegging: SkillsetStat view

Application	Calls Offered	CallsAnswered	Total Delay
Sales_Skillset	1	1	0 seconds
Service_Skillset	1	1	18 seconds

Scenario: Transfer completed after connection to second agent

The following events occur.

Copyright © 2009-2010, Nortel Networks

11:30:00	A call arrives on the Sales CDN (3759), which is controlled by Contact Center Manager. The call receives Ringback treatment. The Master Script executes the Sales Application (Sales_App).
11:30:02	The call is queued to the Sales skillset (Sales_Skillset) and a Sales agent answers immediately.
11:32:02	The Sales agent determines that the call should be transferred to the Service group, presses the Transfer button, and dials the Service CDN (3760). The call enters the Master script, and the Sales agent hears Ringback for 6 seconds.
11:32:08	The Master script hands off control to the Service application (Service_App). The Service application (Service_App) queues the call to the Service Skillset (Service_Skillset).
11:32:08	The Sales agent hears RAN.
11:32:15	The Sales agent hears Music treatment.
11:32:23	The call is presented to a Service agent. The Sales agent releases the call after talking to Service agent for 3 seconds.
11:32:26	The original caller and the Service agent are connected.

In this case, the Master script does not restart.

Pegging: CDNStat view

Control Directory Number	CallsOffered	CallsTerminated
3759	1	1
3760	1	1

Pegging: ApplicationStat view

Application	Calls Offered	CallsAnswered	Total Delay
Master	2	0	0 seconds
Sales_App	1	1	2 seconds
Service_App	1	1	20 seconds

Pegging: SkillsetStat view

Application	Calls Offered	CallsAnswered	Total Delay
Sales_Skillset	1	1	0 seconds
Service_Skillset	1	1	18 seconds

Copyright © 2009-2010, Nortel Networks

Pegging when the caller leaves a message

Scenario

The following events occur.

11:44:00	A call arrives on CDN 3759, which is controlled by Contact Center Manager.
11:44:02	The call is queued to Sales_Sk.
11:44:12	The script executes a Give IVR command, which gives the caller the option to leave a voice message. The caller chooses to leave a message and disconnects.

Pegging

View	CallsOffered	CallsAbandoned
CDNStat	1	1
ApplicationStat	1	1

Pegging of calls answered by a backup skillset

Scenario

The following events occur.

10:13:00	A call arrives on CDN 3759, which is controlled by Contact Center Manager.
10:13:00	The Master script hands the call off to the Sales application.
10:13:00	The Sales application queues the call to the Sales_Sk skillset.
10:13:00	The Sales application queues the call to a backup skillset.
10:13:00	An agent in the backup skillset answers the call.

Pegging

ApplicationStat view

Application	Calls Offered	Calls Answered	CallsAnsweredDelayAt Skillset
Master_Script	1	0	0 seconds
Sales_Application	1	1	14 seconds

CDNStat view

Control Directory Number	CallsOffered	CallsTerminated
3759	1	1

Copyright © 2009-2010, Nortel Networks

SkillsetStat view

Skillset	CallsOffered	CallsAnswered
Sales_Sk	1	0
Backup_Sk	1	1

Copyright © 2009-2010, Nortel Networks

Agent state tracking

This section provides a typical example of the process to peg local calls.

Navigation

- Pegging agent state (page 1044)

Copyright © 2009-2010, Nortel Networks

Pegging agent state

The following table shows how agent state pegs in reports for several different Incalls and DN key statuses. The table does not distinguish between internal and external DN calls, which peg separately for the Communication Server 1000/ Meridian 1 PBX switch.

	Agent Status											
	Agent Key Status											
Incalls key	**DN key (see Note 1)**	**ACD/NACD talk time**	**Busy on DN time**	**Busy on Misc. time**	**Hold time**	**Incoming DN calls talk time**	**Network calls talk time**	**Not ready time**	**Outgoing DN calls talk time**	**Ring time**	**Talk Time**	**Waiting time**	**Walkaway time**
Idle	No call present											•	
Idle	Incoming DN call active		•			•							
Idle (see Note 2)	Incoming DN call on hold		•			•						•	
Idle	Outgoing DN call active		•						•				
Idle (see Note 2)	Outgoing DN call on hold		•						•			•	
Idle	Incoming DN call ringing											•	
Idle (see Note 3)	DN key pressed		•										
Skillset contact alerting	Not Active									•			
Skillset contact alerting	Incoming DN call ringing									•			
Active with Skillset contact	Not Active										•		
Skillset contact on Hold	Not Active				•						•		

Copyright © 2009-2010, Nortel Networks

Incalls key	Agent Status / Agent Key Status / DN key (see Note 1)	ACD/NACD talk time	Busy on DN time	Busy on Misc. time	Hold time	Incoming DN calls talk time	Network calls talk time	Not ready time	Outgoing DN calls talk time	Ring time	Talk Time	Waiting time	Walkaway time
Active with skillset contact	Incoming DN call on hold					•					•		
Skillset contact on hold	Incoming DN call active				•	•					•		
Skillset contact on hold	Incoming DN call on hold				•	•					•		
Active with skillset contact (see Note 4)	Outgoing DN call on hold								•		•		
Skillset contact on hold	Outgoing DN call active				•				•		•		
Skillset contact on hold	Outgoing DN call on hold				•				•		•		
ACD/NACD call ringing	Not Active			•									
Active with ACD/NACD call	Not Active	•											
ACD/NACD call on hold	Not Active	•											
Not ready	Not Active							•					
Not ready (see Note 5)	DN key pressed							•					
Not ready	Incoming DN call active					•		•					
Not ready	Incoming DN call on hold					•		•					

Copyright © 2009-2010, Nortel Networks

Incalls key	Agent Status Agent Key Status DN key (see Note 1)	ACD/NACD talk time	Busy on DN time	Busy on Misc. time	Hold time	Incoming DN calls talk time	Network calls talk time	Not ready time	Outgoing DN calls talk time	Ring time	Talk Time	Waiting time	Walkaway time
Not ready	Outgoing DN call active							•	•				
Not ready	Outgoing DN call on hold							•	•				
Not ready; agent activates Walkaway	Not active							•					•
Skillset contact on hold; agent activates Walkaway	Not Active				•						•		•
Active with incoming network Skillset contact (NSBR option)	Not Active						•				•		
Incoming network Skillset contact on hold (NSBR option)	Not Active				•		•				•		
Active with Outbound request contact	Outgoing DN call active										•		

Note 1: Not Active for the DN key status means that no DN calls are present.

Note 2: (Communication Server 1000/Meridian 1 PBX) If the Alternate Call Answer feature is enabled, Waiting Time pegs in AgentPerformanceStat.

Copyright © 2009-2010, Nortel Networks

Note 3:

- Busy on Misc. time for Communication Server 1000/Meridian 1 PBX only.
- Outgoing DN calls talk time for Communication Server 2x00/DMS only.

Note 4: This does not peg if the active skillset contact is an outbound campaign contact.

Note 5: Outgoing DN calls talk time for Communication Server 2x00/DMS only.

Copyright © 2009-2010, Nortel Networks

Frequently Asked Questions

This chapter contains frequently asked questions about Contact Center Manager statistics pegging and custom reports. The information in this chapter can also help you troubleshoot any problems with your reports.

Navigation

- General Questions (page 1049)
- Questions about intervals (page 1051)
- Questions about agent statistics (page 1053)
- Questions about Activity and Not Ready statistics (page 1058)
- Questions about skillset and application statistics (page 1059)
- Questions about DNIS statistics (page 1068)
- Questions about call-by-call statistics (page 1068)
- Questions about ACD calls (page 1068)
- Questions about DN calls (page 1069)
- Questions about custom reports (page 1070)
- Questions about Multimedia reporting (page 1071)
- Questions about Contact Center Outbound campaign reporting (page 1072)
- Questions about Contact Summary reports (page 1073)
- Questions about Pull-mode contacts (page 1074)

Copyright © 2009-2010, Nortel Networks

General Questions

The following section lists general questions.

What is the difference between application and skillset statistics?

Application statistics provide information about the entire life of a call. Skillset statistics provide information about a call when it is queued against a specific skillset until the call is complete.

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

The data collectors do not know the names of the skillsets and applications; therefore, having the same name does not impact pegging.

However, using identical names makes reports and real-time displays difficult to interpret. Therefore, Nortel recommends that you use the suffix _sk for skillset names, to help identify them.

Why does CallsOffered not equal CallsAnswered plus CallsAbandoned?

CallsOffered does not equal CallsAnswered plus CallsAbandoned for two reasons:

- A call pegs as offered in the interval when it is first processed by the Master script. It pegs as answered in the interval when the call is answered, or it pegs as abandoned in the interval when the call is released. The call offer and call answered/abandoned events might not occur in the same interval.
- A call receives a treatment, such as Force Disconnect, Overflow, Route To, or Default, instead of being answered or abandoned. You can create a custom formula to account for all calls given a treatment (the formula varies depending on the types of treatments you use). When you add this custom formula to CallsAnswered and CallsAbandoned, the result should be close to CallsOffered. (The result may not be equal to CallsOffered if calls are offered in one interval and answered, abandoned, or given a treatment in another.)

Is there a difference between regular hold time versus hold time spent while the agent is in conference mode?

When an agent presses the conference key, the agent is placed OnHold until the conference is complete. HoldTime pegs exactly like regular hold time. The pegging component does not differentiate between them.

For example, the following actions occur.

Copyright © 2009-2010, Nortel Networks

Action	Time of day (HH:MM:SS)
Agent 2222 answers a call	12:00:00
Agent 2222 initiates consultation	12:00:05
Agent 3333 accepts consultation	12:00:15
All calls released	12:00:30

Is this scenario we peg the following items.

TalkTime (MM:SS)	HoldTime (MM:SS)
Agent 2222 00:30	00:10
Agent 3333 00:15	00:00

How are Daylight Savings Time and other significant time changes handled?

Daylight Savings Time (DST) and other significant time changes are handled differently for summarized historical statistics, event statistics, and contact statistics.

Summarized historical statistics

When a DST occurs, summarized historical statistics are pegged as follows:

1. All statistics for the current interval are pegged and wrapped up using the pre-DST timestamp. The event time of this message is the pre-DST time. For example, if the time is 10:19 a.m. and a DST occurs on the switch, statistics are pegged for the interval from 10:15 a.m. to 10:30 a.m. The pegged interval will include 4 minutes of statistics.

2. All statistics for the new interval are now pegged. In the case of DST occurring at 10:19 a.m., statistics are pegged after the DST change for the interval from 11:15 a.m. to 11:30 a.m. The pegged interval will include 11 minutes of statistics.

Event statistics

Copyright © 2009-2010, Nortel Networks

Event statistics are handled in much the same way as summarized historical statistics. The only difference is that a DST event or a significant time change event is written to each statistic object (for example, Call, Agent and IVR Port) in each event-based statistic group (for example, CallByCall, Agent Login/ Logout and IVR Port Login/Logout).

When a DST occurs and the time is pushed forward to the next day, the daily maintenance routines are carried out for the day in which the DST occurred. The maintenance routines are carried out after the pre-DST statistics are wrapped up as described for summarized historical statistics.

Contact statistics

For all contacts whose Contact Summary data has not yet been written to the database, timestamps within Contact Summary data are adjusted to the new clock settings. DST and other significant time changes have no effect on when Contact Summary data is written to the database. Timestamps in the Contact Summary data reflect the clock settings at the time the data is written to the database, not the clock settings at the time contacts originated, were answered, released, or otherwise handled.

Why does exporting large reports cause the error message: Out of Memory?

If you export a report with more than 2000 pages, you receive the failure message error: Out of Memory.

In this case, you cannot go back to the report that initially runs successfully. The system shows an error message that states: An error has occurred. You have to close the report and run the report again.

To export a report that has more than 2000 pages, you must use the page selection fields to export the report in several parts.

Questions about intervals

The following section lists interval questions.

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

When you generate a report for the interval from 7:00 to 7:15, the data included in the report includes events occurring between 7:00 and 7:14:59. Events that occur in the next second after 7:14:59 peg in the 7:15 to 7:30 interval.

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

The interval length cannot be changed; it is fixed at 15 minutes. However, you can create a report that sums the data into 30 minute or 60 minute (or any multiple of 15) length using Report Creation Wizard.

Copyright © 2009-2010, Nortel Networks

In the Crosstab reports, can I customize the time intervals in the histograms?

The time intervals in the histograms are predefined, and cannot be changed. However, using Crystal Reports, you can design a user-created report that combines the predefined intervals to create new intervals. In the user-created report, you use formulas to combine the intervals, and insert these formulas into the histogram. You can import the user-created reports into Contact Center Manager Server, and run it like any other report.

What happens to the midnight interval in reporting?

The report interval is closed at 23:59 and the information is written to the database. At 24:00 or 12:00 midnight, Contact Center Manager creates a new record for the current interval, for the current day.

What happens when an agent logs on and off during this interval?

The Agent Login report shows agent logon and logoff if you select both days.

If you select today, a message warns that “there is no login for this agent for today,” and asks you to expand the reporting time frame.

If a message gets lost—for example, if there is a logoff event, but no logon event—the logon time is set to the logoff time.

I want to run a report from 11:00 p.m. to 1:00 a.m. Can I run a single report that spans the midnight time frame?

To use this option with time spanning over midnight, you must submit two reports: one report for 11:00 p.m. to 12:00 midnight and a second report for 12:00 midnight to 1:00 a.m.

You can run a report that includes all intervals between the start and end time, even if the time spans over midnight. However, you cannot run the same report with restricted selections (shift worker’s performance) by selecting the option Only include intervals between 23:00:00 and 01:00:00 for each day.

For example, you select all intervals from 11:00 p.m. to 1:00 a.m. from 27/08/2005 to 29/08/2005

The results are:

- 27/08/2005 - intervals from 11:00 p.m. to 11:45 p.m.
- 28/08/2005 - intervals from 12:00 a.m. to 11:45 p.m.
- 29/08/2005 - intervals from 12:00 a.m. to 12:45 a.m.

If you set the same report interval and click the option Only include intervals between 23:00:00 and 01:00:00 for each day, you receive the error message: “The From Time must not be greater than the Until Time”.

Copyright © 2009-2010, Nortel Networks

Questions about agent statistics

The following section lists agent statistic questions.

Why does agent activity time not add up to logged on time?

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

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

At the end of this period, the agent timers possess the following values.

LoggedInTime	90 seconds
WaitingTime	10 seconds
DNInCallsTalk Time (Communication Server 2x00/ DMS) or DNIntInCallsTalkTime (Communication Server 1000/ Meridian 1 PBX)	80 seconds
TalkTime	60 seconds

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

Total Activity Time <= ACD Talk Time + Break Time + Busy on Miscellaneous Time + Consultation Time + NACD Talk Time + Not Ready Time + Reserved Time + Ring Time + Talk Time + Waiting Time + Busy on DN Time

So in the case of our example, we have:
WaitingTime + DNInCallsTalkTime or DnIntInCallsTalkTime + TalkTime
= 10 + 80 + 60
= 150 seconds

Copyright © 2009-2010, Nortel Networks

To calculate agent busy time, use the following formula (fields are from the AgentBySkillset view): TotalStaffedTime – WaitTime

To calculate agent LoggedInTime, use the following formula: Logged In Time = Agent Log-out time – Agent Log-in time

How is WaitTime pegged if the agent puts a DN call on hold and uses alternate call answer to accept another contact?

In AgentBySkillsetStat, AgentByApplicationStat, Application, and Skillset views, WaitTime pegs against the previous answered skillset and application for that agent, if any. WaitTime also pegs as WaitingTime in AgentPerformanceStat views regardless of whether the agent previously answered a skillset or application contact.

The following scenario shows how WaitTime pegs in AgentBySkillset, and assumes that the agent's call presentation class is not set for Break time or Variable Wrap.

Call Scenario

10:00 Agent logs in	Skillsets sales and support now in service.
10:02 Agent gets queued a skillset sales call and answers	At this stage, no wait time pegs because there is no previous skillset to associate with it. The answered skillset and application for subsequent idle/wait time is noted.
10:04 Agent releases call and goes idle	Idle/wait timestamp noted.
10:06 Agent gets queued a skillset support call and answers	Idle/wait time from 10:04 to 10:06, 2 minutes, pegs to the previous skillset, which is skillset sales. The new answered skillset and application is noted to use in subsequent idle/wait time calculation.
10:10 Agent releases call and goes idle	Idle/wait timestamp noted.
10:15 Enter new interval	The following is written to database: “AgentBySkillset Skillset sales: WaitTime = 2mins Skillset support: WaitTime = 5mins (Idle/wait time from 10:10 to 10:15)”
10:20 Agent gets queued a skillset support call and answers	Idle/wait time from 10:15 to 10:20, 5 minutes, pegs to the previous skillset, which is skillset support. The new answered skillset and application is noted to use in subsequent idle/wait time calculation.

Copyright © 2009-2010, Nortel Networks

10:23 Agent releases call and goes idle	Idle/wait timestamp noted.
10:24 Agent makes DN outcall	Idle/wait time from 10:23 to 10:24, 1 minutes, pegs to the previous skillset, which is skillset support. There is no skillset to note as previous skillset/ application remain the same.
10:28 Agent releases call and goes idle	Idle/wait timestamp noted.
10:32 Agent makes DN outcall	Idle/wait time from 10:30 to 10:32, 2 minutes, pegs to the previous skillset, which is skillset support. There is no skillset to note as previous skillset/ application remain the same.
Agent puts DN call on hold at 10:33	
10:34 Agent presses ACD agent key	This makes the agent available for skillset calls. Agent is idle so idle/wait timestamp noted.
10:36 Agent gets queued a skillset sales call and answers	Idle/wait time from 10:34 to 10:36, 2 minutes, pegs to the previous skillset, which is skillset support. The new answered skillset and application is noted to use in subsequent idle/wait time calculation.
10:39 Agent releases skillset sales call Agent is now in idle state. DNcall still on hold	Idle/wait timestamp noted.
10:42 Agent restores DN call	Agent goes busy when call is restored, therefore Idle/wait time from 10:39 to 10:42, 3 minutes, pegs to the previous skillset, which is skillset sales. There is no skillset to note as previous skillset/ application remain the same.
10:43 Agent releases DN call and goes idle	Idle/wait timestamp noted.
10:45 Enter new interval	The following is written to database: “AgentBySkillset Skillset sales: WaitTime = 3mins + 2mins (idle time after DN call up until end of interval) = 5mins Skillset support: WaitTime = 2mins + 2mins = 4mins”

These actions reset the wait timestamp. This means the wait time is calculated on these actions and pegs against the previous skillset/application:

- CallAnswered
- CallPresentedToAgent
- AgentBusy

Copyright © 2009-2010, Nortel Networks

- AgentNotReady
- ACDCallAnswered
- NACDCallAnswered
- DNOutCallInitiated (handling for DNInCallAnswered is not required as the
- Agent Busy event always precedes it and thus pegs the wait time).

The Agent Idle message (when the agent goes into idle state) is used to set the idle/wait timestamp.

The previous skillset/application detail is set upon answering a skillset call.

The basic formula to calculate AgentBySkillset/AgentByApplication wait time is the event timestamp for any of the following:

- CallAnswered
- CallPresentedToAgent
- AgentBusy
- AgentNotReady
- ACDCallAnswered
- NACDCallAnswered
- DNOutCallInitiated

minus

- Agent Idle event timestamp

How does PostCall Processing Time handle interval crossover?

Call Scenario

10:10 Agent answers call	
10:20 Agent releases call	
10:30 Enter new interval	The following is written to the database: “AgentBySkillset Skillset sales: PCP = 0 No PCP as Agent never entered Not Ready state following call release in that interval.”
10:35 Agent goes Not Ready	Enter PCP.
10:40 Agent goes Ready	Exit PCP, PCP of 5 minutes pegs.
10:45 Enter new interval	The following is written to the database: “AgentBySkillset Skillset sales: PCP = 5mins”

Copyright © 2009-2010, Nortel Networks

What is the difference between ReturnedToQ and ReturnedToQDueToTimeout?

Contacts peg as ReturnedToQ under the following conditions:

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

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

How do I calculate contacts abandoned while being presented?

Calls abandoned while being presented
To calculate the number of calls abandoned while they are presented, use the following formula:

CallsOffered – (CallsAnswered + CallsReturnedToQ + CallsReturnedToQDueToTimeout)

Number of network calls not answered
To calculate the number of network calls not answered, use the following formula:

(ReservedForCall – NACDCallsAnswered) – NetworkCallsAnswered

A call can peg more than once if it is returned to the queue and then presented to another agent.

With the call force option, why does RingTime peg for calls?

When you configure the Call Force option, you can set a Call Force Timer. This timer indicates wait time after an agent becomes available before presenting the agent with a call. During this time, the caller hears ringing, but the agent is unaware of the waiting call. This time pegs as RingTime.

Attention: If agents press Not Ready during this period, the call is sent to the back of the queue and loses its priority unless the skillset is configured with the "oldest call" option instead of "first in queue".

Nortel recommends that you set the Call Force Timer to 0, and use the Break Timer to provide agents with a break between calls.

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

If an agent record is deleted, the agent name appears blank in any reports based on the AgentPerformanceStat, AgentByApplication, or AgentBySkillset views. Contact Center Manager pegs statistics against an agent ID. When you

Copyright © 2009-2010, Nortel Networks

generate this report, the server retrieves the corresponding agent name in the database. If the agent record is deleted, the server cannot retrieve the agent name.

Questions about Activity and Not Ready statistics

When an agent is in the Not Ready state, the agent can account for time spent in this state using Not Ready reason codes. The codes entered by the agent identify the reason why the agent is in the Not Ready state.

Not Ready reason code statistics provide accounting information based on a combination of Not Ready reason code and agent. These statistics provide a means to monitor an agent's Not Ready time distribution within their working hours.

Not Ready reason codes are activated by pressing the Not Ready key. However, unlike activity codes, an agent must be in the Not Ready state before attempting to enter a Not Ready reason code.

How do I prevent Not Ready times from pegging as post-call processing time?

Consider a scenario in which the following events occur:

1. An agent finishes a call for a skillset.

2. The agent presses the Not Ready key and enters the Not Ready reason code for coffee break.

3. The agent returns 15 minutes later and presses the Not Ready key again.

The following statistics peg.

View	Statistics	Value
AgentBySkillset	PostCallProcessingTime	15 minutes
AgentByApplication	PostCallProcessingTime	15 minutes
ActivityCodeStat	ActivityTime (Coffee)	15 minutes
AgentPerformanceStat	NotReadyTime	15 minutes

To prevent coffee break (Not Ready) time from accumulating in the Agent By Skillset/Agent by Application Reports, after completing the call, the agent:

1. Presses the Not Ready key.

2. Presses Not Ready again.

Copyright © 2009-2010, Nortel Networks

3. Presses Not Ready and enter the Not Ready reason code.

This procedure stops the accumulation of post-call processing time, and the true Not Ready time pegs against the agent activity (coffee break). The Not Reason code at step 3 is optional. If it is not entered, post-call processing time still stops.

Why is the number of skillset calls answered (on the Agent Performance report) not equal to the number of activity code occurrences (on Activity Code by Agent report)?

Agents enter an activity code for each separate transaction that they handle. They can enter multiple activity codes on one call. For example, during one call, an agent makes five reservations. For each reservation, the agent presses the Activity key and enters the correct activity code. The Agent Performance report shows one call answered, and the Activity Code by Agent report shows five reservation activities. These statistics help you determine the average time required to handle each transaction.

Can I change the default Not Ready reason codes?

No. The default Not Ready reason codes is set to 000 and cannot be changed. See “Definition: Not Ready reason code” on page 189 for a description of how this code is used.

When does Activity Time start after an agent enters Activity codes or Not Ready codes?

For each Activity Code active in this interval, Activity Time that pegs in this interval starts from the beginning of the call, the beginning of the interval, or the end of the previous Activity Code - whichever is later. If the agent enters no Activity Code for the call, the system default Activity Code pegs in the last interval of the call, and starts from the beginning of the call.

For each Not Ready Reason Code that an agent uses during a Not Ready period, Activity Time that pegs in this interval starts from the beginning of the Not Ready period, the beginning of the interval, or the end of the previous Not Ready Reason Code - whichever is later. If the agent enters no Not Ready Reason Code in a Not Ready period, the system default Not Ready Reason Code pegs when the Not Ready period ends, and starts from the beginning of the Not Ready period.

Questions about skillset and application statistics

The following section lists skillset and application statistic questions.

Copyright © 2009-2010, Nortel Networks

How does Contact Center Manager peg calls that use IVR transfers?

If you use Meridian Mail, CallPilot, Nortel Media Processing Server, or another IVR system that uses a two-stage transfer (IVR Transfer) rather than a hookflash transfer, the CallsOffered statistic pegs each time the IVR system transfers a call.

Your ApplicationStat view contains the following statistics:

- CallsOffered = 1000
- CallsAnswered = 600
- IVRTransferred = 400

In this case, although CallsOffered is 1000, the number of calls from outside callers is actually 600.

How do I determine hold time for a skillset?

To determine hold time for a skillset, use the AgentBySkillsetStat view.

How does Contact Center Manager peg a call that is abandoned during IVR treatment?

There are three types of voice treatments (IVR, Broadcast messages, and Voice Sessions), but only calls receiving IVR or Broadcast treatment peg in the Application Statistics, and only IVR calls peg if the call reaches a voice port. Also, if the caller disconnects during IVR treatment, the call pegs as an abandoned call, even though the call can be abandoned because the caller has obtained the information needed.

If a call receives the GIVE IVR treatment and the messaging system gives a choice to leave a message or hold, and the caller chooses to leave a message and hang up, the following statistics are recorded:

- ApplicationStat views: CallsOffered, CallsAbandoned, CallsGivenIVR, IVRCallsAbandoned, and IVRTerminated statistics are incremented.
- IVRStat views: CallsAnswered, CallsOffered, and IVRAbandoned statistics are incremented. IVRCompleted is not affected. IVRCompleted is incremented only if call control returns to the application script after IVR treatment, for example, upon return from a GIVE IVR with recorded announcement command.
- IVRPortStat views: CallsAnswered is incremented.

Does IVRCompleted peg when the customer selects to leave a message or when the IVR port disconnects?

No. IVRCompleted is incremented only if call control returns to the application script after IVR treatment, for example, upon return from a GIVE IVR with recorded announcement command.

Copyright © 2009-2010, Nortel Networks

If a caller selects an option to leave a message during Give IVR treatment, or if the IVR port disconnects, the following pegging occurs:

- IVRCompleted and IVRAbandoned in the IVRStat views are not affected.
- CallsAnswered in the IVRPortStat views is incremented.
- CallsOffered and CallsAbandoned in the ApplicationStat views are incremented.

What if the caller disconnects in the middle of a GIVE IVR message?

If a caller disconnects (hangs up) in the middle of a GIVE IVR message, the following statistics are recorded:

- ApplicationStat views—one call pegs against CallsAbandoned and IVRAbandoned.
- IVRStat views—one call pegs against CallsAnswered and one call pegs against IVRAbandoned.
- IVRPortStat views—one call pegs against CallsAnswered.

Why do calls that receive the Route Call treatment peg as Routed even though they return to the script for further processing?

When a call receives the Route Call treatment, it is considered terminated by Contact Center Manager (responsibility for the call is handed over to the destination system). If the call returns to Contact Center Manager Server, it is treated as a new call, even though it maintains its call ID.

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

In the application statistics, the time delay until calls are abandoned or answered is calculated from the time the call is handed off by the Master script to a primary application. The time spent in the Master script is not included. If menus and recorded announcements are given in the master script and the call is handed off to another application, time required navigating menus and listening to recorded announcements is not included.

In the skillset statistics, the time delay until calls are abandoned or answered is calculated from the time the call is queued to the skillset. It does not include the time required for the caller to navigate menus and listen to recorded announcements, or time spent processing the script in the primary or secondary applications, if any.

Copyright © 2009-2010, Nortel Networks

Why has my application service level increased in this release compared to previous versions, even though all call traffic parameters and handling times are similar?

The method of counting calls answered or abandoned after the service level threshold has changed, and this affects the calculation of application service level. In the application statistics, the time delay until calls are abandoned or answered is calculated from the time the call is handed off by the master script to a primary application. If menus and recorded announcements are given in the master script and the call is handed off to another application, time required navigating menus and listening to recorded announcements is not included.

In previous versions, these delays are calculated from the time the call entered the master script. Therefore, for a given application service level threshold, CallsAnsweredAfterThreshold and CallsAbandonedAfterThreshold application statistics have smaller values in this release than in previous versions, thus leading to inflated application service levels.

If you previously decreased your application service level threshold by the average amount of time required for a caller to navigate menus and listen to recorded announcements, reset the service level to your objectives. If you want to see time spent in master application, refer to TimeBeforeInterflow statistics.

Why is my service level 0 percent for intervals with no calls?

The formula for service level is:

[{(CallsAnswered + CallsAbandoned) - (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100

If CallsAnswered and CallsAbandoned equal 0, service level equals 0 x 100, or 0.

For user-created reports
If you want service level to display as 100 percent for intervals in which no calls are answered, you can create a custom (user-created) report in Crystal Reports.

For example, if you build the report against the iApplicationStat table, this report must contain the following custom formula:

NumberVar TotalCallsapp:=0;

NumberVar CallsDelayedapp:=0;

Copyright © 2009-2010, Nortel Networks

TotalCallsapp:=Sum({iApplicationStat.CallsAnswered},
{iApplicationStat.ApplicationID}) +
Sum({iApplicationStat.CallsAbandoned},
{iApplicationStat.ApplicationID});

CallsDelayedapp:=Sum({iApplicationStat.CallsAnsweredAftThr
eshold}, {iApplicationStat.ApplicationID}) +

Sum({iApplicationStat.CallsAbandonedAftThreshold},
{iApplicationStat.ApplicationID});

//Service level percent

If (TotalCallsapp <= 0) Then

100 //old formula sets this to 0

Else

((TotalCallsapp - CallsDelayedapp)/TotalCallsapp)*100

For Report Creation Wizard
If you want service level to display as 100 percent for intervals in which no calls are answered, you can create a user-created formula in Report Creation Wizard.

1 Launch Report Creation Wizard from Historical Reporting.

2 In the Report Type window, select Created Simplified Report (via Report Definition).

3 Click Next.

4 In the Data Source window, select the Application Stat.rpt report definition located under the Other folder of the selected switch type (such as Communication Server 1000 (M1) or Communication Server 2x00 (DMS).

5 Click Next

6 On the Field Selection page, click the Formulas icon in the toolbar. Result: The Formula Editor appears.

7 Select the standard Service Level formula provided with Report Creation Wizard, which is named RCW_%ServiceLevel. This displays the current text for the standard formula.

8 Click Copy to create a copy of this formula.

Copyright © 2009-2010, Nortel Networks

9 Enter a new name for the formula; for example, %ServiceLevel100.

10 Move to the end of the formula and modify as follows:

- Current Text

RCWDivideByZero(CallsDelayed, TotalCalls) * 100//]]>

- New Text

If (TotalCalls <= 0) Then

100

Else

RCWDivideByZero(CallsDelayed, TotalCalls) * 100//

]]>

11 Click Save to save the new formula.

12 Use this formula on reports created with Report Creation Wizard in place of the standard formula provided.

If I change the name of an application or skillset, can I still retrieve information about it?

If you change the name of a skillset, data from before the name change is associated with the new name, and is accessible with that name only.

If you change the name of an application, data from before the name change continues to be associated with the old name. However, this name no longer appears on reports. Therefore, data from before the time of the name change does not appear on reports.

You cannot select deleted names to include in reports.

Why do the number of Control Directory Number (CDN) calls offered not equal the number of application calls offered?

When matching CDN calls offered to application calls offered, keep in mind the following facts:

- All calls answered in a primary application peg as CallsOffered in both the Master application and the primary application.
- Incoming network calls peg as CallsOffered in the Network_Script only.
- NACD and Automatic Call Distribution (ACD) calls do not arrive on a CDN and, therefore, do not peg in the CDN statistics.

Copyright © 2009-2010, Nortel Networks

How do Wait statements in the scripts affect reports?

Wait statements cause different pegging depending on where they are in the scripts. For example, you can include the following commands in the Master script:

GIVE RINGBACK

WAIT 6

IF CDN = test_cdn THEN

EXECUTE SCRIPT Sales_App

END IF

and the primary script (Sales_App) can include the following commands:

WAIT 3

QUEUE TO SKILLSET Sales_Sk

WAIT 2

REMOVE FROM SKILLSET Sales_Sk

If a call arrives on the test CDN and agents are available in Sales_Sk, the application statistics show an average delay of at least 3 seconds (depending on the timing queue), and the skillset statistics show a delay of 0 to 2 seconds. Time spent in the Master script is not included in the application statistics.

If an agent is logged into multiple skillsets and a contact is queuing in more than one of these skillsets, in which skillset do CallsAnswered and related statistics peg when the agent answers the contact?

If the contact queues to multiple skillsets through a single script command, for example, QUEUE TO SKILLSET Sales_sk, Support_sk, the answering skillset is the first skillset listed in the command.

If the contact queues to multiple skillsets through separate script commands (or through separate scripts), the answering skillset is the one in which the contact first queued. Thus the CallsAnsweredDelay delay statistic measurement always includes the longest queuing time a contact is queued to multiple skillsets.

Copyright © 2009-2010, Nortel Networks

How can I report on Business Unit performance if multiple contact types are used?

When multiple contact types are handled, multiple skillsets must be used even when contacts are all associated with the same line of business. For example, if e-mail and voice contacts are handled by the Sales team, skillsets Sales_sk and EM_Sales_sk are required. To report totals for all Sales skillsets, use the Report Creation Wizard contains operation in a selection filter. Report Creation Wizard selects all skillsets whose names contain a specified word, such as Sales.

If a call is queued to multiple skillsets, and the caller subsequently abandons it, does the call peg as abandoned against all the skillsets in which it was queuing?

Yes, with one exception. The SkillsetAbandoned, SkillsetAbandonedDelay, MaxSkillsetAbandonedDelay, and SkillsetAbandonedAftThreshold statistics peg against all the skillsets in which the call was queuing at the time it was abandoned. The VirtualCallsAbandoned and VirtualCallsAbdAftThreshold statistic pegs only against the first skillset in which the call was queued.

How do I calculate calls given IVR that do not complete IVR treatment?

To calculate the number of calls given IVR that did not complete IVR treatment, use the following formula (ApplicationStat views):

CallsGivenIVR – (IVRAbandoned + IVRTerminated)

How do I calculate Network outcalls blocked by All Trunks Busy?

To calculate the number of calls that could not be networked out because all trunks are busy, use the following formula (ApplicationStat views):

NetOutCalls – (NetOutCallsAnswered + NetOutCallsAbandoned + NetOutCallsReachNonISDN)

How does Contact Center Manager peg calls offered in the Skillset Statistics if a call is returned to queue?

If a call is returned to queue due to timeout or the agent returns the call to queue, the calls offered for the skillset does not increment again.

Why are skillsets missing from my Skillset Performance report?

Contact Center Manager Server does not peg data for skillsets that are out of service (not staffed) until an agent logs into the skillset. After this happens, if all agents in that skillset log out, causing the skillset to go out of service, Contact Center Manager Server will peg zeros for that skillset.

Copyright © 2009-2010, Nortel Networks

Are there any limits on the reported length of any duration values

Yes. The interval duration statistics are capped at a maximum value so the monthly consolidated statistics are not too large to store in the database. After, the Window Application Event log displays the event 46873.

The following table lists the interval duration statistics:

Type	Fields
Skillset	CallsAnsweredDelay
	MaxAnsweredDelay
	TotalStaffedTime
	PostCallProcessingTime
	TalkTime
	WaitingTime
	DNOutExtTalkTime
	DNOutIntTalkTime
Application	CallsAnsweredDelay
	CallsAnsweredDelayAtSkillset
	MaxCallsAbandonedDelay
	MaxCallsAnsDelay
	MaxCallsAnsDelayAtSkillset
	TimeBeforeDefault
	TimeBeforeForceBusy
	TimeBeforeForceDisconnect
	TimeBeforeForceOverflow
	TimeBeforeInterflow
	TimeBeforeIVRTransferred
	TimeBeforeNACDOut
	TimeBeforeNetOut
	TimeBeforeReachNonISDN
	TimeBeforeRouteTo
	PostCallProcessingTime
	TalkTime
	DNOutExtTalkTime
	DNOutIntTalkTime

Copyright © 2009-2010, Nortel Networks

Questions about DNIS statistics

The following section lists DNIS statistic questions.

How do I track call volume and work time for DNIS numbers?

This information is available in the DNISStat view, and in the DNIS Statistics report.

In a Contact Center Manager network, do I define DNISs at all nodes?

The DNIS follows a call that is networked; therefore, define the name on each node if you want the DNIS name to appear in reports generated at that node.

If the name is not defined, the DNIS number appears.

Questions about call-by-call statistics

This section lists the following call-by-call statistic question.

What causes an event reason code of Unknown to appear in the Call By Call report?

The following events can cause this reason code to appear:

- leave the queue
- return to queue
- IVR session interrupted
- unknown call type

For more information about Call by Call Events, see “Call events” on page 594.

Questions about ACD calls

This section lists the following ACD call question.

How are ACD statistics sent to the server?

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

However, the server can provide the following statistics for ACD calls presented to a phone that is acquired by the server:

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

Copyright © 2009-2010, Nortel Networks

You can also map each ACD-DN to a skillset. If you map each ACD-DN to a skillset, NACD calls peg against this skillset. All calls to that ACD-DN that are answered on a phone acquired by the server peg against the skillset. (If you do not map an ACD-DN, calls to that ACD-DN peg against the Default_ACD skillset.)

Questions about DN calls

This section lists the following DN call questions.

How does Contact Center Manager peg DNOutIntTalkTime/ DNOutExtTalkTime in the AgentBySkillset and AgentByApplication statistics?

The following examples show how DNOutIntTalkTime and DNOutExtTalkTime peg in the AgentBySkillset and AgentByApplication statistics.

Example 1

Agent answers a call in the Sales Skillset	
Agent releases the call	
Agent goes into Not Ready	PCP pegs against the Sales Skillset
Agent then makes an external DN outcall	DNOutExtTalkTime pegs against the Sales Skillset

Example 2

Agent answers a call in the Sales Skillset	
Agent releases the call	
Agent presses the DN key and makes an internal DN outcall which connects	DNOutIntTalkTime pegs against the Sales Skillset

Example 3

Copyright © 2009-2010, Nortel Networks

Agent answers a call in the Sales Skillset	
Agent releases the call	
Agent presses the DN key and makes a DN outcall which does not connect	No DN out talktime pegs against the Sales Skillset

What happens if an agent receives a call on a multiple appearance DN, places the call on hold, and then, a non-CCMS agent answers the call using the call pickup feature?

If a non-Contact Center Manager Server agent answers the call, Contact Center Manager Server no longer knows about the call, which compromises reporting.

Questions about custom reports

The following section lists custom report questions.

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

Contact Center Manager does not limit the number of reports you can create.

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

When you link views to generate a custom report, use ANSI-SQL left outer join syntax, for example, FROM lhs_view LEFT OUTER JOIN rhs_view ONlhs_view.key = rhs_view.key.

With Crystal Reports, can I create a report that accumulates totals for a month?

As long as the data is still stored in the database, you can generate a report that accumulates the total up to the current date.

For example, you want to generate a weekly report, and have the total accumulate for that month only. To do so, set the data range start time to the beginning of the month, and the end time to the time when you generate the report. The total value for the week 3 report consists of the cumulative total for that month up to week 3, and so on.

Can I import reports using Contact Center Manager Administration?

You can import custom Contact Center Manager Server reports using Contact Center Manager Administration. Refer to the Contact Center Manager Administration Online Help for more information about importing reports.

Copyright © 2009-2010, Nortel Networks

Can I create a report that contains statistics from more than one view?

Data from multiple views are linked into one report by using the specified linkage keys in each view. See section “Linking views” on page 171.

Why does my custom report print in a layout different from what I set when I created the report?

When you create a report, the default page orientation matches the default page orientation for the printer. If you accept the default page orientation for the report, and then later change the printer orientation, there is a possibility that the report will use the printer orientation. For example, the default orientation for the report and the printer is portrait. If you later change the printer orientation (on your desktop) to landscape, it is possible that when you print your report, the report orientation will be landscape. To avoid this scenario, Nortel recommends when you create the report, that you select a page orientation for the report that is different from that of the printer. The following table lists possible scenarios.

IF the printer default orientation is	THEN
portrait and you want to set the report orientation to portrait	change the printer default orientation to landscape, set the report orientation to portrait, and then save the report. After you save the report, you can change the printer default orientation back to portrait.
portrait and you want to set the report orientation to landscape	set the report orientation to landscape and save the report.
landscape and you want to set the report orientation to landscape	change the printer default orientation to portrait, set the report orientation to landscape, and then save the report. After you save the report, you can change the printer default orientation back to landscape.
landscape and you want to set the report orientation to portrait	set the report orientation to portrait and save the report.

To change the printer default orientation, you must make the change in the printing preferences of the printer, not in Crystal Reports.

For more information, see “Setting the page orientation for a report” on page 68.

Questions about Multimedia reporting

The following section lists Multimedia reporting questions.

Copyright © 2009-2010, Nortel Networks

Do statistics in the Contact Center Manager database include the effect of contacts originated through Contact Center Multimedia?

Yes. The summarized historical statistics and event statistics, where relevant, also contain information about multimedia contacts. They apply to contacts such as e-mails, text chat sessions, and Web communication sessions originating from the Contact Center Multimedia server. Some limitations apply and are discussed in the description of individual statistics and views.

Additional statistics about multimedia contacts are recorded in the Contact Center Multimedia database. See Chapter 6, “Contact Center Multimedia Data dictionary.”

How should statistics names be interpreted when Contact Center Multimedia is installed?

The names of many of the statistics and statistics views reflect the terminology used in voice telephony call centers, even though these statistics and views can capture information about other than voice-telephony contact. The names of the statistics and statistics views are not to be taken literally. Where applicable, the descriptions of these statistics and statistics views are generalized in this document to reflect the possible contact types in a multimedia contact center. The actual names of the statistics and statistics views, however, are not changed to more generalized forms so that legacy reporting applications continue to function with this release. For more information, see the table “Questions about Contact Center Outbound campaign reporting” on page 142.

Questions about Contact Center Outbound campaign reporting

The following section lists Outbound campaign reporting questions.

How does the DN outcall part of an outbound campaign contact peg?

The DN outcall does not peg independently of the outbound campaign contact. Neither DNOut count statistics nor DNOut TalkTime statistics peg. The outbound campaign contact is not put on hold during the DN outcall, so HoldTime also does not peg.

How can the DN outcall part of an outbound campaign contact be differentiated from other DN outcalls?

The DN Call Initiated call event pegs in the eCallByCallStat view with a reason code of OUTBOUND CAMPAIGN. You can also refer to the agent real time display, where the agent's Incalls key is Active, and the DN key is Active. This is different from a standard DN outcall, where the Incalls key shows Hold.

Copyright © 2009-2010, Nortel Networks

How are statistics affected when an outbound campaign ends while outbound campaign contacts are stilled queued?

All queuing outbound campaign contacts related to a campaign that has ended are given Force Disconnect treatment and peg as such. Service level formulas are not affected because the contact was neither answered nor abandoned.

Questions about Contact Summary reports

This section lists the following Contact Summary reports questions.

When does contact information appear in the statistic views?

Contact statistics are written into the database at the next 15 minute interval boundary after the contact ends and inter-contact data for the agent accumulates. Typically, the contact statistics are not written to the database until the agent who handles the contact makes or accepts another contact, and the current interval ends.

For network out contacts answered by an agent at a remote site, contact statistics are written to the database when the contact has ended and the next interval begins, without accumulating inter-contact data for the remote agent. Contact statistics for network contacts that are queued at a remote site are not saved at the remote site unless the contact is subsequently routed to an agent at the remote site, or unless the incoming network call is blocked by an all-trunk busy condition.

For transferred voice calls, contact statistics are not written to the database unless details about the next leg of the transfer are available when the current interval ends after the agent makes or receives another contact, or another event triggers a write to the database. Agent logout and graceful shutdown also cause contact statistics to be written to the database. These events save the contact statistics at the next available interval boundary, without waiting for details of the next transfer leg, if applicable, or for the agent to make or receive another contact. Contact statistics for all pending contacts are saved, whether the contact has been accepted by an agent or not. On graceful shutdown, the contact statistics are in temporary files on the hard drive but are not written to the database until the system restarts.

Alternatively, contact statistics for the agent's previous contact are written to the database at the next interval boundary if an agent is in Post Contact Processing state for more than one hour, or leaves the Post Contact Processing state and enters the Not Ready state.

When an agent at a remote site receives network outgoing contacts, contact statistics are written to the database when the contact ends and the next interval begins, without accumulating inter-contact data for the remote agent. Contact statistics for network contacts that are queued at a remote site are not

Copyright © 2009-2010, Nortel Networks

saved at the remote site unless the contact is subsequently routed to an agent at the remote site. This happens for all remote sites that are not selected as the routing destination for the network out contact.

Finally, if a contact arriving at a CDN or route point is abandoned by the originator, the contact statistics data is written to the database when the next interval arrives. Information about unanswered incoming our outgoing DN calls, ACD calls and NACD calls cannot be tracked by this feature and is not saved.

Which contacts appear in reports, which are created for a specific time frame or date interval?

Contacts will be included in the report if the contact statistics are in the range selected for the report. Using the CCMA historical reporting feature, the selected time and date range refers to the time the contact originated. Contacts that originated in this time range will be included only if all the data for the contact, including inter-call agent statistics and data for associated contact segments, has been accumulated. It is possible that a contact handled by an agent does not appear in the report for the selected time frame, even though the contact originated within the selected time frame. This is a temporary situation and happens because the inter-call agent data is still being accumulated for the contact. Re-running this report once all the contact statistics data has been accumulated will ensure that all contacts originated in this time frame will be included.

How can I determine if the contact is accepted?

If a contact was accepted, it will have a FinalDisposition of RL (Released), RH (Released on Hold), RC (Released during Consult/Transfer) or XF (Transferred).

Questions about Pull-mode contacts

This section lists the following Pull-mode contact question.

How are Pull-mode contacts reported?

Pull-mode contacts are pegged in one of two ways, depending on the state of the contact when it is pulled:

1. If Contact Center Manager is processing the contact at the time the contact is pulled (for example, if a New or New Reply e-mail is pulled), the standard statistics calculation occurred. For example, the CallsOffered statistic incremented for the appropriate application. Other statistics appropriate to the contact life cycle history within Contact Center Manager, such as TimeBeforeInterflow, were also calculated.

Copyright © 2009-2010, Nortel Networks

If the Pull-mode contact is queuing in a skillset at the time the contact is pulled, the contact is removed from the skillset and the Dequeued From Skillset event pegs to the eCallByCallStat view with a reason code of PULLED.

The contact is then queued directly to the agent. Pegging then proceeds in a similar way as when a contact receives a QUEUE TO AGENT command in a script. In particular, AgentPerformanceStat CallsAnswered and TalkTime statistics are pegged when the contact is accepted. The contact is pegged against the Agent Queue To dummy skillset for this contact type.

2. If Contact Center Manager is not processing the Pull-mode contact (for example, if a Closed e-mail is pulled), then when the contact is injected into Contact Center Manager, standard Route Point and Application statistics for new contacts, such as CallsOffered and possibly TimeBeforeInterflow, are calculated. Beyond that, pegging depends on contact treatment within the scripts.

If the recommended multimedia scripts are used, the contact is queued to the agent using the QUEUE TO AGENT command. When this occurs, the contact is pegged using standard reporting for the QUEUE TO AGENT command. In particular, AgentPerformanceStat CallsAnswered and TalkTime statistics are pegged once the contact is accepted by the agent.

The contact is pegged against the Agent Queue To dummy skillset for this contact type.

Copyright © 2009-2010, Nortel Networks

Nortel Contact Center

Performance Management Data Dictionary

Copyright © 2009-2010 Nortel Networks
All Rights Reserved.

Publication: NN44400-117
Document status: Standard
Document issue: 01.07
Document date: 26 February 2010
Product release: Release 7.0
Job function: Administration
Type: NTP
Language type: English

While the information in this document is believed to be accurate and reliable, except as otherwise expressly agreed to in writing NORTEL PROVIDES THIS DOCUMENT "AS IS" WITHOUT WARRANTY OR CONDITION OF ANY KIND, EITHER EXPRESS OR IMPLIED. The information and/or products described in this document are subject to change without notice.

Nortel, the Nortel logo, the Globemark, Meridian 1 and Succession are trademarks of Nortel Networks.

Crystal Reports is a trademark of Business Objects, S.A.

All other trademarks are the property of their respective owners.

To provide feedback or report a problem with this document, go to www.nortel.com/documentfeedback.

www.nortel.com

