# Avaya Aura® Contact Center Performance Management Data Dictionary

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# Chapter 1: New in this release

This section details what is new in *Avaya Aura® Contact Center Performance Management Data Dictionary* (NN44400-117) Release 6.2.

## Navigation


- Features on page 13
- Other changes on page 14


## Features

See this section for information about features:


- Graphical Historical reports on page 13
- Support for Barge In and Observe on page 14


### Graphical Historical reports

In Avaya Aura® Contact Center Release 6.2, new reports for monitoring skillsets and skillsets by contact type are available to track progress in a graphical format. Two similar reports for networked contact centers are also available.

For information about the new reports, see the following sections:


- Skillset Timeline on page 904
- Skillset Timeline by Contact Type on page 910
- Network Skillset Timeline on page 820
- Network Skillset Timeline by Contact Type on page 826

## Support for Barge In and Observe

In Avaya Aura® Contact Center Release 6.2, the Contact Summary report contains a subreport for monitoring barge in and observe details. Click on links in the contact group header to review the details.

For information about the new reports, see Contact Summary on page 762.

# Other changes

There are no other changes in this document.

# Chapter 2: Introduction

This document gives reference information for tracking data and statistics in your contact center.

The document describes the views and statistics you can track for the following components of Avaya Aura® Contact Center:

- Contact Center Manager Server
- Network Control Center
- Contact Center Multimedia

The document describes reports and provides a graphical sample of each report you can generate. The document provides examples of how statistics are pegged. The document also provides answers to frequently asked questions.

## Related resources

### Support

Visit the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. On the Avaya Support website at http://support.avaya.com, search for notices, release notes, downloads, user guides, and resolutions to issues. Use the Web service request system to create a service request. Chat with live agents to help answer questions. If an issue requires additional expertise, agents can quickly connect you to a support team.

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# Chapter 3: Performance Management Data Dictionary fundamentals

Contact Center Manager Server 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 section describes all report definitions.

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

## Navigation


- Access rights on page 17
- Optional features on page 17
- PABX references on page 18
- Contact Center database on page 18


## 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.

# PABX references

Contact Center Manager Server provides interworking support for the following PABX types:

- Avaya Communication Server 1000
- Avaya Communication Server 2x00
- Avaya Aura® Unified Communications platform

# Contact Center database

The 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 into your corporate database.
- Import the data into a workforce management system for analysis.
- Develop custom 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 the ODBC and JDBC drivers for Caché. See *Avaya Aura® Contact Center Performance Management* (NN44400-710).

## Database views

The actual structure of the database is hidden, and you cannot directly access the database tables. (Direct access to the tables can compromise the integrity of the database and jeopardize server performance.) You access data through database views, or logical representations of the database. Use database views to organize the information in the database for your use. This guide defines all database views.

When you create 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 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 table columns. 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 Server to access data from the database views.

# Statistic types

There are five statistic or collections of data collected in the Contact Center database:

- summarized historical statistic views
- contact statistics
- event statistics
- configuration data
- 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). The system stores these statistics as totals in the database. For example, summarized historical statistics can indicate the number of answered calls during a 15-minute interval.

With historical statistics collection, you can choose the length of time to store various types of statistics. The duration you choose determines the amount of disk space required for the database.

With 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.

## 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. The system writes contact statistics to the database after it receives all information about the contact and agent postcontact data, after the next pegging interval.

## Event statistics

Event statistics are statistics collected for each event rather than accumulated over a period of time. Contact Center Manager Server 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 on page 235.

## Access and partition management data

The reports run using temporary MS Access database files as the data source. When the user closes a report session, 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 on page 343.

# Part I: Avaya Aura® Contact Center Manager Data dictionary


- Overview on page 23
- Summarized historical statistics on page 31
- Contact statistics on page 183
- Event statistics on page 207
- Integrated Reporting statistics on page 229
- Configuration views on page 235
- Access and Partition Management views on page 343

# Chapter 4: Overview

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

## Navigation


- Data types on page 23
- Statistical field types on page 24
- Resource usage on page 24
- Default applications on page 25
- Access rights by view on page 25


## Data types

Four data types 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 section. For each type, the table provides a range of valid values and a size.

| 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 999 999 999 999 | 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 |
| 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.

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 Server: Master_Script, Network_Script, ACD-DN, NACD-DN, and System. In some views, statistics peg against these default applications.

| Application | Description |
|---|---|
| Master_Script | Contact Center Manager Server (CCMS) controlled calls enter the Master_Script, which hands off calls 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 (nonerror condition) are pegged against the network application.<br>At the destination site, all delays and events peg against the Network_Script Application regardless of whether the Network script actually runs.<br>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. |

# 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 |

## 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 |

| View | Item | Level of access |
|---|---|---|
| CDN | Reports—Other | Create and run any report |
| CodeToMessageMap | Reports—Other | Create and run any report |
| ContactType | Reports—Other | Create and run any report |
| 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 |

| View | Item | Level of access |
|---|---|---|
| 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 |
| RouteThresholdTemplate | Reports—Other | Create and run any report |
| | Route Threshold Classes | View |
| 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 |

| View | Item | Level of access |
|---|---|---|
| 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 |
| SupervisorByAssignment | Agent-to-supervisor Assignments | View all agents |
| SwitchPort | PABX 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 |

# Chapter 5: 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 your own reports.

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# Statistics types

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 (Avaya Communication Server 1000 PABX)
- skillset statistics
- trunk statistics (Avaya Communication Server 1000 PABX)

You can enable or disable data collection for one a group 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, see *Avaya Aura® 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 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.

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; 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 includes all completed days so far this week.

## 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 daily total. 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; 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 includes all 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.

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, included in 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, Avaya recommends that the administrator use both views.

The following tables provide examples of statistics for these views.

**Table 1: AgentPerformanceStat view**

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

**Table 2: 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:

(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 returns. 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.

**Table 3: Resulting statistics for the interval**

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

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.

**Table 4: 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.

# Contact types

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
    - E-mail
    - Web communications
    - Outbound
    - Scanned Document
    - Fax
    - Short Message Service (SMS)
    - Voice mail
- 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.

Names of statistics containing calls (for example, CallsAnswered) are exceptions and refer to all contact types.

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 Server and are presented to the Incalls key of a phone acquired by Contact Center Manager Server.

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

Contact Center Manager calls are tracked from the time a call notification message arrives from the PABX until one of the following situations 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 Avaya Communication Server 2x00 PABX, ACD call statistics include NACD calls.

### ACD call tracking

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

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

# NACD calls

NACD calls 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 Server. NACD calls are not applicable in SIP-enabled contact centers.

Delay and abandon statistics are not available for NACD calls.

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

### NACD call tracking

For NACD calls, the server does not record information about call activity on the PABX. 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 an Avaya Communication Server 1000 PABX in which the agent is connected on a DN key to a DN configured in the same customer group on the PABX as the agent's DN. An external DN call is a call on an agent's DN key connected to any other DN.

When Contact Center Manager Server is connected to an Avaya Communication Server 2x00 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 Contact Center Manager Administration (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 Avaya Communication Server 2x00 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 PABX, including the following calls:

- 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 Avaya Communication Server 2x00 PABX, you can configure and Contact Center Manager Server can monitor only one DN key. 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 Avaya Communication Server 1000 PABX, 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 Server through a SIP INVITE
- contain a voice-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

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 names of many of the statistics and statistics views reflect the terminology used in voice contact 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.

| 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, and response-to-the-response), 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 |
| 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) |

| Voice term | Generalized concept | Multimedia term |
|---|---|---|
| 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 |

The following Multimedia contacts are available:

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

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 associated contact types.

| Contact type naming prefix | Contact type display name |
|---|---|
| EM_ | E-mail |
| FX_ | Fax |
| IM_ | Instant Message |
| OB_ | Outbound |
| OQ_ | Open Queue |
| SD_ | Scanned documents |
| SM_ | SMS |
| VM_ | Voice mail |
| WC_ | Web Communication |

Contact Center Manager Server 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.

Although not required, you can name applications by using this convention; if you do, the contact type display name pegs in the application statistics views, and you can select and group application statistics by contact type.

**Important:**

In the case of applications, the naming convention is useful only for selecting and grouping statistics by contact type. Contact Center Manager Server does not enforce that an application only handles contacts of the type indicated by the naming prefix. Inappropriately named applications can handle contacts of the wrong type. In this case, application statistics selected or grouped by contact type are incorrect

## Contact Center Multimedia contacts

Contact Center Multimedia (CCMM) contacts are contacts that

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

CCMM contacts include the following contact types:

- E-mail
- Web_Communication
- Scanned_Document
- Fax
- SMS
- Voice_Mail

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 Server, 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 Server 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 closes
- 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 Server by the Contact Center Outbound server
- are presented to the desktop of an agent whose phone is acquired by Contact Center Manager Server
- 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:

Contact Center Outbound contacts are tracked from the time a contact enters Contact Center Manager Server 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 closes
- 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 Server 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

# 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 on page 1105.

The server does not record activity time for DN calls.

On the Avaya Communication Server 2x00 PABX, agents cannot use the Line of Business (LOB) key while they conference with another agent.

**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 Avaya Communication Server 1000 PABX 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.

**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

To create ActivyCodeStat views, you must complete the following requirements:

- Define activity and Not Ready reason codes on the Contact Center Manager Server. If you do, activity codes statistics are collected, but ActivityCodeName is blank.
- Configure the server to collect activity code and Not Ready reason code statistics; see *Avaya Aura® 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.

## Pegging

For pegging activity code examples; see Pegging of activity codes on page 1073.

**Avaya Communication Server 1000 PABX:** 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 closes.

**Avaya Communication Server 2x00 PABX:** 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 closes.

For pegging reason code examples; see Pegging of Not Ready reason codes on page 1075.

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

## Database views

Activity code statistics use the following views:

- iActivityCodeStat
- dActivityCodeStat
- wActivityCodeStat
- mActivityCodeStat

## 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 on page 34.

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 order shown.

| IF you generate a custom report using | THEN the linkage key data field is |
|---|---|
| AgentByApplicationStat | Timestamp<br>UserID |
| AgentBySkillset Stat | Timestamp<br>UserID |
| AgentPerformanceStat | Timestamp<br>UserID |

| IF you generate a custom report using | THEN the linkage key data field is |
|---|---|
| ApplicationStat | Timestamp<br>ApplicationID |
| SkillsetStat | Timestamp<br>ApplicationID |
| NetworkInCallStat | Timestamp<br>ApplicationID |
| NetworkOutStat | Timestamp<br>ApplicationID |

# Field descriptions

This sections describes the fields for the ActivityCodeStat 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, 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 closes.

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 on page 1073 and Pegging of Not Ready reason codes on page 1075.

**Type**: int

**Length**: 4

## ActivityShortName

**Description**: Displays the short name for the Not Ready reason code, which appears 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.

**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<br>Local SIP voice calls<br>Local Contact Center Multimedia contacts<br>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 on page 25.

**Type**: varchar

**Length**: 30

## ApplicationID

**Description**: A unique number assigned by the server to identify the application when it 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 an Avaya Communication Server 2x00 PABX) 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 on page 1073 and Pegging of Not Ready reason codes on page 1075.

**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 you delete a configured site and you add another 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 on page 33. 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 newly added agent. This field is used to link tables in data queries.

**Type**: binary

**Length**: 16

## 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 of 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 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.

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

## Application pegging

The following table shows how contacts peg.

| Contact Type | Application |
|---|---|
| Local Contact Center Manager calls<br>Local SIP voice calls<br>Local Contact Center Multimedia contacts<br>Local Contact Center Outbound calls | 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 |

## Database views

Agent by application statistics use the following views:

- iAgentByApplicationStat
- dAgentByApplicationStat
- wAgentByAppliationStat
- mAgentByApplicationStat

## 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 on 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<br>UserID<br>ApplicationID |
| AgentBySkillsetStat | Timestamp<br>UserID |
| AgentPerformanceStat | Timestamp<br>UserID |
| ApplicationStat | Timestamp<br>ApplicationID |

| IF you generate a custom report using | THEN the linkage key data field is |
|---|---|
| SkillsetStat | Timestamp<br>ApplicationID |
| NetworkInCallStat | Timestamp<br>ApplicationID |
| NetworkOutCallStat | Timestamp<br>ApplicationID |

# Field descriptions

This section describes the fields for the AgentByApplicationStat view.

## ContactTalkTime

**Description**: The sum of time that Contact Center Manager contacts were handled, including on hold, by this agent after being accepted while processed by this application. Multiple contacts from this application handled by this agent can be in active state simultaneously.

**Type**: int

**Length**: 4

## ContactHoldTime

**Description**: The Time Contact Center Manager contacts handled by this agent were on hold, after the contact is answered or accepted in this application. Contacts are automatically placed on hold when not in focus, and manually placed on hold by agents.

**Type**: int

**Length**: 4

## BlendedActiveTime

**Description**: The elapsed time this agent was simultaneously active, excluding hold, on more than one contact in this or any other application.

**Type**: int

**Length**: 4

## AgentGivenName

**Description**: The first or given name of the agent.

**Type**: varchar

**Length**: 64

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

## Application

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

**Type**: varchar

**Length**: 30

## ApplicationID

**Description**: A unique number assigned by the server to identify the application when it 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

**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 Avaya Communication Server 1000 PABX, this statistic also includes parked calls handled by this application 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

**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 automatically return to the skillset queue 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.

**Type**: int

**Length**: 4

## ContactType

**Description**: The type of contact determined by the name of this application as described in Multimedia contacts on page 42.

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

**Type**: varchar

**Length**: 30

## DNOutExtTalkTime

**Description**: Avaya Communication Server 1000 PABX only. The total time spent in outgoing external DN calls, including hold time; see DN calls on page 41. 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 for each 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

**Description**: Avaya Communication Server 1000 PABX only. The total time spent on outgoing internal DN calls, including hold time; see DN calls on page 41. 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 elapsed time during which this agent placed all active Contact Center Manager contacts on hold, after the contact is accepted in 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 elapsed time this agent was in PostCallProcessing state after all simultaneous contacts were released, for the application corresponding to first of the simultaneous contacts to be accepted by this agent.

**Triggers**: Postcall 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 closes. 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 e-mail or disconnecting a Web Communication session, and closing the contact. The time between these two events can involve the agent setting closed reason or disposition codes or adding agent notes to a contact. 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 Avaya Communication Server 1000 PABX, 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

**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 elapsed time spent by this agent handling Contact Center Manager contacts accepted in this application.

**Triggers**:

- For voice calls, talk time begins when the agent answers the call.
- For the Avaya Communication Server 1000 PABX, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Avaya Communication Server 2x00 PABX, 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 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 on page 33. 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 newly added agent. 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.
- 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 PABX.

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

For more information, see How is WaitTime pegged if the agent places a DN call on hold and uses alternate call answer to accept another contact? on page 1101.

**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

# 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.

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

## Pegging

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 *Avaya Aura® Contact Center Server Administration* (NN44400-610).

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

| 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 maps (if defined) or the Default_ACD skillset |
| NACD calls | The skillset to which this Network ACD-DN maps (if defined) or the Default_NACD skillset |

## Database view

Agent by skillset statistics use the following views:

- iAgentBySkillsetStat
- dAgentBySkillsetStat
- wAgentBySkillsetStat
- mAgentBySkillsetStat

### 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 on 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<br>UserID |
| AgentByApplicationStat | Timestamp<br>UserID |
| AgentPerformanceStat | Timestamp<br>UserID |
| ApplicationStat | Timestamp<br>ApplicationID |
| SkillsetStat | Timestamp<br>SkillsetID |
| NetworkInCallStat | Timestamp<br>ApplicationID |
| NetworkOutstat | Timestamp<br>ApplicationID |

# Field descriptions

This section describes the fields for AgentBySkillsetStat view.

## ContactTalkTime

**Description**: The sum of time that contacts, excluding DN calls, were handled, including hold, by this agent after being accepted from this skillset. Multiple contacts from this skillset handled by this agent can be in active state simultaneously.

**Type**: int

**Length**: 4

## ContactHoldTime

**Description**: The time local and incoming network CDN contacts handled by this agent were on hold after the contact is accepted in this skillset. Contacts are automatically placed on hold when not in focus, and manually placed on hold by agents.

**Type**: int

**Length**: 4

## BlendedActiveTime

**Description**: The elapsed time this agent was simultaneously active, excluding hold, on more than one contact in this or any other skillset.

**Type**: int

**Length**: 4

## MaxCapacityTotalStaffedTime

**Description**: The time this agent was in the Login state, and assigned to this skillset, multiplied by their Maximum Capacity in this Skillset.

**Type**: int

**Length**: 4

## MaxCapacityIdleTime

**Description**: The time this agent including the multiple capacities configured for this agent, were in the Idle state. Idle time is recorded in all of the skillsets this agent is assigned. MaxCapacityIdleTime stops when maximum capacity of the skillset or maximum capacity for the agent is reached.

**Type**: int

**Length**: 4

## IdleTime

**Description**: The elapsed time this agent was in the Idle state. The same Idle time is recorded in all skillsets to which this agent is assigned. IdleTime stops when the agent is no longer idle.

**Type**: int

**Length**: 4

## 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

## AgentSurName

**Description**: The last name or surname of the agent.

If an agent record is deleted after the agent data is 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 Avaya Communication Server 1000 PABX, this statistic also includes parked calls handled by this skillset that return to this agent.

**Type**: int

**Length**: 4

## CallsReturnedToQ

**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 automatically returned to the skillset queue, 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.

**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 as described in Multimedia contacts on page 42.

For example, if the skillset is named EM_skillset, ContactType pegs as e-mail. If the skillset name has no prefix, ContactType pegs as voice.

**Type**: varchar

**Length**: 30

## DNOutExtTalkTime

**Description**: Avaya Communication Server 1000 PABX only. The total time spent on outgoing external DN calls, including hold time; see DN calls on page 41. 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) for each 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**: Avaya Communication Server 1000 PABX only. The total time spent on outgoing internal DN calls, including hold time (see DN calls on page 41). 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) 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 elapsed time during which this agent placed all active local and incoming network CDN contacts on hold, after the contact is accepted from this skillset.

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

**Type**: int

**Length**: 4

## PostCallProcessingTime

**Description**: The elapsed time this agent was in PostCallProcessing state after all simultaneous contacts were released, for the skillset corresponding to first of the simultaneous contacts to be accepted by this agent.

**Triggers**: Postcall 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 off.

**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 closes. 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 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 e-mail or disconnecting a Web Communication session, and closing the contact. The time between these two events can involve the agent setting closed reason or disposition codes, or adding agent notes to a contact. 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 Avaya Communication Server 1000 PABX, 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 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.

**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.

**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 elapsed time spent by this agent handling contacts, excluding DN calls, after the contact is accepted from this skillset.

**Triggers**:

- For voice calls, talk time begins when the agent answers the call.
- For the Avaya Communication Server 1000 PABX, talk tim ends when the caller disconnects or the agent releases or transfers the call.
- For the Avaya Communication Server 2x00 PABX, 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 on page 33. 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 on (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 off
- is removed from the skillset
- is placed on standby for the skillset

**Type**: int

**Length**: 4

## UserID

**Description**: A unique number assigned by the server to identify the newly added agent.

**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 queues 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 queues 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 PABX.

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

For more information, see How is WaitTime pegged if the agent places a DN call on hold and uses alternate call answer to accept another contact? on page 1101.

**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 queues in a skillset, WaitTime is not pegged.

**Type**: int

**Length**: 4

# 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.

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

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

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

**Note:**

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

On the Avaya Communication Server 1000 PABX, 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.

## Agent actions

- **Transfers and conferences**

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

  On the Avaya Communication Server 2x00 PABX, 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 Avaya Communication Server 2x00 PABX, when an agent consults 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**

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

The Avaya Communication Server 1000 PABX does not support blind conferences.

- **Transfers and conferences to Incalls**

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

  The Avaya Communication Server 1000 PABX does not support direct transfer to or conference with an Incalls key.

- **Expert consultation**

  A peer-to-peer expert consultation is an agent-initiated outgoing contact made while the agent has an existing primary contact already opened. Expert consultations are initiated using the Agent Desktop client.

  This feature is available only for SIP-connected contact centers.

  The Contact Type field in the Contact Summary report is IM Consult to indicate that this IM is a consultation contact.

  Most other field values available in the Contact Summary report for a consultation contact show the same value as for the parent contact. For example, the Contact Summary report for an IM consultation contact shows an EM_Sales skillset if the IM consultation was initiated while the agent handles an e-mail message from the EM_Sales skillset.

### Database views

Agent performance statistic use the following views:

- iAgentPerformanceStat
- dAgentPerformanceStat
- wAgentPerformanceStat
- mAgentPerformanceStat

## Field descriptions

This section describes the fields for this view.

### ContactTalkTime

**Description**: The sum of time that contacts, excluding DN calls, ACD calls, and NACD calls, were handled, including hold, by this agent. Multiple contacts handled by this agent can be in active state simultaneously.

**Triggers**:

**Type**: int

**Length**: 4

## ContactHoldTime

**Description**: The sum of time local and incoming contacts handled by this agent were on hold, excluding DN calls, ACD calls, and NACD calls. Contacts are automatically placed on hold when not in focus, and manually placed on hold by agents.

**Triggers**:

**Type**: int

**Length**: 4

## BlendedActiveTime

**Description**: The elapsed time this agent was simultaneously active, excluding hold, on more than one contact, that is, a voice and a multimedia contact.

**Triggers**:

**Type**: int

**Length**: 4

## MaxCapacityLoggedInTime

**Description**: The time this agent was in the login state multiplied by their maximum capacity defined in the Multiplicity Presentation Class.

**Triggers**:

**Type**: int

**Length**: 4

## MaxCapacityTime

**Description**: The time this agent was at maximum capacity.

**Triggers**:

**Type**: int

**Length**: 4

## MaxCapacityIdleTime

**Description**: The time this agent including the multiple capacities configured for this agent were in the Idle state.

**Triggers**:

**Type**: int

**Length**: 4

## PresentationDeniedTime

**Description**: The time this agent worked under capacity and requested not to be presented with new contacts by pressing the NotReady key.

**Triggers**:

**Type**: int

**Length**: 4

## ACDCallsAnswered

**Description**: The number of ACD calls that an agent answers. On the Avaya Communication Server 1000 PABX, this statistic includes parked ACD calls that return to an agent. On the Avaya Communication Server 2x00 PABX, 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

## ACDCallsConfToCDN

**Description**: The number of ACD calls conferenced from a phone Contact Center Manager Server acquires to a CDN that the server acquires. On the Avaya Communication Server 1000 PABX, this statistic includes calls conferenced to agents on a remote node. On the Avaya Communication Server 2x00 PABX, 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 a 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 Avaya Communication Server 2x00 PABX, 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 a second time).

**Type**: smallint

**Length**: 2

## ACDCallsConfToIncalls

**Description**: The number of ACD calls conferenced from a phone that Contact Center Manager Server acquires to an ACD-DN and presented to a phone that the server acquires, or (for the Avaya Communication Server 2x00 PABX) conferenced directly to an Incalls key on such a phone. On the Avaya Communication Server 2x00 PABX, 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 a second time).

**Type**: smallint

**Length**: 2

## ACDCallsConfToOther

**Description**: The number of ACD calls conferenced from a phone that Contact Center Manager Server acquires to a resource external to the Contact Center Manager Server. On the Avaya Communication Server 2x00 PABX, 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 a second time).

**Type**: smallint

**Length**: 2

## ACDCallsTalkTime

**Description**: The total time spent on ACD calls, including hold time. On the Avaya Communication Server 2x00 PABX, 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 Avaya Communication Server 1000 PABX, talk time ends when the caller disconnects or the agent releases the call. For the Avaya Communication Server 2x00 PABX, 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 Server acquires to a CDN that the server acquires. On the Avaya Communication Server 1000 PABX, this statistic includes calls transferred to agents at a remote node. On the Avaya Communication Server 2x00 PABX, 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 a second time).

**Type**: smallint

**Length**: 2

## ACDCallsTransferredToDN

**Description**: The number of ACD calls that are transferred from a phone that Contact Center Manager Server acquires to a personal or secondary DN key on a phone that the server acquires. On the Avaya Communication Server 2x00 PABX, 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 a second time).

**Type**: smallint

**Length**: 2

## ACDCallsTransferredToIncalls

**Description**: The number of ACD calls that are transferred from a phone that Contact Center Manager Server acquires to an ACD-DN and presented to a phone that the server acquires, or (for the Avaya Communication Server 2x00 PABX) transferred directly to an Incalls key on such a phone. On the Avaya Communication Server 2x00 PABX, 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 a second time).

**Type**: smallint

**Length**: 2

## ACDCallsTransferredToOther

**Description**: The number of ACD calls that are transferred from a phone that Contact Center Manager Server acquires to a resource external to the Contact Center Manager system. On the Avaya Communication Server 2x00 PABX, 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 a second time).

**Type**: smallint

**Length**: 2

## AgentGivenName

**Description**: The first or given name of the agent.

**Type**: varchar

**Length**: 64

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

## BreakTime

**Description**: The total time an agent is in the Break state for all skillsets. You can configure an agent's call presentation class to place the agent in Break state after each call. This applies to Contact Center calls only (not to DN calls).

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

**Type**: int

**Length**: 4

## BusyMiscTime

**Description**: Avaya Communication Server 1000 PABX 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.

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

**Type**: int

**Length**: 4

## BusyOnDNTime

**Description**: Avaya Communication Server 1000 PABX 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 that 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

**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 Avaya Communication Server 1000 PABX, this statistic also includes parked calls, handled by this skillset, and returned 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 returns 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 returns 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 automatically returned to the skillset queue 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 Server. On the Avaya Communication Server 1000 PABX, this statistic includes calls conferenced to a CDN at a remote site.

**Triggers**: This statistic pegs when the conference is completed (that is, when the conference key is pressed a 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 Server.

**Triggers**: This statistic pegs when the conference is completed (that is, when the conference key is pressed a 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 Server acquired or (for the Avaya Communication Server 2x00 PABX) conferenced directly to an Incalls key.

**Triggers**: This statistic pegs when the conference is completed (that is, when the conference key is pressed a 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 Avaya Communication Server 2x00 PABX, this statistic includes blind transfers.

On the SIP PABX, 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 a second time).

**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 Server acquired. On the Avaya Communication Server 1000 PABX, 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 a 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 Server acquired.

**Triggers**: This statistic pegs when the transfer is completed (that is, when the transfer key is pressed a 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 Server acquired, or (for the Avaya Communication Server 2x00 PABX) 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 a second time).

**Type**: smallint

**Length**: 2

## CDNCallsTransferredToOther

**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 Avaya Communication Server 2x00 PABX, this statistic includes blind transfers.

On the SIP PABX, 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 a second time).

**Type**: smallint

**Length**: 2

## ConsultationTime

**Description**: Avaya Communication Server 1000 PABX 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 Server acquired to an ACD-DN and presented to a phone that the server acquired. This statistic does not include DN calls that originated as part of a Contact Center Outbound contact.

**Pegging**: This statistic pegs upon answer.

**Type**: smallint

**Length**: 2

## DNCallsConfToCDN

**Description**: The number of DN calls that are conferenced from a phone that Contact Center Manager Server acquired to a CDN that the server acquired. On the Avaya Communication Server 1000 PABX, this statistic includes calls conferenced to agents at a remote node. This statistic does not include DN calls that 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 a second time).

**Type**: smallint

**Length**: 2

## DNCallsConfToDN

**Description**: The number of DN calls that are conferenced from a phone that Contact Center Manager Server acquired to a personal or secondary DN on a phone that the server acquired.

This statistic does not include DN calls that 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 a second time).

**Type**: smallint

**Length**: 2

## DNCallsConfToOther

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

On the SIP PABX, 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 a second time).

**Type**: smallint

**Length**: 2

## DNCallsTransferredToACDDN

**Description**: The number of DN calls transferred from a phone that Contact Center Manager Server acquired to an ACD-DN and presented to a phone that Contact Center Manager Server acquired. This statistic does not include DN calls that 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 a second time).

**Type**: smallint

**Length**: 2

## DNCallsTransferredToCDN

**Description**: The number of DN calls transferred from a phone that Contact Center Manager Server acquired to a CDN that the server acquired. On the Avaya Communication Server 1000

PABX, this statistic includes calls transferred to agents at a remote node. This statistic does not include DN calls that 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 a second time).

**Type**: smallint

**Length**: 2

## DNCallsTransferredToDN

**Description**: The number of DN calls transferred from a phone that Contact Center Manager Server acquired to a personal or secondary DN on a phone that Contact Center Manager Server acquired. This statistic does not include DN calls that 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 a second time).

**Type**: smallint

**Length**: 2

## DNCallsTransferredToOther

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

On the SIP PABX, 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 a second time).

**Type**: smallint

**Length**: 2

## DNInCalls

**Description**: Avaya Communication Server 2x00 PABX. The number of calls to an agent's DN key.

**Pegging**: This statistic pegs upon answer.

**Type**: int

**Length**: 4

## DNInCallsTalkTime

**Description**: Avaya Communication Server 2x00 PABX. 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 Avaya Communication Server 1000 PABX only. The number of incoming internal DN calls (for a definition of external DN calls; see DN calls on page 41. This statistic includes parked external 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. 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 on page 41.

**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**: Avaya Communication Server 1000 PABX 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 on page 41. 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

**Length**: 4

## DNInIntCalls

**Description**: For Avaya Communication Server 1000 PABX 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**: Avaya Communication Server 1000 PABX 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. 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.

**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**: Avaya Communication Server 2x00 PABX and SIP-enabled systems only. The number of DN calls that originated by the agent from the agent's DN key. This statistic does not include DN calls that 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**: Avaya Communication Server 2x00 PABX and SIP-enabled systems only. The total time spent on outgoing DN calls, including hold time. This statistic does not include DN calls that 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 Avaya Communication Server 1000 PABX only. The total number of outgoing external DN calls. This statistic includes external parked calls retrieved by an agent. This

statistic does not include DN calls that 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.

**Type**: smallint

**Length**: 2

## DNOutExtCallHoldTime

**Description**: For Avaya Communication Server 1000 PABX only. The total time that outgoing external DN calls spent on hold. This statistic does not include DN calls that 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 Avaya Communication Server 1000 PABX only. The total time spent on outgoing external DN calls, including hold time. This statistic does not include DN calls that 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

**Length**: 4

## DNOutIntCalls

**Description**: For Avaya Communication Server 1000 PABX 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 that 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

## DNOutIntCallsHoldTime

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

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

**Pegging**: The following table shows when DNOutIntCallsHold 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

**Description**: For Avaya Communication Server 1000 PABX only. The total time spent on outgoing internal DN calls, including hold time. This statistic does not include DN calls that 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 elapsed time during which this agent placed all active 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.

**Type**: int

**Length**: 4

## NACDCallsAnswered

**Description**: For Avaya Communication Server 1000 PABX 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 Avaya Communication Server 2x00 PABX, NACD calls peg as ACD calls.

**Type**: smallint

**Length**: 2

## NACDCallsTalkTime

**Description**: For Avaya Communication Server 1000 PABX 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 Avaya Communication Server 2x00 PABX, 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

**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 postcall 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.

**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 PABX 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 Avaya Communication Server 1000 PABX, 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

**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

## 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 Avaya Communication Server 1000 PABX, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Avaya Communication Server 2x00 PABX, 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 closes.

**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 on page 33. 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 newly added agent. This field is used to link tables in data queries.

**Type**: binary

**Length**: 16

## VariableWrapTime

**Description**: For Avaya Communication Server 2x00 PABX only. The total time an agent is in the Variable Wrap state for all skillsets. You can configure the Variable Wrap feature on the PABX for an ACD group or agent. If you do, the agent is placed into Variable Wrap state for a predefined time after each call. To ensure Contact Center Manager Server 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 Avaya Communication Server 2x00 PABX, WaitingTime includes time when the agent is active on a secondary DN and when the agent is reserved on the PABX.

**Triggers**: Waiting time begins when the agent enters Idle state, for example, if:

- the agent logs on and presses the Not Ready key
- the agent releases a call, and the agent's call presentation class is not configured for Break time 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 PABX

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

For more information, see How is WaitTime pegged if the agent places a DN call on hold and uses alternate call answer to accept another contact? on page 1101.

**Type**: int

**Length**: 4

### WalkawayTime

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

**Triggers:** Avaya Communication Server 1000

**PABX**: Walkaway time begins when:

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

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

**Avaya Communication Server 2x00 PABX**: 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

**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 an 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.

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

### Pegging

When a local contact enters Contact Center Manager Server, 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 they are routed.

**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 Server 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 Server 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 Server but not by the PABX are recorded.

**Application 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 *Avaya Aura® Contact Center Server Administration* (NN44400-610).

**Non-ISDN truns 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.

This field is not applicable for Universal Networking calls and SIP networking.

### Database views

Application statistics use the following views:

- iApplicationStat
- dApplicationStat
- wApplicationStat
- mApplicationStat

### Linkages with other statistics groups

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

The following table shows the statistics groups to which application statistics can link, 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<br>ApplicationID |
| AgentByApplicationStat | Timestamp<br>ApplicationID |
| SkillsetStat | Timestamp<br>ApplicationID |
| NetworkInCallStat | Timestamp<br>ApplicationID |
| NetworkOutStat | Timestamp<br>ApplicationID |

## Field descriptions

This section describes the fields 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 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

**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 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.

**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).

**Length**: 4

**Type**: int

## 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 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 include up-front menu time.

**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 |
| 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 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.

**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 queues 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

## CallsGivenBroadcast

**Description**: For Avaya Communication Server 1000 PABX 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 PABX. Contact Center Manager Server is unaware of these calls.

**Pegging**: Contacts receive 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 queues, 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

## 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 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

**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 Avaya Communication Server 1000 PABX only. The number of local Contact Center Manager calls given Network ACD (NACD) treatment. This treatment sends calls to a PABX 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

## 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 Avaya Communication Server 1000 PABX only. The number of local Contact Center Manager calls networked through an NACD queue and answered at remote PABXs. NACD is used to send calls to a PABX 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.

**Pegging**: Local Contact Center Manager Server 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 Avaya Communication Server 1000 PABX 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

## 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 Contact Center Outbound is installed and this application name begins with one of the configured prefixes as described in Multimedia contacts on page 42.

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 Avaya Communication Server 1000 PABX 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 Avaya Communication Server 1000 PABX 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

## 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.

**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 queues 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

## 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.

**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 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 |
| 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 terminates 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 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 |
| 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.

This field is not applicable for Universal Networking calls and SIP networking.

The SIP IM does not support networking features.

**Type**: int

**Length**: 4

## PostCallProcessingTime

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

**Triggers**: Postcall 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 closes. 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 replying to an e-mail or disconnecting a Web Communication session, and closing the contact. The time between these two events can involve the agent setting closed reason or disposition codes or adding agent notes to a contact. 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 in this interval that agents spent handling local and incoming NSBR contacts (excluding DN calls), 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 Avaya Communication Server 1000 PABX, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Avaya Communication Server 2x00 PABX, 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.

**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 queues 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

## 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.

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 PABXs 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.

This field is not applicable for Universal Networking calls and SIP networking.

**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 on page 33. 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
- 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 an application different from 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 PABX.

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

For more information, see How is WaitTime pegged if the agent places a DN call on hold and uses alternate call answer to accept another contact? on page 1101.

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

# 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.

To create a CDNStat view, complete the following requirements:

- Define CDNs and Route Points on Contact Center Manager Server.
- Configure the server to collect CDN statistics; see *Avaya Aura® Contact Center Performance Management* (NN44400-710). Statistics are collected for all CDNs and Route Points; you cannot configure the system to collect statistics for only selected CDNs or Route Points.

## Pegging

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.

### Database views

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

- iCDNStat
- dCDNStat
- wCDNStat
- mCDNStat

## Field descriptions

This section provides the fields 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

### 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.
- The voice call is transferred to an IVR queue.
- (Avaya Communication Server 1000 PABX 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**: Avaya Communication Server 2x00 PABX 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. 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 on page 33.

**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.

To configure the DNISStat views, you must complete the following requirements:

- Define DNISs on Contact Center Manager Server.
- Configure the server to collect DNIS statistics; see *Avaya Aura® 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 fields 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.

**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 time that the caller spends navigating menus and listening to announcements before the call 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 time that the caller spends navigating menus and listening

**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 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.

**Type**: int

**Length**: 4

## CallsNACDOut

**Description**: For Avaya Communication Server 1000 PABX 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.

This field is not applicable for Universal Networking calls and SIP networking.

**Pegging:** Calls networked out using the MCDN networking are pegged against this field if the call reaches a non-ISDN trunk.

**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 that 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

**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.

**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**:

- **Avaya Communication Server 1000 PABX:**

  The call pegs when the caller disconnects or the agent releases the call.

- **Avaya Communication Server 2x00 PABX:**

  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

## 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 on page 33.

**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.

To create the IVRPortStat views, you must complete the following requirements:

- Define voice ports on Contact Center Manager Server.
- Configure the server to collect IVR port statistics; see *Avaya Aura® Contact Center Performance Management* (NN44400-710)). Statistics are collected for all IVR ports; you cannot configure the system to collect statistics for selected ports.

**Note:**

IVR statistics may not be available if a third-party IVR application is used instead of a messaging system application.

### Database views

IVR port statistics use the following views:

- iIVRPortStat
- dIVRPortStat

- wIVRPortStat
- mIVRPortStat

### Linkages with other views

You can link IVR port statistics to other views to generate custom reports. For more information, see Linking views on 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 order shown.

| If you generate a custom report using | THEN the linkage key data fields are |
|---|---|
| IVRStat | Timestamp IVRQueueID |

## Field descriptions

This section provides the fields 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.

**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.

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 on page 33.

**Type**: smalldatetime

**Length**: 4

### WaitingTime

**Description**: The total time the IVR port is idle.

**Type**: int

**Length**: 4

## 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.

To create IVRStat views, complete the following requirements:

- Define IVR ACD-DNs on Contact Center Manager Server.
- Configure the server to collect IVR queue statistics (see *Avaya Aura® 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.

**Note:**

IVR statistics may not be available if you use a third-party IVR application.

### Database views

IVR statistics use the following views:

- iIVRStat
- dIVRStat
- wIVRStat
- mIVRStat

### Linkages with other statistics groups

You can link IVR statistics to other statistics groups to generate custom reports. For more information, see Linking views on 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 order shown.

| IF you generate a custom report using | THEN the linkage key data fields are |
|---|---|
| IVRPortStat | Timestamp IVRQueueID |

## Field descriptions

This section provides the fields for this view.

### CallsAnswered

**Description**: The number of calls answered by this IVR queue.

**Pegging**: Calls peg upon answer.

**Type**: int

**Length**: 4

### CallsAnsweredAftThreshold

**Description**: The number of calls answered that experienced a delay greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs.

**Type**: int

**Length**: 4

### CallsAnsweredDelay

**Description**: The total wait time experienced by all the calls answered.

**Triggers**: The delay begins 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

**Length**: 4

## CallsNotTreatedDelay

**Description**: The total wait time experienced by all calls abandoned or pulled back from an IVR queue.

**Triggers**: The delay begins when a call queues 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

## 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.

**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 on page 33. This field is used to link tables in data queries.

**Type**: smalldatetime

**Length**: 4

## 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 Contact Center License Manager.

License Manager statistics are collected by default.

**Note:**

Servers are identified by the IP address and not the server name.

### Database views

License Manager statistics use the following views:

- iLicenseStat
- dLicenseStat
- wLicenseStat
- mLicenseStat

## Field descriptions

This section describes the fields for this view.

### ClientAddress

**Description**: The IP address of the client computer where the licenses are issued.

**Type**: varchar

**Length**: 30

### Feature

**Description**: The Contact Center Manager feature issued to the client.

**Type**: varchar

**Length**: 7

### MaxNumber Licenses

**Description**: The maximum number of licenses held by the client computer 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 on page 33. This field is used to link tables in data queries.

**Type:** datetime

**Length**: 8

## 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 report only 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.

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

**Note:**

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

### 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 on page 34.

The following table shows the statistics groups that 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 |

## Field descriptions

This section describes the fields for this view.

### 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 starts at the source site and end when the contact is abandoned at the local site.

The delay time includes time that the caller spends navigating menus and listening

| 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.

**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 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.

| 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

**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

## 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 on page 33. This field is used to link tables in data queries.

**Type**: smalldatetime

**Length**: 4

## 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.

Configure the server to collect network outcall statistics; see *Avaya Aura® Contact Center Performance Management* (NN44400-710).

**Note:**

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
- dNetworkOutStat
- wNetworkOutStat
- mNetworkOutStat

### 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 on page 34.

The following table shows the statistics groups that 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 |

## Field descriptions

This section describes the fields 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 queues to the destination site and end when the contact is abandoned.

| Statistic | Type | Length |
|---|---|---|
| iNetworkInCallStat | int | 4 |

| Statistic | Type | Length |
|---|---|---|
| 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)
- 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 queues 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

## 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 queues 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.

**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

**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 on page 33. 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.

| Statistic | Type | Length |
|---|---|---|
| iNetworkInCallStat | int | 4 |
| dNetworkInCallStat | int | 4 |
| wNetworkInCallStat | numeric | 6 |
| mNetworkInCallStat | numeric | 6 |

## 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.

To create the RANMusicRouteStat view, complete the following requirements:

- Define RAN and music routes codes on Contact Center Manager Server.
- Configure the server to collect music and route statistics; see *Avaya Aura® 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.

### Database views

RAN and music route statistics use the following views:

- iRANMusicRouteStat
- dRANMusicRouteStat
- wRANMusicRouteStat
- mRANMusicRouteStat

## Field descriptions

This section describes the fields 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

**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 on page 33.

**Type**: smalldatetime

**Length**: 4

# RouteStat views

For Avaya Communication Server 1000 PABX 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.

To configure the RouteStat views, complete the following requirements:

- Define routes on Contact Center Manager Server.
- Configure the server to collect route statistics; see *Avaya Aura® Contact Center Performance Management* (NN44400-710). Statistics are collected for all routes; you cannot configure the system to collect statistics for selected routes.

### Pegging

CallsBlockedByAllTrunksBusy statistics apply to multiple routes and peg against the Default_Route, 999.

### Database views

Route statistics use the following views:

- iRouteStat
- dRouteStat
- wRouteStat
- mRouteStat

### Linkages with other statistics groups

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

The following table shows the views that 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 order shown.

| IF you generate a custom report using | THEN the linkage key data fields are |
|---|---|
| TrunkStat | Timestamp RouteID |

# Field descriptions

This section describes the fields 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.

Universal Networking does not rely on ISDN trunking to pass the call information to the destination site. If a Universal Networking call encounters a non-ISDN trunk, the NSBR call arrives at the target node and the system treats in as an incoming networked call.

A SIP-enabled contact center does not differentiate between ISDN and non-ISDN trunks. The system pegs all calls as 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.

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 on page 33. This field is used to link tables in data queries.

**Type**: smalldatetime

**Length**: 4

## 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.

Support is unavailable for ACD DN and NACD DN in SIP-enabled Contact Centers.

Configure the server to collect skillset statistics; see *Avaya Aura® 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 Server 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.

**ACD calls**. ACD calls peg against the ACD_DN_Application and either the skillset to which this ACD-DN maps (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 maps (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.

**Thresholds**. You can define skillset threshold classes with different values for the service level threshold and the length (talk time and 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 *Avaya Aura® Contact Center Server Administration* (NN44400-610).

**Mapping Skillsets to ACD-DNs**. 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 PABX. ACD calls are tracked from the time they are answered at a phone acquired by Contact Center Manager Server.

Support is not available for ACD DN and NACD DN in SIP-enabled contact centers.

For pegging examples; see Pegging of ACD-DNs on page 1078.

## Database views

Skillset statistics use the following views:

- iSkillsetStat
- dSkillsetStat
- wSkillsetStat
- mSkillsetStat

### Linkages with other statistics groups

You can link skillset statistics to other statistics groups to generate custom reports. For more information, see Linking views on 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 order shown.

| 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 |

## Field descriptions

This section describes the fields 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

**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 maps (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 maps (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 Center s. 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 queues 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 calls) 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 queues 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

**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 Multimedia contacts on page 42.

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

**Type**: varchar

**Length**: 30

## DNOutExtCallsTalkTime

**Description**: For Avaya Communication Server 1000 PABX 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 Avaya Communication Server 1000 PABX 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

## 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

**Length**: 4

## PostCallProcessingTime

**Description**: This data is the total time agents spend performing postcontact processing. Normally, agents use this time to complete work related to the contact just completed, such as filling in forms or filing papers.

**Triggers**: Postcall 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 closes. 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 e-mail or disconnects a Web Communication session, and closes the contact. The time between these two events can involve the agent setting closed reason or disposition codes or adding agent notes to a contact. 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

## 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 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 queues to this skillset and ends when the contact is abandoned.

**Type**: int

**Length**: 4

## SkillsetAbandonAftThreshold

**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 Avaya Communication Server 1000 PABX, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Avaya Communication Server 2x00 PABX, 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.

**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 on page 33. 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 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

**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 PABX.

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

For more information, see How is WaitTime pegged if the agent places a DN call on hold and uses alternate call answer to accept another contact? on page 1101.

**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 queued in a skillset, WaitTime is not pegged.

**Type**: int

**Length**: 4

# TrunkStat views

For Avaya Communication Server 1000 PABX 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.
- Integrated Services Access (ISA) trunks.

Trunk statistics are not applicable to multimedia contacts.

Trunks are not applicable in SIP-enabled Contact Center s as a SIP-enabled contact center does not differentiate between ISDN and non-ISDN trunks. All calls are pegged as non-ISDN calls.

To configure TrunkStat views, configure the following requirements:

- Define the routes to which the trunks belong on Contact Center Manager Server.
- Configure the server to collect trunk statistics; see *Avaya Aura® 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

### Linkages with other views

You can link trunk statistics to other views to generate custom reports. For more information, see Linking views on 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 order shown.

| IF you generate a custom report using | THEN the linkage key data fields are |
|---|---|
| RouteStat | Timestamp RouteID |

## Field descriptions

This section describes the fields 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

**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.

**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 on page 33.

**Type**: smalldatetime

**Length**: 4

## TrunkID

**Description**: A unique number assigned by the server to identify the trunk within the route.

**Type**: int

**Length**: 4

# Chapter 6: Contact statistics

Contact statistics are collected for each contact rather than accumulated over a period of time. This section 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 postcontact data is obtained, after the next pegging interval (that is, at the next 3-minute interval boundary after finishing data accumulation).

## Navigation


- Type of statistics on page 183
- Linking views on page 183
- Contact Summary view on page 184
- Contact Codes view on page 202


## 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 database join between the views. To obtain the correct results, use a left outer join, for which the eCSRStat view is the left view, and the eCSRCodeStat view is the right view. Keys used to link the views are specified in the subsections below for each view.

You can link Contact Summary statistics to Contact Codes statistics to generate custom 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

# 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.

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.

With the multiplicity feature on the Contact Center Multimedia (CCMM) Administration tool, if the agent handles more than one Web Communication contact, the real-time displays (RTDs) and the historical reports record only the last contact that agent receives. The repos display the last contact that the agent receives. The contact also displays on the Agent Desktop (Agent Desktop).

To configure the server to collect call flow and contact summary statistics; see *Avaya Aura*® *Contact Center Performance Management* (NN44400-710). Statistics are collected for all contacts; you cannot configure the system to collect statistics for selected contacts.

## 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: e-mail address), Route Point, agent, supervisor, and originator (for example, CLID, From: e-mail 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 an 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 ensure 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).

**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 PABX. These calls are tracked from the time they are answered at a phone acquired by Contact Center Manager Server. 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 Avaya Communication Server 2x00 PABX, 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 Avaya Communication Server 2x00 PABX, Contact Center Manager Server can configure and monitor only one DN key. Transfers and conferences to or from other DN keys are not reported. On Avaya Communication Server 1000 PABX, 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 an Avaya Communication Server 1000 PABX in which the agent connects on a DN key to a DN configured in the same customer group on the PABX 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 Avaya Communication Server 2x00 PABX, Contact Center Manager Server cannot distinguish between ACD and NACD calls. NACD calls peg as ACD calls in Contact Center Manager Server. On Avaya Communication Server 1000 PABX, ACD calls peg against the ACD_DN_Application and either the skillset to which this ACD-DN maps (if defined) or the Default_ACD skillset. ACD calls peg against the local site. NACD calls peg against the NACD_DN_Application and either the skillset to which this Network ACD-DN maps (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 queues to a skillset and accepted), or the Agent Queue To skillset (if the contact queues 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 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 networked out contact, then the contact also pegs as a network in contact at the destination site.

### Database view

Contact statistics use the eCSRStat view.

### Linkages with other views

You can link Contact Summary statistics to Contact Code statistics to generate a custom report. You can use the following data fields as linkage keys.

eCSRStat.ContactOriginatedStamp

eCSRStat.CCMID

## Field descriptions

The section includes field descriptions for the Contact Summary view.

### CustID

**Description**: The CCMS customer ID, which is 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 not recorded in the Contact Summary view (as can happen if this site is not selected by NSBR as the contact routing destination). After 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 Communication Control Toolkit (CCT) application, such as the Agent Desktop.

**Type**: varchar

**Length**: 36

## CCMID

**Description:** An internal value that represents the contact ID as known throughout applications in the Contact Center suite. For Avaya Communication Server 1000, Avaya Communication Server 2x00 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.

Various 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 span of time. Reports extracting data in this time span must be carefully crafted to account for this.

For Avaya Communication Server 1000 PABX only. The CCMID range is affected by the number of Call Registers configured on the PABX. 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, 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 Avaya Communication Server 1000, Avaya Communication Server 2x00 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 = e-mail
- 10002 = web communication
- 10003 = outbound
- 10006 = instant message
- 10007= predictive outbound
- 10008 = open queue
- 10009 = scanned document
- 10010 = fax
- 10011 = SMS
- 10012 = voice mail

**Type:** int

## 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
- E-mail

- Web_communication
- Outbound
- IM
- Predictive_Outbound
- OpenQ
- Scanned_Document
- Fax
- SMS
- Voice_Mail

**Type**: varchar

**Length**: 30

## ContactSubType

**Description:** A value indicating the subtype of the contact whose statistics are in this record. Only Avaya Communication Server 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)
- CO (a Consultation contact)
- 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.

When Contact Center Manager Server connects to an Avaya Communication Server 2x00 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 Avaya Communication Server 1000 PABX systems, and Avaya Communication Server 2x00 systems, this is the PABX ID. For Network In calls, the value is NSBR. For Network In calls on Avaya Communication Server 2x00 systems, this is the PABX 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

## 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 e-mail 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 e-mail contacts, this is the sender e-mail message. For SIP contacts, this is the SIP service URI. For Web_Communications contacts, this is the URI of the Webservice. For Open Queue contacts, the external application assigns 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

**Length**: 30

## 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

**Length**: 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

**Length**: 30

## ApplicationStartStamp

**Description**: If the contact is accepted or abandoned while in the Master_Script, this field contains the timestamp indicating when the Master_Script began processing the contact. If the contact is processed by a primary script, this field contains the timestamp indicating 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

**Length**: 8

## LastTreatmentID

**Description**: A number that identifies the last applied treatment to the contact with a script command in an application.

Valid values are as follows:

- 0 (GIVE_FORCE_BUSY)
- 1 (GIVE_MUSIC)
- 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 are as follows:

- 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.

**Type:** datetime

**Length**: 8

## LastTreatmentTime

**Description**: The duration in seconds of the last treatment applied to this contact via 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 to link tables in data queries.

**Type**: binary

**Length**: 16

## AgentSurName

**Description**: The surname of the agent.

**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 agent that made the change. This is link to the cls.UserDetails table.

**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 indicating when the contact segment arrives the contact center, or for Network In calls, the time the contact queues at the site.

**Type:** datetime

**Length**: 8

## InitialDisposition

**Description**: A string identifying the state of the contact upon arrival into the contact center, or the arrival manner.

Valid values are as follows:

- L (Local arrival)
- X (Transferred in)
- C (Consultation call)
- N (Network arrival)
- E (Established)

**Type:** varchar

**Length**: 1

## ServiceStamp

**Description:** The timestamp indicating when the contact segment is accepted or by an agent or abandoned.

**Type:** datetime

**Length**: 8

## 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.

**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.

The following actions trigger the HandlingTime statistic:

- For voice calls, handling time begins when the agent answers the call.
- For the Avaya Communication Server 1000 PABX, handling time ends when the caller disconnects or the agent releases or transfers the call.
- For the Avaya Communication Server 2x00 PABX, 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 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 are as follows:

- 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

## 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 Avaya Communication Server 1000 PABX, 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 postcontact processing after a contact. Normally, agents use this time to complete 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 PostContact Processing state after contact.

**Type:** varchar

**Length**: 32

## WaitTime

**Description**: The amount of idle time in seconds before the agent answers the contact.

**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 PABX if it does not.

**Type**: varchar

**Length**: 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 for 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 for 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

## 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

### DisconnectSource

**Description:** A number that specifies the disconnecting party when a call ends.

Valid values are as follows:

- UNKNWN (Disconnecting Party is unknown)
- CLD PRTY (Call released by the called party)
- CLNG PRTY (Call released by the calling party)
- TRNSFR (Call released due to a transfer)
- CONF (Call released due to a conference party dropping out)
- CONF2SIMP (The last call release in a conference tear down)
- SYS (Call released due to a system generated event: agent presses Not Ready key, or selecting the Walk-away feature)
- ABSENT (Call released from ACD: agent presses RLS or Goodbye key)

**Note:**

DisconnectSource is available only in an AML-based contact center.

**Type**: varchar

## 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.

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. 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.

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.

To configure the server to collect Contact Summary statistics; see *Avaya Aura® 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.

Define activity codes and Not Ready reason codes on the Contact Center Manager Server. If you do not do this, activity codes statistics are collected, but the CodeName is null.

### Default codes

The system default activity code (0) is the activity code against which contacts peg if an agent enters no activity code.

For Avaya Communication Server 1000 PABX 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.

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.

### Pegging

All codes statistics peg against a specific contact segment. A contact segment is a part of a contact that associates with an agent, for example a transferred call leg. The Contact Codes view includes each code in a separate record.

### Database view

Contact Codes statistics use the eCSRCodeStat view.

### Links with other views

You can link Contact Code statistics to Contact Summary statistics to generate customized report. Use the following data fields as linkage keys. Specify all these fields as your linkage key, in the specified order.

eCSRCodeStat.ContactOriginatedStamp eCSRCodeStat.CCMID

## Field descriptions

This section describes the fields for the Contact Codes view.

### CustID

**Description:** For future use. The CCMS customer ID, which is always 1 in this release.

**Type**: int

## CCMID

The CCMID value of the contact segment for which this code applies.

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 for 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
- enters a 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 indicating when this contact segment arrived in the contact center, or for Network In calls, the time it queued at this site.

**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 1 for every subsequent code entered.

**Type:** int

# Chapter 7: Event statistics

Event statistics are collected for each event rather than accumulated over a period of time. This section describes the various event statistic report views.

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- eAgentLoginStat view on page 207
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## Types of historical 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 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.

To configure the server to collect agent logon statistics; see *Avaya Aura® 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 fields for the eAgentLoginStat 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.

**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

**Description**: A unique identifier for an agent event.

Valid values are as follows:

- LI (Login)
- LO (Logout)
- WW (Walkaway)
- RT (Return from walkaway)
- RY (Ready)
- NR (Not Ready)

**Type**: char

**Length**: 2

## FirstEventTimeStamp

**Description**: The timestamp for the first event for this agent.

**Type**: datetime

**Length**: 8

## PositionID

**Description**: A unique identifier for the agent's position ID, as received from the PABX.

**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 system pegs the data.

**Type**: char

**Length**: 5

## Timestamp

**Description**: The date and time when the system pegs the data.

**Type**: datetime

**Length**: 4

## UserID

**Description**: A unique number assigned by the server to identify the newly added agent.

**Type**: binary

**Length**: 16

# eCallByCallStat views

Call-by-call statistics provide detailed information for each contact event. Use the statistics to trace a Contact Center Manager contact from beginning to end regardless of the number of treatments applied to it. Use the statistics to monitor the performance of a specified agent, application, or skillset.

The amount of data generated for call-by-call statistics is 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.

To configure the server to collect call-by-call statistics, and select the applications on which to collect statistics; see *Avaya Aura® Contact Center Performance Management* (NN44400-710).

### Database view

Call-by-call statistics use the eCallByCallStatYYYYMMDD view.

# Field descriptions

This section describes the fields for the eCallByCallStat view.

## AssociatedData

**Description**: Associated data is information associated with a specific event, such as:

- the other extension, trunk ID (on the Avaya Communication Server 1000 PABX), 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

## 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 on page 215.

**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 PABX 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 Avaya Communication Server 1000 PABX only. The Call ID range is affected by the number of Call Registers configured on the PABX. 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 to which 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

**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 for the first event for this call.

**Type**: datetime

**Length**: 8

## NodeID

**Description**: For Avaya Communication Server 2x00 PABX only. A unique identifier for the PABX.

**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.

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 system pegs the data.

**Type:** char

**Length**: 8

## Timestamp

**Description**: The date and time when the system pegs the data.

**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 Center s. SIP IM contacts do not support Network statistics.

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 |

| CallEvent Name | Call event | Source | Destination | Associated data | Event data | Notes |
|---|---|---|---|---|---|---|
| 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 on page 223. |
| Call Conferenced | 6 | AGT: %SrcAgentId TYPE: %SrcCall Type | AGT: %Target AgentId TYPE: %TargetCall Type | INTER CALL_ID: %InterCall Id DEST: %DestNumber | HANDLING_TIME: %Handling Time | See Note 3 on page 223. |
| Call Consult Init | 83 | NULL | NULL | INTER CALL_ID: %InterCall Id | DIALED# %Dialled Number | See Note 14 on page 225. |
| 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 on page 223. |
| Dequeued From Network Skillset | 20 | SK_SET: %Skillset Name | NULL | R_SITE: %Remote SiteName | REASON: %Dequeue Reason TIME_IN_Q: %Value | See Note 4 on page 223. |
| Network Incall Dequeued | 50 | %Source | NULL | NULL | REASON: %Dequeue Reason TIME_IN_Q: %Value | See Note 4 on page 223. |
| 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 on page 224. |

| CallEvent Name | Call event | Source | Destination | Associated data | Event data | Notes |
|---|---|---|---|---|---|---|
| Queued To Agent | 60 | L_APP: %Application Name | AGT: %AgentId | PRI: %CallPriority | 1st_TIME_Q UEUED_TO_SKSET: %Value | See Note 5 on page 224. |
| Queued To Skillset | 62 | L_APP: %Application Name | SK_SET: %Skillset Name | %AssociatedData | 1st_TIME_Q UEUED_TO_SKSET: %Value | See Note 6 on page 224. |
| Task Flow Handed Off | 66 | TF: %SourceTask FlowId | TF: %Destination TaskFlowId | NULL | NULL | — |
| 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 on page 223. |
| Local Call Released | 46 | NULL | NULL | %AssociatedData | NULL | See Note 7 on page 224 and Note 16 on page 226. |
| Network Incall Released | 52 | NULL | NULL | %AssociatedData | NULL | See Note 7 on page 224. |
| Network Outcall Released | 56 | NULL | NULL | %AssociatedData | NULL | See Note 7 on page 224. |
| ACD Call Released | 70 | NULL | NULL | %AssociatedData | NULL | See Note 7 on page 224. |
| NACD Call Released | 76 | NULL | NULL | %AssociatedData | NULL | See Note 7 on page 224. |

| CallEvent Name | Call event | Source | Destination | Associated data | Event data | Notes |
|---|---|---|---|---|---|---|
| DN Call Released | 93 | NULL | NULL | %AssociatedData | NULL | See Note 7 on page 224. |
| Returned To Skillset | 64 | AGT: %AgentId | NULL | REASON: %ReturnTo Queue Reason | NULL | See Note 8 on page 224. |
| Call Transferred | 18 | AGT: %SrcAgentId TYPE: %SrcCall Type | AGT: %Target AgentId TYPE: %TargetCall Type | INTERCAL L_ID: %Inter CallId DNIS: %DNISNumber DEST: %DestNumber | HANDLING_TIME: %Handling Time CLID: %Calling LineId | See Note 3 on page 223. |
| Digit Collection | 21 | NULL | NULL | NULL | NULL | — |
| Digit Collection Ended | 22 | NULL | NULL | DIGIT: %Digits | DURATION: %Duration | — |
| 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 | %AssociatedData | NULL | See Note 9 on page 224. |
| DN Call Initiated | 89 | NULL | DIALED# %Dialled Number | %AssociatedData | REASON: %Reason | See Note 9 on page 224. |
| 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 | — |

| CallEvent Name | Call event | Source | Destination | Associated data | Event data | Notes |
|---|---|---|---|---|---|---|
| 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 on page 225. |
| Give Music | 30 | L_APP: %Application Name | RTE: %Route Number | NULL | NULL | — |
| Give Music Completed | 31 | RTE: %Route Number | L_APP: %Application Name | NULL | DURATION: %Duration | See Note 2 on page 223. |
| 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 on page 223. |
| Give RAN Completed | 34 | RTE: %Route Number | L_APP: %Application Name | NULL | DURATION: %Duration | See Note 2 on page 223. |
| Give Ringback | 35 | NULL | NULL | NULL | NULL | — |

| CallEvent Name | Call event | Source | Destination | Associated data | Event data | Notes |
|---|---|---|---|---|---|---|
| Give Route To | 36 | L_APP: %Application Name | NULL | REASON: %Give RouteTo Reason | NULL | See Note 10 on page 225. |
| 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 on page 225. |
| Call Conferenced At IVR Queue | 5 | IVR_P: %IVRPort Number | NULL | NULL | NULL | — |

| CallEvent Name | Call event | Source | Destination | Associated data | Event data | Notes |
|---|---|---|---|---|---|---|
| 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 Application | 38 | CDN: %CDN Number | L_APP: %Application Name | %Associated Data | NULL | See Note 12 on page 225. |
| Local Call Arrived | 43 | RTE: %Route Number TRK: %TrunkId | CDN: %CDN Number | DNIS: %DNIS Number | CLID: %Calling LineId | See Note 2 on page 223. |
| 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 | — |

| CallEvent Name | Call event | Source | Destination | Associated data | Event data | Notes |
|---|---|---|---|---|---|---|
| Handed Over To Network Application | 39 | CDN: %CDN Number | L_APP: %Destination Application Name | % Associated Data | NULL | See Note 12 on page 225. |
| Network Incall Arrived | 49 | RTE: %Route Number TRK: %TrunkId | CDN: %CDN Number | DNIS: %DNIS Number | CLID: %Calling LineId | See Note 2 on page 223. |
| 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 on page 225. |
| 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 on page 225. |
| Sent Info To Host | 65 | NULL | NULL | HOST ID: %HostId | NULL | — |

| CallEvent Name | Call event | Source | Destination | Associated data | Event data | Notes |
|---|---|---|---|---|---|---|
| Continuation | 95 | NULL | NULL | %AssocData | Prev Seq ID: %id | See Note 17 on page 226. |

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
- NACD
- INCALLS
- NETWORK IN
- NETWORK OUT
- OTHER
- UNKNOWN

The call type is never 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

**Important:**

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.

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

**Important:**

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

**Important:**

If %Reason is UNKNOWN, an error occurred.

Note 10: %GiveRouteToReason can be any of the following:

- SCRIPTED
- UNKNOWN

**Important:**

If %GiveRouteToReason is UNKNOWN, an error occurred.

Note 11: %Reason can be any of the following:

- ABANDONED
- CANCELLED
- UNKNOWN

**Important:**

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 PABX time.

Note 14: In certain PABX 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.

| | |
|---|---|
| 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;<br>%IVRReturnInfo details the Media Server IP address. |

Note 16: %AssociatedData = DISC SRC: %DiscSrc in the case of a 'Local Call Released' event.

%DiscSrc can be any of the following values:

- UNKNWN
- CLD PRTY
- CLNG PRTY
- TRNSFR
- CONF
- CONF2SIMP
- SYS
- ABSENT

Note 17: The continuation event allows more data to be attached to an event than normally fits inside the stat field. This event contains information related to the last non-continuation event.

The %AssocData field contains any data associated with the previous non-continuation event. For more information about what those values may be, consult the documentation for the original data.

The %id is the ID of the event that is being continued.

# 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 Center s

To record the IVR port time statistics, complete the following requirements:

- Define IVR ports on Contact Center Manager Server.
- Configure the server to collect IVR port statistics; see *Avaya Aura® 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 fields for the eIVRPortLoginStat view.

### Event Type

**Description**: A unique identifier for an IVR event.

Valid values are as follows:

- login (LI)
- logout (LO)

**Type**: char

**Length**: 2

### FirstEventTimestamp

**Description**: The timestamp for 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 system pegs the data.

**Type**: char

**Length**: 5

## Timestamp

**Description**: The date and time when the system pegs the data.

**Type**: datetime

**Length**: 4

# Chapter 8: Integrated Reporting statistics

Integrated Reporting statistics are collected for each contact rather than accumulated over a period of time. This section 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 Avaya Media Server (MS) session detail record statistics (SDR) combined with CCMS Contact Summary statistics (CSR).

The CCMS provides a GUI that your administrator uses to configure the CCMM and Avaya Media Server (MS) to access the Multimedia and Avaya Media Server (MS) statistics from the CCMS database. The Multimedia Contact statistics link by using the Caché database SQL Gateway interface. The Avaya Media Server (MS) statistics are collected by CCMS every 15 minutes.

The CCMS database provides combined reporting views that include the following statistics:

- CCMM ContactByContact statistics
- Avaya Media Server (MS) SDR statistics
- Avaya Media Server (MS) Collection Status statistics

You can create and run the reports using Report Creation Wizard application on CCMA.

## Navigation


- Multimedia Contact Summary view on page 229
- Avaya Media Server Collection Status view on page 230
- Avaya Media Server Contact Summary view on page 232


## Multimedia Contact Summary view

The Multimedia Contact Summary view provides integrated Contact Summary statistics from CCMS and CCMM for nonvoice contact types.

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.

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.

### Database view

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, see Contact Summary view on page 184
- CCMM ContactByContact view fields For more information, see Contacts By Contacts on page 571.

## Avaya Media Server Collection Status view

The Avaya Media Server Collection Status statistics provide Avaya Media Server data collection status for each interval on the CCMS server.

The data is collected on the CCMS server from the Avaya Media Server database table emarchive.sdr_archive. The status of this collection is in the CCMS view dbo.SDRArchStatus.

The Cdbo.SDRArchStatus view is automatically enabled after you configure the Avaya Media Server (MS) Contact Summary statistics.

### Database view

Avaya Media Server Collection Status statistics use dbo.SDRArchStatus view.

## Field descriptions

The section includes field descriptions for the Avaya Media Server (MS) Collection Status view.

### EndTs

**Description**: This timestamp is the next 15th minute interval after the StartTs. For example if StartTs is 10:00:00, the EndTs are 10:14:59. This time interval is in the CCMS server time zone.

**Type**: Timestamp

## EndTsGMT

**Description**: This field is the EndTs timestamp value converted to GMT. The Avaya Media Server SDR Archive data is stored on the Avaya Media Server in the GMT. The CCMS server uses the EndTsGMT to collect the SDR Archive data from the Avaya Media Server.

**Note:**

The CCMS runs the SQL query on the Avaya Media Server for the 15-minute interval range: StartTsGMT to EndTsGMT for the SDR Archive table field endts on the Avaya Media 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

**Description**: This is the common field used to store the data collection status description for both successful data collection and for the error conditions, as shown in the following examples:

- Successful data collection: SDR Data collection completed. Avaya Media Server Refreshed.
- In case of Errors: Fatal error connecting to the Avaya Media Server <AMS_IP_ADDRESS>_DSN

**Type**: varchar

## MSServerIP

**Description**: It is the Avaya Media Server address stored in the form of Avaya Media Server ODBC DSN. For example: AMS_10.0.0.1_DSN

**Type**: varchar

## IsError

**Description**: This field stores the data collection status of the 15-minute interval (StartTs to EndTs). If errors occurred in the data collection, the IsError value is 1 (True).

**Type**: boolean

### LastUpdated

**Description**: It is the timestamp value when this status record was written.

**Type**: timestamp

### RecordsCopied

**Description**: This is the number of SDR Archive records copied from the Avaya Media Server to the local copy of the CCMS table in the 15-minute interval (StartTsGMT to EndTsGMT).

**Type**: int

### StartTs

**Description**: This is the CCMS server's last 15-minute interval timestamp. This time interval is in the CCMS server's time zone.

**Type**: timestamp

### StartTsGMT

**Description**: This field is the StartTs timestamp value converted to GMT. The Avaya Media Server SDR Archive data is stored on the Avaya Media Server in the GMT. The CCMS server uses this StartTsGMT to collect the SDR Archive data from the Avaya Media Server.

**Type**: timestamp

## Avaya Media Server Contact Summary view

The Avaya Media Server Contact Summary view shows statistics related to the contact, including the defined statistics in the Avaya Media Server application.

Avaya Media Server Contact Summary integrated reporting provides a database view containing combined data from CCMS and Avaya Media Server 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 Avaya Media Server SDR view.

Use CCMA to configure the server to collect Contact Summary statistics. Use the CCMS Database Management Utility to configure the Avaya Media Server as an Integrated Reporting server.

CCMS and Avaya Media Server server times are not synchronized automatically. The time zones can be different, but the system clock time must be same on both CCMS and Avaya Media Server.

For example, if the Avaya Media Server is in Eastern time zone and CCMS is in the GMT time zone, the system clock time must be the same on both Avaya Media Server and CCMS servers:

- Avaya Media Server time: 9:00 am (EST)
- CCMS server time: 2:00PM (GMT)

Additional configuration is required to enable supporting features for Integrated Reporting. See *Avaya Aura® Contact Center Commissioning* (NN44400-312).

The Avaya Media Server application must be written to explicitly use the Integrated Reporting capabilities. See *Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development* (NN44400-510) and *Avaya Media Server Fundamentals* (NN44471–101).

The amount of generated data for Avaya Media Server 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 Avaya Media Server Contact Summary statistics by using the dbo.eICPCSRStat view.

## Field descriptions

The 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, see Contact Summary view on page 184.

# Chapter 9: Configuration views

Configuration data describes your server configuration. This section describes the various configuration views.

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# AccessRights view

This view lists all desktop users and their access levels.

## Field descriptions

This section describes the fields for the AccessRights 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.

**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 ID.

**Type**: varchar

**Length**: 30

## ReadAccess

**Description**: Shows whether the user has view access for this function.

**Type**: char

**Length**: 1

## ReadAgentAccess

**Description**: Shows whether the user has view access for 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

### 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 fields for the ActivityCode view.

### ActivityCode

**Description**: The number assigned to the activity code.

**Type**: varchar

**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 the properties.

## Field descriptions

This section describes the fields for the Agent view.

### AlternateCallAnswer

**Description**: Avaya Communication Server 1000 PABX 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 Avaya Communication Server 1000 PABX 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 Avaya Communication Server 1000 PABX 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

## GivenName

**Description**: The agent's first or given name.

**Type**: varchar

**Length**: 64

## NROSDN

**Description**: For Avaya Communication Server 2x00 PABX only. Shows whether agents can receive calls while active on an outgoing call on their secondary DN.

**Type**: char

**Length**: 1

## PersonalDN

**Description**: For Avaya Communication Server 1000 PABX 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 return to the queue.

**Type**: char

**Length**: 1

## ReturnToQueueWaitInterval

**Description**: The time before an unanswered call returns to the queue.

**Type**: smallint

**Length**: 2

## SecondaryDN

**Description**: For Avaya Communication Server 2x00 PABX 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 PABX ID of the phone at which the agent is logged on, which is received from the PABX.

**Type**: int

**Length**: 4

## SwitchPortAddress

**Description**: The PABX port address of the phone at which the agent is logged on, which is received from the PABX.

**Type**: varchar

**Length**: 30

## SwitchPortName

**Description**: The PABX port name of the phone at which the agent is logged on, as received from the PABX.

**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

## 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

## UnionBreakTimer

**Description**: The length of the break period 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 newly added agent.

**Type**: binary

**Length**: 16

## VariableWrap

**Description**: For Avaya Communication Server 2x00 PABX 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 are as follows:

- 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 fields for the Application view.

### ApplicationID

**Description**: A unique number assigned by the server to identify the application when the application is defined.

**Type**: int

**Length**: 4

### CallByCall

**Description**: Shows whether the collection of call-by-call statistics for this application is enabled.

**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 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 fields for the ApplicationByScript view.

### 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.

**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 the threshold levels.

This view supersedes the ApplicationTemplate view.

## Field descriptions

This section describes the fields for the ApplicationThresholdTemplate 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.

**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 descriptions

This section describes the fields for the CDN view.

### Acquire

**Description**: Shows whether a request exists to acquire the CDN.

**Type**: char

**Length**: 1

### 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 are as follows:

- 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 fields for the CodeToMessage view.

### Category

**Description**: A system-defined classification for the status code.

**Type**: varchar

**Length**: 30

### Code

**Description**: The numeric status code value.

**Type**: int

**Length**: 4

### Msg

**Description**: The corresponding message text.

**Type**: varchar

**Length**: 80

## 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 Multimedia contacts on page 42.

## Field descriptions

This section describes the fields for the ContactType 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

### 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 fields for the DNIS view.

## DNIS

**Description**: A unique number used to identify a DNIS that the server assigns when the DNIS is defined.

**Type**: varchar

**Length**: 16

## 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 fields for the DNISThresholdTemplate 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.

**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 custom formulas and 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 fields for the Formula 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

**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 Server can collect and, for each one, indicates whether it is selected.

## Field descriptions

This section describes the fields for the HistoricalStatCollection 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

**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.

**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**: Avaya Communication Server 1000 PABX only. Shows whether statistics in the route statistics group are collected.

**Type**: char

**Length**: 1

### 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 Avaya Communication Server 1000 PABX 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 fields for the HistoricalStatDuration 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.

**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.

## 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 fields for the HistoricalStatDuration 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

### 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 PABX configuration information.

## Field descriptions

This section describes the fields for the IVRPort 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.

**Type**: varchar

**Length**: 80

### SwitchID

**Description**: The PABX ID of an IVR port, as received from the PABX.

**Type**: int

**Length**: 4

### SwitchPortAddress

**Description**: The PABX address of the IVR port, as received from the PABX.

**Type**: varchar

**Length**: 40

### SwitchPortName

**Description**: The name assigned to the IVR port on the PABX, as received from the PABX.

**Type**: varchar

**Length**: 30

## IVRQueue view

The IVRQueue view lists the IVR ACD-DNs and the properties.

## Field descriptions

This section describes the fields for the IVRQueue 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

## 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.

  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 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 fields for the NCCNetworkSkillset 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

## UseBestNode

**Description**: Not used in this release.

**Type**: char

**Length**: 1

## UseRoundRobin

**Description**: The routing table method used for the network skillset.

Valid values are as follows:

- 0 (sequential)
- 1 (round-robin)

**Type**: char

**Length**: 1

# 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, the view 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 fields for the NCCRanking 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

### 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 fields for the NCCRemoteApplication view.

## CallbyCall

**Description**: Shows whether the collection of call-by-call statistics for this application is enabled.

**Type**: smallint

**Length**: 1

Valid values are as follows:

- 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.

**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 fields for the NCCSite 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**: Options for landing pad configuration.

Valid values are 0 to 7.

- 0 No Landing Pad selections
- 1 DNIS is selected
- 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

## 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 the NetworkConfig view.

### 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 fields for the NetworkRankingAssignment 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

## 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

**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 list of the network skillsets and the statuses.

## Field descriptions

This section describes the fields for the NetworkRankingAssignment view.

### FilterStatus

**Description**: Indicates whether the skillset is filtered.

**Type**: smallint

**Length**: 2

Valid values are as follows:

- 11 (Server communication failure)
- 12 (Dialable DN is not configured correctly)
- 13 (NACD package restriction at destination)
- 14 (Maximum number of retries reached)
- 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 are as follows:

- 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

# NetworkThresholdTemplate view

NSBR option only. Not used in this release.

## Field descriptions

This section describes the fields for the NetworkThresholdTemplate 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.

**Type**: int

**Length**: 4

## PhonesetDisplay view

Avaya Communication Server 1000 PABX 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 fields for the PhonesetDisplay view.

### DisplayTypeName

**Description**: The type of display the phone uses.

Valid values are as follows:

- 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

**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, see Multimedia contacts on page 42.

## Field descriptions

This section describes the fields for the Provider 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 ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

## Field descriptions

This section describes the fields for the Ranking 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

## 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.

**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 fields for the RealTimeColumn 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 are as follows:

- 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

**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 Server to collect.

There are two modes for real time statistics collections:

- Moving window mode — Statistics represent the last 10 minutes of system activity.
- 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 fields for the RealTimeStatCollection view.

## IntervalDuration

**Description**: The interval for collecting real-time statistics (applies only to statistics collected in interval-to-date mode).

**Type**: smallint

**Length**: 2

## IntervalStartTime

**Description**: The interval start time for collecting real-time statistics.

**Type**: char

**Length**: 8

## ITDAgent

**Description**: Shows whether agent statistics 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.

**Type**: int

**Length**: 4

## ITDRoute

**Description**: Avaya Communication Server 1000 PABX 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.

**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

## 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**: Avaya Communication Server 1000 PABX 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 fields for the RealTimeTemplate view.

### 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 are as follows:

- 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.

# Field descriptions

This section describes the fields for the RemoteApplication view.

## CallbyCall

**Description**: Shows whether the collection of call-by-call statistics for this application is enabled.

**Type**: tinyint

**Length**: 1

Valid values are as follows:

- 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

### 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

Avaya Communication Server 1000 PABX only. The Route view lists the routes and the properties.

## Field descriptions

This section describes the fields for the Route view.

### Acquire

**Description**: Shows whether a request exists 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.

**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

Avaya Communication Server 1000 PABX only. The RouteThresholdTemplate view lists the route threshold classes and the threshold levels.

## Field descriptions

This section describes the fields for the RouteThresholdTemplate 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 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 the properties.

## Field descriptions

This section describes the fields for the ScheduledSkillsetAssignment view.

### AssignID

**Description**: A unique number assigned by the server to identify the assignment when it is added.

**Type**: int

**Length**: 4

### AssignName

**Description**: The name of the agent to skillset assignment.

**Type**: varchar

**Length**: 64

### Comment

**Description**: Additional information about the agent, if any.

**Type**: varchar

**Length**: 127

## ErrorCode

**Description**: A numeric value for an error encountered when the assignment last ran, if any.

**Type**: int

**Length**: 4

## Priority

**Description**: The agent's priority for this skillset. The range is 1 to 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.

Valid values are as follows:

- Standby
- Active

**Type**: varchar

**Length**: 80

## Status

**Description**: The status of the agent to skillset assignment.

Valid values are as follows:

- 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 newly added agent.

**Type**: binary

**Length**: 16

## UserSurName

**Description**: The family or surname of the agent.

**Type**: varchar

**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 the properties.

## Field descriptions

This section describes the fields for the ScheduledSupervisorAssignment view.

### AgentID

**Description**: A unique number assigned by the server to identify the newly added agent.

**Type**: binary

**Length**: 16

### AssignID

**Description**: A unique number assigned by the server to identify the assignment when it 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 about the Supervisor, if any.

**Type**: varchar

**Length**: 127

## ErrorCode

**Description**: A numeric value for an 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 are as follows:

- 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

**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 are as follows:

- P (Reporting)
- S (Associated)

**Type**: char

**Length**: 1

# Script view

The Script view lists the scripts and the properties. For more information about scripting; see *Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development* (NN44400-510).

## Field descriptions

This section describes the fields for the Script 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

### 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 are as follows:

- Activated
- Deactivated

**Type**: varchar

**Length**: 80

## SurName

**Description**: The surname of the user who performed the most recent action on the script.

**Type**: varchar

**Length**: 30

## Type

**Description**: The type of script.

Valid values are as follows:

- Local Master
- Network
- Primary
- Secondary

**Type**: varchar

**Length**: 80

# ScriptVariableProperties view

The ScriptVariableProperties view lists the script variables and the properties. For more information about scripting; see *Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development* (NN44400-510).

## Field descriptions

This section describes the fields for the ScriptVariableProperties view.

### Class

**Description**: The name of the variable class to which this variable belongs.

Valid values are as follows:

- 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 are as follows:

- Global Variable
- Call Variable

**Type**: varchar

**Length**: 80

### Name

**Description**: The name of the script variable.

**Type**: varchar

**Length**: 30

### Status

**Description**: The status of the variable.

Valid values are as follows:

- Activated
- Deactivated

**Type**: varchar

**Length**: 80

### Variable type

**Description**: The data type of the variable. For more information about variables, see the *Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development* (NN44400-510).

**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 *Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development* (NN44400-510).

# Field descriptions

This section describes the fields for the ScriptVariables view.

## Script

**Description**: The name of a script that uses this variable.

**Type**: varchar

**Length**: 32

## ScriptStatus

**Description**: The status of the script.

Valid values are as follows:

- Edited
- Validated
- Activated

**Type**: varchar

**Length**: 80

## ScriptType

**Description**: The type of script.

Valid values are as follows:

- 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.

Valid values are as follows:

- Activated
- Deactivated

**Type**: varchar

**Length**: 80

### VariableType

**Description**: The data type of the variable. For more information about variables; see *Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development* (NN44400-510).

**Type**: varchar

**Length**: 80

## Site view

NSBR option only. The Site view lists the sites and the properties.

## Field descriptions

This section describes the fields for the Site 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

## HeteroNetworking

**Description**:

**Type**: int

Valid values are as follows:

- 0 (Universal Networking disabled)
- 1 (Universal Networking enabled)

**Length**: 1

## LandingPadOptions

**Description**: Options for landing pad configuration.

Valid Values are 0 to 7.

- 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.
- 6 MCDN, CDN, and DNIS are enabled.

**Type**: int

**Length**: 1

## IsLocal

**Description**: Specifies whether the site is the local site or a remote site.

Valid values are as follows:

- 0 (remote)
- 1 (local)

**Type**: char

**Length**: 1

## 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**: The type of PABX you use to process contacts in your contact center.

Valid values are as follows:

- 1 (Avaya Communication Server 1000 PABX)
- 4 (Avaya Communication Server 2x00 PABX)

**Type**: int

## 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 the general properties.

## Field descriptions

This section describes the fields for the Skillset view.

### ActivityCode

**Description**: Avaya Communication Server 1000 PABX only. The default activity code for the skillset.

**Type**: varchar

**Length**: 32

### CallAgePreference

**Description**: The call age preference for a skillset.

Valid values are as follows:

- 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.

Valid values are as follows:

- 15 (Local)
- 16 (Network)
- 17 (None)

**Type**: smallint

**Length**: 2

## CallRequestQueueSize

**Description**: The maximum number of calls that can queue to this skillset.

**Type**: int

**Length**: 4

## CallRequestQueueSizeThreshold

**Description**: The number by which queued calls 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

**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 are as follows:

- 20 (Transition)
- 21 (Night)
- any other value (None)

**Type**: smallint

**Length**: 2

## ServiceLevelThreshold

**Description**: The service level for the threshold class to which the skillset belongs.

**Type**: int

**Length**: 4

## Skillset

**Description**: The name of the skillset.

**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.

Valid values are as follows:

- 0 (round robin)
- 1 (sequential)

**Type**: char

**Length**: 1

## 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 fields for the SkillsetByAgent view.

### Priority

**Description**: The agent's priority for this skillset. The range is 1 to 48; 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 are as follows:

- 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

**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 fields for the SkillsetByAssignment view.

## AssignID

**Description**: A unique number assigned by the server to identify the assignment when it 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 an error encountered when the assignment last ran, if any.

**Type**: int

**Length**: 4

## Priority

**Description**: The agent's priority for this skillset. The range is 1 to 48; 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

## 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 are as follows:

- Standby
- Active

**Type**: varchar

**Length**: 80

## Status

**Description**: The status of the agent-to-skillset assignment.

Valid values are as follows:

- Edited or 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 newly added agent.

**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 fields for the SkillsetThresholdTemplate 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

## 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.

**Type**: int

**Length**: 4

## SummaryThresholdTemplate view

The SummaryThresholdTemplate view lists the thresholds defined for the Nodal threshold class.

## Field descriptions

This section describes the fields for the SummaryThresholdTemplate 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

**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 fields for the Supervisor 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

## PersonalDN

**Description**: Avaya Communication Server 1000 PABX 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 PABX ID of the phone at which the supervisor is logged on, which is received from the PABX.

**Type**: int

**Length**: 4

## SwitchPortAddress

**Description**: The PABX port address of the phone at which the supervisor is logged on, which is received from the PABX.

**Type**: varchar

**Length**: 30

## SwitchPortName

**Description**: The PABX port name of the phone at which the supervisor is logged on, as received from the PABX.

**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

## 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 when the threshold class is added to identify the threshold class to which the supervisor belongs.

**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

## 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 fields for the SupervisorAgentAssignment 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 newly added agent.

**Type**: binary

**Length**: 16

## SupervisorGivenName

**Description**: The first or given name of the supervisor.

**Type**: varchar

**Length**: 64

## 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.

Valid values are as follows:

- P (Reporting)
- S (Associated)

**Type**: char

**Length**: 1

## SupervisorByAssignment view

The SupervisorByAssignment view lists the agent-to-supervisor assignments and properties.

## Field descriptions

This section describes the fields for the SupervisorByAssignment view.

### AgentID

**Description**: A unique number assigned by the server to identify the newly added agent.

**Type**: binary

**Length**: 16

## AssignID

**Description**: A unique number assigned by the server to identify the assignment when it 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 an 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 are as follows:

- Edited or 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 runs.

**Type**: varchar

**Length**: 64

## SupervisorID

**Description**: A unique number assigned by the server when the supervisor is added to identify the supervisor to which the user is assigned to when this assignment runs.

**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 are as follows:

- P (Reporting)
- S (Associated)

**Type**: varchar

**Length**: 80

# SwitchPort view

SwitchPort view lists phone ports and switch configuration information.

## Field descriptions

This section describes the fields for the SwitchPort view.

### Acquire

**Description**: Shows whether a request exists to acquire or remove the route.

**Type**: char

**Length**: 1

### Name

**Description**: The PABX port name of the phone at which the agent is logged on, as received from the PABX.

**Type**: varchar

**Length**: 30

### PortAddress

**Description**: The PABX port address of the phone at which the agent logged on, as received from the PABX.

**Type**: varchar

**Length**: 30

## PositionID

**Description**: Avaya Communication Server 1000 PABX only. A unique identifier for the agent's position ID, as received from the PABX.

**Type**: int

**Length**: 4

## SecondaryDN

**Description**: Avaya Communication Server 2x00 PABX only. The secondary DN defined on the phone.

**Type**: int

**Length**: 4

## Status

**Description**: The status of the phone.

**Type**: varchar

**Length**: 80

## SwitchID

**Description**: The PABX ID of the phone at which the agent logged on, which is received from the PABX.

**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 fields for the TargetSwitchComm 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 PABX dials to connect to the destination site.

**Type**: varchar

**Length**: 32

### LandingPadOptions

**Description**: Options for landing pad configuration.

Valid Values are 0 to 7.

- 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.
- 6 MCDN, CDN, and DNIS are enabled.

**Type**: int

**Length**: 1

## MultiMediaNetworkURI

**Description**: The uniform resource identifier for the multimedia network.

**Type**: varchar

**Length**: 255

## NumRetries

**Description**: The number of times your PABX 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

## 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 the properties.

## Field descriptions

This section describes the fields for the UserTemplate view.

### AlternateCallAnswer

**Description**: Avaya Communication Server 1000 PABX 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**: Avaya Communication Server 1000 PABX only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

**Type**: char

**Length**: 1

### CallForceDelayTimer

**Description**: Avaya Communication Server 1000 PABX 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**: Avaya Communication Server 2x00 PABX 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 returns 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

### 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**: The length of the break period between calls. This option is defined for the call presentation class to which the agent belongs.

**Type**: smallint

**Length**: 2

### VariableWrap

**Description**: Avaya Communication Server 2x00 PABX 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 the properties.

## Field descriptions

This section describes the fields for the UserTemplate 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

**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 fields for the Views 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

### 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

# Chapter 10: 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 section describes the various Access and Partition Management report views.

## Navigation


- Access and Partition Management views on page 343
- Access Classes view on page 344
- Report Groups view on page 345
- User Defined Partitions view on page 347
- Users view on page 350


## 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 in the folder \Program Files\Avaya\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 |

| Report name | Table name |
|---|---|
| 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 fields for the Access Classes view.

### AccessClass

**Description**: Name of the access class.

**Type**: string

**Length**: 120

### AccessLevel

**Description**: Access levels, such as Run and Import, Report Creation, Edit, or View.

**Type**: string

**Length**: 60

### EleDesc

**Description**: Access Class, for example, Historical Reporting or Real-time.

**Type**: string

**Length**: 100

### FirstName

**Description**: First name of user.

**Type**: string

**Length**: 30

### Group2

**Description**: Group header contains titles such as Members or Access Class Properties.

**Type**: string

**Length**: 120

### Group3

**Description**: Group header field displaying the Contact Center Manager Server.

**Type**: string

**Length**: 120

### UserName

**Description**: Logon ID of user.

**Type**: string

**Length**: 30

### LastName

**Description**: Surname of user.

**Type**: string

**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 fields for the ReportGroups 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:

- Standard_Outbound
- Standard_Multimedia
- Standard_Networking
- Standard_Others
- Standard_Configuration
- Standard_ContactSummary
- Standard_CallByCall

**Type**: text

**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 the user report.

**Type**: text

**Length**: 50

### Owner

**Description**: User ID of the report owner.

**Type**: string

**Length**: 100

### ServerName

**Description**: Name of the Contact Center Manager Server.

**Type**: string

**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 fields for the UserDefinedPartitions view.

### CCM

**Description**: Partition access (True or False) for Contact Center Manager application.

**Type**: varchar

**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

**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

**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 fields for the Users 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:

- Standard_Outbound
- Standard_Multimedia
- Standard_Networking
- Standard_Others
- Standard_Configuration

- Standard_ContactSummary
- Standard_CallByCall

**Type**: text

**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

# Part II: Contact Center Network Control Center Data dictionary


- Overview of NCC on page 355
- Summarized Historical statistics on page 359
- Event statistics on page 419

# Chapter 11: 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 activities:

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

This section describes the data that is available to you.

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- Statistical field types on page 355
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- Default applications on page 356
- Access right by view on page 357


## 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.

| 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.

Generate large reports or export large amounts of data off-peak times. If you use the Standby Server feature, the system generates reports with data from the replicated database on the standby server. Using the standby server avoids the use of additional CPU resources on the primary Contact Center Manager Server. For more information, see Contact Center database on page 18.

# Default applications

Five default applications 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.

| 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.<br>Although all incoming network calls peg against the Network_Script Application, the Network_Script Application runs for all incoming network calls. The network script runs for error conditions, for example, if a reserved agent does not handle call. However, all network in calls that the reserved agent handles (nonerror condition) peg against the network application.<br>At the destination site, all delays and events peg against the Network_Script Application regardless of where the Network script executes.<br>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 which view you access. The sysadmin account 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. |
| NetINCallConStat | Reports-Other | Create and run any report. |
| NetOutConStat | Reports-Other | Create and run any report. |

| View | Item | Level of access |
|---|---|---|
| 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. If the Network Control Center server has an Avaya Aura® Contact Center 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. |

# Chapter 12: 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.

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- Types of views on page 360
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- SkillsetConStat views on page 407


## 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 a group 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; see *Avaya Aura*® *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 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; 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.

**Important:**

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.

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 each daily total. 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; 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 daily total. 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; 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 various statistics types 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) |

| 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 for each application. 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 an 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 of application:** An application is a logical entity that represents a script for reporting. 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.

Configure the servers to collect application statistics. Statistics are collected for all applications; you cannot configure the system to collect statistics for selected applications.

## 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.

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.

**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.

**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 PABX are recorded.

**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.

Universal Networking does not rely on ISDN trunking to pass the call information to the destination site. If a Universal Networking call encounters a non-ISDN trunk, the NSBR call arrives at the target node and the system treats in as an incoming networked call.

A SIP-enabled contact center does not differentiate between ISDN and non-ISDN trunks. The system pegs all calls as non-ISDN calls.

### Database views

Application statistics use the following views:

- iAppConStat
- dAppConStat
- wAppConStat
- mAppConStat

These database views apply to the NCC. For a CCMS node, the proper views are the ApplicationStat views.

## Field descriptions

The field descriptions for the ApplicationConStat views are described in this section.

## 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 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 logically queues 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 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 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.

**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 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.

| 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 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. 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 logically queues to this site. Delays end when the contact is answered or the contact is accepted.

| 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 queues 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 from this application.

**Type**: int

**Length**: 4

## CallsGivenBroadcast

**Description**: Avaya Communication Server 1000 PABX 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.

**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 PABX. Contact Center Manager is unaware of these calls.

**Pegging**: Contacts receive 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 off skillsets to which a call queues, 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

## 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 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 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 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 runs.

**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 runs.

**Restriction**: The count is not increased if the same call receives this treatment more than once.

**Type**: int

**Length**: 4

## CallsGivenNACD

**Description**: Avaya Communication Server 1000 PABX only. The number of local Contact Center Manager calls given Network ACD (NACD) treatment. This treatment sends calls to a PABX 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 runs.

**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 runs.

**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 runs.

**Type**: int

**Length**: 4

## CallsNACDOut

**Description**: Avaya Communication Server 1000 PABX only. The number of local Contact Center Manager calls networked out through an NACD queue and answered at remote PABXs. NACD is used to send calls to a PABX 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 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**: Avaya Communication Server 1000 PABX 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 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

## DNOutExtCallsTalkTime

**Description**: Avaya Communication Server 1000 PABX 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**: Avaya Communication Server 1000 PABX 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

## 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 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.

**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 queues 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.

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.

**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 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 terminates at the destination site.

**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 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 the 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 postcontact processing. Normally, agents use this time to complete work related to the contact, such as filling in forms or filing papers.

**Triggers**: Postcall 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 closes. 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 e-mail or disconnecting a Web Communication session, and closing the contact. The time between these two events can involve the agent setting closed reason or disposition codes or adding agent notes to a contact. 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 in this interval that agents spent handling contacts (excluding DN calls), 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 Avaya Communication Server 1000 PABX, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Avaya Communication Server 2x00 PABX, 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.

**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 queues 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.

**Pegging**: For local Contact Center Manager calls, pegging begins when the Master_Script is initiated. For incoming NSBR calls, pegging begins when the contact queues 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 queues 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 queues 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.

**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 queues 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 PABXs 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

## 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 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
- 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 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 PABX.

Avaya Communication Server 2x00 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 does 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 contacts enter 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.

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

**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.

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.

### Pegging

**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.

Universal Networking does not rely on ISDN trunking to pass the call information to the destination site. If a Universal Networking call encounters a non-ISDN trunk, the NSBR call arrives at the target node and the system treats in as an incoming networked call.

A SIP-enabled contact center does not differentiate between ISDN and non-ISDN trunks. The system pegs all calls as non-ISDN calls.

### Database views

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

- iCDNConStat
- dCDNConStat
- wCDNConStat
- mCDNConStat

## 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.

**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 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 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.
- The voice call is transferred to an IVR queue.
- (Avaya Communication Server 1000 PABX 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**: Avaya Communication Server 2x00 PABX 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

### Time

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

**Type**: smalldatetime

**Length**: 4

### Timestamp

**Description**: The date and time when the system pegs the data.

**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 way to monitor the call traffic and call handling for each DNIS.

**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.

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

Dialed Number Identification Service (DNIS) statistics use the following views:

- iDNISConStat
- 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 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.

**Triggers**: For local Contact Center Manager calls, delays begin when the Master_Script is initiated. For incoming NSBR calls, delays begin when the call logically queues to this site.

The delay time includes time that the caller spends navigating menus and listening to announcements before the call 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 is initiated. 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 is initiated. For incoming NSBR calls, delays begin when the call logically queues to this site.

The delay time includes time that the caller spends navigating menus and listening to announcements before the call queues 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 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.

**Type**: int

**Length**: 4

## CallsNACDOut

**Description**: Avaya Communication Server 1000 PABX 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

## 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 terminates.

**Type**: int

**Length**: 4

## DNIS

**Description**: A unique number used to identify a DNIS that 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

**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 Center s.

**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 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 is initiated. For incoming NSBR calls, delays begin when the call logically queues to this site.

**Type**: int

**Length**: 4

## NetworkCDN

**Description**: For future use. Not valid in this release.

**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**:

- Avaya Communication Server 1000 **PABX**: The call pegs when the caller disconnects or the agent releases the call.
- Avaya Communication Server 2x00 **PABX**: 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 the system pegs the data.

**Type**: char

**Length**: 5

## Timestamp

**Description**: The date and time when the system pegs the data.

**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 report only 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.

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.

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 NetworkInCallConStat 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 time that the caller spends going through menus and listening to announcements before the call queues to a skillset.

The following tables lists the statistics you can use for the CallsAbandonedDelay field.

| 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 you can use for the CallsAbandonedDelayAtDest field.

| 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 assigned 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 is initiated at the source site and end when the contact is answered or accepted at the local site.

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

The following tables lists the statistics you can use for the CallsAnsweredDelay field.

| Statistics | Type | Length |
|---|---|---|
| iNetworkInCallStat | int | 4 |

| Statistics | Type | Length |
|---|---|---|
| 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.

The following table lists the statistics you can use for the CallsAnswereDelayAtDest field.

| 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

## 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.

**Triggers**: Delays begin when a contact logically queues 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 logically queues 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.

**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 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. This field is used to link 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.

Configure the server to collect network outcall statistics.

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.

### 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 queues 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
- 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 queues 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

## 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 queues 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 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

**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.

**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 skillset only for those 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.

ACD DN and NACD DN are not supported in SIP-enabled Contact Centers.

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 queues 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 maps (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 maps (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.

**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 and 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 *Avaya Aura® Contact Center Manager Administration – Client Administration* (NN44400-611).

**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 PABX. ACD calls are tracked from the time they are answered at a phone 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.

**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

**Description**: Number of calls answered or accepted by an agent.

**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 maps (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 maps (if defined) or the Default_NACD skillset.

Network statistics, such as NSBR contacts, are not applicable to SIP-enabled Contact Centers.

**Restriction**: This statistic does not include DN calls that agents, to 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 Center s. 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 queues 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 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.

**Triggers**: Delays begin when the contact queues 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 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 Multimedia contacts on page 42.

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**: Avaya Communication Server 1000 PABX 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.

**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**: Avaya Communication Server 1000 PABX 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 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

## 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

## 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 queues 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 postcontact processing. Normally, agents use this time to complete work related to the contact, such as filling in forms or filing papers.

**Triggers**: Postcall 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 closes. 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 e-mail or disconnecting a Web Communication session, and closing the contact. The time between these two events can involve the agent setting closed reason or disposition codes or adding agent notes to a contact. 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 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

**Length**: 4

## SkillsetAbandonedDelay

**Description**: The total wait time experienced by contacts abandoned while queuing in this skillset.

**Triggers**: The delay begins when the contact queues 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 in this interval that agents spent handling contacts (excluding DN calls), 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 Avaya Communication Server 1000 PABX, talk time ends when the caller disconnects or the agent releases or transfers the call.
- For the Avaya Communication Server 2x00 PABX, 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

## 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 site.

**Type**: int

**Length**: 4

## Time

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

**Type**: int

**Length**: 5

## Timestamp

**Description**: The date and time when the system pegs the data. 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 out of the skillset.

**Type**: int

**Length**: 4

## VirtualCallsAbandoned

**Description**: The number of contacts abandoned while queuing in this skillset 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

## 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 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 released or closed
- an agent presses the Not Ready key a second time after entering Not Ready
- state 588 Contact Center Manager Server, Contact Center Network Control Center Data dictionary Standard R8.16

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 PABX Avaya Communication Server 2x00 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 queued in a skillset, WaitTime is not pegged.

**Type**: int

**Length**: 4

# Chapter 13: Event statistics

Event statistics are collected for each event rather than accumulated over a period of time. This section describes the different event statistic report views for Contact Center Manager Network Control Center Data dictionary.

## Navigation


- Data Collection option on page 419
- When statistics are accumulated on page 419
- eNetCallByCallStat views on page 420


## 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 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 occur at the destination site. The database for these statistics is on the Network Control Center. Use these statistics 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 facilitates contact tracking.

For example, a contact can 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 can appear in the wrong order. For example, if the source site clock is several seconds behind the destination site clock, a contact can arrive at the source site at 13:15:05 and be answered at the destination site at 13:14:57.

Furthermore, if the administrator at the destination site wants to generate a report containing that contact, the administrator can request a report for the interval from 13:00 to 13:15. However, the contact does not appear in the report. Instead, the contact 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.

The amount of data generated for call-by-call statistics is 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.

### 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 *Avaya Aura® Contact Center Manager Administration – Client Administration* (NN44400-611). 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 propagates through the network. Propagation can take several minutes.

# Field descriptions

This section provides field descriptions for eNetCallByCallStat view.

## Associated Data

**Description**: Associated data is information that is relevant to a specific event:

- 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.

**Type**: int

**Length**: 4

## CallEventName

**Description**: A number assigned by the Avaya Communication Server 1000 PABX and Avaya Communication Server 2x00 for every call. It is unique only for the life of the call and can 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 high traffic, different contacts can be assigned the same Call ID within a single reporting interval.

On the Avaya Communication Server 1000 PABX, 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 Avaya Communication Server 2x00, the PABX CallID is 64 bits. Contact Center Manager generates its own 32-bit CallID and then translates it into the PABX CallID at the open programming interfaces (like HDX).

**Type**: int

**Length**: 4

## Destination

**Description**: The location to which a contact is directed during an event. The destination can 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
- reasons for the event

**Type**: int

**Length**: 4

## FirstEventTimestamp

**Description**: The timestamp for the first event.

**Type**: datetime

**Length**: 8

## NodeID

**Description**: (Avaya Communication Server 2x00 PABX only) A unique identifier for the PABX.

**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

## Source

**Description**: The location of this contact before this event occurred. The source can 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 PABX on the network, as received from the PABX. 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 phone or agent desktop.

**Type**: varchar

**Length**: 16

### Time

**Description**: The time (in 24-hour HH:MM format) when the system pegs the data. 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 system pegs the data. 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 215.

# Part III: Contact Center Multimedia Data dictionary


- Overview for CCMM on page 427
- Multimedia database tables on page 433
- Multimedia database views on page 567
- Entity relationship diagrams on page 575

# Chapter 14: 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, and 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 section provides definitions for all available Contact Center Multimedia database tables, fields, and views.

When creating datawarehouse 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 about 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 section is intended for database administrators who maintain the Contact Center Multimedia database, and for developers, administrators, or supervisors who create custom reports.

This section 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 *Avaya Aura® Contact Center Performance Management* (NN44400-710).

# Navigation


- Caché database on page 428
- Custom Contact Center Multimedia reports and searches on page 430


# 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 section 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 for which 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

## 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

The arrow (->) symbol points 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 section. 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 | 4 bytes |

| Field type | Description | Value range | Length |
|---|---|---|---|
| | | +9999999999999999999 | |
| Stream | Variable length character | not applicable | Length is theoretically unlimited |
| String | Variable length character | not applicable | 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 the address information concatenated without 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.

# 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 returns in the order based on the ID field.
  - If you order on multiple fields, you are limited to two String field types only.

## Password fields

When you search on password fields, the expected results are not returned as the data is encrypted in the database.

# Chapter 15: Multimedia database tables

This section is intended for database administrators who maintain the Contact Center Multimedia database, and for developers, administrators, or supervisors who create custom reports. This section describes the various tables in the Contact Center Multimedia database schema.

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# Actions

The Actions table stores the conversation between the customer and the contact center. Each cls.Actions record links 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 dealing with this action. This field applies 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 applies 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies 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.

As a field, it can be used in an SQL relational join to the cls.CodeMappings record. For a list of fields, see CodeMappings on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: Integer

## CallBackTime

**Description**: The date and time that the agent can contact the customer. This field applies to both Outbound and e-mail.

**Type**: TimeStamp

## CallEndTime

**Description**: The end date and time of the contact. This field applies to both Outbound and e-mail.

**Type**: TimeStamp

## CallStartTime

**Description**: The start date and time of the contact. This field applies to both Outbound and e-mail.

**Type:** TimeStamp

## CharSet

**Description**: The CharSet field stores the character set for the cls.Actions records. This field applies 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

## 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type:** Integer

## ClosedTime

**Description**: The date and time that the cls.Actions record closes. This field applies to both Outbound and e-mail.

**Type**: TimeStamp

## Comment

**Description**: Any comments from this agent. This field applies 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 on page 477

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: Integer

## ContactID

**Description**: Relational link to the cls.Contacts record that this action relates to. This field applies 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 applies 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 on page 490.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: Integer

## DialEndTime

**Description**: The dial end date and time of the contact. This field applies to both Outbound and e-mail.

**Type**: TimeStamp

## DialStartTime

**Description**: The dial start date and time of the contact. This field applies 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.

As a field, it can be used in an SQL relational join to the cls.DispositionCodes record. For a list of fields; see DispositionCodes on page 497.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to Outbound only.

**Type**: Integer

## HistoryFlag

**Description**: The action history flag. This indicates whether each action contains details from previous actions. 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

## MailBCC

**Description**: The e-mail addresses that this action is blind copied to. This field applies to both Outbound and e-mail.

**Type**: String

**Length**: 32767

## MailCC

**Description**: The e-mail addresses that this action is copied to. This field applies to both Outbound and e-mail.

**Type**: String

**Length**: 32767

## MailFrom

**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 applies to both Outbound and e-mail.

**Type**: String

**Length**: 255

## MailTo

**Description**: The e-mail address that this action is sent to. This field applies to both Outbound and e-mail.

**Type**: String

**Length**: 255

## NumberUsed

**Description**: The phone number used to contact the customer. This field applies to both Outbound and e-mail.

**Type**: String

**Length**: 255

## OpenTime

**Description**: The date and time this cls.Actions record is opened. This field applies 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: Integer

## Subject

**Description**: The subject for this action. This field applies to both Outbound and e-mail.

**Type**: String

**Length**: 255

### TemplateLocation

**Description**: Location of any templates used on this action. This field applies 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 applies 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 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.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 on page 488.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: Integer

## Indexes

The following table lists the indexes used by the cls.Actions table.

| 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 |

# ActivityCodes

This table stores a list of activity codes.

## Field descriptions

The field descriptions for this table are described in this section.

### ActivityCode

**Description:** Activity code.

**Length:** 255

**Type**: String

### ActivityDisplayName

**Description**: Activity displayed in Agent Desktop.

**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.

**Type**: Integer

### MarkAsDeleted

**Description**: Flag to indicate whether to delete this record. 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 link to the relevant cls.Customers record through the customer field. Several cls.Addresses records can link 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 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.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 on page 428. This field applies to both Outbound and e-mail. This field applies to both Outbound and e-mail.

**Type**: Integer

## Default

**Description**: Flag that indicates this address is used as the default. A value of 1 equals Yes. This field applies 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 applies 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 applies to both Outbound and e-mail.

**Type**: Integer

## Imported

**Description**: Flag to indicate that this address is 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 applies to both Outbound and e-mail.

**Type**: String

**Length**: 255

## Line2

**Description**: Second line of the address information. This field applies to both Outbound and e-mail.

**Type**: String

**Length**: 255

## Line3

**Description**: Third line of the address information. This field applies to both Outbound and e-mail.

**Type**: String

**Length**: 255

## Line4

**Description**: Fourth line of the address information. This field applies to both Outbound and e-mail.

**Type**: String

**Length**: 255

### Line5

**Description**: Fifth line of the address information. This field applies to both Outbound and e-mail.

**Type**: String

**Length**: 255

### ZipCode

**Description**: Zip code or postal code information for the address. This field applies 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 |

# Administrators

This table stores details about 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.

**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

## Answers

This table stores the list of answers relating to an Outbound contact record. They link 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 applies to Outbound only.

**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.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 on page 479.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to Outbound only.

**Type**: Integer

## DateCreated

**Description**: Date and time the answer record was created. This field applies to Outbound only.

**Type**: TimeStamp

## FreeText

**Description**: If FreeText is allowed for the question, the text is entered here. This field applies 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 applies to Outbound only.

**Type**: Integer

### QuestionID

**Description**: Relational link to the question that this answer relates to. This field applies to Outbound only.

**Type**: Integer

## Indexes

The following table lists the indexes used by the cls.Answers table.

| Index name | Fields indexed | Type | Unique 1 = Yes= | Description |
|---|---|---|---|---|
| idx Contact | Contact | Bitmap | 0 | Index on the Contact field to aid searching. |

# ArchiveNotes

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.

**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

## 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

## 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.

**Type**: Integer

## TotalArchiveContacts

**Description:** Internal use only.

**Type:** Integer

## TotalArchiveCustomers

**Description:** Internal use only.

**Type:** Integer

# AreaCodes

This table stores a list of standard international area codes.

## 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

### 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

### Location

**Description**: Text description of the area code location.

**Type**: String

**Length**: 255

### MarkAsDeleted

**Description**: Flag to indicate whether to delete this record. 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 link 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 on page 435.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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, see CodeMappings on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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

### 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

## 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, see CodeMappings on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.CodeMappings

## 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, see CodeMappings on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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, see CodeMappings on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.CodeMappings

## 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.

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 on page 428. 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

## AutoResponseAttachments

This table stores information relating to any file attachments that are sent out with an AutoResponse record.

# 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 on page 463.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 ensures that the file is correctly copied to the Geographical Redundancy Server. At the Geographical Redundancy 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

## 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

# CallBarrings

This table is not currently used.

## Field descriptions

The field descriptions for this table are described in this section.

### Agent

**Description**: The agent.

**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 on page 493.

For more information about querying data from fields that are embedded tables; see Caché database on page 428.

**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

## Campaigns

This table stores details related to an outbound campaign.

## Field descriptions

The field descriptions for this table are described in this section.

### 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 on page 474.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 on page 490.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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.

**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 on page 497.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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

## 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

## 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 is updated 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

## 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 on page 549.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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

### 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to Outbound only.

**Type**: cls.CodeMappings

### UseTimeZone

**Description:** Flag to indicate if time zone is considered when processing campaign contacts.

**Type**: Integer

## 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

## 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 on page 428. This field applies to Outbound only.

**Type**: cls.Questions

## ClosedReasons

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.

## 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

### DeletionTimeStamp

**Description:** The date and time this record appears as deleted.

**Type**: Timestamp

### MarksAsDeleted

**Description**: Flag to indicate whether to delete this record. 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 Contact Center Multimedia Release 6.0 were code mapping records. This field is used to migrate the Contact Center Multimedia Release 6.0 data to Contact Center Multimedia Release7.0.

**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.

## 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 can 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

# Contacts

This table stores customer contact information. This is the header type information for the contact. The details about the contact are stored in the cls.Actions records. Each time the customer contacts the contact center, a new cls.Contacts record is created. Each cls.Contacts record links to a cls.Customers record through the Customer field. Multiple cls.Contacts records can link 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 on page 557.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.Answers

## ArrivalTime

**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

## AutoResponse

**Description**: Link to the cls.Acknowledgements record that contains the details about 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 on page 428. This field applies to Outbound only.

**Type**: cls.Campaigns

## 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 on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.CodeMappings

## ClosedTime

**Description**: The date and time the contact was last closed. This field applies to both Outbound and e-mail.

**Type**: TimeStamp

## Cmfld

**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 a list of fields; see CustomFields on page 490.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 on page 428. 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.

**Type**: Integer

## 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.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 on page 428. 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 must match the cls.Mailbox table record. This field applies to both Outbound and e-mail.

**Type**: String

**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 closes. 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.

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 on page 428. 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 on page 428. 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 on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.Skillsets

## 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 on page 428. 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.CodeMappings

### 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 on page 488.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 occurs because it is likely that contact records link to cls.ContactType records, which means the information cannot be deleted.

## 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 on page 549.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 to delete this media type. 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 can still have this MediaType. A value of 1 equals Yes. This field applies to both Outbound and e-mail.

**Type**: Boolean

## 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.

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

## CustomFields

This table is used by other tables that need to define custom fields. Implementing the table 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.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 on page 428. 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 on page 428. 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 on page 428. This field applies to both Outbound and e-mail.

**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 on page 428. 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

## 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. |

| Index name | Fields indexed | Type | Unique 1 = Yes | Description |
|---|---|---|---|---|
| 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 on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.Addresses

### 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 a list of fields; see CustomFields on page 490.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 on page 428. 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

## 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.PhoneNumbers

## 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 on page 557.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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

## 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.

### 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

## 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 to delete the cls.DispositionCode record. A value of 1 equals Yes. This field applies to Outbound only.

**Type**: Boolean

## 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 appears 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

## 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to Outbound only.

**Type**: cls.CodeMappings

# 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 on page 557.

For more information about querying data from fields that are embedded tables; see Caché database on page 428.

**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

# EmailAddresses

This table stores e-mail addresses owned by cls.Customers records. Each record in this table links to a cls.Customers record using the Customer field. Multiple cls.EmailAddresses records can link 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 on page 493.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.Customers

### Default

**Description**: Flag to indicate whether to use the e-mail address 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. 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. |
| idxSearchAddress | 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.

## 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

## HolidayHours

This table contains details about holidays for which the contact center can 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

**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

## Inboxes

This table contains details about e-mail mailboxes used by the Contact Center Multimedia application.

## Field descriptions

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 to enable the inbox. A value of 1 equals Yes.

**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

## 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.

For more information about querying data from fields that are embedded tables; see Caché database on page 428.

**Type**: cls.Servers

## SmtpAuthLogon

**Description**: Internal use only.

**Type**: String

**Length**: 64

## WinNTAccount

**Description**: The NT account to access the mailbox.

**Type**: String

**Length**: 100

# 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.

**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 | Index to aid searching for invalid characters on contact or action records. |
| idxField | Field | Bitmap | 0 | Index to aid searching for the relevant contact or action field for which 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

### 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.

**Type**: String

### Search

**Description**: Internal use only.

**Type**: Boolean

## 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

## Launch Entries

This table stores application start requests from CCMA. This is for internal use only.

## Field descriptions

The field descriptions for this table are described in this section.

### 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 about 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 license (true) or 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, which corresponds to the name used in the license file.

**Type**: String

**Length**: 255

### Services

**Description**: Internal use only.

**Type**: cls.Services

# Migrations

This table contains details about the customers and contacts migrated from previous releases of Contact Center Multimedia. Internal use only.

## Field descriptions

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

## MigrationNotes

This table contains notes that the migration application reads to provide feedback to the end user during the migration. 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

## OnHoldURLs

This table contains URL details for use when a customer is on hold. Internal use only.

## 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

## OutOfHoursRules

This table contains details about out-of-hours rules.

## Field descriptions

The field descriptions for this table are described in this section.

### 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 is 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

# 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

# PagePushes

Internal use only.

## Field descriptions

The field descriptions for this table are described in this section.

### SerialNo

**Description**: Internal use only.

**Type**: Integer

### Skillset

**Description**: Internal use only.

**Type**: cls.Skillsets

### URL

**Description**: Internal use only.

**Type**: cls.PagePushURLs

## 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

### 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 on page 428.

**Type**: cls.Skillsets

### URL

**Description**: The full URL.

**Type**: String

**Length**: 4095

## PhoneNumbers

This table stores phone number details for customers. They link to the relevant cls.Customers record through the cls.Customer field. Multiple cls.PhoneNumbers records can link to the cls.Customers record.

## Field descriptions

The field descriptions for this table are described in this section.

### 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.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.Customers

## Default

**Description**: Flag to indicate if this is 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 the customer requested this number is not used 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 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

**Descri\ption**: The international code part of the phone number. This field applies to both Outbound and e-mail.

**Type**: String

**Length**: 10

## 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 time zone 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. This field applies to both Outbound and e-mail.

**Type**: cls.CodeMappings

## Indexes

| 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 on page 428.

**Type**: cls.Skillsets

### Text

**Description**: Phrase which links to skillset and appears in a selection list for the agents to choose from during a chat session.

**Type**: String

**Length**: 32767

# Preferences

This table stores Agent Desktop agent preferences.

## 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

### 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

## Questions

This table stores questions that are associated with a cls.CampaignScripts table. They link to the relevant cls.CampaignScripts records through the CampaignScript field. Multiple cls.Questions records can link 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 the answer for this question can be free text or is 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 on page 428. 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

## 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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 open hours of the contact center.

## Field descriptions

The field descriptions for this table are described in this section.

### 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. Multiple entries can exist for a 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

## 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.

**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

## 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. You must 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.

## Field descriptions

The field descriptions for this table are described in this section.

### ActionId

**Description**: Link to the cls.Action record that this cls.Audit record relates to.

**Type**: Integer

### AgentId

**Description**: The agent that made the change. This is link to the cls.UserDetails table.

**Type**: Integer

### 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 occurred.

**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

### Type

**Description**: The audit type. This is a link to a record in the cls.CodeMappings table.

**Type**: Integer

## RoutePoints

This table contains details about the Route Point assigned to a skillset. This table replaces CDN. It has a MarkAsDeleted flag. Although it can be deleted on Contact Center Manager Server, it is still referenced within the Contact Center Multimedia database for contacts created when the Route Point existed.

## 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 Route Point is deleted. A value of 1 equals Yes.

**Type**: Boolean

### RoutePoint

**Description**: The name of the cls.RoutePoint record.

**Type**: String

**Length**: 32

# 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 closes or not. A value of 1 equals Yes.

**Type**: Boolean

## Name

**Description**: Textual name for the rule.

**Type:** String

**Length**: 64

## Priority

**Description**: The rule 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 to use this rule. This applies if more than one rule exists 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 the out-of-hours rule is used instead of this rule. A value of 1 equals Yes.

**Type**: Boolean

## RuleAdmins

This table is used by the e-mail manager service to determine whether 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 to search the body of the e-mail. A value of 1 equals Yes.

**Type**: Boolean

### SearchSubject

**Description**: Flag to indicate whether to search the e-mail subject. A value of 1 equals Yes.

**Type**: Boolean

## 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 is 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

# 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 backup 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 on page 477.

For more information about querying data from fields that are embedded tables; see Caché database on page 428.

**Type**: cls.CodeMappings

### Port

**Description**: The port number to use to connect to this server.

**Type**: Integer

### Type

**Description**: Internal use only.

**Type**: Integer

## 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 on page 428.

**Type**: cls.Licenses

### 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 License Manager to start and stop services.

**Type**: String

**Length**: 255

## 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

### UserType

**Description**: Whether the user is an agent or a supervisor.

**Type**: String

## SIP Uris

This table stores SIP-URI details for customers. The tables link to the relevant cls. Customer record through the Customer property. Many cls. SIP URI records can link to the cls.Customer record.

# 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

## Address

**Description:** The SIP uri 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 SIP Uri address used when searching.

**Type**: String

**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, see CustomFields on page 490.

For more information about querying data from fields that are embedded tables; see Caché database on page 428.

**Type**: cls.CustomFields

## EnableSecurityBanner

**Description**: Flag to indicate whether to display the security banner. 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 is displayed to the agent when logging on to the Agent Desktop.

**Type**: String

**Length**: 4095

### Site

**Description**: Name of the site.

**Type**: String

**Length**: 10

### SkillsetPrefix

**Description**: Internal use only.

**Type**: String

**Length**: 10

## 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

### Parameters

**Description**: Internal use only.

**Type**: cls.SiteParameters

## 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, see SiteComponents on page 545.

For more information about querying data from fields that are embedded tables; see Caché database on page 428.

**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.

## Field descriptions

The field descriptions for this table are described in this section.

### 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.

**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 can 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 on page 557.

For more information about querying data from fields that are embedded tables; see Caché database on page 428.

**Type**: cls.Users

## 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 on page 504.

For more information about querying data from fields that are embedded tables; see Caché database on page 428.

**Type**: cls.Inboxes

## Mapping

**Description**: Internal use only.

**Type**: String

**Length**: 50

## 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 on page 428.

**Type**: cls.RoutePoints

## Status

**Description**: Internal use only.

**Type**: cls.CodeMappings

## Threshold

**Description**: Internal use only.

**Type**: Integer

## 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

## 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

### 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 on page 428.

**Type**: cls.Skillsets

## TimeZones

This table stores a list of standard international time zones.

## 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

### FriendlyName

**Description**: Description of the time zone

**Type**: String

**Length**: 255

### TimeZone

**Description**: Short name of the time zone.

**Type**: String

**Length**: 10

### 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 AvayaSU.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 AvayaSU.txt 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

## 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

## Users

This table contains a list of multimedia users, such as agents.

## Field descriptions

The field descriptions for this table are described in this section.

### 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 Agent Desktop 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

## 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 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 is reported.

**Type**: Bit

## PredictiveWrapTimeLimit

**Description**: Time allowed for this user to complete a predictive contact.

**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 on page 428.

**Type**: cls.RoutePoints

## SIP Terminal

**Description:** SIP Terminal

**Type**: String

**Length**: 255

## SIP Uri

**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 phone.

**Type**: String

**Length:** 255

## UserClass

**Description**: Text to describe the user type, which can be agent or supervisor.

**Type**: String

**Length**: 20

# UserResets

This table contains a list of 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

# WebCommsMessages

This table stores details about messages that are written by either the agent or the customer during a Web communication session. The messages link to a cls.WebCommsSession record. Multiple cls.WebCommsMessages records can link to the same cls.WebCommsSessions record.

# 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 on page 563.

For more information about querying data from fields that are embedded tables; see Caché database on page 428. 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

# 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

### 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 for 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. |

| Fields | Description |
|---|---|
| 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 the table.

| 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. |

# Chapter 16: Multimedia database views

This section 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 section provides definitions for all the Contact Center Multimedia database views available.

## Navigation


- Campaign Agent Script Result on page 567
- Campaign Call By Call Details on page 568
- Campaign Summary on page 570
- Contacts By Contacts on page 571
- Contacts Outstanding on page 572
- Contacts Outstanding Detail on page 573
- Contacts Outstanding Summary on page 574
- ScriptSummary on page 574


## 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 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 |

| View field | Source table | Source field |
|---|---|---|
| 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 opened and closed, when the relevant action 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 |
| 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 |

| View field | Source table | Source field |
|---|---|---|
| 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 |
| 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 |

| View field | Source table | Source field |
|---|---|---|
| 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 | — |
| EndDateTime | cls.Campaigns | — |
| DailyStartTime | cls.Campaigns | — |
| DailyEndTime | cls.Campaigns | — |
| Description | cls.Campaigns | — |
| Owner | cls.Campaigns | — |

| View field | Source table | Source field |
|---|---|---|
| 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 | — |
| RuleName | cls.Contacts | Rule |
| Source | cls.Contacts | — |
| Type | cls.Contacts | — |

| View field | Source table | Source field |
|---|---|---|
| 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 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 |
| Status | cls.Contacts | — |
| ParentContactType | cls.Types | Parent |

| View field | Source table | Source field |
|---|---|---|
| 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 on page 572.

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 |

# 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 basis 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 |

# Chapter 17: Entity relationship diagrams

This section describes the relationships among the Contact Center Manager database views. This section contains diagrams illustrating each statistics group, plus an overall diagram with all of the relationships in the database.

## Navigation


- Contact Center Manager entity relationships on page 575
- Contact Center Multimedia Data relationships on page 588


## 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 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.

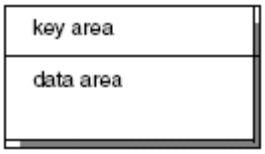



**Figure 1: Entity name**

- **Dependent entity**—Dependent entities depend on one or more entities for their identification. They are represented by boxes with rounded corners.

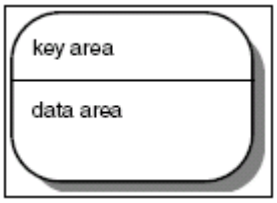
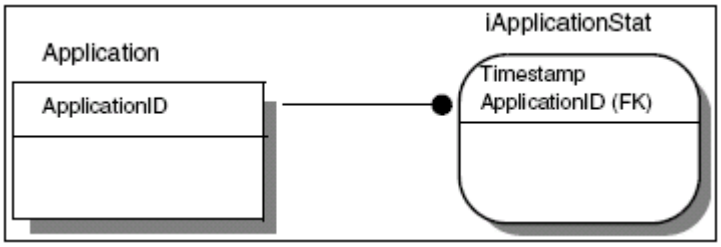



**Figure 2: Entity name**

- **Primary key**—To use an entity, instances must be identified uniquely. The set of attributes that uniquely identifies an entity is called the primary key.



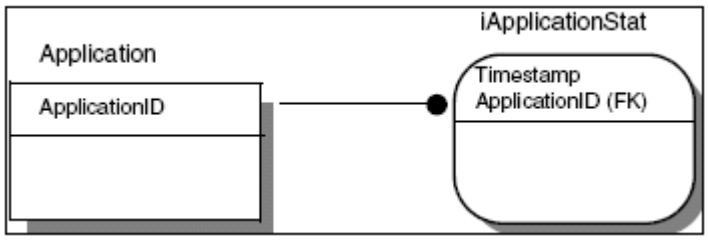

In the preceding illustration, ApplicationID is the primary key for the Application entity. Also, Timestamp and ApplicationID are the primary keys for the iApplicationStat entity (that is, a specific Application has data for multiple Timestamps).

### Attribute notation

The following terms describe attributes:

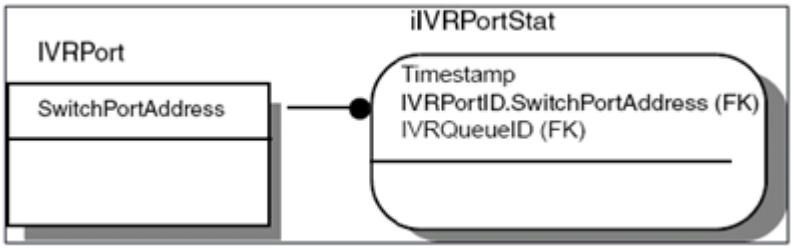
- **Primary key attribute**—A primary key is an attribute that, either by itself or in combination with other primary key attributes, forms the primary key.
- **Non-primary key attribute**—A non-primary key attribute is not part of the primary key of the entity
- **Foreign key**—Whenever entities are 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 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.



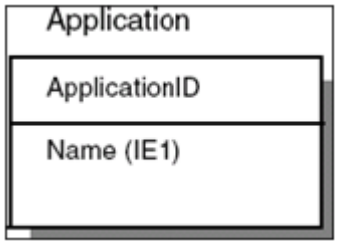

- **Role name**—A role name is a new name for a foreign key attribute or group of foreign key attributes that defines the role the foreign key plays in the child entity. A role definition is based on the definition of the original foreign key or keys. Role names take the following format: role-name.attribute (FK)

  In the following illustration, IVRPortID.SwitchPortAddress (FK) is a role name.




- **Inversion entry**—An inversion entry is a nonunique 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 appear as: attribute (IEn).

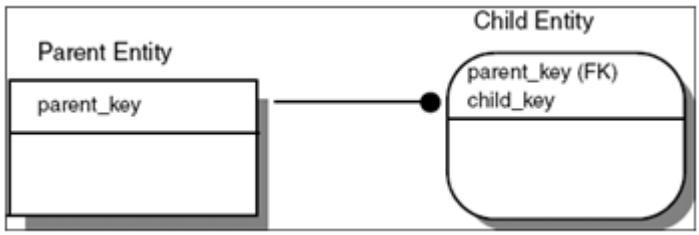
  In the following illustration, Name is an inversion entry.



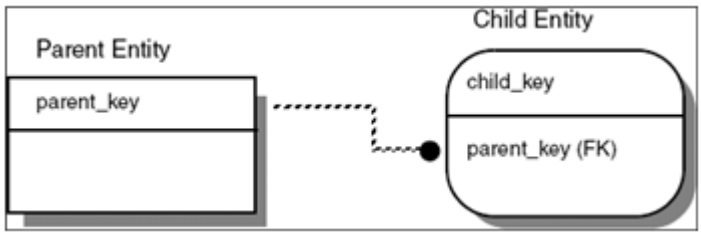

## Relationship notation

The following terms 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, requires 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.

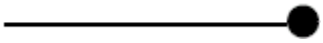
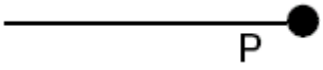
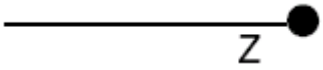
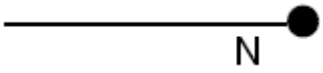



- **Nonidentifying relationship**—In a nonidentifying relationship, primary key attributes of the parent entity become non-primary-key attributes of the child entity.




## 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.

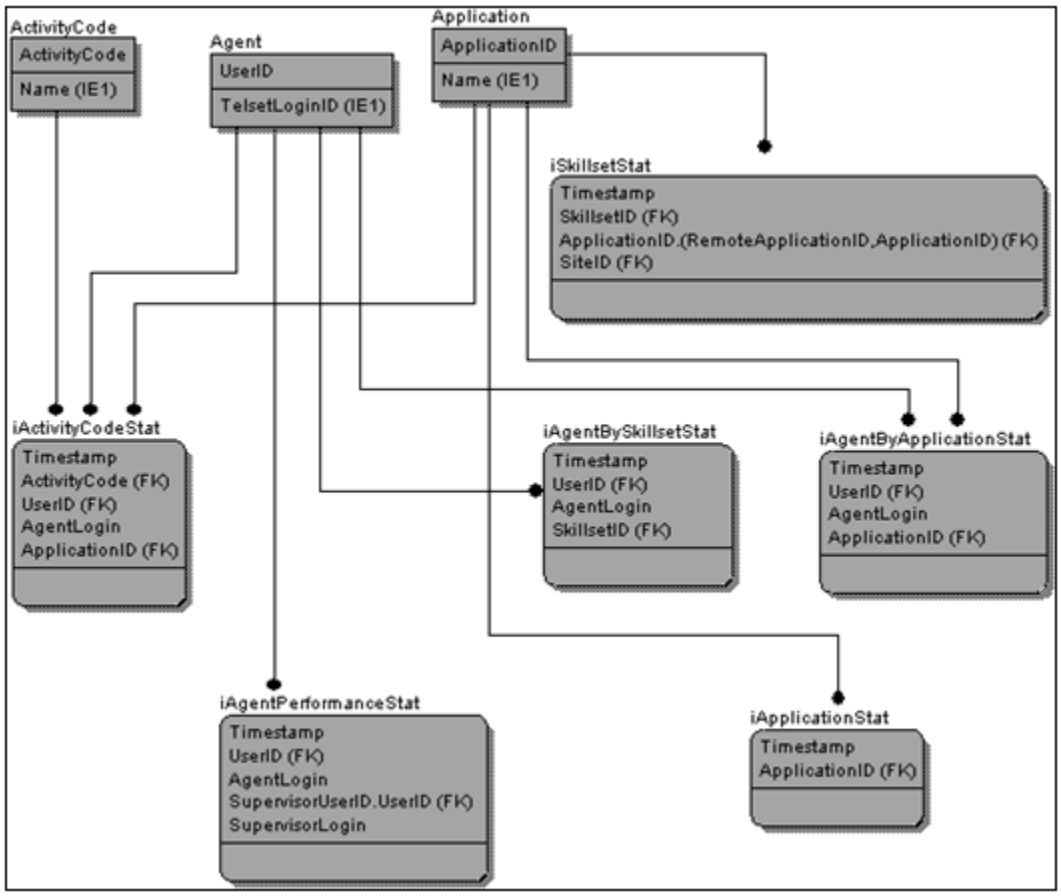



**Figure 3: Activity code statistics**

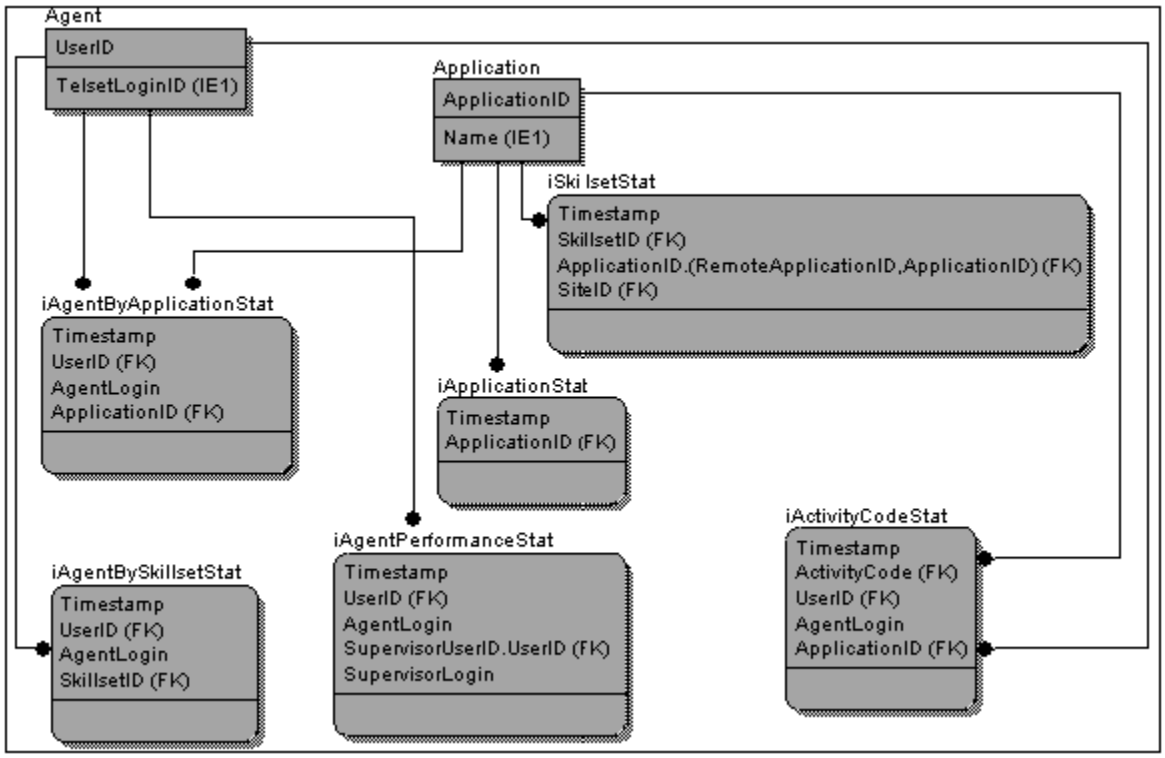



**Figure 4: Agent by application statistics**

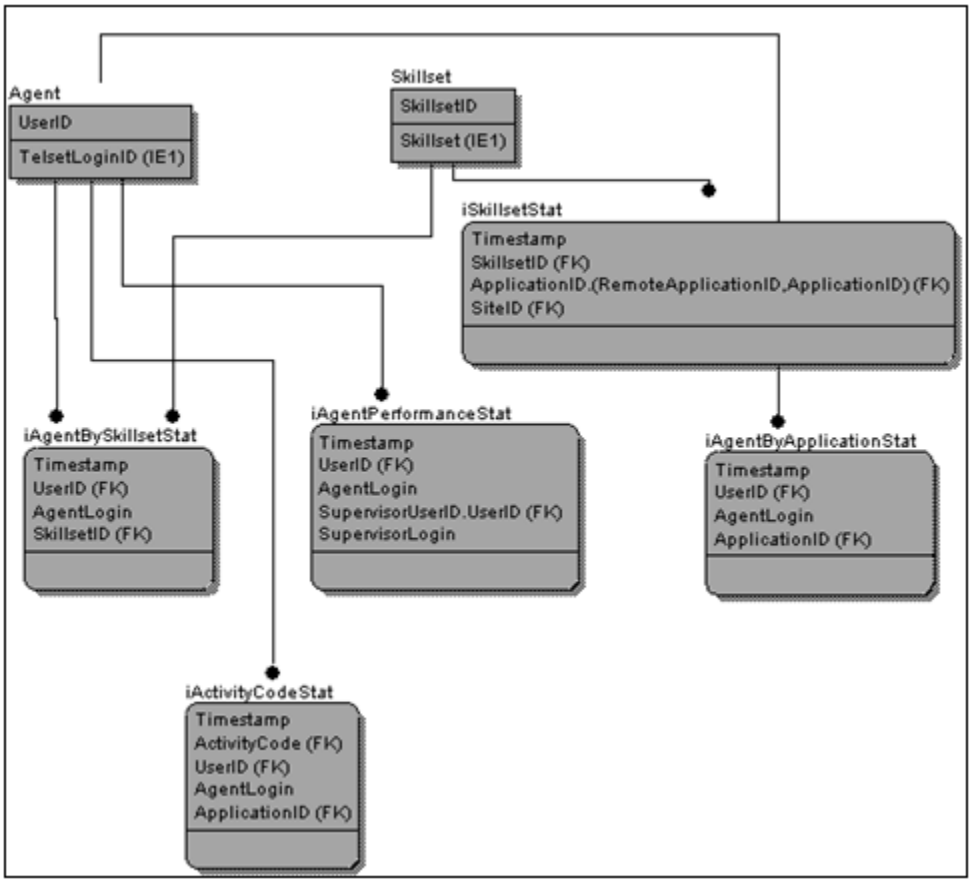



**Figure 5: Agent by skillset statistics**

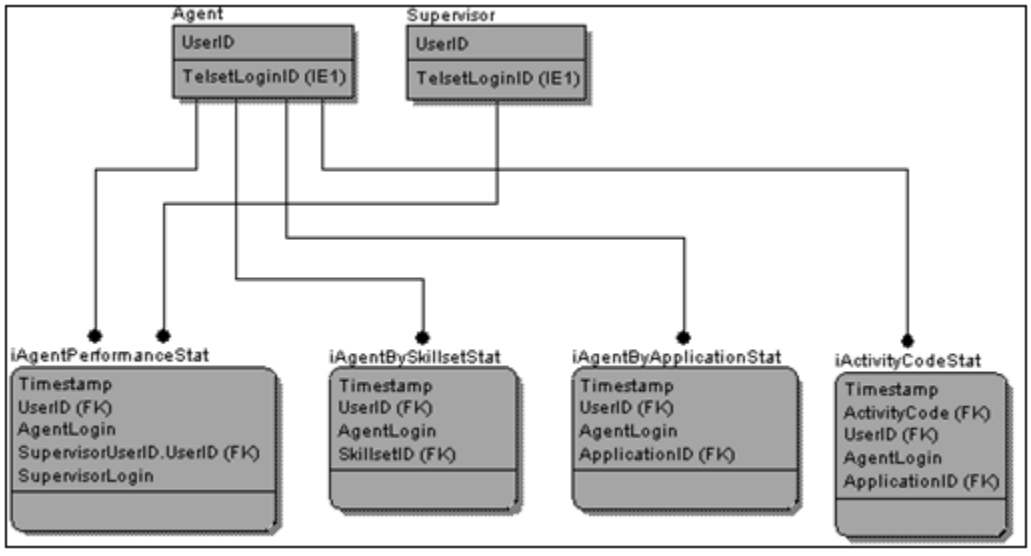



**Figure 6: Agent performance statistics**

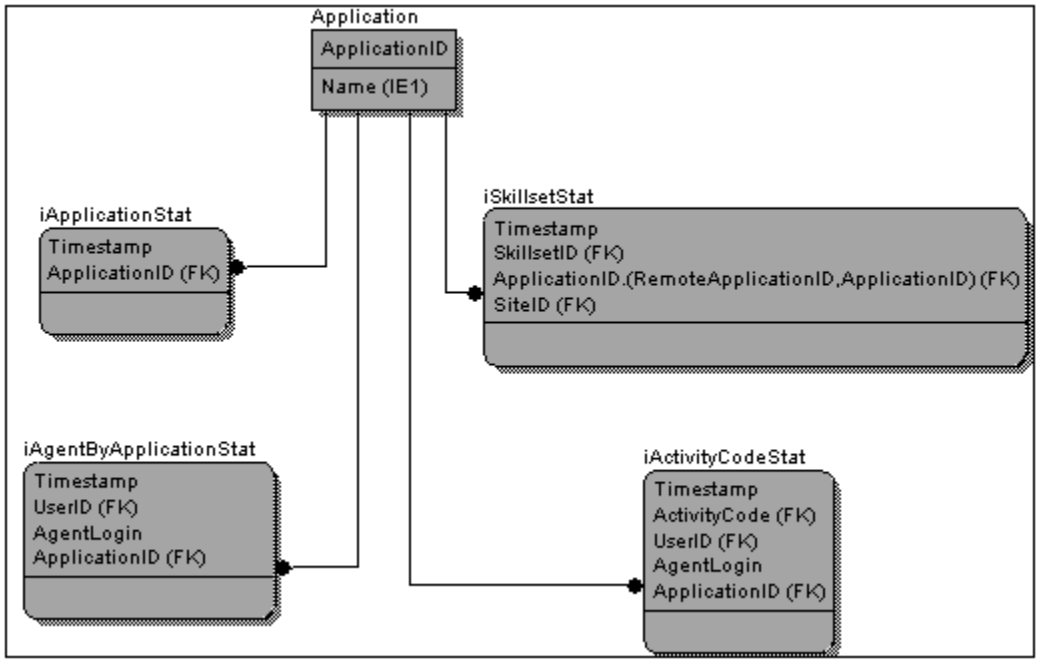



**Figure 7: Application statistics**

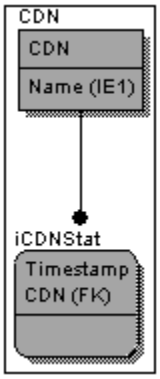



**Figure 8: Control Directory Number (CDN) statistics**

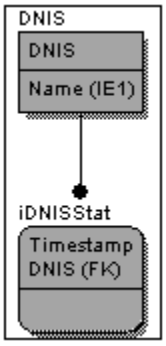



**Figure 9: Dialed Number Identification Service (DNIS) statistics**

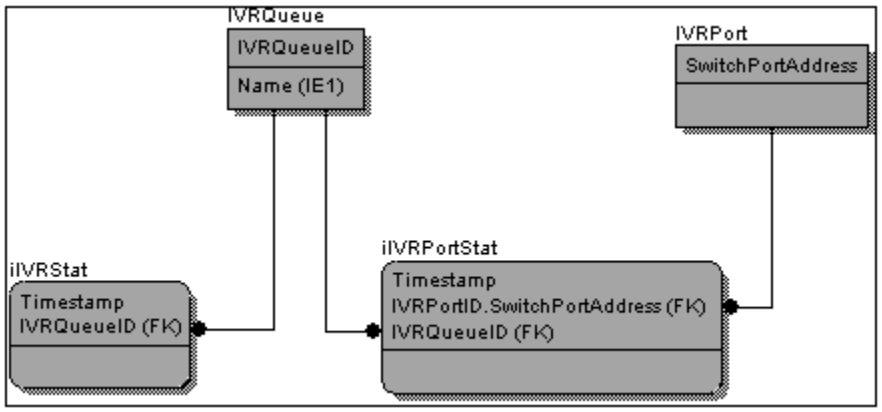



**Figure 10: IVR port statistics**

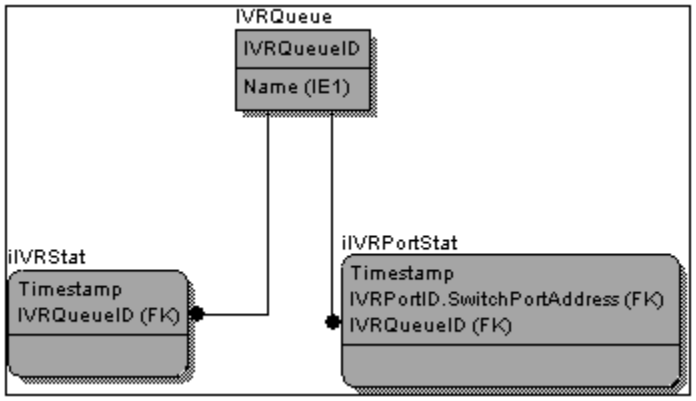



**Figure 11: Interactive Voice Response (IVR) statistics**

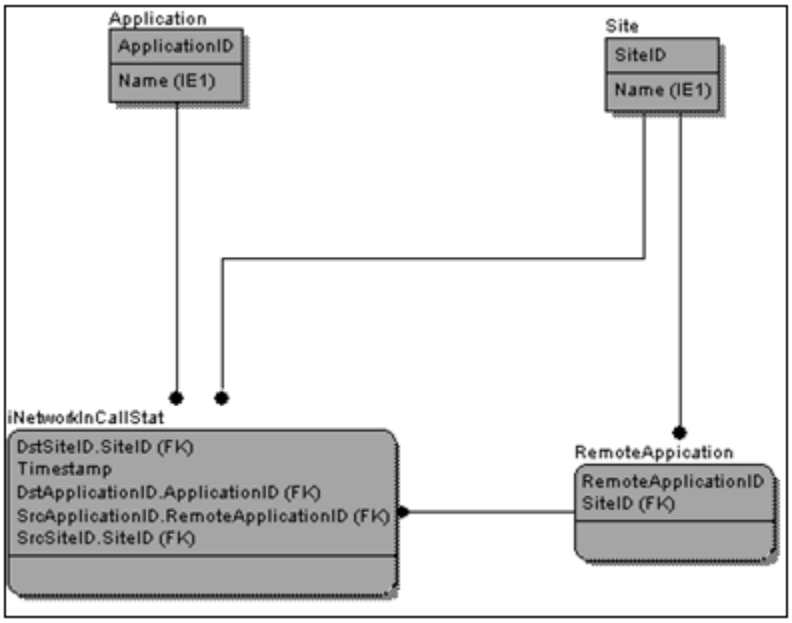



**Figure 12: Network incoming call statistics**

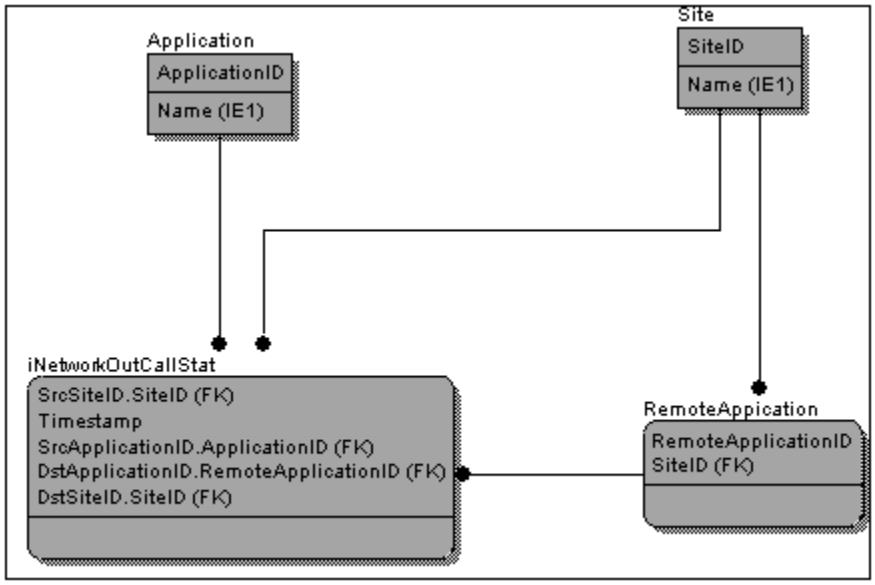



**Figure 13: Network outgoing call statistics**

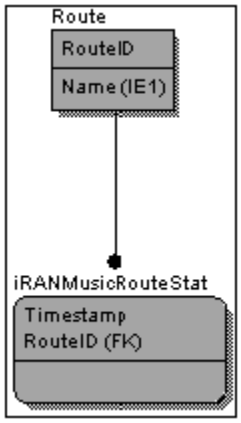



**Figure 14: RAN/music route statistics**

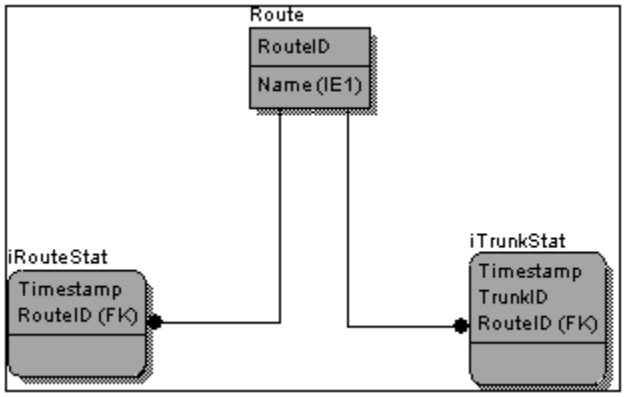



**Figure 15: Route statistics**

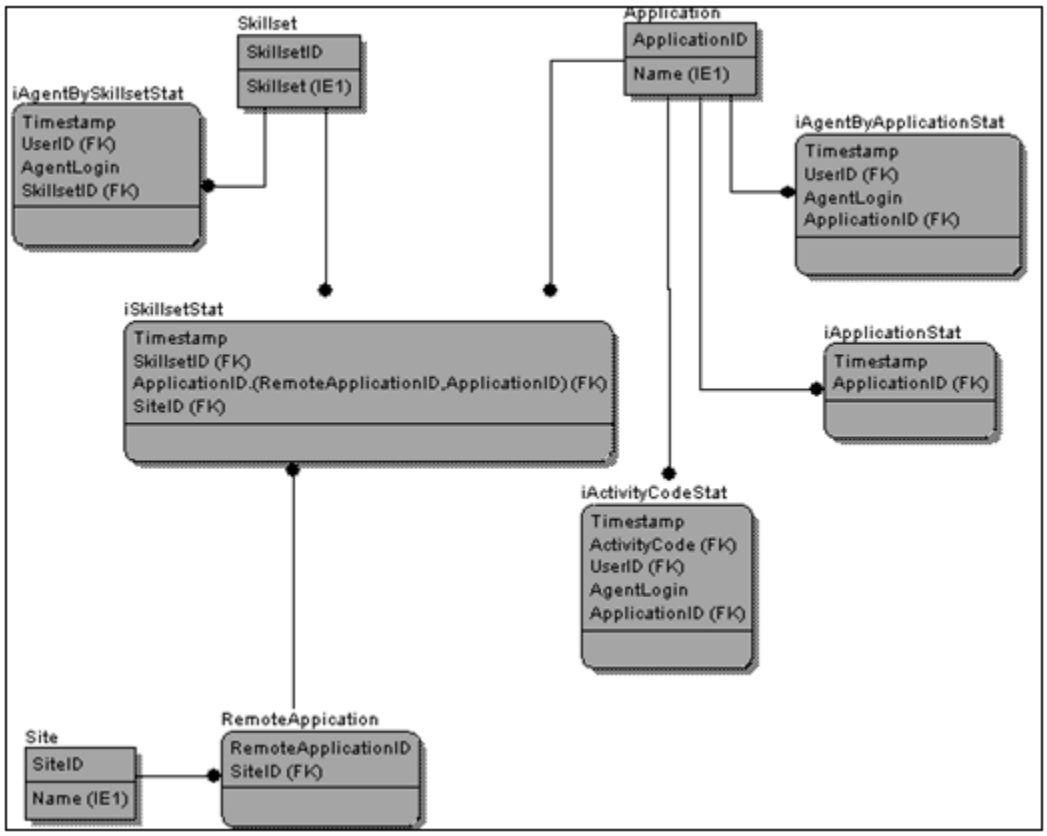



**Figure 16: Skillset statistics**

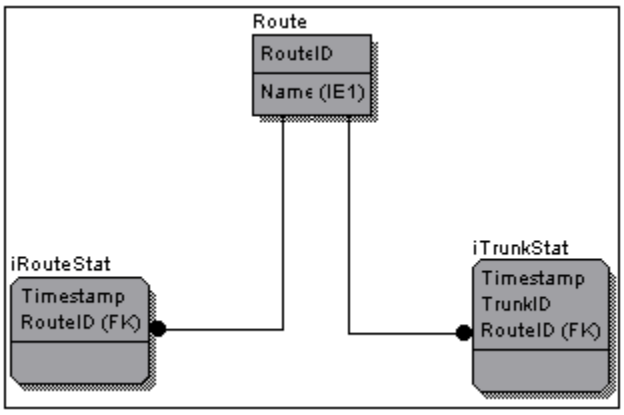



**Figure 17: Trunk statistics**

## Full database entity relationships

The following two illustrations display all the relationships within the Contact Center Manager database.

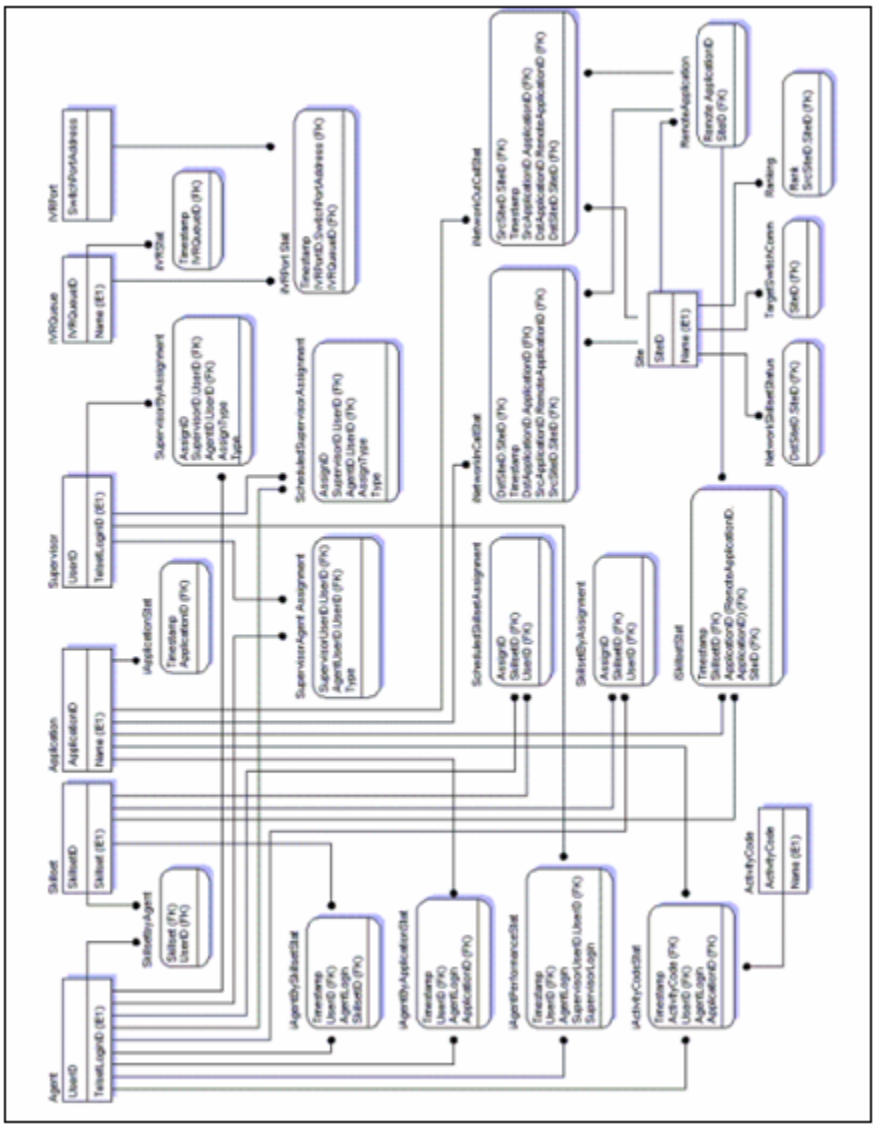


**Figure 18: Contact Center Manager entity relationships diagram 1**

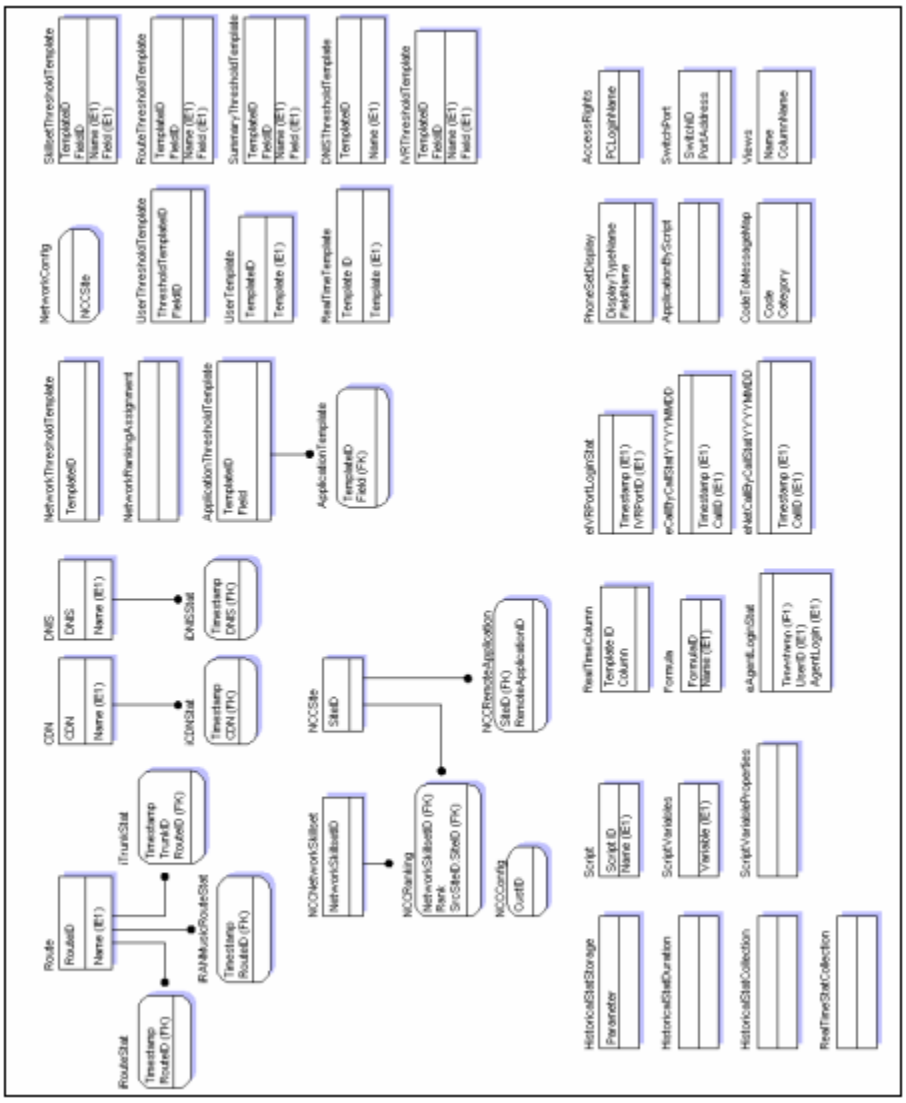


**Figure 19: Contact Center Manager entity relationships diagram 2**

# 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. Other tables are defined within the database, but many are only for internal use.

To view all table entities with definitions; see Contact Center Multimedia Data dictionary on page 425.

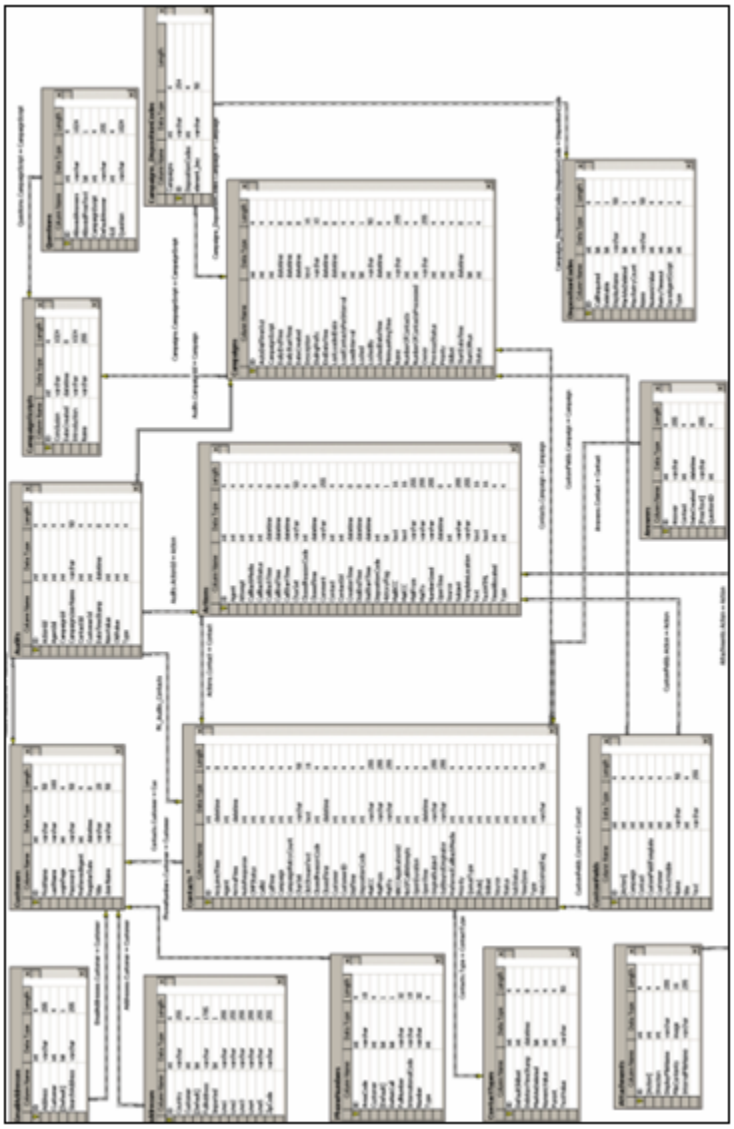


**Figure 20: Contact Center Multimedia entity relationship diagram 1**




**Figure 21: Contact Center Multimedia entity relationship diagram 2**

# Part IV: Standard reports


- Overview of standard reports on page 593
- Standard agent performance reports on page 605
- Standard call-by-call reports on page 685
- Standard configuration reports on page 689
- Contact Summary Reports on page 751
- Standard Multimedia reports on page 775
- Standard network reports on page 789
- Others (Additional CCMA) reports on page 833
- Standard administration reports on page 919
- Standard Outbound reports on page 931
- Standard Network Control Center reports on page 943
- Report Creation Wizard on page 993

# Chapter 18: 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 a 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.

When you search on String field types, note the following:

- Searches on String field types are case-sensitive.

## Navigation


- Report descriptions on page 593
- Selection criteria on page 596


## 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 on page 23 and Overview for CCMM on page 427.

In many cases, the database view is available in a number of collection frequencies, for example, 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 on page 596.

## Templates

For each standard report, the report description identifies the Crystal Reports template file for the report.

- Template files are stored in \\Avaya\Contact Center\Manager Administration\Apps \Reporting\Historical\rpt.
- Templates for the Avaya Communication Server 1000 PABX are in the Avaya Communication Server 1000 subfolder— \\Avaya\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000 (M1).
- Templates for the Avaya Communication Server 2x00 PABX are in the Avaya Communication Server 2x00 subfolder—\\Avaya\Contact Center\Manager Administration \Apps\Reporting\Historical\rpt\CS2x00 (DMS).
- Templates for SIP are in the SIP subfolder—\\Avaya\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\SIP.
- Templates for Multimedia are in the Multimedia subfolder—\\Avaya\Contact Center \Manager Administration\Apps\Reporting\Historical\rpt\MultiMedia (CCMM).
- Templates for Outbound are in the Outbound subfolder—\\Avaya\Contact Center \Manager Administration\Apps\Reporting\Historical\rpt\Multimedia (CCMM)\Outbound.
- Templates for Predictive Outbound are in the Predictive Outbound subfolder-\Avaya \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 *Avaya Aura® Contact Center Performance Management* (NN44400-710).

| | |
|---|---|
| **Caution:** | **Risk of data loss**<br>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

| 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 on page 993. |

For more detailed information about the report field; see the description of the field in Overview on page 23 or Overview for CCMM on page 427. 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 appear 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 in alphabetical order 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 to build custom reports with Report Creation Wizard.

| Report name | Selection criteria | Field names |
|---|---|---|
| Access Classes | Access Class | None |
| Activity Code By Agent | Agent Name ID<br>Agent Name | iActivityCodeStat.Application <> 'System_Application'<br>(iActivityCodeStat.AgentSurName + " " + iActivityCodeStat.AgentGivenName)<br>iActivityCodeStat.Timestamp |
| Activity Code By Application | Application Name ID<br>Application Name | iActivityCodeStat.Application <> 'System_Application'<br>iActivityCodeStat.Application<br>iActivityCodeStat.Timestamp |
| Activity Code Properties | Activity Code<br>Activity Name | ActivityCode.ActivityCode |
| Agent Average Calls Per Hour | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent Average Calls Per Hour, Bottom 5 | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent Average Calls Per Hour, Top 5 | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent by Activity Code | Activity Code ID<br>Activity Code | iActivityCodeStat.Application <> 'System_Application'<br>iActivityCodeStat.ActivityCode<br>iActivityCodeStat.Timestamp |
| Agent By Application Performance | Application Name ID<br>Application Name | iAgentByApplicationStat.Application<br>iAgentByApplicationStat.Timestamp |

| Report name | Selection criteria | Field names |
|---|---|---|
| Agent By Skillset Performance | Skillset Name ID<br>Skillset Name | iAgentBySkillsetStat.Skillset<br>iAgentBySkillsetStat.Timestamp |
| Agent By Supervisor Properties | Supervisor Login ID<br>Supervisor Name | SupervisorAgentAssignment.<br>SupervisorTelsetLoginID |
| Agent DN Performance | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent DN Performance Calls Answered, Bottom 5 | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent DN Performance Calls Answered, Top 5 | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent Login/Logout | Agent Login ID<br>Agent Name | eAgentLoginStat.AgentLogin<br>eAgentLoginStat.Timestamp |
| Agent NACD Activity | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent Performance | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent Performance by Supervisor | Supervisor Login ID<br>Supervisor Name | iAgentPerformanceStat.SupervisorLogi<br>n<br>iAgentPerformanceStat.Timestamp |
| Agent Performance Calls Answered, Bottom 5 | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent Performance Calls Answered, Top 5 | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent Properties | Agent Login ID<br>Agent Name | Agent.TelsetLoginID |
| Agent Short Calls | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Agent Skillset Assignment | Agent Login ID<br>Agent Name | ScheduledSkillsetAssignment.User<br>TelsetLoginID |
| Agent Skillset Properties | Agent Login ID<br>Agent Name | Agent.UserID = SkillsetByAgent.UserID<br>SkillsetByAgent.SkillsetID =<br>Skillset.SkillsetID<br>Agent.TelsetLoginID |
| Agent Supervisor Assignment | Agent Login ID<br>Agent Name | SupervisorAgentAssignment.<br>AgentUserID =<br>ScheduledSupervisorAssignment.<br>AgentID<br>SupervisorAgentAssignment.<br>AgentTelsetLoginID |

| Report name | Selection criteria | Field names |
|---|---|---|
| Agent Transferred/ Conferenced Activity | Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |
| Application By Activity Code | Activity Code<br>Activity Name | iActivityCodeStat.Application <> 'System_Application'<br>iActivityCodeStat.ActivityCode<br>iActivityCodeStat.Timestamp |
| Application By Skillset | Skillset Name ID<br>Skillset Name | iSkillsetStat.SiteID = 0<br>iSkillsetStat.Application <> “System_Application”<br>iSkillsetStat.Skillset<br>iSkillsetStat.Timestamp |
| Application Call Treatment | Application Name ID<br>Application Name | iApplicationStat.Application<br>iApplicationStat.Timestamp |
| Application Delay Before Abandon | Application Name ID<br>Application Name | iApplicationStat.Application<br>iApplicationStat.Timestamp |
| Application Delay Before Answer | Application Name ID<br>Application Name | iApplicationStat.Application<br>iApplicationStat.Timestamp |
| Application Performance | Application Name ID<br>Application Name | iApplicationStat.Application<br>iApplicationStat.Timestamp |
| Application Script Properties | Application Name ID<br>Application Name | ApplicationByScript.ParentName |
| Application Template Properties | Application Name ID<br>Application Name | Application.Name |
| Call By Call Statistics | None | eCallByCallStatYYYYMMDD.<br>TelsetLoginID *= Agent.TelsetLoginID<br>eCallByCallStatYYYYMMDD.<br>Timestamp |
| CDN (Route Point) Properties | CDN<br>CDN Name | CDN.CDN |
| CDN (Route Point) Statistics | CDN<br>CDN Name | iCDNStat.CDN<br>iCDNStat.Timestamp |
| Crosstab - Application Performance | Application Name ID<br>Application Name | iApplicationStat.Application<br>iApplicationStat.Timestamp |

| Report name | Selection criteria | Field names |
|---|---|---|
| Crosstab - CDN (Route Point) Statistics | CDN<br>CDN Name | iCDNStat.CDN<br>iCDNStat.Timestamp |
| Crosstab - DNIS Statistics | DNIS<br>DNIS Name | iDNISStat.DNIS<br>iDNISStat.Timestamp |
| Crosstab - Network Incoming Calls | Source Site Name ID<br>Source Site Name | iNetworkInCallStat.SrcSite<br>iNetworkInCallStat.Timestamp |
| Crosstab - Network Outgoing Calls | Destination Site Name ID<br>Destination Site Name | iNetworkOutStat.DstSite<br>iNetworkOutStat.Timestamp |
| Crosstab - Route Performance | Route ID<br>Route Name | iRouteStat.RouteID<br>iRouteStat.Timestamp |
| Crosstab - Skillset Performance | Skillset Name ID<br>Skillset Name | iSkillsetStat.Application<><br>“System_Application”<br>iSkillsetStat.Skillset<br>iSkillsetStat.Timestamp |
| Crosstab - Trunk Performance | Trunk ID | iTrunkStat.Timestamp |
| Database View Definitions | None | None |
| DNIS Properties | DNIS<br>DNIS Name | DNIS.DNIS |
| DNIS Statistics | DNIS<br>DNIS Name | iDNISStat.DNIS<br>iDNISStat.Timestamp |
| Estimated Revenue By Agent | Activity Code<br>Activity Name<br>Agent Login ID<br>Agent Name | iActivityCodeStat.Application <><br>'System_Application'<br>iActivityCodeStat.ActivityCode<br>iActivityCodeStat.AgentLogin<br>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')<br>eIVRPortLoginStat.Timestamp |
| IVR Port Properties | IVR Port ID<br>IVR Port Name | IVRPort.SwitchPortAddress |
| IVR Port Statistics | IVR Port ID<br>IVR Port Name | iIVRPortStat.IVRPortID<br>iIVRPortStat.Timestamp |

| Report name | Selection criteria | Field names |
|---|---|---|
| IVR Queue and Port Properties | IVR Queue ID<br>IVR Queue Name | IVRQueue.IVRQueueID = IVRPort.IVRQueueID<br>IVRQueue.TemplateID = IVRThresholdTemplate.TemplateID<br>IVRQueue.IVRQueueID |
| IVR Queue Statistics | IVR Queue ID<br>IVR Queue Name | iIVRStat.IVRQueueID<br>iIVRStat.Timestamp |
| Logged In Agent Position ID | Agent Login ID<br>Agent Name | eAgentLoginStat.AgentLogin = Agent.TelsetLoginID<br>eAgentLoginStat.AgentLogin |
| Music/RAN Route Statistics | Route ID<br>Route Name | iRANMusicRouteStat.RouteID<br>iRANMusicRouteStat.Timestamp |
| Network Application Performance | Application Name ID<br>Application Name | iApplicationStat.Application<>'Network_Script' AND<br>iApplicationStat.Application<> 'ACD_DN_Application'<br>iApplicationStat.Application)<br>iApplicationStat.Timestamp |
| Network Call By Call | None | None |
| Network Consolidated Application Performance | Network Sites | iApplicationStat.Application<>'Network_Script' AND<br>iApplicationStat.Application<> 'ACD_DN_Application'<br>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<br>Network Skillset Name | iSkillsetConStat.Skillset<br>iSkillsetConStat.Timestamp |
| Network Consolidated Skillset Performance | Network Sites | iSkillsetStat.Timestamp |
| Network DNIS Statistics | DNIS<br>DNIS Name | iDNISStat.DNIS<br>iDNISStat.Timestamp |

| Report name | Selection criteria | Field names |
|---|---|---|
| Network Incoming Calls | Source Site Name ID<br>Source Site Name | iNetworkInCallStat.SrcSite<br>iNetworkInCallStat.Timestamp |
| Network Outgoing Calls | Destination Site Name ID<br>Destination Site Name | iNetworkOutStat.DstSite<br>iNetworkOutStat.Timestamp |
| Network Route Performance | Route ID<br>Route Name | iRouteStat.RouteID<br>iRouteStat.Timestamp |
| Network Site and Application Properties | Site Name for App ID<br>Site Name for App | RemoteApplication.SiteName |
| Network Site and Application Properties (NCC) | Site Name for App ID<br>Site Name for App | NCCRemoteApplication.SiteName |
| Network Skillset Performance | Skillset Name ID<br>Skillset Name | iSkillsetStat.Skillset<br>iSkillsetStat.Timestamp |
| Network Skillset Routing Properties | Network Skillset Name ID<br>Network Skillset Name<br>Site Name ID<br>Site Name | NetworkSkillsetStatus.NetworkSkillset ID = Ranking.NetworkSkillsetID<br>NetworkSkillsetStatus.NetworkSkillset ID = Skillset.NetworkSkillsetID<br>NetworkSkillsetStatus.SiteName = Ranking.DstSiteName<br>NetworkSkillsetStatus.NetworkSkillset<br>NetworkSkillsetStatus.SiteName |
| Network Skillset Routing Properties (NCC) | Network Skillset Name ID<br>Network Skillset Name<br>Source Site Name ID<br>Source Site Name | NCCRanking.NetworkSkillsetID = NCCNetworkSkillset.NetworkSkillset ID<br>NCCNetworkSkillset.NetworkSkillset<br>NCCRanking.SrcSiteName |
| Network Skillset Timeline | Contact Type<br>Skillset Name ID<br>Skillset Name | iSkillsetStat.ContactType<br>iSkillsetStat.Skillset<br>iSkillsetStat.Timestamp |
| Network Skillset Timeline by Contact Type | Contact Type<br>Skillset Name ID<br>Skillset Name | iSkillsetStat.CotactType<br>iSkillsetStat.Skillset<br>iSkillsetStat.Timestamp |
| Network Table Routing Assignment (NCC) | Source Site Name ID<br>Source Site Name | NetworkRankingAssignment.Network SkillsetID *= NCCNetworkSkillset.NetworkSkillset ID<br>NetworkRankingAssignment.SrcSite Name |

| Report name | Selection criteria | Field names |
|---|---|---|
| Nodal Consolidated Application Delay Before Abandon | Network Sites | iApplicationStat.Timestamp |
| 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<br>Agent Name | iActivityCodeStat.Application= 'System_Application'<br>iActivityCodeStat.AgentSurName + " " + iActivityCodeStat.AgentGivenName<br>iActivityCodeStat.Timestamp |
| Real Time Template Properties | None | None |
| Report Groups | Server IP<br>Server Name | None |
| Route Performance | Route ID<br>Route Name | iRouteStat.RouteID<br>iRouteStat.Timestamp |
| Route Properties | Route ID<br>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<br>Agent Name<br>Skillset Name ID<br>Skillset Name | iAgentBySkillsetStat.AgentLogin<br>iAgentBySkillsetStat.Skillset<br>iAgentBySkillsetStat.Timestamp |
| Skillset By Application | Skillset Name ID<br>Skillset Name | iSkillsetStat.SiteID = 0<br>iSkillsetStat.Application <> "System_Application"<br>iSkillsetStat.Skillset<br>iSkillsetStat.Timestamp |
| Skillset Performance | Skillset Name ID<br>Skillset Name | iSkillsetStat.SiteID = 0<br>iSkillsetStat.Skillset<br>iSkillsetStat.Timestamp |
| Skillset Properties | Skillset Name ID<br>Skillset Name | Skillset.SkillsetID = SkillsetByAgent.SkillsetID<br>SkillsetByAgent.UserID = Agent.UserID<br>Skillset.Skillset |
| Skillset Timeline | Contact Type | iSkillsetStat.ContactType |

| Report name | Selection criteria | Field names |
|---|---|---|
| | Skillset Name ID<br>Skillset Name | iSkillsetStat.Skillset<br>iSkillsetStat.Timestamp |
| Skillset TImeline by Contact Type | Contact Type<br>Skillset Name ID<br>Skillset Name | iSkillsetStat.ContactType<br>iSkillsetStat.Skillset<br>iSkillsetStat.Timestamp |
| Supervisor Properties | Supervisor Login ID<br>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<br>User Name | None |

# Chapter 19: Standard agent performance reports

This section describes the standard agent performance reports views.

## Navigation


- Activity Code by Agent on page 606
- Agent Average Calls per Hour on page 608
- Agent Average Calls per Hour, Bottom 5 on page 611
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- Agent by Skillset Performance on page 620
- Agent DN Performance on page 623
- Agent DN Performance Calls Answered, Bottom 5 on page 627
- Agent DN Performance Calls Answered, Top 5 on page 629
- Agent Login/Logout on page 633
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- Agent Performance on page 638
- Agent Performance by Supervisor on page 643
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- Agent Performance Calls Answered, Top 5 on page 653
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- Agent Efficiency by Contact Type on page 661
- Agent Efficiency by Skillset on page 664
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- Estimated Revenue by Agent on page 676

- Not Ready Reason Codes by Agent on page 678
- Skillset by Agent Performance on page 681

# 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. While 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 Avaya Communication Server 2x00 PABX, agents cannot use the Line of Business (LOB) key during a conference with another agent.

For more information, see Report descriptions on page 593.

## Views

This report uses the ActivityCodeStat view; see ActivityCodeStat views on page 47. For more information about views; see Access rights by view on 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<br>Agent Name<br>— | iActivityCodeStat.Application <> 'System_Application'<br>(iActivityCodeStat.AgentSurName + “ ” +<br>iActivityCodeStat.AgentGivenName)<br>iActivityCodeStat.Timestamp |

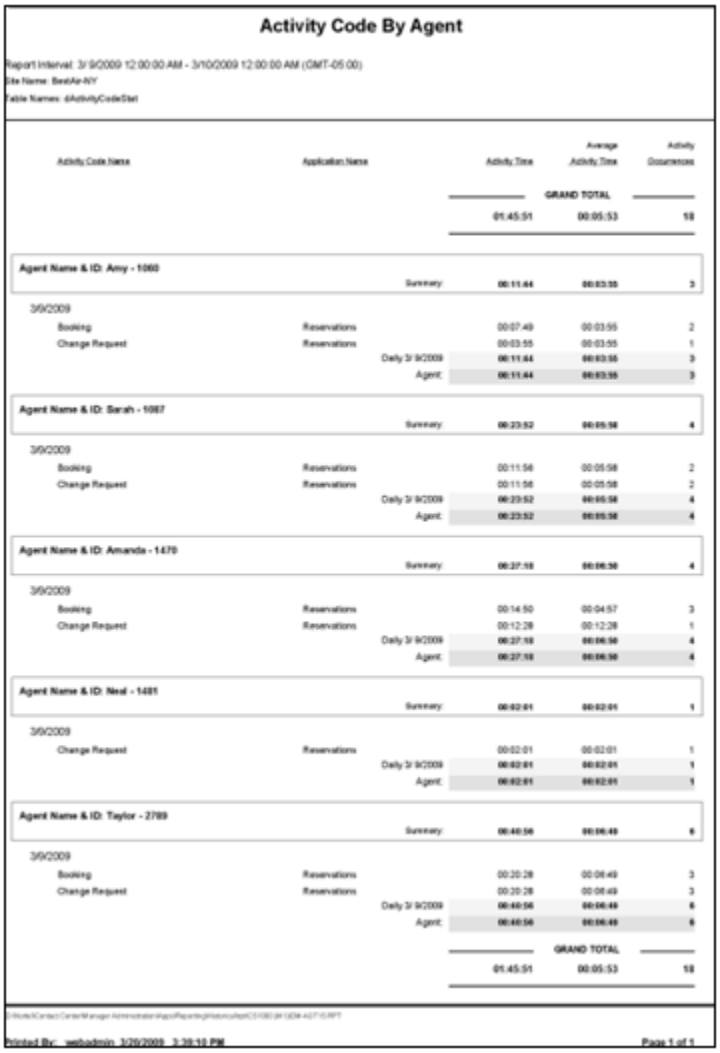
## Statistics

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.



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: BeeAir-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 |

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**Figure 22: Activity Code by Agent report**

# Agent Average Calls per Hour

The Agent Average Calls per Hour report shows summarized performance information about the contacts each agent accepts for each 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 Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat view, AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |

## Statistics

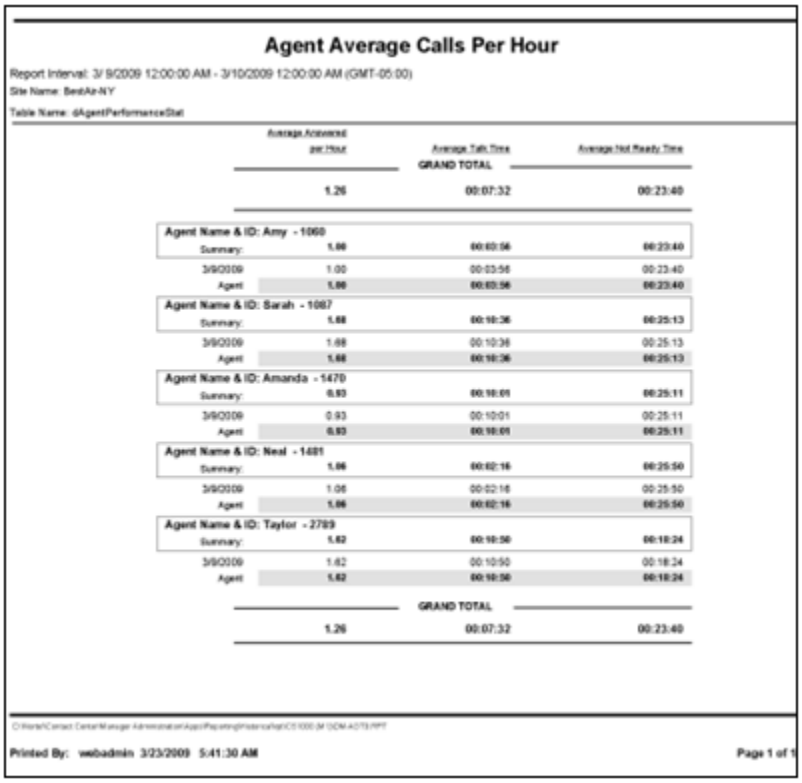
This report uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Average Answered per Hour | Communication Server 1000 PABX: | @RCW_AverageCallsAnsweredPerHour |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| | (CallsAnswered + ACDCallsAnswered + NACDCallsAnswered)/ (LoggedInTime/3600) Communication Server 2x00/DMS PABX: (CallsAnswered + ACDCallsAnswered)/ (LoggedInTime/3600) | |
| Average Talk Time | Communication Server 1000 PABX: (TalkTime + ACDCallsTalkTime + NACDCallsTalkTime)/ (LoggedInTime/3600) Communication Server 2x00/DMS PABX: (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.



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 |

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**Figure 23: Agent Average Calls Per Hour report**

# 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 Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat view; AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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

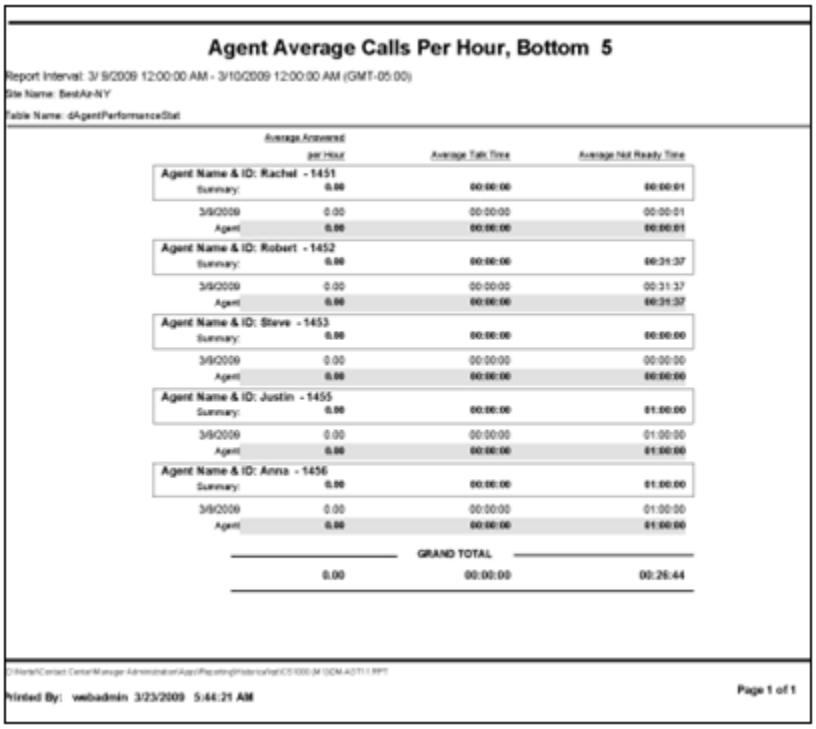
## Selection criteria

This report uses the following criteria.

| Selection criteria | Database field names |
|---|---|
| Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |

## Statistics and summaries

The fields in this report are identical to those in Agent Average Calls per Hour on page 608, 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.



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 |

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# 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 Report descriptions on page 593.

## Views

This report uses the ActivityCodeStat view; see ActivityCodeStat views on page 47. For more information about views; see Access rights by view on 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

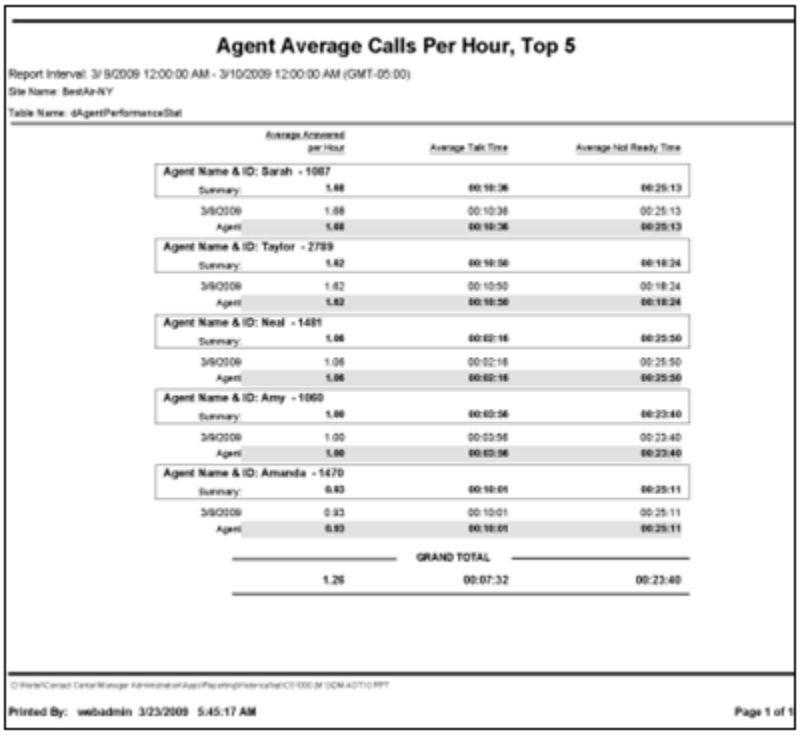
## Selection criteria

This report uses the following criteria.

| Selection criteria | Database field names |
|---|---|
| Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |

## Statistics and summaries

The fields in this report are identical to those in Agent Average Calls per Hour on page 608, except that they are for the five agents who accepted the highest number of Contact Center Manager contacts.



**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 |

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# 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. While handling 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 Avaya Communication Server 2x00 PABX, agents cannot use the LOB key while they conference with another agent.

For more information, see Report descriptions on page 593.

## Views

This report uses the ActivityCodeStat views on page 47. For more information about views; see Access rights by view on 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<br>Activity Code | iActivityCodeStat.Application <> 'System_Application'<br>iActivityCodeStat.ActivityCode<br>iActivityCodeStat.Timestamp |

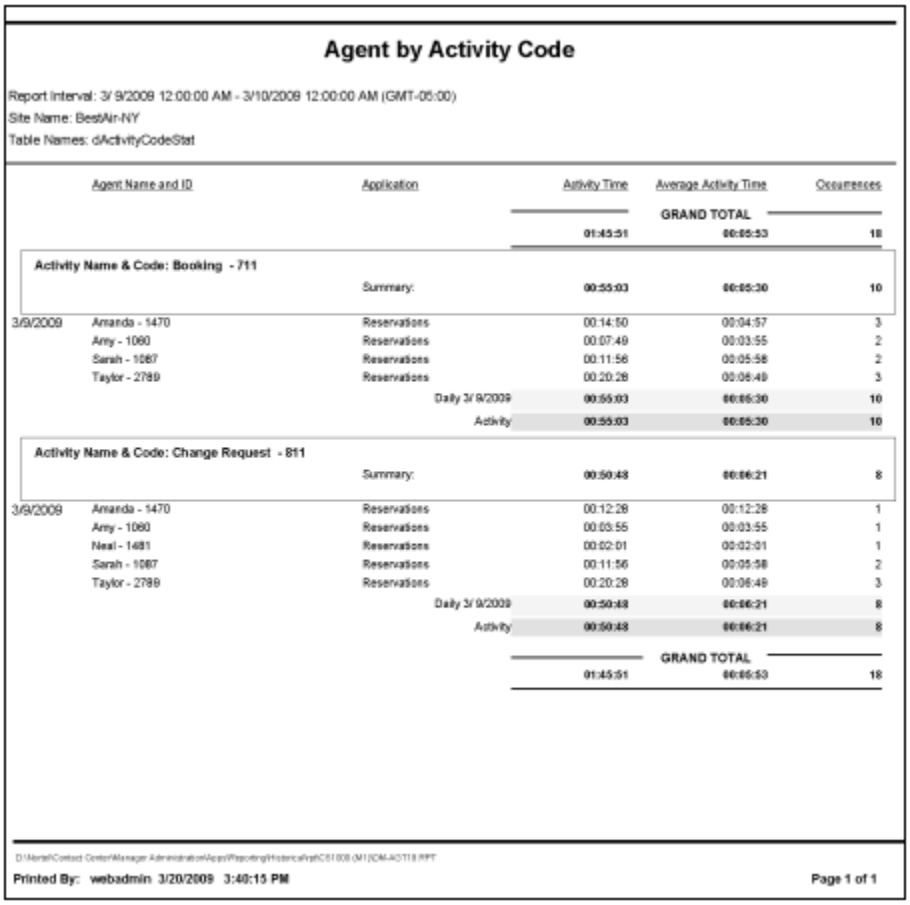
## Statistics

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.



**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 |

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**Figure 24: Agent by Activity Code report**

# 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, and the total and average time spent serving contact center customers. This report is an indicator of agent performance within an application. For more information, see Report descriptions on page 593.

## Views

This report uses the AgentByApplicationStat. For more information, see AgentByApplicationStat views on page 53. For more information about views; see Access rights by view on 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<br>Application Name | iAgentByApplicationStat.Application<br>iAgentByApplicationStat.Timestamp |

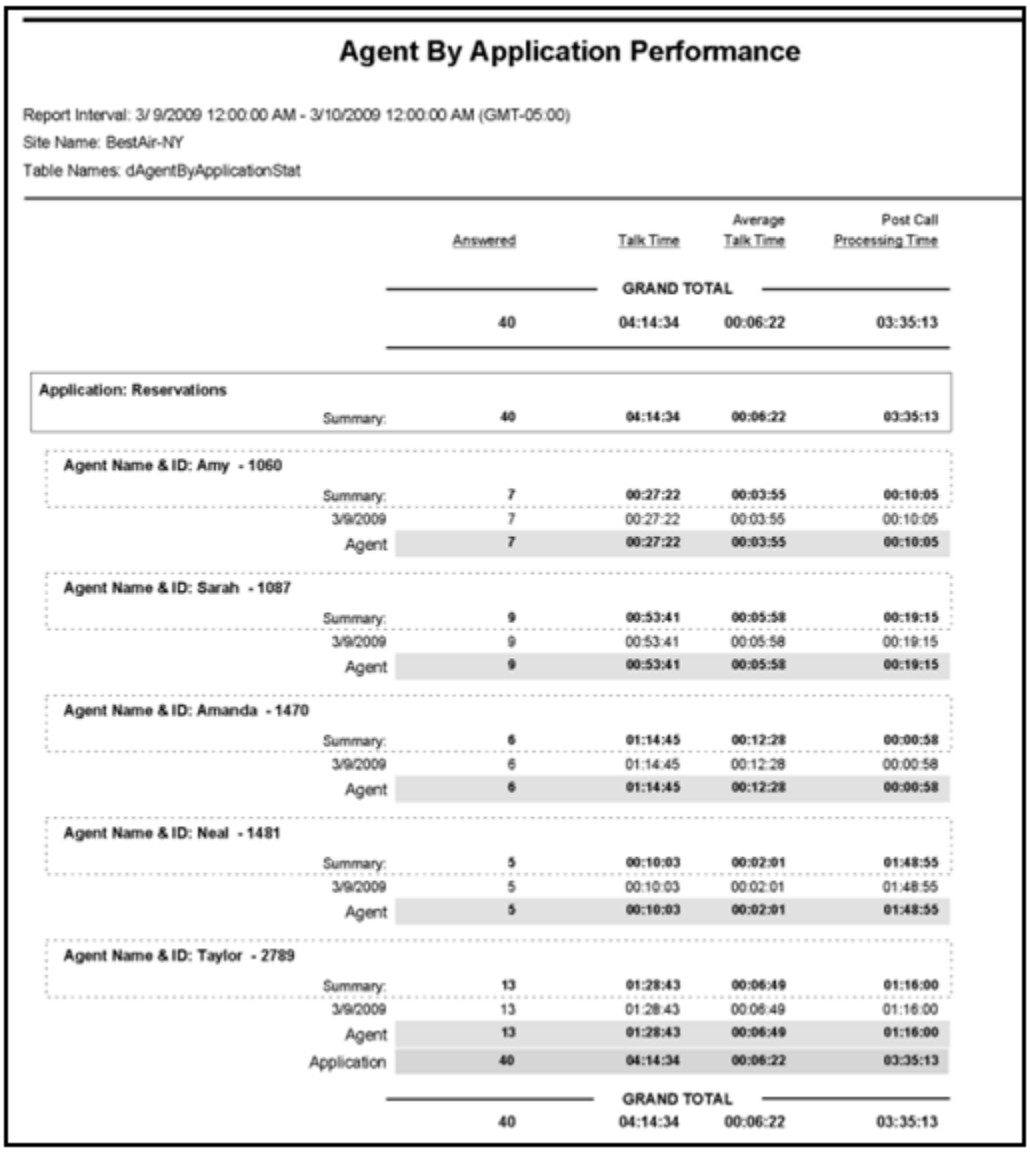
## Statistics

This report uses the following statistics.

| 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.



## 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** |

**Figure 25: Agent By Application Performance report**

# 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 the 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 Report descriptions on page 593.

## Views

This report uses the AgentBySkillsetStat views on page 64. For more information about views; see Access rights by view on 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<br>Skillset Name | iAgentBySkillsetStat.Skillset<br>iAgentBySkillsetStat.Timestamp |

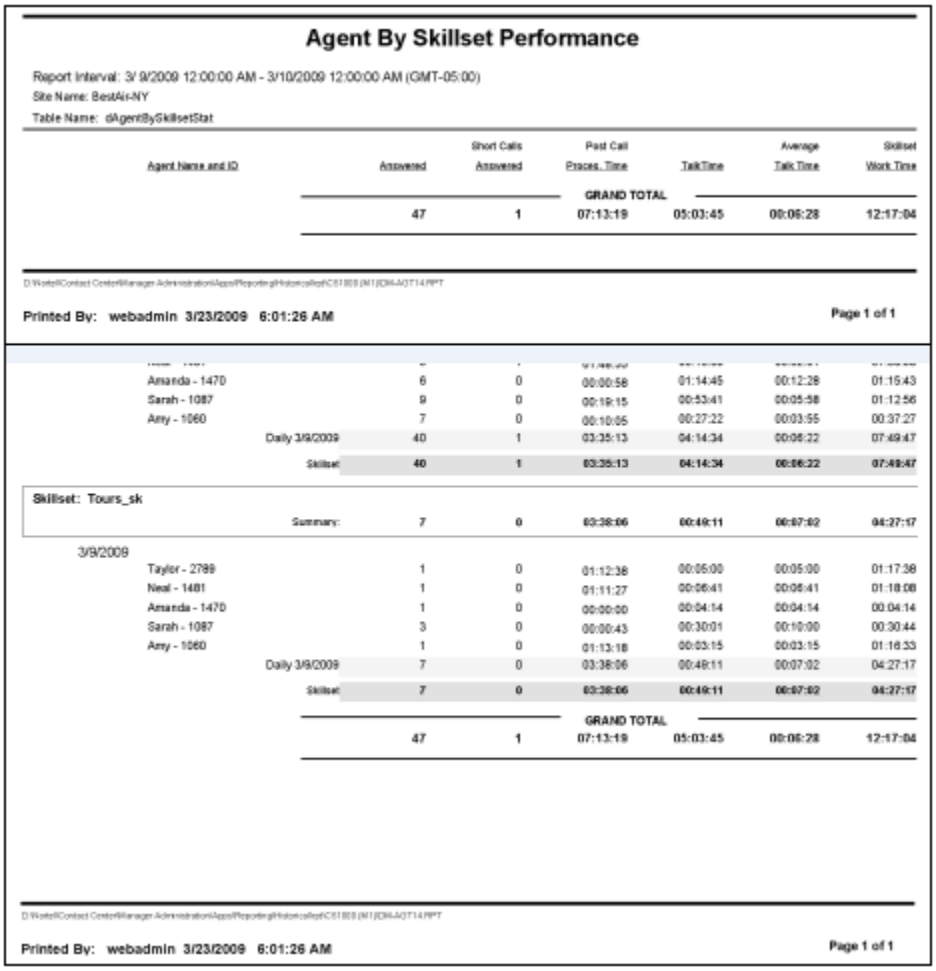
## Statistics

This report uses the following statistics.

| 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 PABX) | 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.



**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** |

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| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 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** |

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**Figure 26: Agent By Skillset Performance report**

# 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 Avaya Communication Server 1000 PABX, the report also compares internal and external DN call activity.

Multiple DN keys are supported for Avaya Communication Server 1000 PABX AML system only.

Multiple DN keys are not supported on any SIP CC installation.

For more information, see Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat view. For more information, see AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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<br>Agent Name | iActivityCodeStat.Application <> 'System_Application'<br>(iActivityCodeStat.AgentSurName + “ ” +<br>iActivityCodeStat.AgentGivenName)<br>iActivityCodeStat.Timestamp |

## 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.

### Avaya Communication Server 1000 PABX

| 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_AverageDNInExtCallsTalkTime |

### Avaya Communication Server 2x00 PABX

| 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_AverageDNInExtCallsTalkTime |

# Outgoing DN call statistics

These reports use the following statistics.

### Avaya Communication Server 1000 PABX

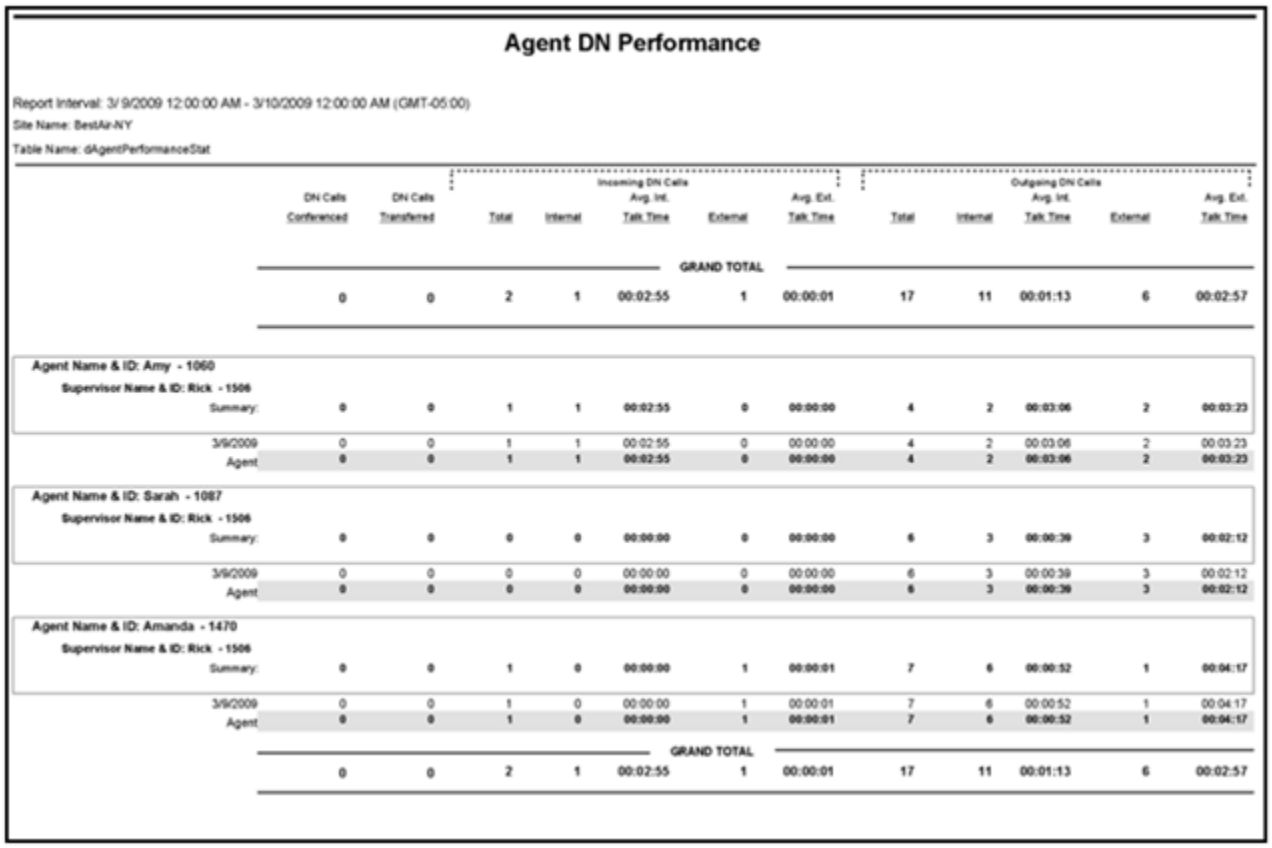
| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Total | DNOutIntCalls + DNOutExtCalls | @RCW_DNOutCalls |
| Internal | DNOutIntCalls | DNOutIntCalls |
| Average Int Talk Time | DNOutIntCallsTalkTime/ DNOutIntCalls | @RCW_AverageDNOutIntCallsTalkTime |
| External | DNOutExtCalls | DNOutExtCalls |
| Average Ext Talk Time | DNOutExtCallsTalkTime / DNOutExtCalls | @RCW_AverageDNOutExtCallsTalkTime |

### Avaya Communication Server 2x00 PABX

| 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.



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 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| GRAND TOTAL | 0 | 0 | 2 | 1 | 00:02:55 | 1 | 00:00:01 | 17 | 11 | 00:01:13 | 6 | 00:02:57 |
| Agent Name & ID: Amy - 1060 | | | | | | | | | | | | |
| Supervisor Name & ID: Rick - 1506 | | | | | | | | | | | | |
| Summary: | 0 | 0 | 1 | 1 | 00:02:55 | 0 | 00:00:00 | 4 | 2 | 00:03:06 | 2 | 00:03:23 |
| 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 |
| Agent Name & ID: Sarah - 1087 | | | | | | | | | | | | |
| Supervisor Name & ID: Rick - 1506 | | | | | | | | | | | | |
| Summary: | 0 | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 6 | 3 | 00:00:39 | 3 | 00:02:12 |
| 3/9/2009 | 0 | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 6 | 3 | 00:00:39 | 3 | 00:02:12 |
| Agent | 0 | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 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 | 7 | 6 | 00:00:52 | 1 | 00:04:17 |
| 3/9/2009 | 0 | 0 | 1 | 0 | 00:00:00 | 1 | 00:00:01 | 7 | 6 | 00:00:52 | 1 | 00:04:17 |
| Agent | 0 | 0 | 1 | 0 | 00:00:00 | 1 | 00:00:01 | 7 | 6 | 00:00:52 | 1 | 00:04:17 |
| GRAND TOTAL | 0 | 0 | 2 | 1 | 00:02:55 | 1 | 00:00:01 | 17 | 11 | 00:01:13 | 6 | 00:02:57 |

**Figure 27: Agent DN Performance**

# Agent DN Performance Calls Answered, Bottom 5

Avaya Communication Server 1000 PABX 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 Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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

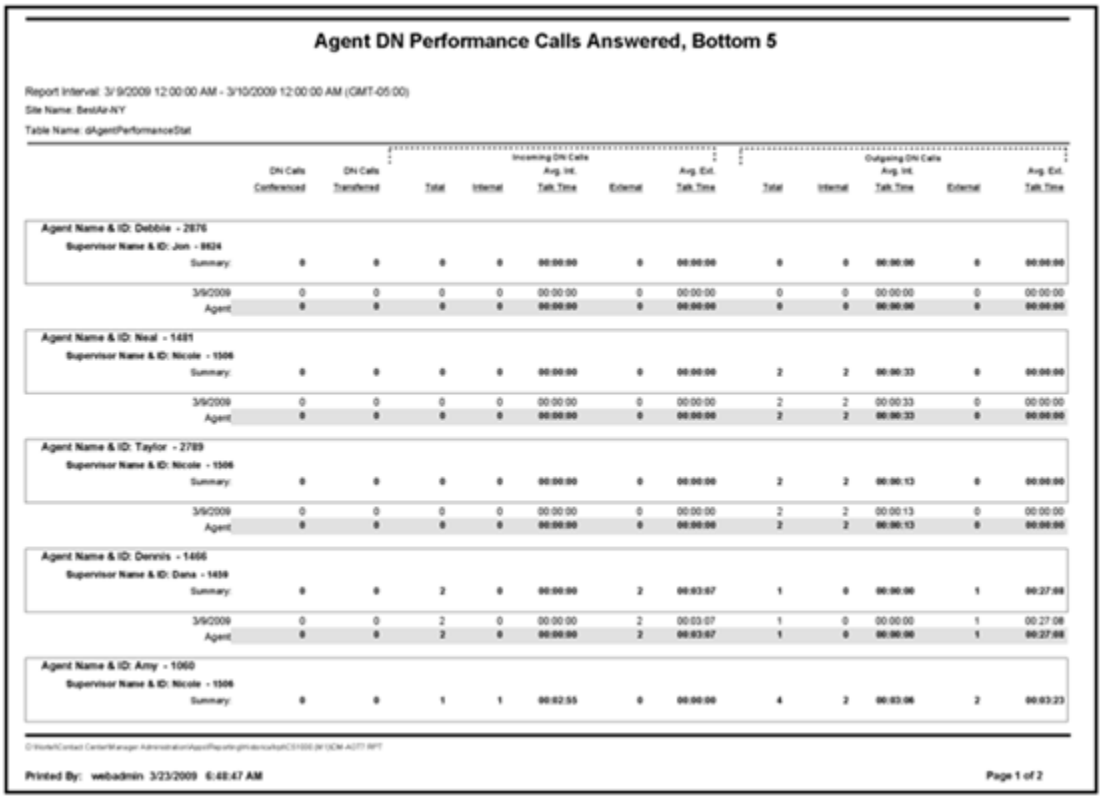
## Selection criteria

This report uses the following criteria.

| Selection criteria | Database field names |
|---|---|
| Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>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.



Agent DN Performance Calls Answered, Bottom 5

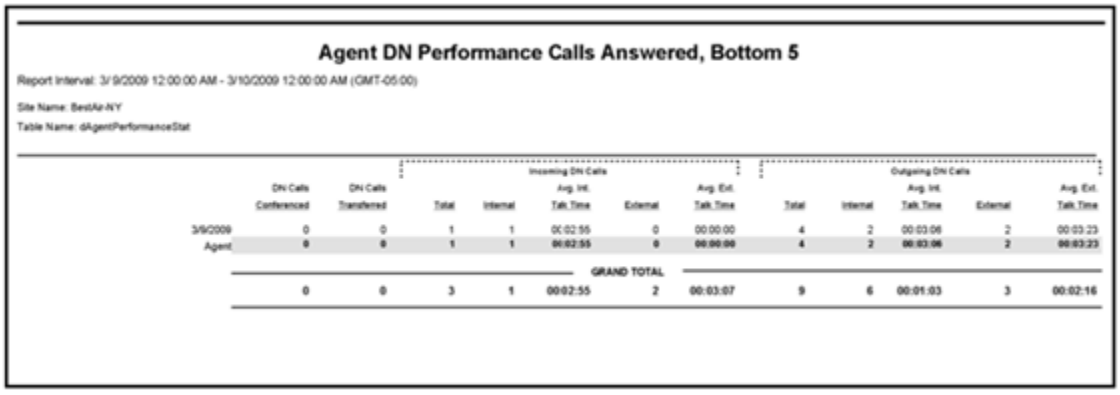
Report Interval: 3/ 9/2009 12:00:00 AM - 3/10/2009 12:00:00 AM (GMT-05:00)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

| | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Agent Name & ID: Debbie - 2876** | | | | | | | | | | | | |
| **Supervisor Name & ID: Jon - 9924** | | | | | | | | | | | | |
| 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 |

Printed By: webadmin 3/23/2009 6:48:47 AM

Page 1 of 2

**Figure 28: 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 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 |

**Figure 29: Agent DN Performance Calls Answered, Bottom 5 (page 2 of 2)**

# 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.

**Important:**

This report uses agent elements, so only the agents assigned to a user appear on report.

For more information, see Report descriptions on page 593.

## Views

This report uses the ActivityCodeStat views on page 47. For more information about views; see Access rights by view on page 25.

## Collection frequency

The following collection frequency types are available for this report:

- daily
- weekly
- monthly

## Templates

This report uses the following templates:

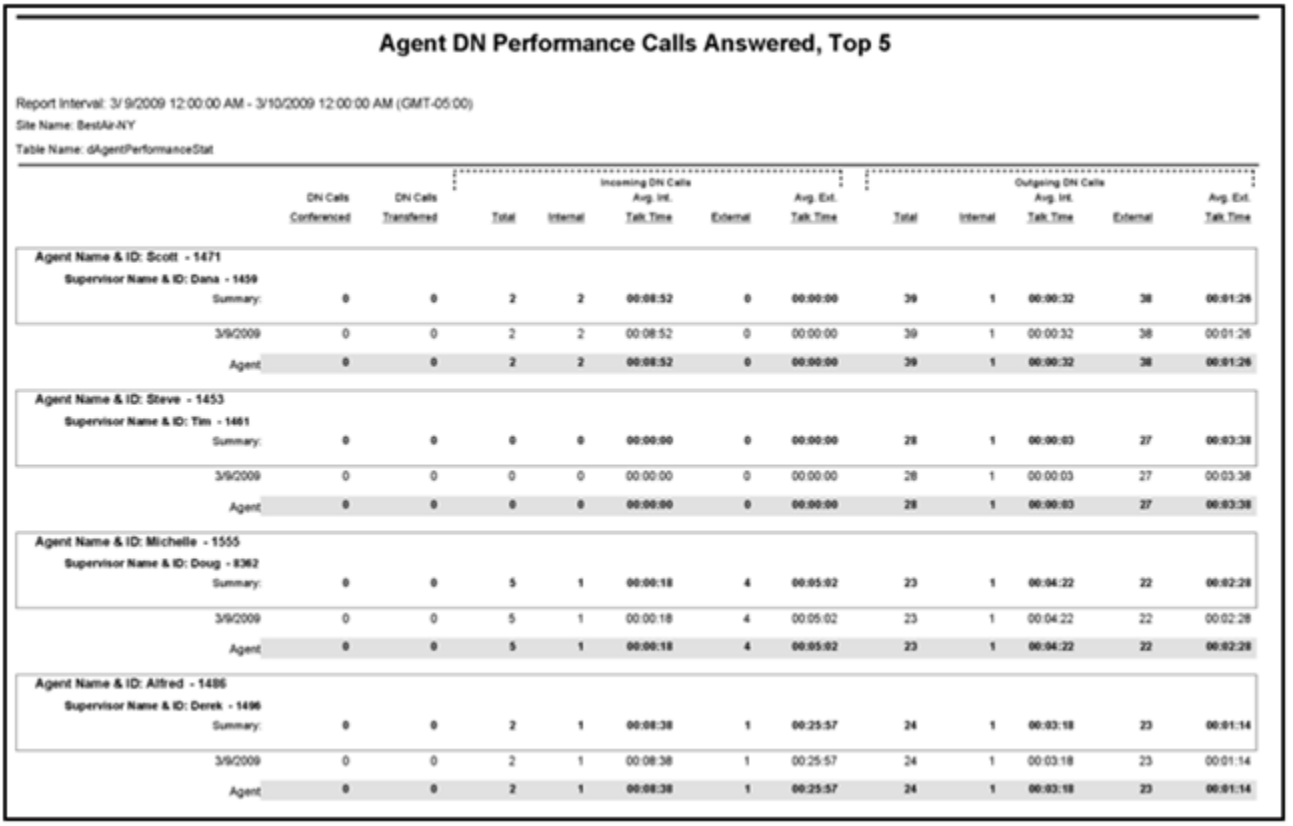
- dm-agt6.rpt
- wm-agt6.rpt
- mm-agt6.rpt

## Selection criteria

| Selection criteria | Database field names |
|---|---|
| Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>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 on page 623.

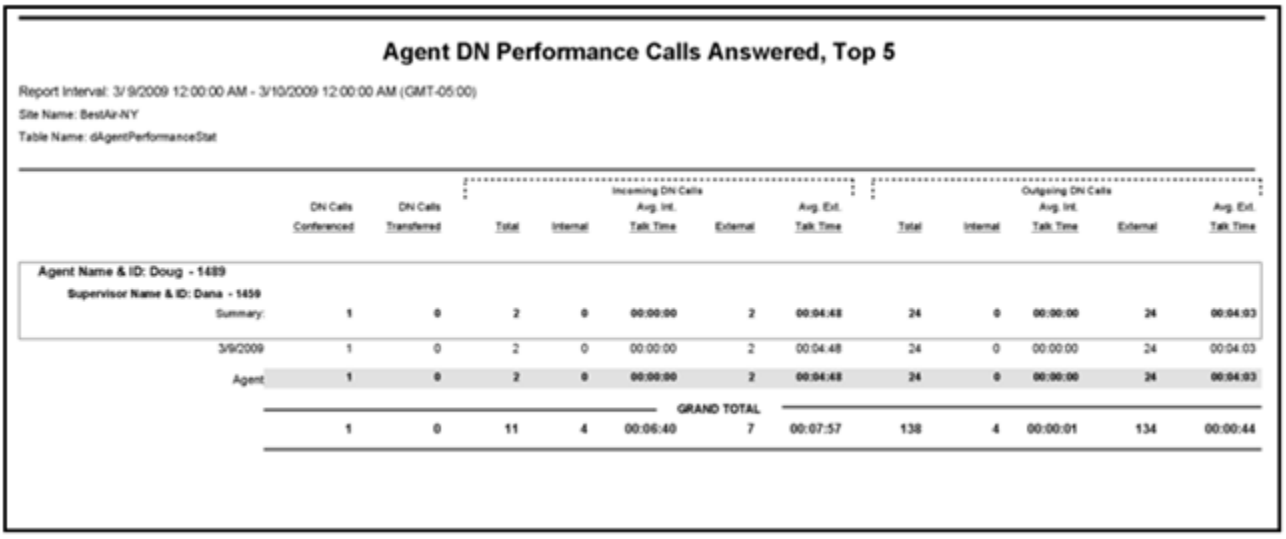


## Agent DN Performance Calls Answered, Top 5

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 - E362** | | | | | | | | | | | | |
| **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** |

**Figure 30: 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: 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** |

**Figure 31: Agent DN Performance Calls Answered, Top 5 report (page 2 of 2)**

# 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.

**Important:**

Agent status information is written to the database every 3 minutes. This report shows agent status as of the end of the last 3-minute interval.

For more information, see Report descriptions on page 593.

## Daylight Savings Time

With Contact Center Manager Server, the report uses fields in the database view. This ensures that the data is reported in the correct order even after a significant time change occurs, such as Daylight Savings Time.

The following are available:

- When the Contact Center Manager Server time changes, events related to the current logon session appear 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 on page 207. For more information about views; see Access rights by view on 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 Login ID<br>Agent Name | eAgentLoginStat.AgentLogin<br>eAgentLoginStat.Timestamp |

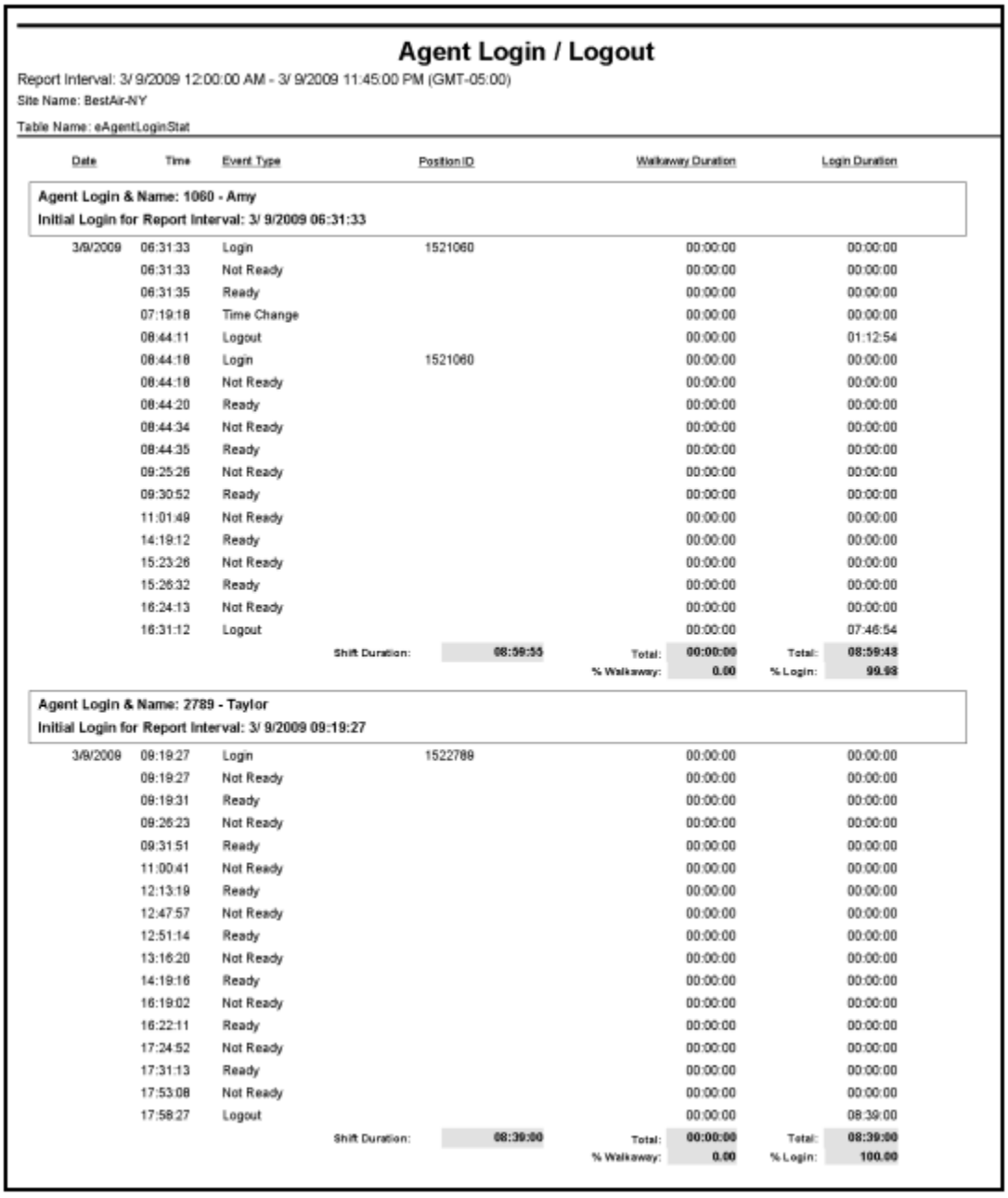
## Statistics

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.



### 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 |

**Figure 32: Agent Login/ Logout report**

# Agent NACD Activity

Avaya Communication Server 1000 PABX 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 Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>iAgentPerformanceStat.Timestamp |

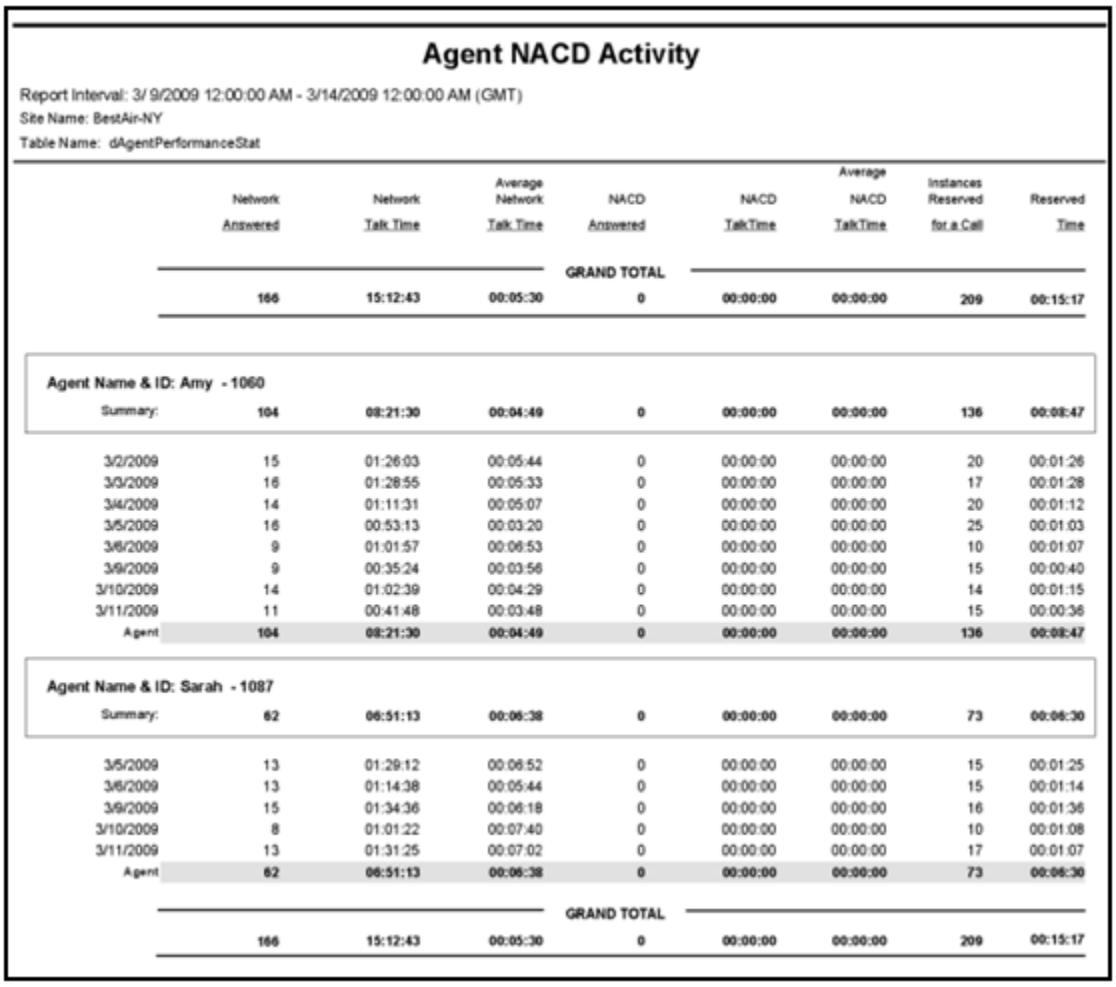
## Statistics

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 |
| 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.



## Agent NACD Activity

Report Interval: 3/ 9/2009 12:00:00 AM - 3/14/2009 12:00:00 AM (GMT)
Site Name: BestAir-NY
Table Name: dAgentPerformanceStat

| | Network Answered | Network Talk Time | Average Network Talk Time | NACD Answered | NACD TalkTime | Average NACD TalkTime | Instances Reserved for a Call | Reserved Time |
|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | |
| | **166** | **15:12:43** | **00:05:30** | **0** | **00:00:00** | **00:00:00** | **209** | **00:15:17** |
| **Agent Name & ID: Amy - 1060** | | | | | | | | |
| Summary: | **104** | **08:21:30** | **00:04:49** | **0** | **00:00:00** | **00:00:00** | **136** | **00:08:47** |
| 3/2/2009 | 15 | 01:26:03 | 00:05:44 | 0 | 00:00:00 | 00:00:00 | 20 | 00:01:26 |
| 3/3/2009 | 16 | 01:28:55 | 00:05:33 | 0 | 00:00:00 | 00:00:00 | 17 | 00:01:28 |
| 3/4/2009 | 14 | 01:11:31 | 00:05:07 | 0 | 00:00:00 | 00:00:00 | 20 | 00:01:12 |
| 3/5/2009 | 16 | 00:53:13 | 00:03:20 | 0 | 00:00:00 | 00:00:00 | 25 | 00:01:03 |
| 3/6/2009 | 9 | 01:01:57 | 00:06:53 | 0 | 00:00:00 | 00:00:00 | 10 | 00:01:07 |
| 3/9/2009 | 9 | 00:35:24 | 00:03:56 | 0 | 00:00:00 | 00:00:00 | 15 | 00:00:40 |
| 3/10/2009 | 14 | 01:02:39 | 00:04:29 | 0 | 00:00:00 | 00:00:00 | 14 | 00:01:15 |
| 3/11/2009 | 11 | 00:41:48 | 00:03:48 | 0 | 00:00:00 | 00:00:00 | 15 | 00:00:36 |
| Agent | **104** | **08:21:30** | **00:04:49** | **0** | **00:00:00** | **00:00:00** | **136** | **00:08:47** |
| **Agent Name & ID: Sarah - 1087** | | | | | | | | |
| Summary: | **62** | **06:51:13** | **00:06:38** | **0** | **00:00:00** | **00:00:00** | **73** | **00:06:30** |
| 3/5/2009 | 13 | 01:29:12 | 00:06:52 | 0 | 00:00:00 | 00:00:00 | 15 | 00:01:25 |
| 3/6/2009 | 13 | 01:14:38 | 00:05:44 | 0 | 00:00:00 | 00:00:00 | 15 | 00:01:14 |
| 3/9/2009 | 15 | 01:34:36 | 00:06:18 | 0 | 00:00:00 | 00:00:00 | 16 | 00:01:36 |
| 3/10/2009 | 8 | 01:01:22 | 00:07:40 | 0 | 00:00:00 | 00:00:00 | 10 | 00:01:08 |
| 3/11/2009 | 13 | 01:31:25 | 00:07:02 | 0 | 00:00:00 | 00:00:00 | 17 | 00:01:07 |
| Agent | **62** | **06:51:13** | **00:06:38** | **0** | **00:00:00** | **00:00:00** | **73** | **00:06:30** |
| **GRAND TOTAL** | | | | | | | | |
| | **166** | **15:12:43** | **00:05:30** | **0** | **00:00:00** | **00:00:00** | **209** | **00:15:17** |

**Figure 33: Agent NACD Activity report**

# 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 Avaya Communication Server 1000 PABX) 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.

**Important:**

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 Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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.

| Selection criteria | Database field names |
|---|---|
| Agent Login ID<br>Agent Name | iAgentPerformanceStat.AgentLogin<br>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 (Avaya Communication Server 1000 PABX) | ACDCallsTalkTime + NACDCallsTalkTime/ ACDCallsAnswered + NACDCallsAnswered | @RCW_AverageACDNACD CallsTalkTime |
| Avg ACD Talk Time (Avaya Communication Server 2x00) | ACDCallsTalkTime/ ACDCallsAnswered | @RCW_AverageACDCallsTalkTime |
| DN Talk Time | Avaya Communication Server 1000 PABX: DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOutExtCallsTalkTime + DNOutIntCallsTalkTime Avaya Communication Server 2x00 PABX: DNInCallsTalkTime + DNOutCallsTalkTime | @RCW_DNCallsTalkTime |
| Not Ready Time | NotReadyTime | @RCW_NotReadyTime |
| Break Time | BreakTime | @RCW_BreakTime |
| Variable Wrap Time (Avaya Communication Server 2x00) | 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 |

| 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 (Avaya Communication Server 1000 PABX) | ACDCallsAnswered + NACDCallsAnswered | @RCW_ACDNACDCallsAnswered |
| ACDAns'd (Avaya Communication Server 2x00) | ACDCallsAnswered | ACDCallsAnswered |
| Short Calls Ans'd | ShortCallsAnswered | ShortCallsAnswered |
| DN Calls | Avaya Communication Server 1000 PABX: DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls<br>Avaya Communication Server 1000 PABX: DNInCalls + DNOutCalls | @RCW_DNCalls |
| Conf Out | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther | @RCW_CallsConferenced |
| Trans Out | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncall | @RCW_CallsTransferred |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| | s + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther | |
| % Work (Avaya Communication Server 2x00 PABX) | [(TalkTime + NotReadyTime + ACDCallsTalkTime) x 100]/ LoggedInTime.<br>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

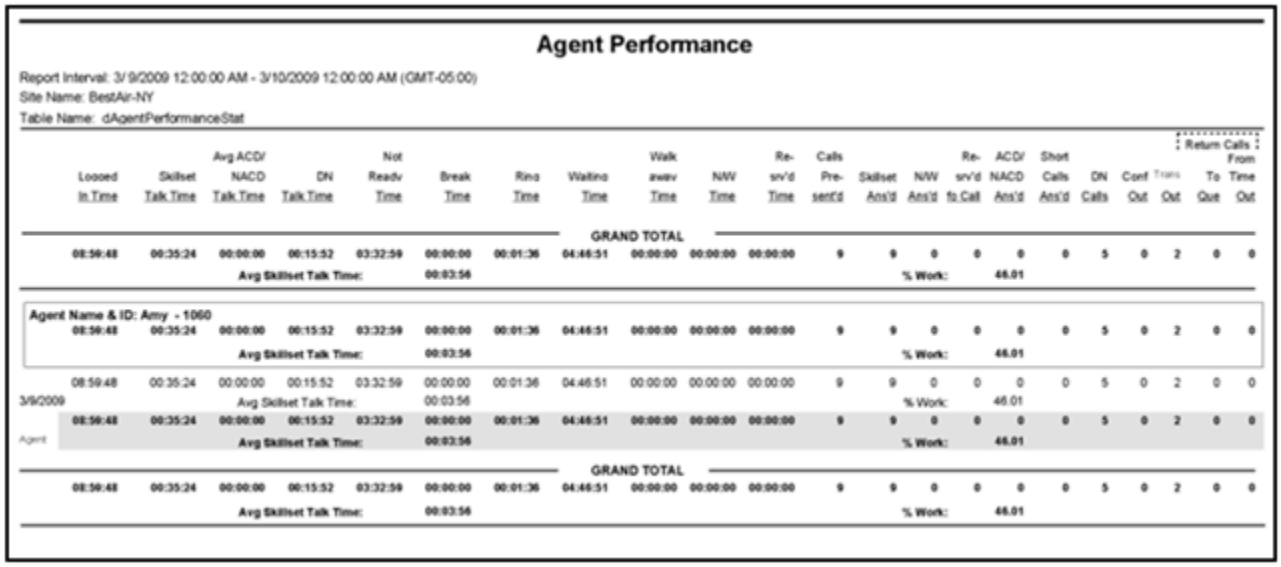
This report uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| % Work (Avaya Communication Server 1000 PABX) | [(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.



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

| | Logged In Time | Skillset Talk Time | Avg ACD/ NACD Talk Time | DN Talk Time | Not Ready Time | Break Time | Ring 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 | Conf Out | Trans Out | Return Calls From To Que | Return Calls From Time Out |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | | | | | | |
| 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 | | | | | | |
| 3/9/2009 | 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 | 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 | | | | | | |

**Figure 34: Agent Performance report**

# 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 Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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<br>Supervisor Name | iAgentPerformanceStat.SupervisorLogin<br>iAgentPerformanceStat.SupervisorSurName + ' ' + iAgentPerformanceStat.SupervisorGivenName |

## 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 (Avaya Communication Server 1000 PABX) | ACDCallsAnswered + NACDCallsAnswered | @RCW_ACDNACDCallsAnswered |
| ACD Answd (Avaya Communication Server 2x00) | ACDCallsAnswered | ACDCallsAnswered |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| N/W Answd (Networking option) | NetworkCallsAnswered | NetworkCallsAnswered |
| Skillset Conf | 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 |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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.

| 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 | 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 (Avaya Communication Server 1000 PABX) | ACDCallsTalkTime + NACDCallsTalkTime | @RCW_ACDNACDCallsTalkTime |
| ACD Talk Time (Avaya Communication Server 2x00) | ACDCallsTalkTime | @RCW_ACDCallsTalkTime |
| Skillset Talk Time | TalkTime | @RCW_TalkTime |
| Variable Wrap Time (Avaya Communication Server 2x00) | VariableWrapTime | @RCW_VariableWrapTime |
| N/W Time (NSBR option) | NetworkCallsTalkTime | @RCW_NetworkCallsTalkTime |
| Waiting Time | WaitingTime | @RCW_WaitingTime |

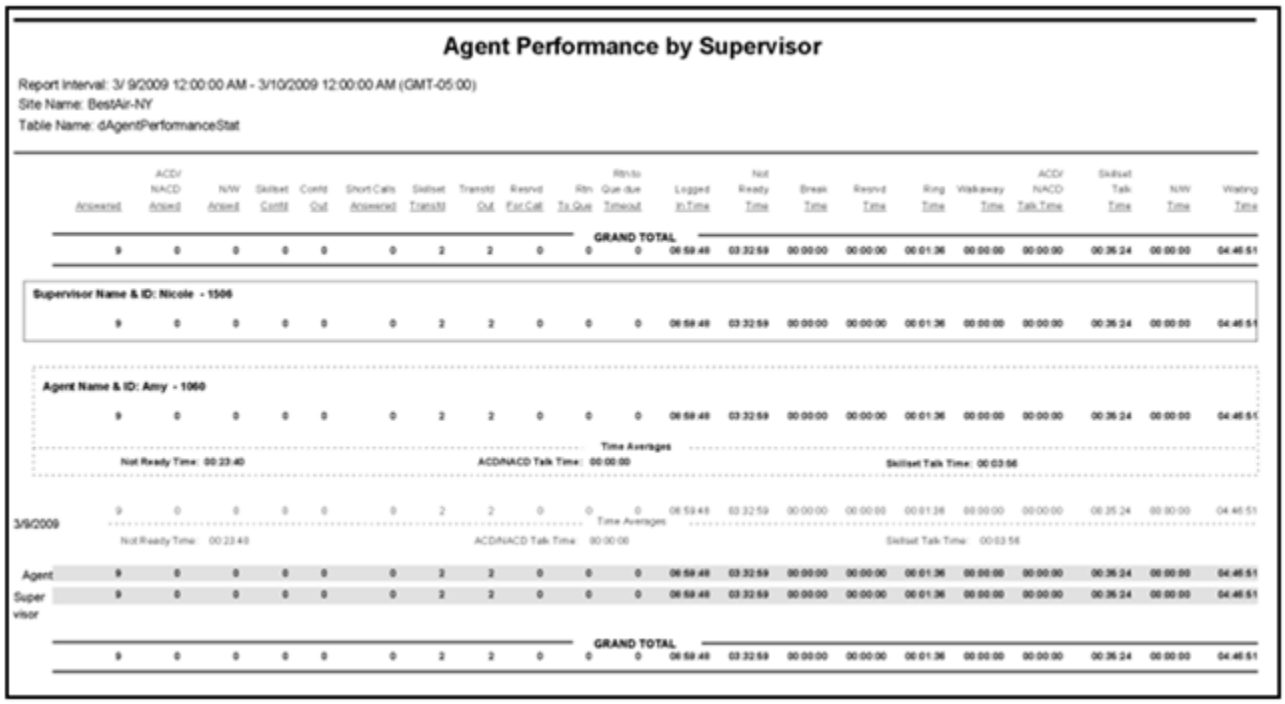
## Time averages

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 (Avaya Communication Server 1000 PABX) | ACDCallsTalkTime + NACDCallsTalkTime/ ACDCallsAnswered + NACDCallsAnswered | @RCW_AverageACDNACD CallsTalkTime |
| ACD Talk TIme (Avaya Communication Server 2x00) | 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.



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 Acsed | N/A Acsed | Skillset Confd | Confd Out | Short Calls Answered | Skillset Transfd | Transfd Out | Resvd For Call | Rtn To Que | Rtn to Que due Timeout | Logged In Time | Not Ready Time | Break Time | Resvd Time | Ring Time | Walkaway Time | ACD/ NACD Talk Time | Skillset Talk Time | N/A Time | Waiting Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| GRAND TOTAL | 9 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 08:59:49 | 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 | 08:59:49 | 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 | 08:59:49 | 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 |
| Time Averages | Not Ready Time: 00:23:40 | | | | | | | ACD/NACD Talk Time: 00:00:00 | | | | | | | | | | | Skillset Talk Time: 00:03:56 | | |
| 3/9/2009 | 9 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 08:59:49 | 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 |
| Time Averages | Not Ready Time: 00:23:40 | | | | | | | ACD/NACD Talk Time: 00:00:00 | | | | | | | | | | | Skillset Talk Time: 00:03:56 | | |
| Agent | 9 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 08:59:49 | 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 | 08:59:49 | 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 |
| GRAND TOTAL | 9 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 08:59:49 | 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 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 can need assistance or further training to improve contact handling productivity.

For more information, see Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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<br>Agent Name | iAgentPerformanceStat.SupervisorLogin<br>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 |
| Skillset Transf | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther | @RCW_CDNCallsTransferred |
| Resv for Call | ReservedForCall | ReservedForCall |
| Short Calls Ansd | ShortCallsAnswered | ShortCallsAnswered |
| ACD/NACD Ansd (Avaya Communication | ACDCallsAnswered + NACDCallsAnswered | @RCW_ACDNACDCallsAnswered |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Server 1000 PABX) | | |
| 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 |

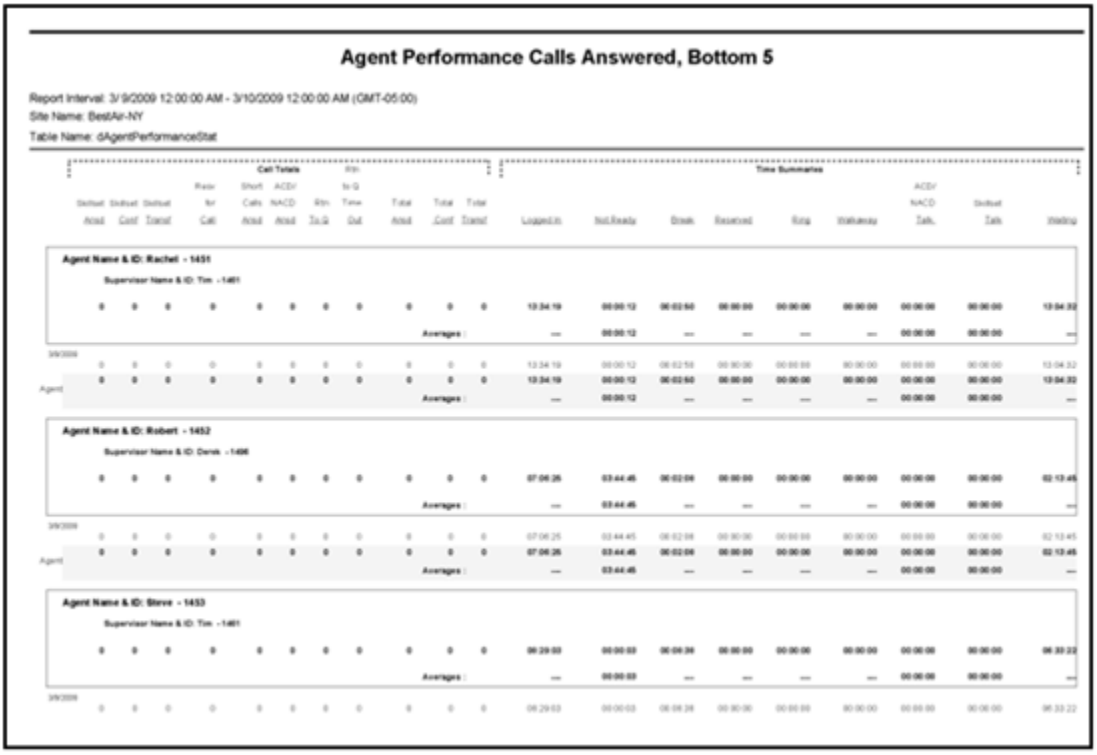
## Time summary statistics

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 |
| Break | BreakTime | @RCW_BreakTime |
| Reserved (NSBR/ NACD options) | ReservedTime | @RCW_ReservedTime |
| Ring | RingTime | @RCW_RingTime |
| Walkaway | WalkawayTime | @RCW_WalkawayTime |
| ACD/NACD Talk (Avaya Communication Server 1000 PABX) | 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 on page 638.



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

Agent Name & ID: Rachel - 1451
Supervisor Name & ID: Tim - 1461

Agent Name & ID: Robert - 1452
Supervisor Name & ID: Derek - 1466

Agent Name & ID: Steve - 1453
Supervisor Name & ID: Tim - 1461

**Figure 35: Agent Performance Calls Answered, Bottom 5 report (page 1 of 2)**

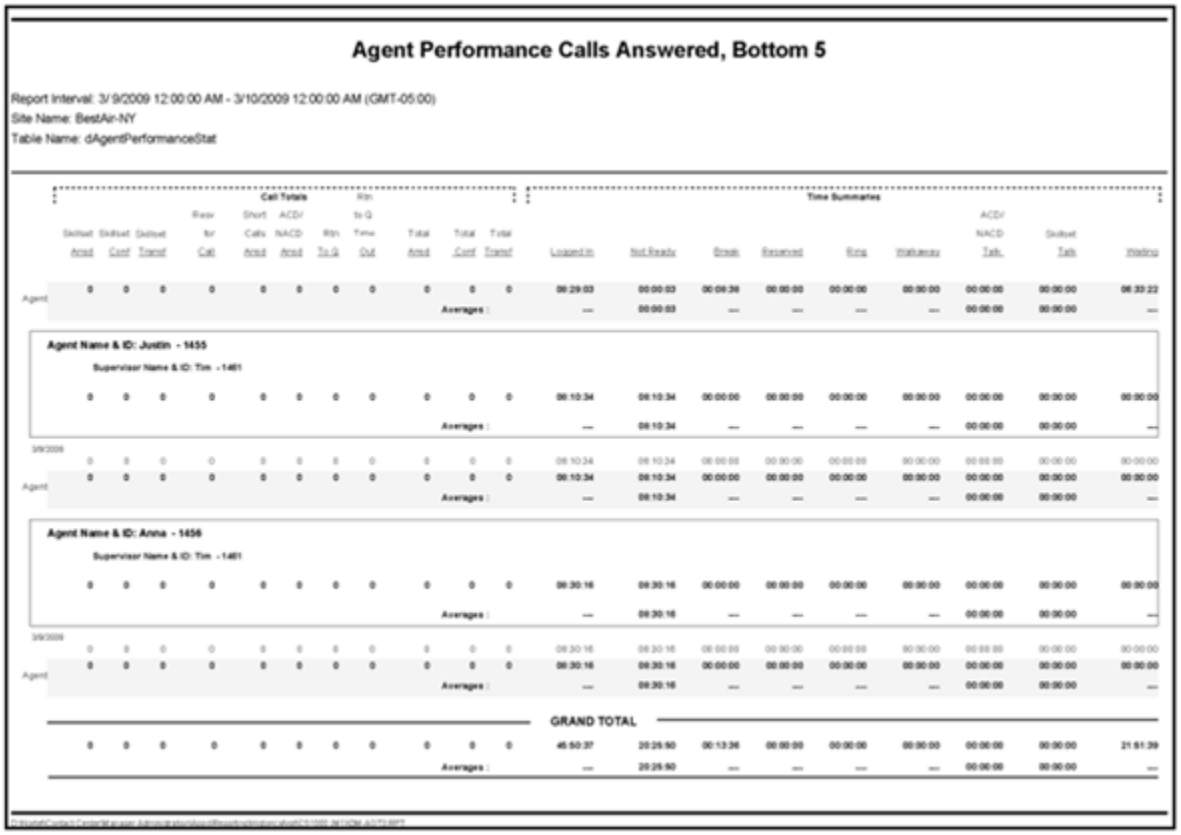



**Figure 36: Agent Performance Calls Answered, Bottom 5 report (page 2 of 2)**

# 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 Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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<br>Agent Name | iAgentPerformanceStat.SupervisorLogin<br>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 |
| Skillset Transf | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther | @RCW_CDNCallsTransferred |
| Resv for Call | ReservedForCall | ReservedForCall |
| Short Calls Ansd | ShortCallsAnswered | ShortCallsAnswered |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| ACD/NACD Ansd (Avaya Communication Server 1000 PABX) | 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 |

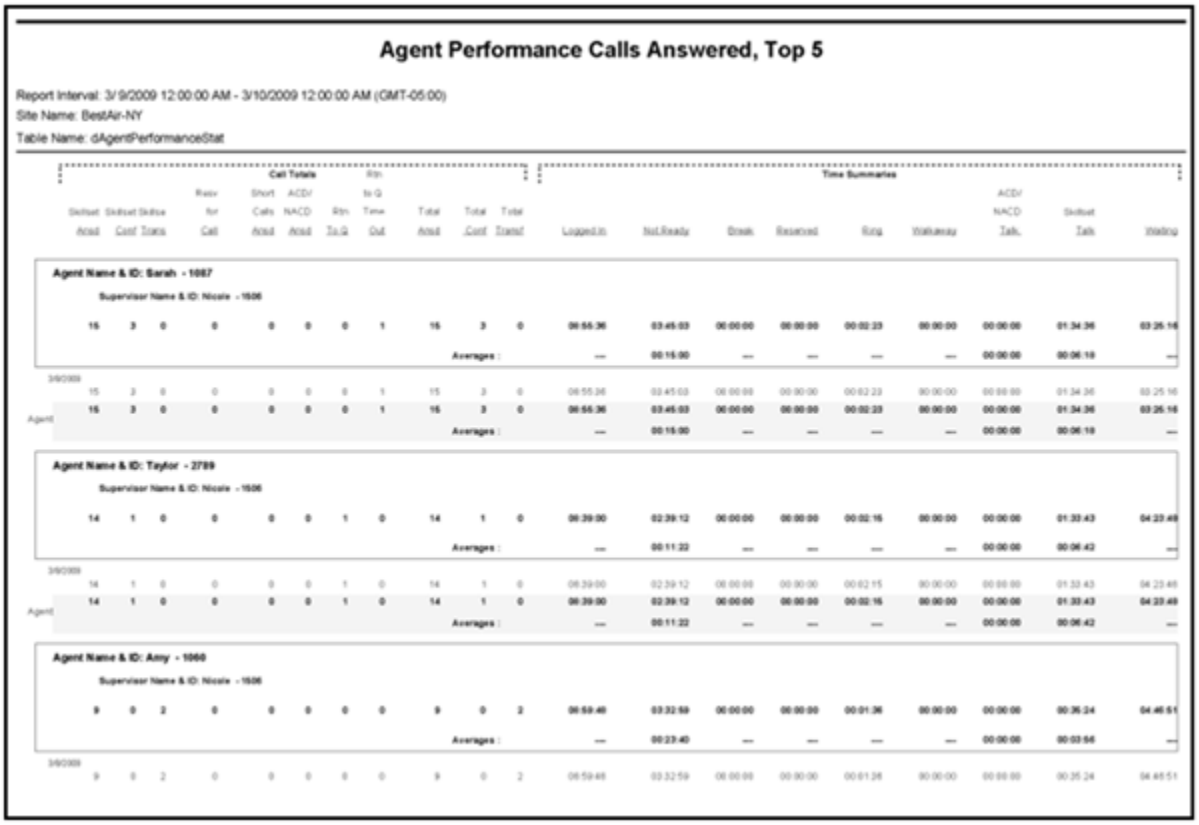
## Time summary statistics

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 |
| Break | BreakTime | @RCW_BreakTime |
| Reserved | ReservedTime | @RCW_ReservedTime |
| Ring | RingTime | @RCW_RingTime |
| Walkaway | WalkawayTime | @RCW_WalkawayTime |
| ACD/NACD Talk (Avaya Communication Server 1000 PABX) | 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 on page 638.



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 Answ | Skillset Conf | Skillset Trans | Recv for Call | Short Calls Answ | ACD/ NACD Answ | Rtn. To Q | Rtn. to Q Time Out | Total Answ | Total Conf | Total Transf | 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** | **06:55:36** | **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** | **---** | **---** | **---** | **---** | **00:00:00** | **00:06:19** | **---** |
| 3/9/2009 | | | | | | | | | | | | | | | | | | | |
| 15 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 15 | 3 | 0 | 06:55:36 | 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** | **06:55:36** | **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** | **---** | **---** | **---** | **---** | **00:00:00** | **00:06:19** | **---** |
| **Agent Name & ID: Taylor - 2789** | | | | | | | | | | | | | | | | | | | |
| **Supervisor Name & ID: Nicole - 1506** | | | | | | | | | | | | | | | | | | | |
| **14** | **1** | **0** | **0** | **0** | **0** | **1** | **0** | **14** | **1** | **0** | **06:39:00** | **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** | **---** | **---** | **---** | **---** | **00:00:00** | **00:06:42** | **---** |
| 3/9/2009 | | | | | | | | | | | | | | | | | | | |
| 14 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 14 | 1 | 0 | 06:39:00 | 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** | **06:39:00** | **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** | **---** | **---** | **---** | **---** | **00:00:00** | **00:06:42** | **---** |
| **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** | **---** | **---** | **---** | **---** | **00:00:00** | **00:03:56** | **---** |
| 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 |

**Figure 37: Agent Performance Calls Answered, Top 5 report (page 1 of 2)**

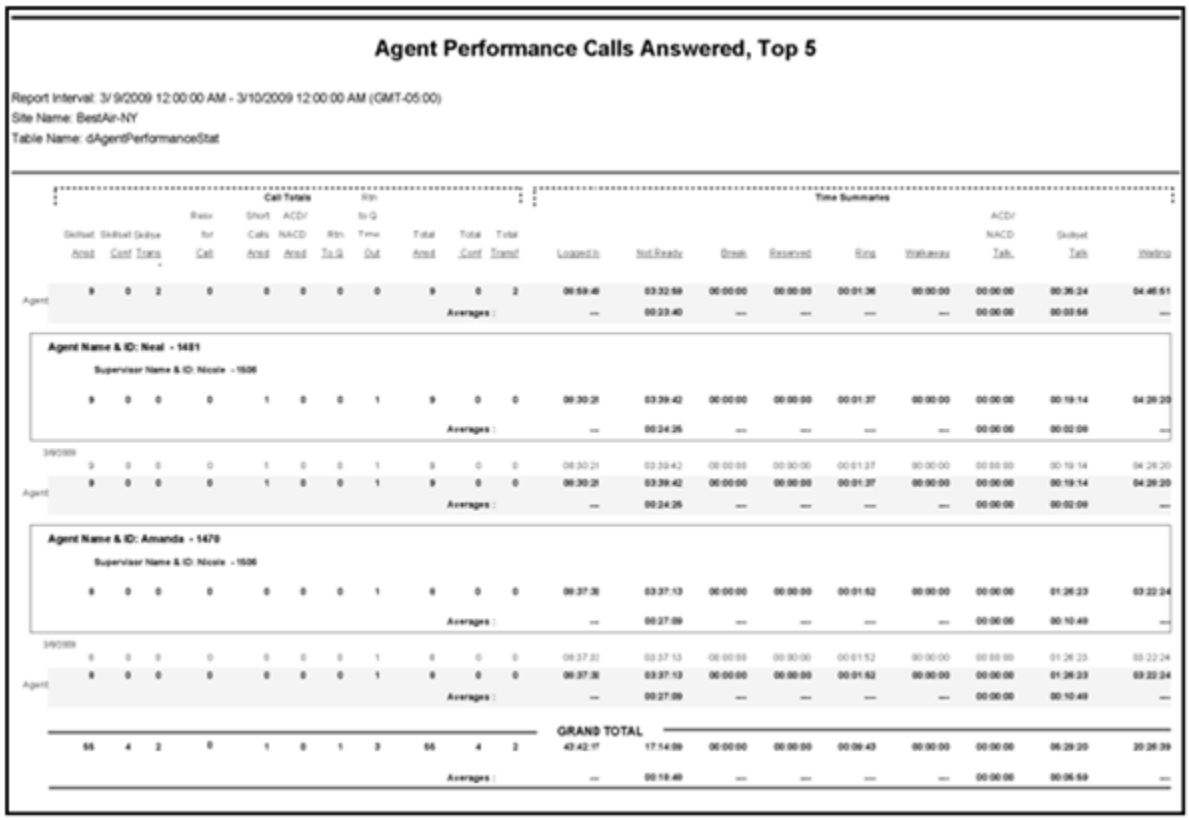



**Figure 38: Agent Performance Calls Answered, Top 5 report (page 2 of 2)**

# Agent Efficiency

The Agent Efficiency 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 Avaya Communication Server 1000 PABX) 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.This report also shows the agent efficiency in terms of handling multiple simultaneous contacts.

**Important:**

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 Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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:

- AgentEfficency.rpt

## Selection criteria

You can apply a filter to any field in the view. For example, you can apply a filter to specific agents or filter based on a number of calls answered.

## Summary statistics

This report uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Logged In Time | LoggedInTime | @RCW_LoggedIn_Time |
| Presented | Presented | — |
| Answered | Answered | — |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Max Cap Logged In Time | MaxCapacityLoggedInTime | — |
| Active Time | TalkTime | @RCW_TalkTime |
| Blended Active Time | BlendedActiveTime | — |
| Max Cap Time | MaxCapacityTime | — |
| Hold Time | ContactHoldTime | — |
| Blended HoldTime | HoldTime | — |
| Not Ready | NotReadyTime | @RCW_NotReadyTime |
| Idle Time | WaitingTime | — |
| Maximum Capacity Idle Time | WaitingTime | — |
| Presented Denied Time | WaitingTime | — |
| %Cap Occupancy | (MaxCapacityLoggedInTime - MaxCapacityIdleTime)*100/ MaxCapacityLoggedInTime | — |
| Average Max Capacity | MaxCapacityLoggedInTime / LoggedInTime | — |

## 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.

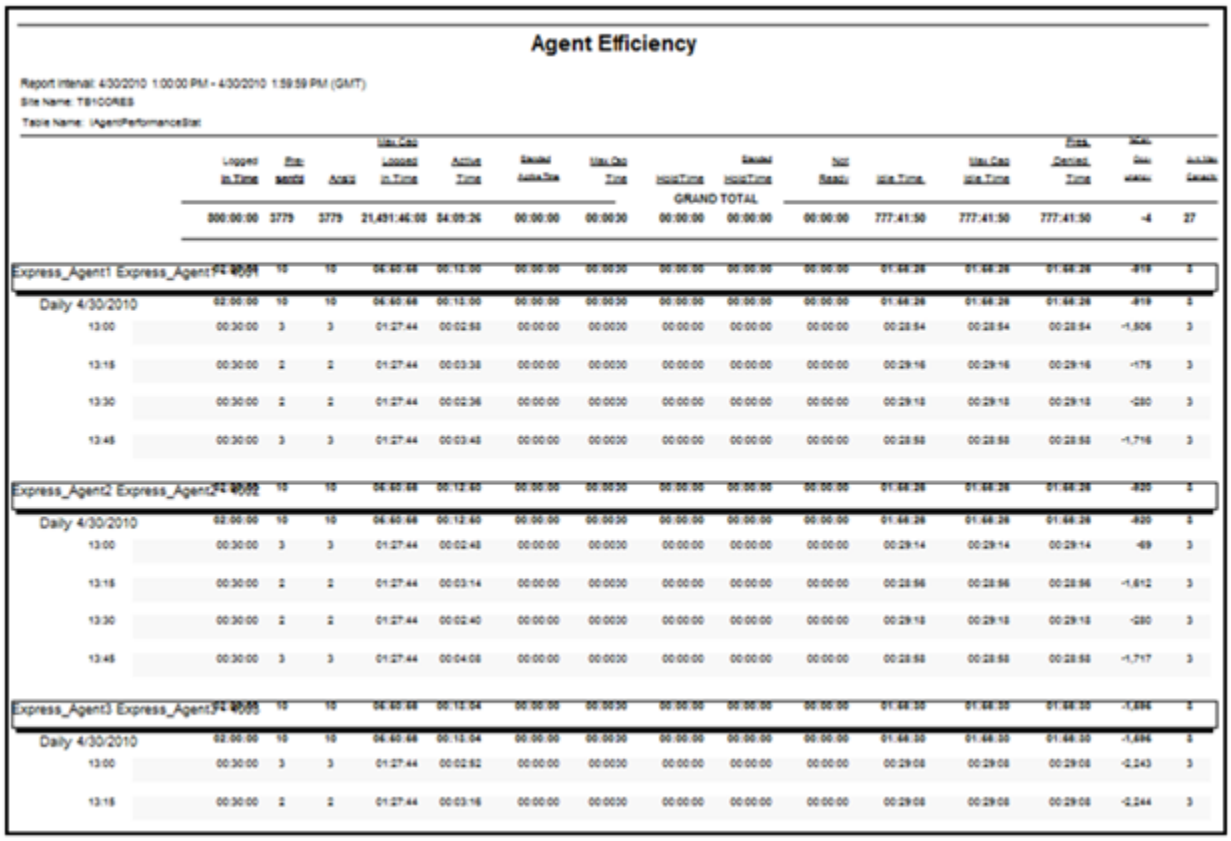



**Figure 39: Agent Efficiency report**

# Agent Efficiency by Contact Type

The Agent Efficiency by Contact Type report shows summarized agent performance data for each contact type under review. The report details performance statistics such as the total number of contacts accepted, and the total and average time spent serving contact center customers.

This report is an indicator of agent contribution to a contact type. 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 Report descriptions on page 593.

## Views

This report uses the AgentBySkillsetStat views on page 64. For more information about views; see Access rights by view on page 25.

## Collection frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

## Templates

This report uses the following template:

- AgentEfficiencyContactType.rpt

## Selection criteria

You can apply a filter to any field in the view. For example, you can apply a filter to specific agents or a number of calls answered.

## Statistics

This report uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Offered | Offered | Offered |
| Answered | Answered | CallsAnswered |
| Short Contacts Answered | Short Contacts Answered | ShortCallsAnswered |
| Post Process Time | PostCallProcessingTime | @RCW_NotReadyTime |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Handling time | ContactTalkTime | — |
| Average Handling Time | ContactTalkTime/ CallsAnswered | — |
| Active Time | ContactTalkTime- ContactHoldTime- BlendedActiveTime | — |
| Blended Active Time | BlendedActiveTime | — |
| Contacts Hold Time | ContactHoldTime | — |
| Contacts Work Time | PostCallProcessingTime + 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.

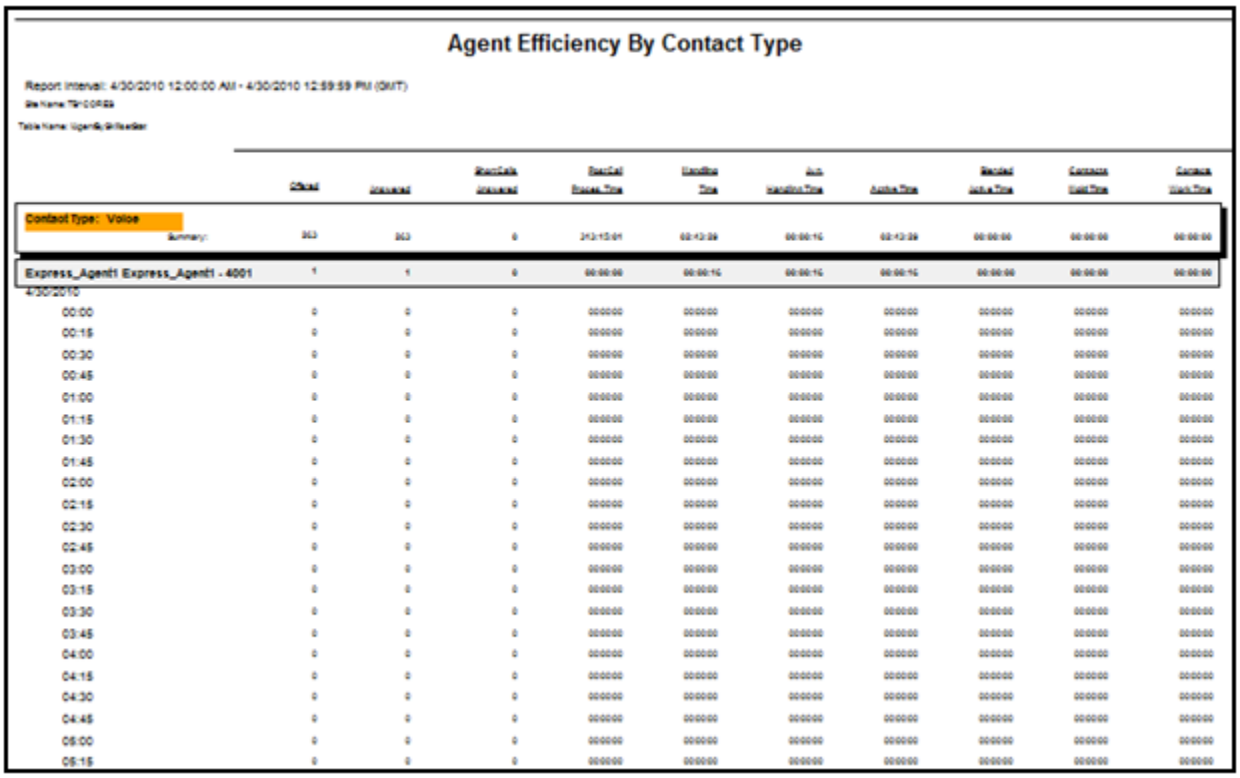



**Figure 40: Agent Efficiency By Contact Type report**

# Agent Efficiency by Skillset

The Agent Efficiency by Skillset report shows summarized agent performance data for a specific skillset. The report details performance statistics such as the total number of contacts accepted, and the 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.This report can also be used to determine the agent efficiency in terms of handling multiple simultaneous contacts.

For more information, see Report descriptions on page 593.

## Views

This report uses the AgentBySkillsetStat views on page 64. For more information about views; see Access rights by view on 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**:

- AgentEfficiencyBySkillset.rpt

## Selection criteria

You can apply a filter to any field in the view. For example, you can apply a filter to specific agents or a number of calls answered.

## Statistics

This report uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Answered | Answered | CallsAnwsered |
| Short Calls Answered | Short Calls Answered | ShortCallsAnswered |
| Post Call Process Time | PostCallProcessingTime | @RCW_NotReadyTime |
| Talk Time | TalkTime | @RCW_TalkTime |
| Average Talk Time | TalkTime / CallsAnswered | @RCW_AverageTalkTime |
| Skillset Work Time | PostCallProcessingTime + TalkTime | @RCW_AgentSkillsetTime |
| Max Cap Total Staff Time | MaxCapacityTotalStaffedTime | — |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Avg Max Capacity | MaxCapacityTotalStaffedTime / TotalStaffedTime | — |
| Max Capacity Idle Time | MaxCapacityIdleTime | — |
| % Capacity Occupancy | (MaxCapacityTotalStaffedTime - MaxCapacityIdleTime)*100/ MaxCapacityTotalStaffedTime | — |

## 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.

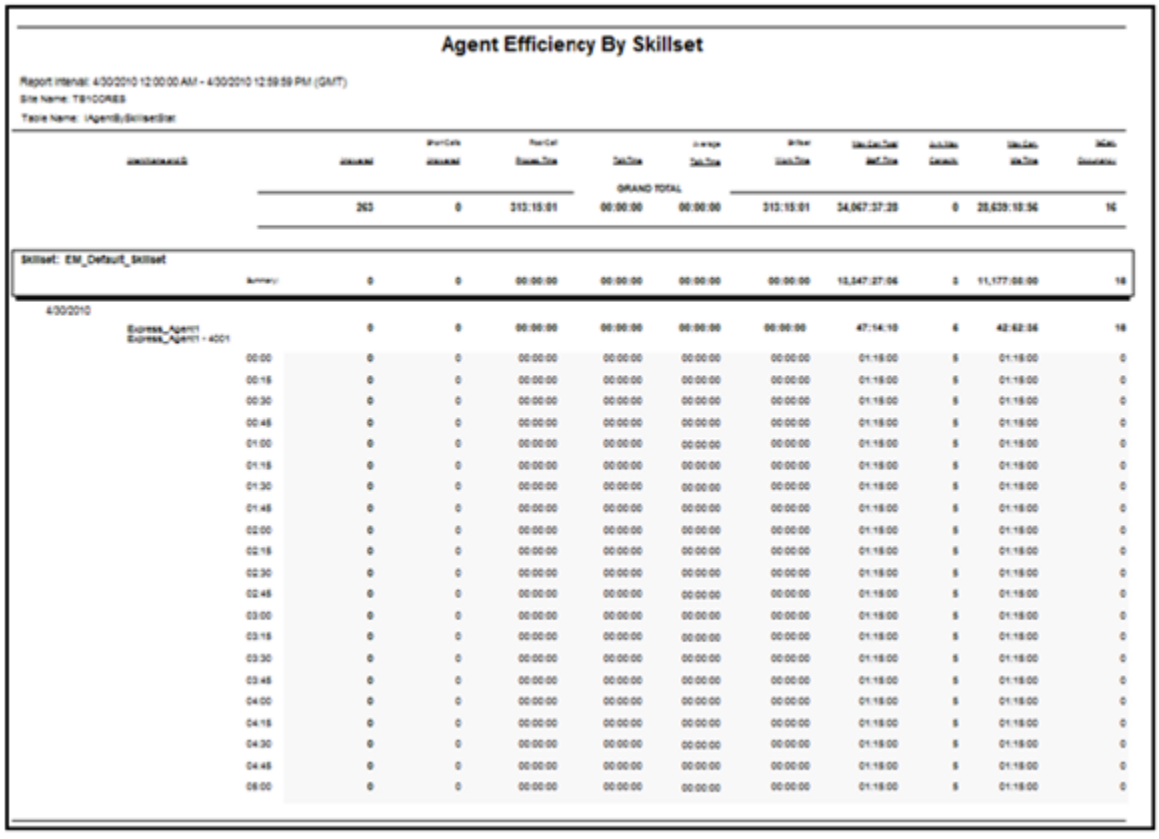



**Figure 41: Agent Efficiency By Skillset report**

# 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 Report descriptions on page 593.

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 on page 75. For more information about views; see Access rights by view on 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.

| Selection criteria | Database field names |
|---|---|
| Agent Login ID<br>Agent Name | iAgentPerformanceStat.SupervisorLogin<br>iAgentPerformanceStat.Timestamp |

## Statistics

This report uses the following statistics.

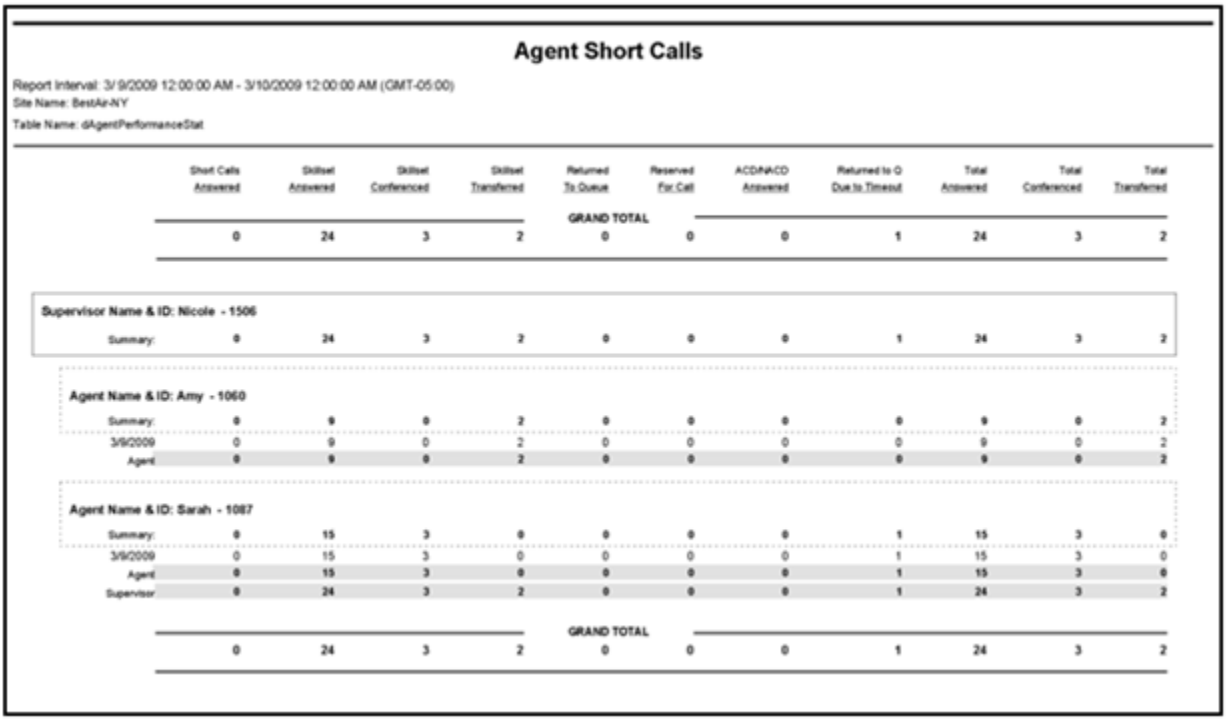
| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Short Calls Answered | ShortCallsAnswered | ShortCallsAnswered |
| Skillset Answered | CallsAnswered | CallsAnswered |
| Skillset Conferenced | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + 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 (Avaya Communication Server 1000 PABX) | ACDCallsAnswered + NACDCallsAnswered | @RCW_ACDNACDCallsAnswered |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| ACD Answered (Avaya Communication Server 2x00) | ACDCallsAnswered | ACDCallsAnswered |
| Returned to Q Due to Timeout | CallsReturnedToQDueTo Timeout | CallsReturnedToQDueToTimeout |
| Total Answered | CallsAnswered + ACDCallsAnswered + NACDCallsAnswered | @RCW_TotalCallsAnswered |
| 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 | @RCW_CallsTransferred |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| | + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther | |
| Resv'd For Call (NSBR/NACD options) | ReservedForCall | ReservedForCall |
| Retnd to Que | CallsReturnedToQ | CallsReturnedToQ |
| Retnd to Que Due Timeout | CallsReturnedToQDueTo Timeout | CallsReturnedToQDueToTimeout |

## 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.



**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 |

**Figure 42: Avaya Communication Server 1000 PABX report**

# 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 Report descriptions on page 593.

## Views

This report uses the AgentPerformanceStat view; see AgentPerformanceStat views on page 75. For more information about views; see Access rights by view on 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<br>iAgentPerformanceStat.Timestamp |

## Voice contacts transferred/conferenced by statistics

This report uses the following statistics.

| 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 |
| 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 (Avaya Communication Server 1000 PABX)

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 + | @RCW_CallsTransferred |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| | CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther | |
| Conf Out | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther | @RCW_CallsConferenced |

## Totals statistics (Avaya Communication Server 2x00)

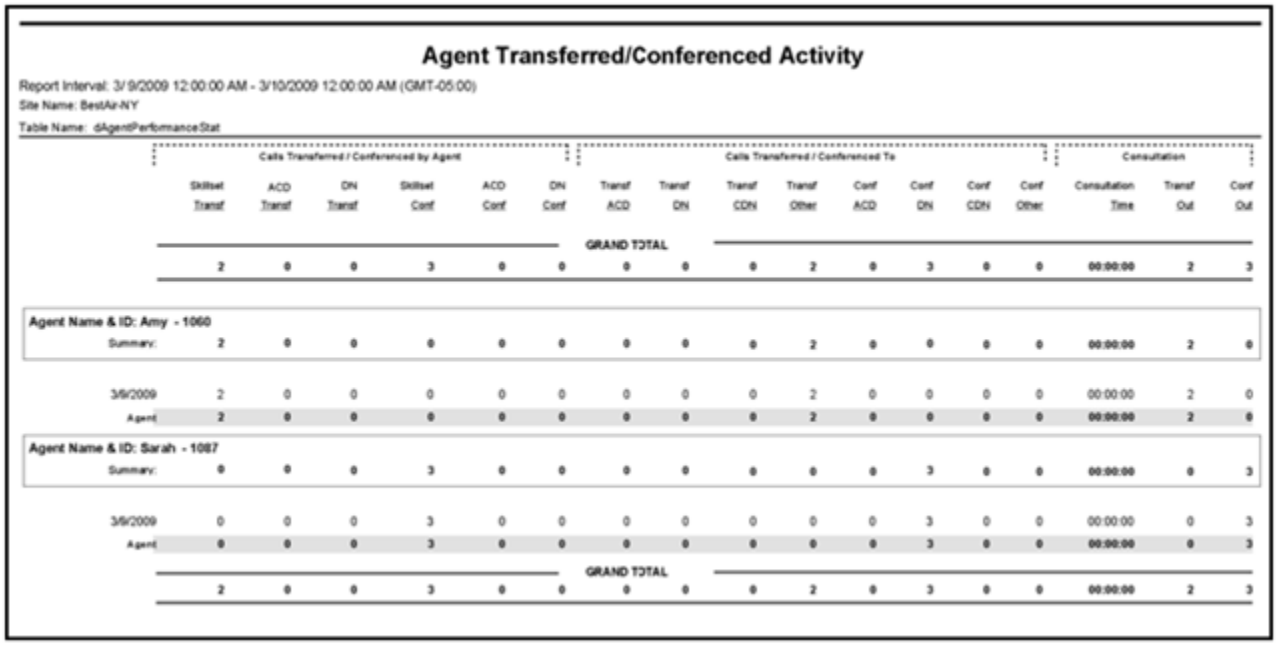
This report uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Total Transferred Out | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + | @RCW_CallsTransferred |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| | DNCallsTransferredToACDDN + DNCallsTransferredToOther | |
| 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.



**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 | Transf ACD | Transf DN | Transf CDN | Transf Other | Conf ACD | Conf DN | Conf CDN | Conf Other | Consultation Time | Transf Out | Conf Out |
| GRAND TOTAL | 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 |
| GRAND TOTAL | 2 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 3 | 0 | 0 | 00:00:00 | 2 | 3 |

**Figure 43: Avaya Communication Server 1000 PABX report**

# 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.

**Important:**

This report does not include Not Ready reason codes. For standard reports, local currency is used.

For more information, see Report descriptions on page 593.

## Views

This report uses the ActivityCodeStat views on page 47. For more information about views; see Access rights by view on 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<br>Agent Login ID Agent Name | iActivityCodeStat.Application <> 'System_Application'<br>iActivityCodeStat.ActivityCode<br>iActivityCodeStat.AgentLogin<br>iActivityCodeStat.Timestamp |

## 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 | Occurrences 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.

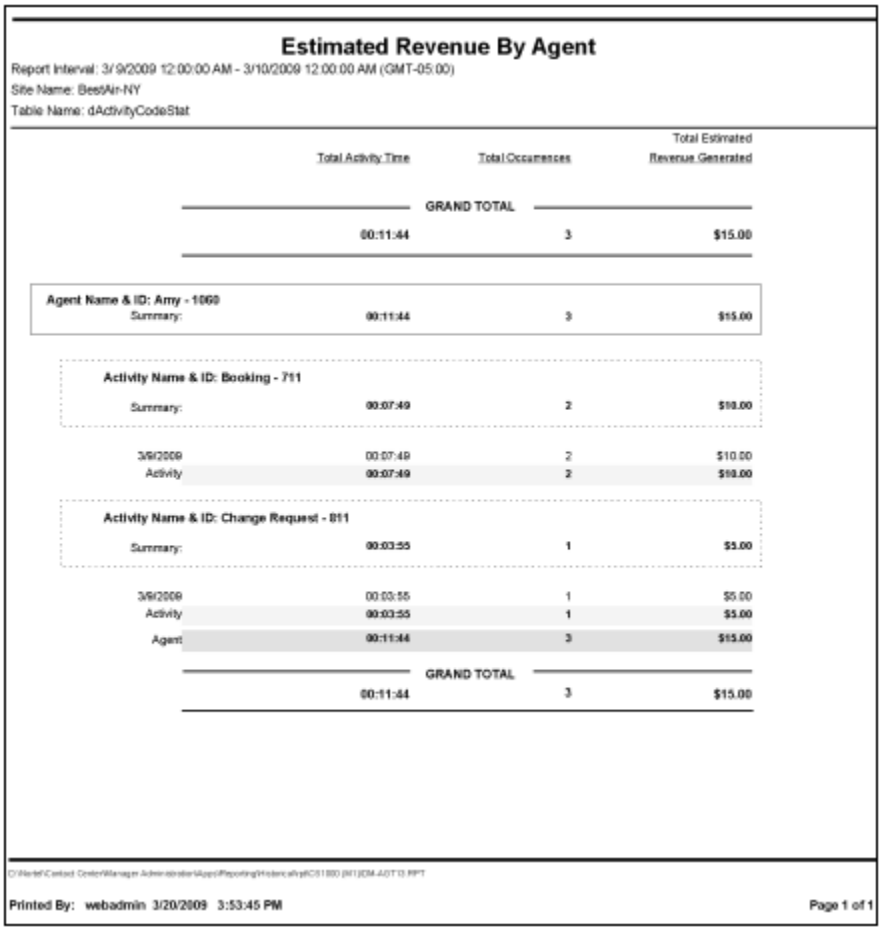



**Figure 44: Estimated Revenue By Agent report**

# 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 Report descriptions on page 593.

## Views

This report uses the ActivityCodeStat views on page 47. For more information about views; see Access rights by view on 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<br>Agent Name | iActivityCodeStat.Appliation <> 'System_Application'<br>iActivityCodeStat.AgentSurName + “ ”<br>+iActivityCodeStat.AgentGivenName<br>iActivityCodeStat.Timestamp |

## Statistics

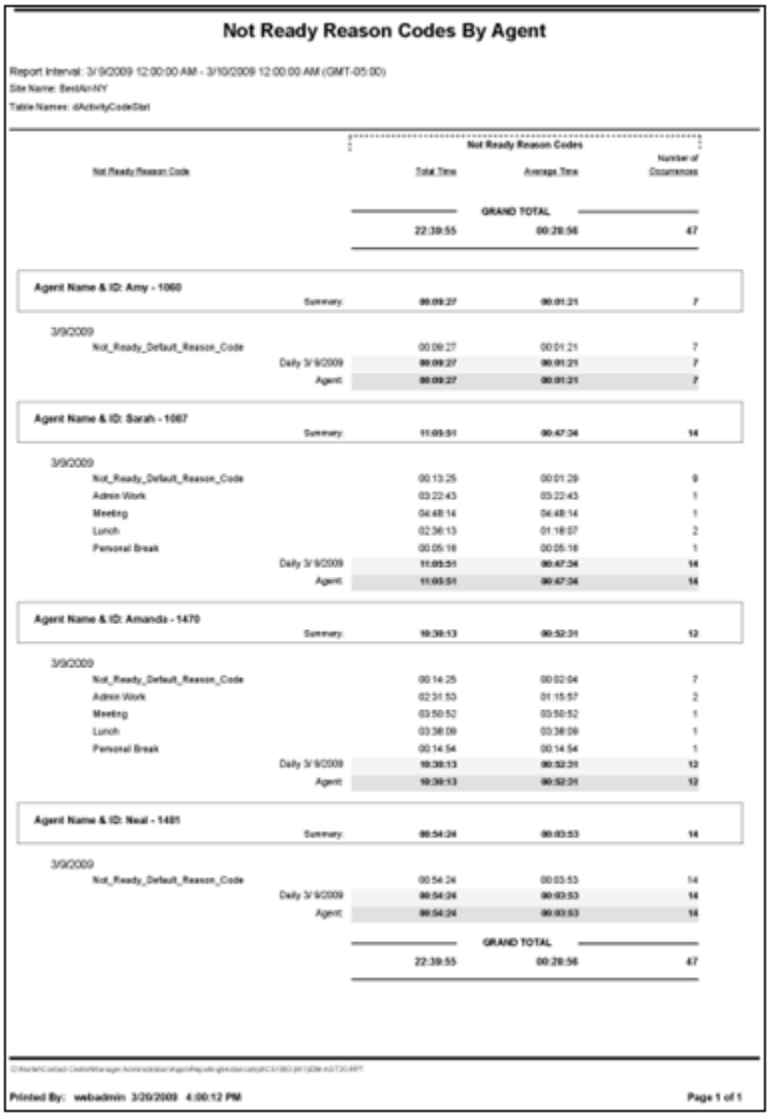
This report uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Total Time | ActivityTime | @RCW_ActivityTime |
| Average Time | ActivityTime/ Occurrences | @RCW_AverageActivityTime |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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.



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 | Not Ready Reason Codes: Average Time | Not Ready Reason Codes: 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 | 00:47:04 | 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 | 00:47:04 | 14 |
| | Agent: | 11:05:51 | 00:47:04 | 14 |
| Agent Name & ID: Amanda - 1470 | Summary: | 10:39:13 | 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 | 10:39:13 | 00:52:31 | 12 |
| | Agent: | 10:39:13 | 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 |

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**Figure 45: Not Ready Reason Codes By Agent report**

# 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 Report descriptions on page 593.

## Views

This report uses the AgentBySkillsetStat views on page 64. For more information about views; see Access rights by view on 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<br>Agent Name Skillset Name ID<br>Skillset Name | iAgentBySkillsetStat.AgentLogin<br>iAgentBySkillsetStat.Skillset<br>iAgentBySkillsetStat.Timestamp |

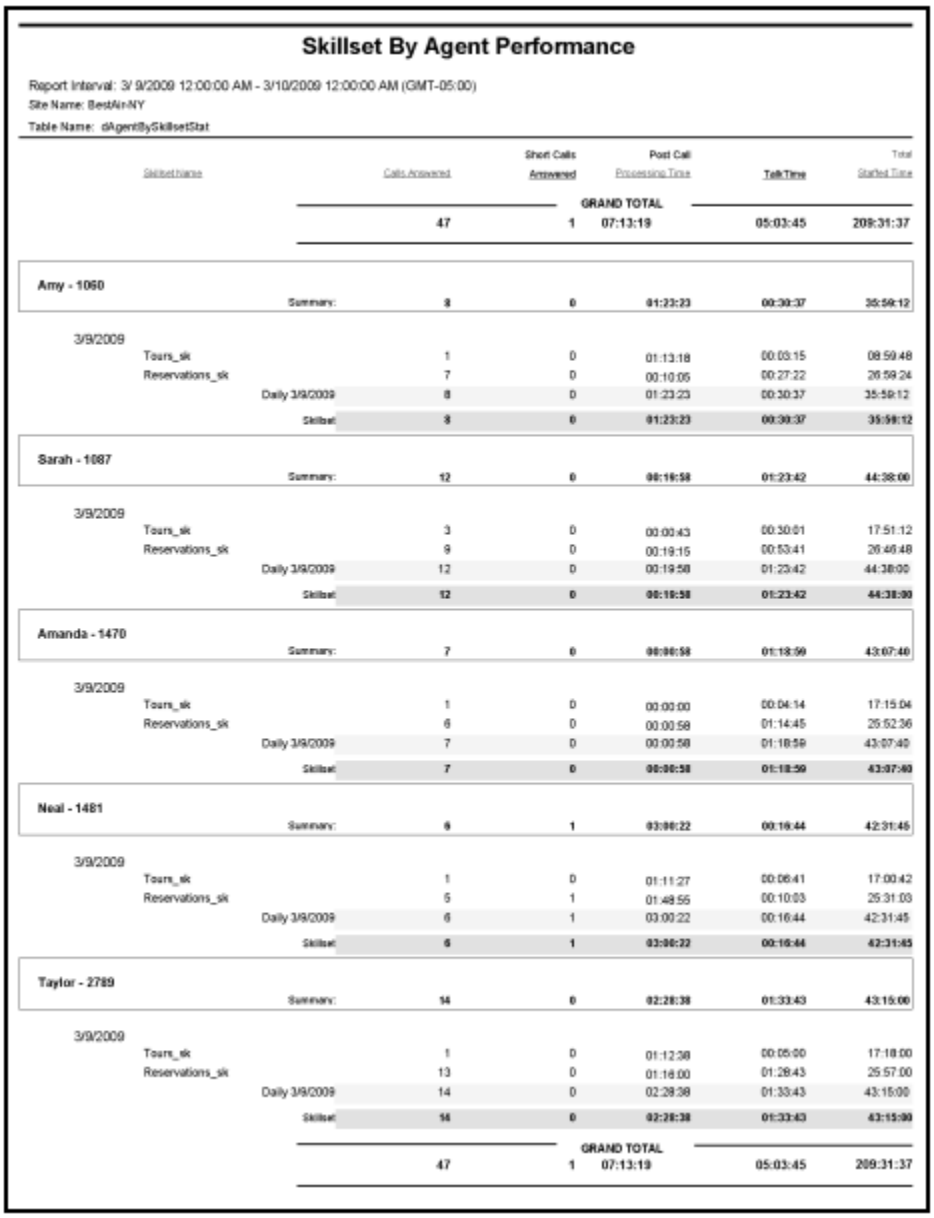
## Statistics

This report uses the following statistics.

| 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.



## 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 |

**Figure 46: Skillset By Agent Performance report**

# Chapter 20: Standard call-by-call reports

This section describes standard call-by-call reports.

## Navigation

- Call by Call Statistics on page 685

## 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 Report descriptions on page 593.

### Daylight Savings Time

With Contact Center Manager Server, the report uses new fields in the database view. This ensures that the data is reported in the correct order even after a significant time change occurs, such as Daylight Savings Time.

The following are available:

- When the Contact Center Manager Server time changes, events related to the current call appear 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 appear as unique call events.

**Call by Call reports and Avaya Aura® Contact Center Release 5.0 call data**

If your Contact Center Manager Server contains data migrated from Avaya Aura® Contact Center Release 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 on page 211.
- Agent; see Agent view on page 241.

For more information about views; see Access rights by view on 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 service pack 03, this report uses the em-res9.rpt template. If you have Contact Center Manager Server service pack 03 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 |

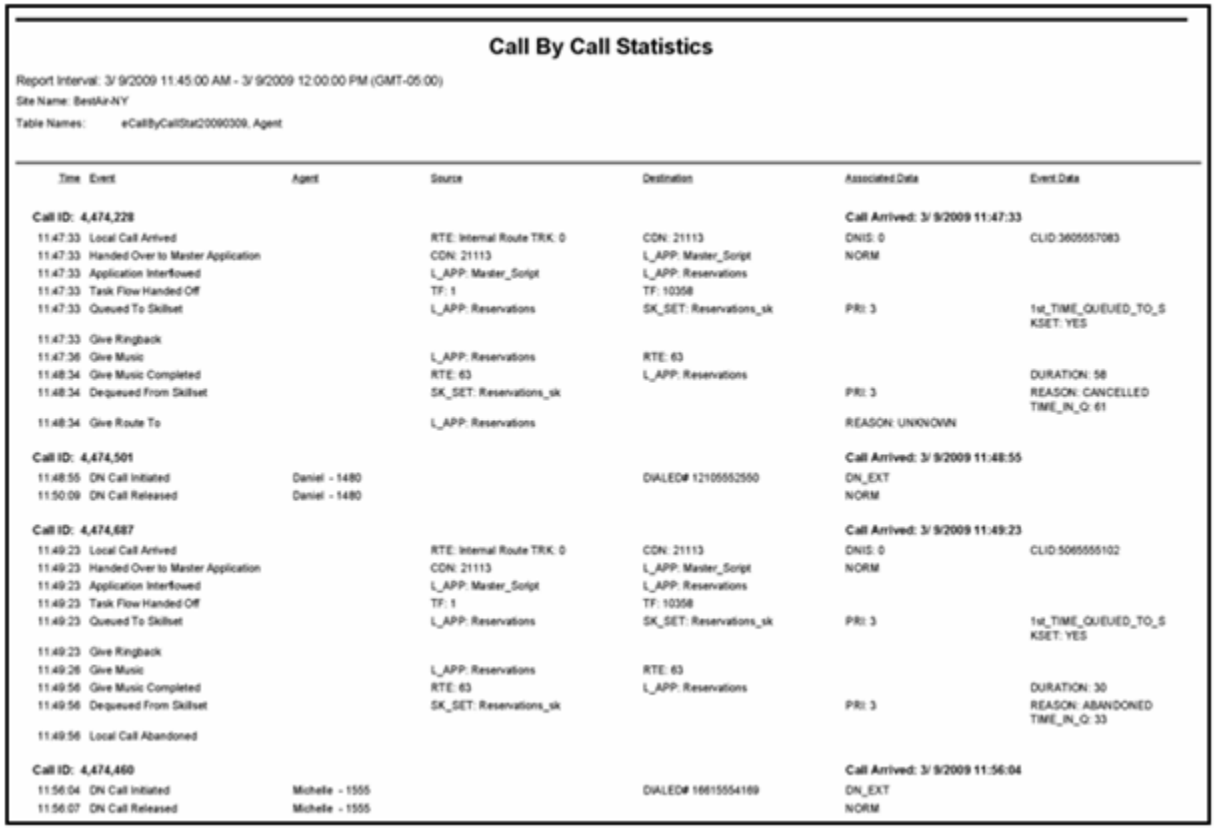
| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Time | eCallByCallStatYYYYMMDD. Time | eCallByCallStatYYYYMMDD. Time |
| Event | eCallByCallStatYYYYMMDD. CallEventName | eCallByCallStatYYYYMMDD. Ca llEventName |
| Agent | Agent.SurName, Agent.GivenName, 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.

## Report examples

The report example that follows was generated on a Contact Center Manager Server.



## 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 Interflowed | | 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_SKSET: YES |
| 11:47:33 | Give Ringback | | | | | |
| 11:47:36 | Give Music | | L_APP: Reservations | RTE: 63 | | |
| 11:48:34 | Give Music Completed | | RTE: 63 | L_APP: Reservations | | DURATION: 58 |
| 11:48:34 | Dequeued From Skillset | | SK_SET: Reservations_sk | | PRI: 3 | REASON: CANCELLED TIME_IN_Q: 61 |
| 11:48:34 | Give Route To | | L_APP: Reservations | | REASON: UNKNOWN | |
| **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 Interflowed | | 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_SKSET: YES |
| 11:49:23 | Give Ringback | | | | | |
| 11:49:26 | Give Music | | L_APP: Reservations | RTE: 63 | | |
| 11:49:56 | Give Music Completed | | RTE: 63 | L_APP: Reservations | | DURATION: 30 |
| 11:49:56 | Dequeued From Skillset | | SK_SET: Reservations_sk | | PRI: 3 | REASON: ABANDONED TIME_IN_Q: 33 |
| 11:49:56 | Local Call Abandoned | | | | | |
| **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 | |

**Figure 47: Call by Call Report**

# Chapter 21: Standard configuration reports

This section describes standard configuration reports.

## Navigation


- Activity Code Properties on page 690
- Agent by Supervisor Properties on page 691
- Agent Properties on page 693
- Agent Skillset Assignment on page 697
- Agent Skillset Properties on page 699
- Agent Supervisor Assignment on page 702
- Application Script Properties on page 705
- Application Template Properties on page 707
- CDN (Route Point) Properties on page 709
- Database View Definitions on page 711
- DNIS Properties on page 714
- Formula Properties on page 716
- Historical and Real Time Statistics Properties on page 718
- IVR Port Properties on page 725
- IVR Queue and Port Properties on page 727
- Logged In Agent Position ID on page 729
- Real Time Template Properties on page 731
- Route Properties on page 733
- Script Variable by Script on page 735
- Script Variable Properties on page 737
- Skillset Properties on page 740
- Supervisor Properties on page 742
- Telephone Display Properties on page 744
- User Access Privilege on page 746

# Activity Code Properties

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

For more information, see Report descriptions on page 593.

## Views

This report uses the ActivityCode view. For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config8.rpt template.

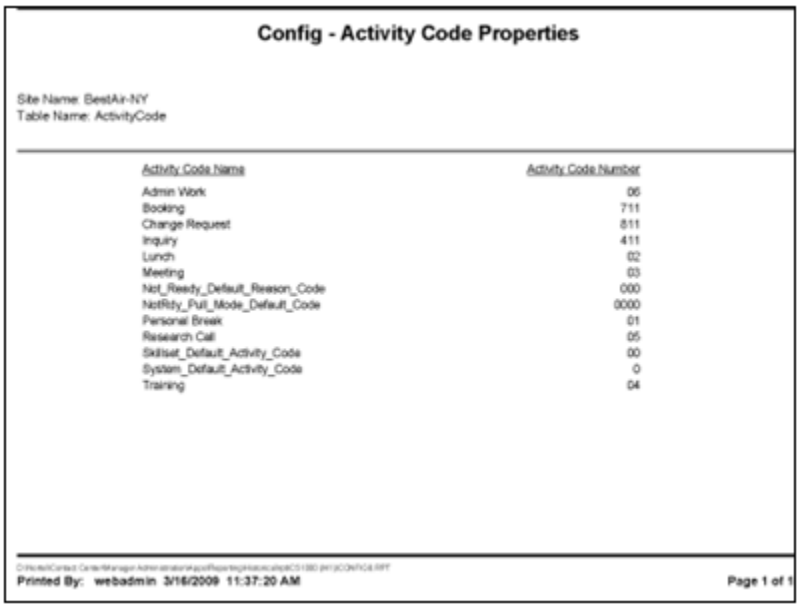
## Selection criteria

| Selection criteria | Database field names |
|---|---|
| Activity Code<br>Activity Name | ActivityCode.ActivityCode |

## 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 |


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_Full_Mode_Default_Code | 0000 |
| Personal Break | 01 |
| Research Call | 05 |
| Skillset_Default_Activity_Code | 00 |
| System_Default_Activity_Code | 0 |
| Training | 04 |

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**Figure 48: Config-Activity Code Properties**

# Agent by Supervisor Properties

The Agent by Supervisor Properties report lists agents and the supervisors to whom they are assigned.

**Important:**

Agents created from the Classic Client on Avaya NES Contact Center Release 5.0 can have a primary supervisor and reporting supervisors.

For more information, see Report descriptions on page 593.

## Views

This report uses the SupervisorAgentAssignment view. For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config31.rpt template.

## Selection criteria

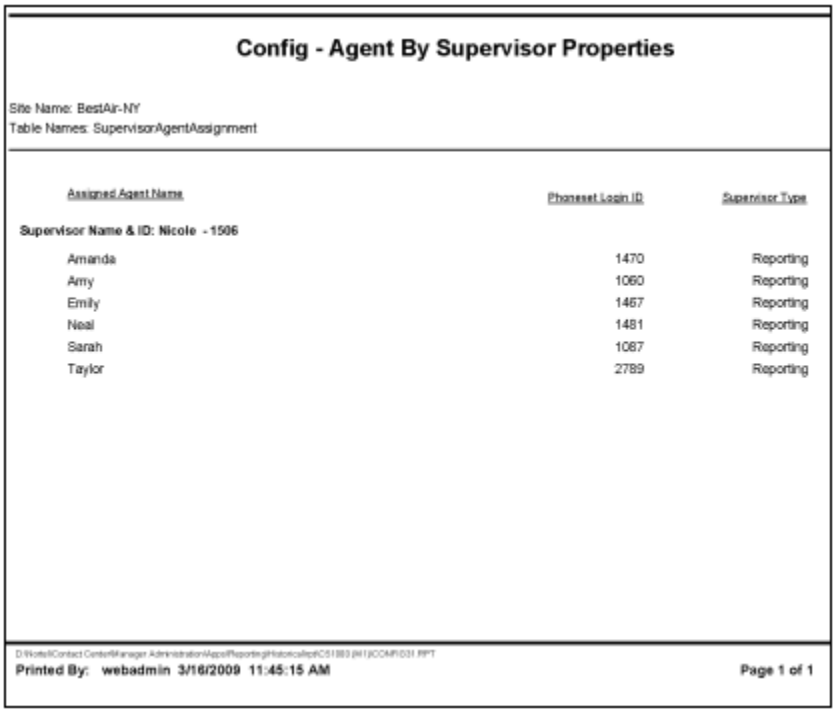
This report uses the following criteria.

| Selection criteria | Database field names |
|---|---|
| Supervisor Login ID<br>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<br>SupervisorSurName<br>SupervisorTelsetLoginID | @RCW_SupervisorNameID |
| Assigned Agent Name | AgentGivenName<br>AgentSurName | @RCW_AgentName |
| Phoneset Login ID | AgentTelsetLoginID | AgentTelsetLoginID |
| Supervisor Type | Type | @RCW_SupervisorType |



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 |

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**Figure 49: Config-Agent By Supervisor Properties**

# 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
- phone 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 Report descriptions on page 593.

## Views

This report uses the following views:

- Agent; see Agent view on page 241
- SupervisorAgentAssignment; see SupervisorAgentAssignment view on page 327

For more information about views; see Access rights by view on 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<br>Agent Name | Agent.TelsetLoginID |

## General fields

The General fields contain the reports in the following table.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Agent Name & ID | Agent.GivenName<br>Agent.SurName<br>Agent.TelsetLoginID | @RCW_AgentNameID |
| Threshold Class | Agent.ThresholdTemplateName | Agent.ThresholdTemplateName |
| 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 |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Call Force Option (Communication Server 1000 PABX) | Agent.CallForceOption | Agent.CallForceOption |
| Call Force Timer Delay (Communication Server 1000 PABX) | 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 PABX) | Agent.AlternateCallAnswer | Agent.AlternateCallAnswer |
| Union Break Timer | 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 PABX) | Agent.PersonalDN | @RCW_PersonalDN |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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 |
| 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

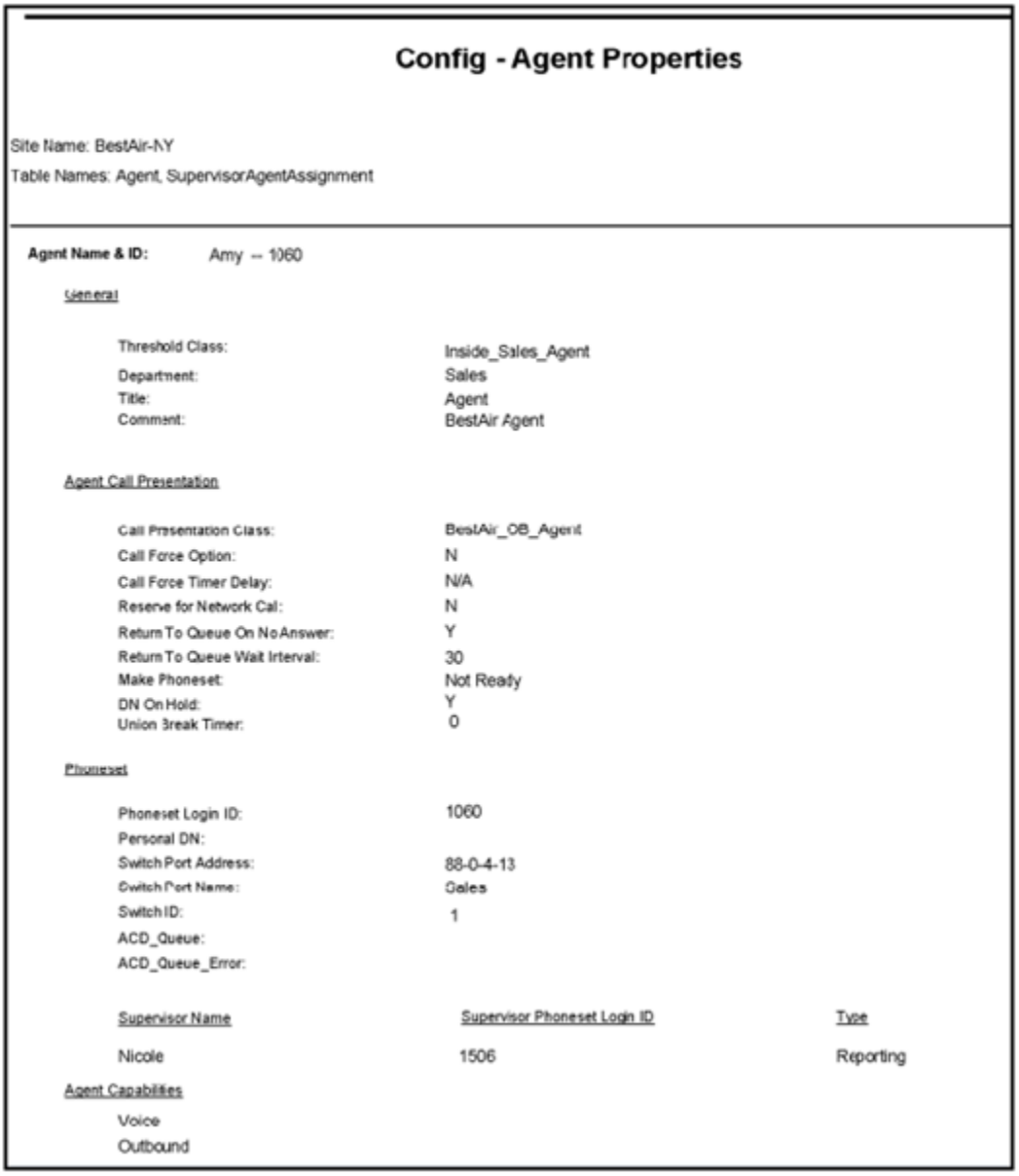
The following table describes the supervisor fields.

| 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 |



**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 Cal: | 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

**Figure 50: Avaya Communication Server 1000 PABX report**

# Agent Skillset Assignment

The Agent Skillset Assignment report lists scheduled changes of agents and skillset assignments.

For more information, see Report descriptions on page 593.

## Views

This report uses the ScheduledSkillsetAssignment view. For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config24.rpt template.

## Selection criteria

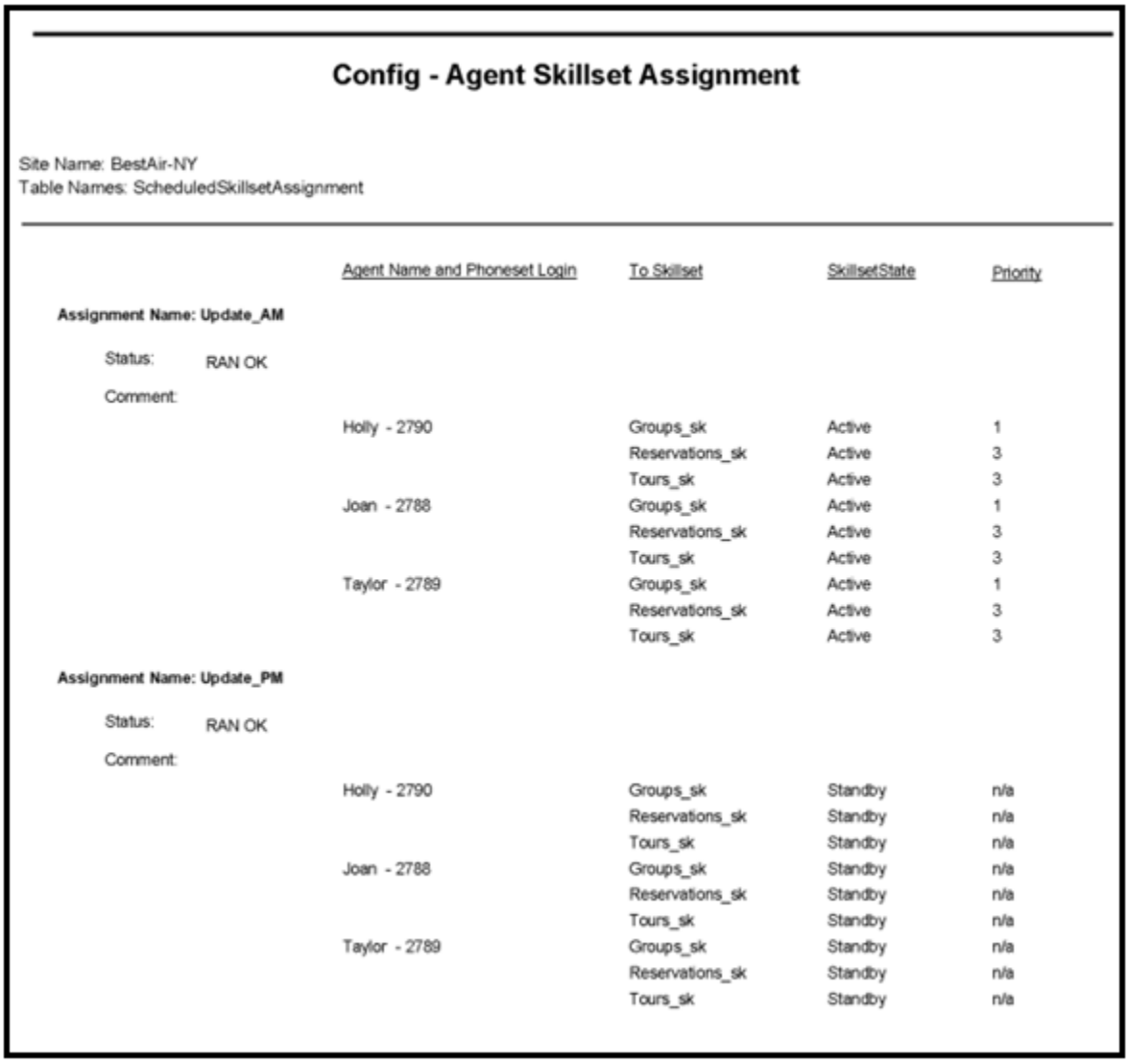
This report uses the following criteria.

| 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<br>UserGivenName<br>UserTelsetLoginID | @RCW_UserNameID |
| To Skillset | SkillsetName | SkillsetName |
| SkillsetState | SkillsetState | SkillsetState |
| Priority | Priority | @RCW_Priority |



**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 |

**Figure 51: Config-Agent Skillset Assignment**

# 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 Report descriptions on page 593.

## Views

This report uses the following views:

- Agent
- SkillsetByAgent
- Skillset

For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config29.rpt template.

## Selection criteria

This report uses the following criteria.

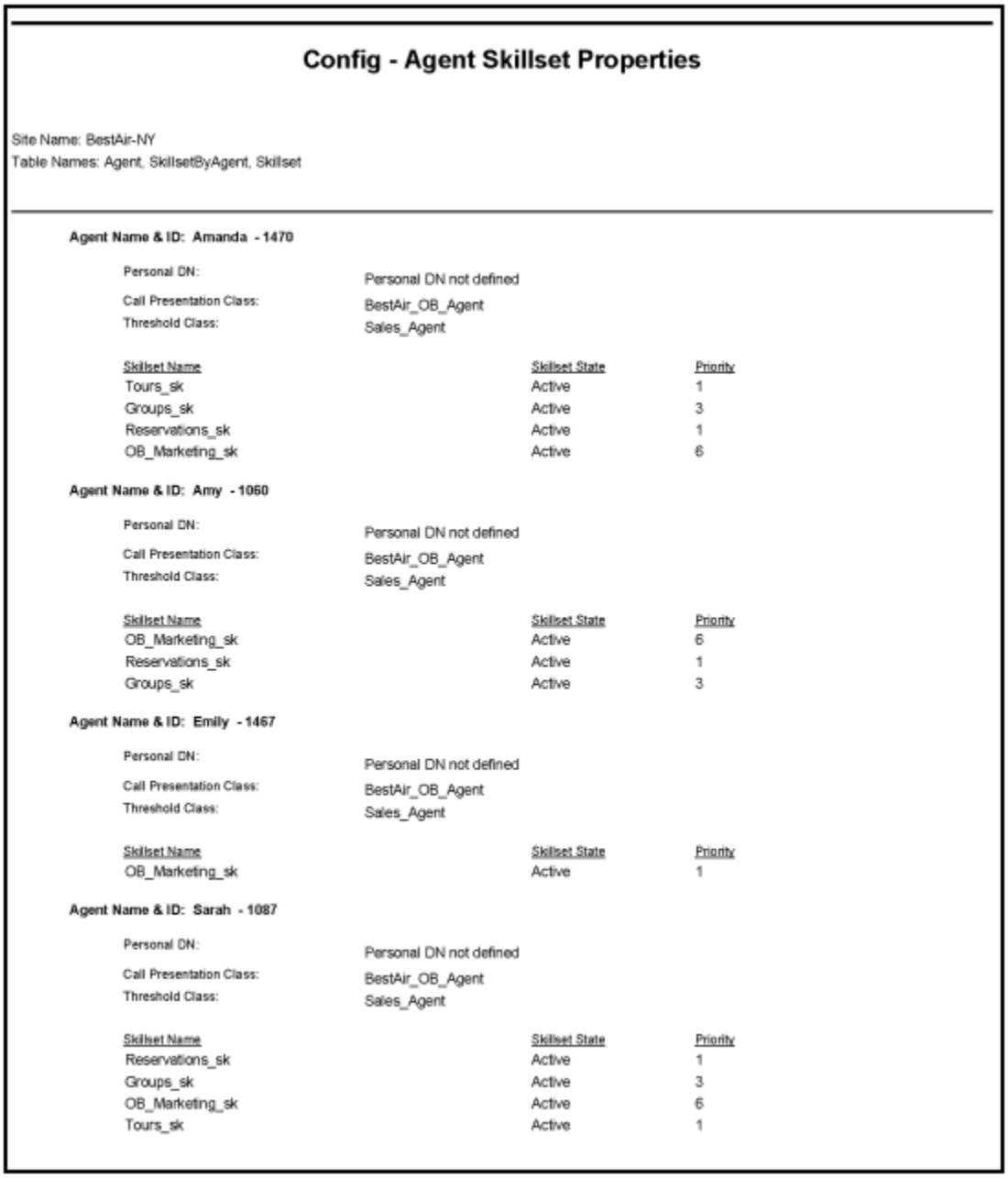
| Selection criteria | Database field names |
|---|---|
| Agent Login ID | Agent.UserID = SkillsetByAgent.UserID |
| Agent Name | SkillsetByAgent.SkillsetID = Skillset.SkillsetID |
| | Agent.TelsetLoginID |

## Statistics

This report uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Agent Name | Agent.SurName<br>Agent.GivenName<br>Agent.TelsetLoginID | @RCW_AgentNameID |
| Personal DN (Communication Server 1000/Avaya Communication Server 1000 PABX) | Agent.PersonalDN | @RCW_PersonalDN |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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 |



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 |

**Figure 52: Avaya Communication Server 1000 PABX report**

# Agent Supervisor Assignment

The Agent Supervisor Assignment report lists agent-to-supervisor assignments and the properties.

For more information, see Report descriptions on page 593.

## Views

This report uses the following views:

- ScheduledSupervisorAssignment (see ScheduledSupervisorAssignment view on page 300)
- SupervisorAgentAssignment (see SupervisorAgentAssignment view on page 327)

For more information about views; see Access rights by view on 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 |
| Agent Name and Phoneset Login | SupervisorAgentAssignment . AgentSurName | @RCW_AgentNameID |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| | SupervisorAgentAssignment. AgentGivenName SupervisorAgentAssignment. AgentTelsetLoginID | |
| From Reporting Supervisor | SupervisorAgentAssignment. SupervisorUserID SupervisorAgentAssignment. SupervisorSurname SupervisorAgentAssignment. SupervisorGivenName | @RCW_SupervisorNameID |
| To Reporting Supervisor | ScheduledSupervisor Assignment.SupervisorID ScheduledSupervisor Assignment.SupervisorGive n Name ScheduledSupervisor Assignment.SupervisorSurn ame | @RCW_ToSupervisorName |

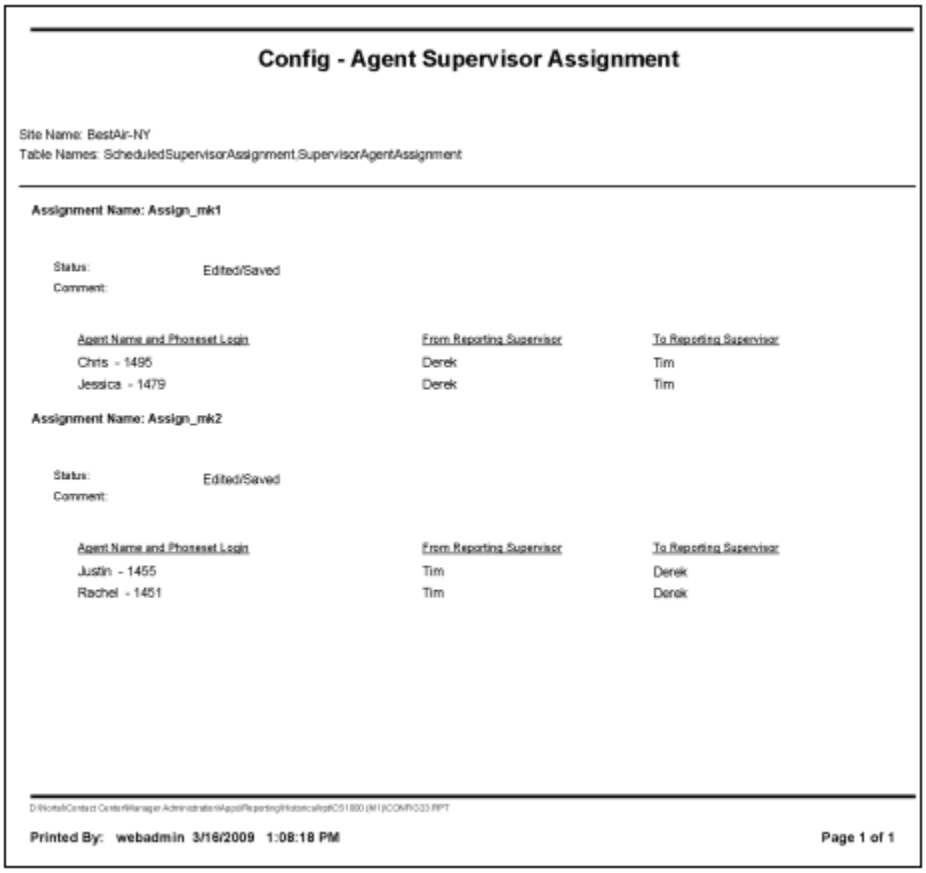



**Figure 53: Agent Supervisor Assignment report**

# Application Script Properties

The Application Script Properties report describes the relationship between application scripts.

For more information, see Report descriptions on page 593.

**Parent script:** A parent script is any script that directs a contact to secondary script.

**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 on page 25.

## Templates

This report uses the config14.rpt template.

## Selection criteria

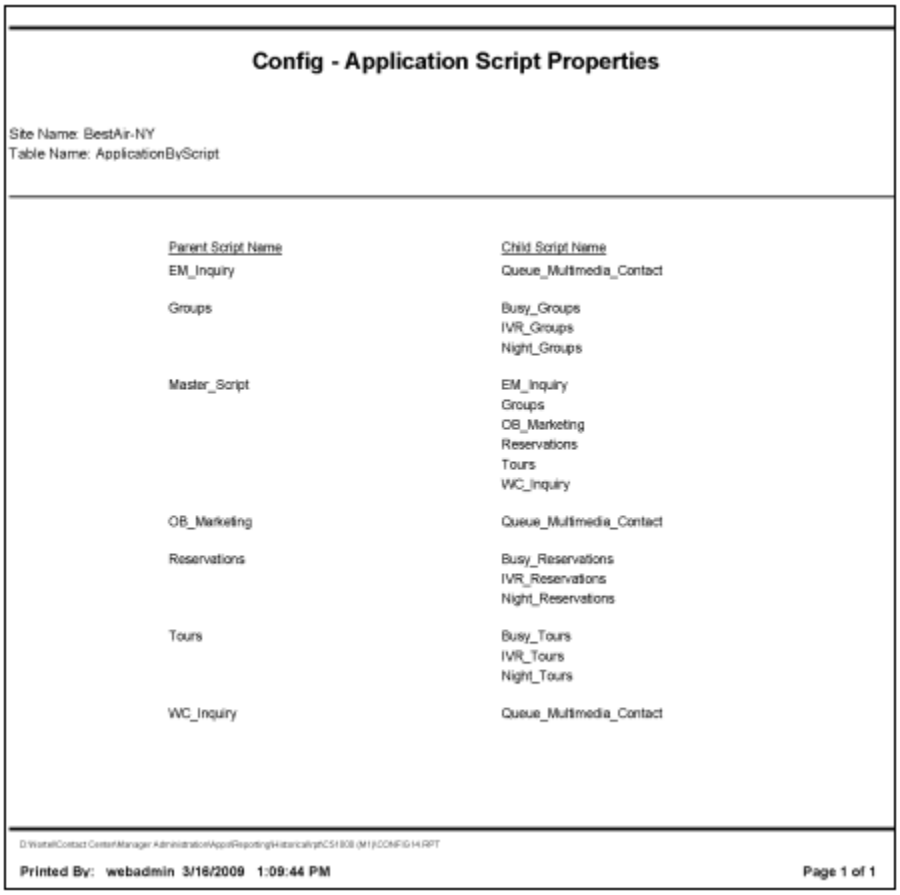
This report uses the following criteria.

| Selection criteria | Database field names |
|---|---|
| Agent Login ID | ApplicationByScript.ParentName |
| Agent Name | — |

## Statistics

This report uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Parent Script Name | ParentName | ParentName |



**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 |

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**Figure 54: Application Script Properties report**

# 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 Report descriptions on page 593.

## Views

This report uses the following views:

- Application (see Application view on page 247)
- ApplicationThresholdTemplate (see ApplicationThresholdTemplate view on page 250)

For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config15.rpt template.

## Selection criteria

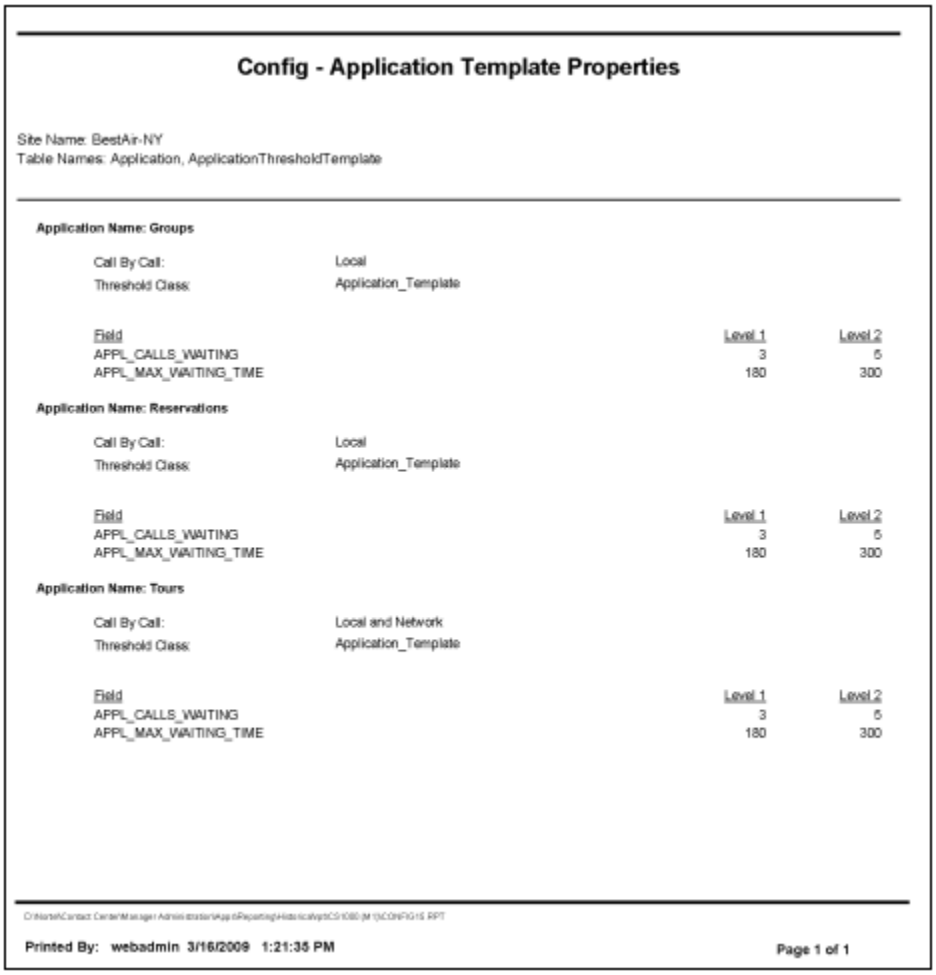
This report uses the following criteria.

| 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 |



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 |

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**Figure 55: Config-Application Template Properties report**

# CDN (Route Point) Properties

The CDN (Route Point) report lists the CDNs and assigned names.

For more information, see Report descriptions on page 593.

**CDN:** A Controlled Directory Number (CDN) is a number configured on the PABX as the entry point for voice contacts into Contact Center Manager. You can configure multiple CDNs in the PABX 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 on 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 |

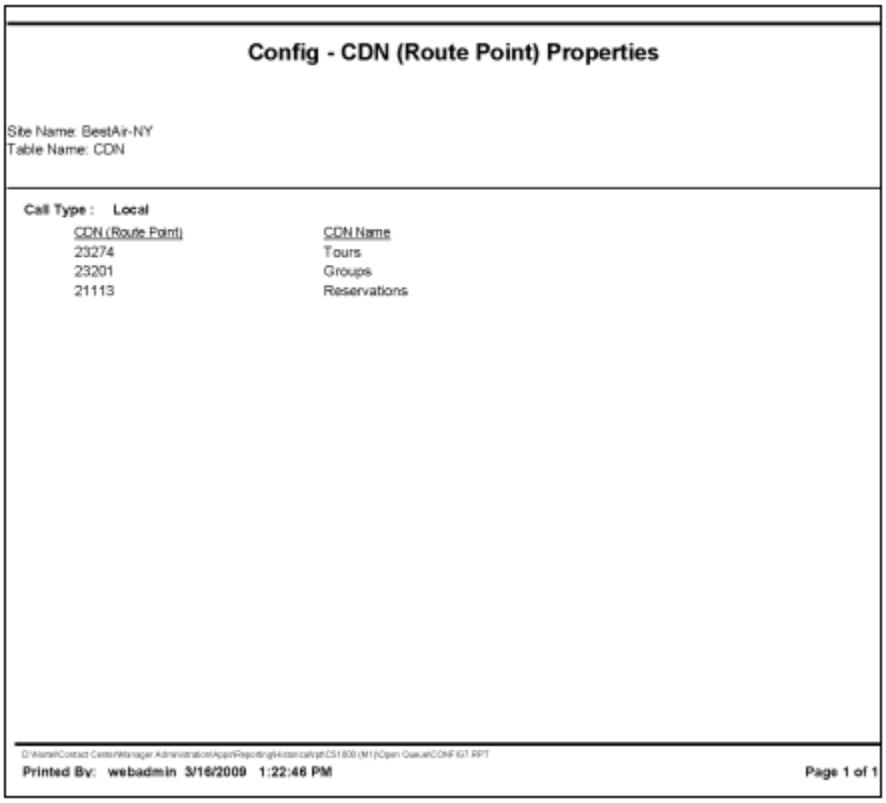



**Figure 56: Config-CDN (Route Point) Properties**

# 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 Report descriptions on page 593.

## Views

This report uses the Views view; see Views view on page 340. For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config34.rpt template.

## Selection criteria

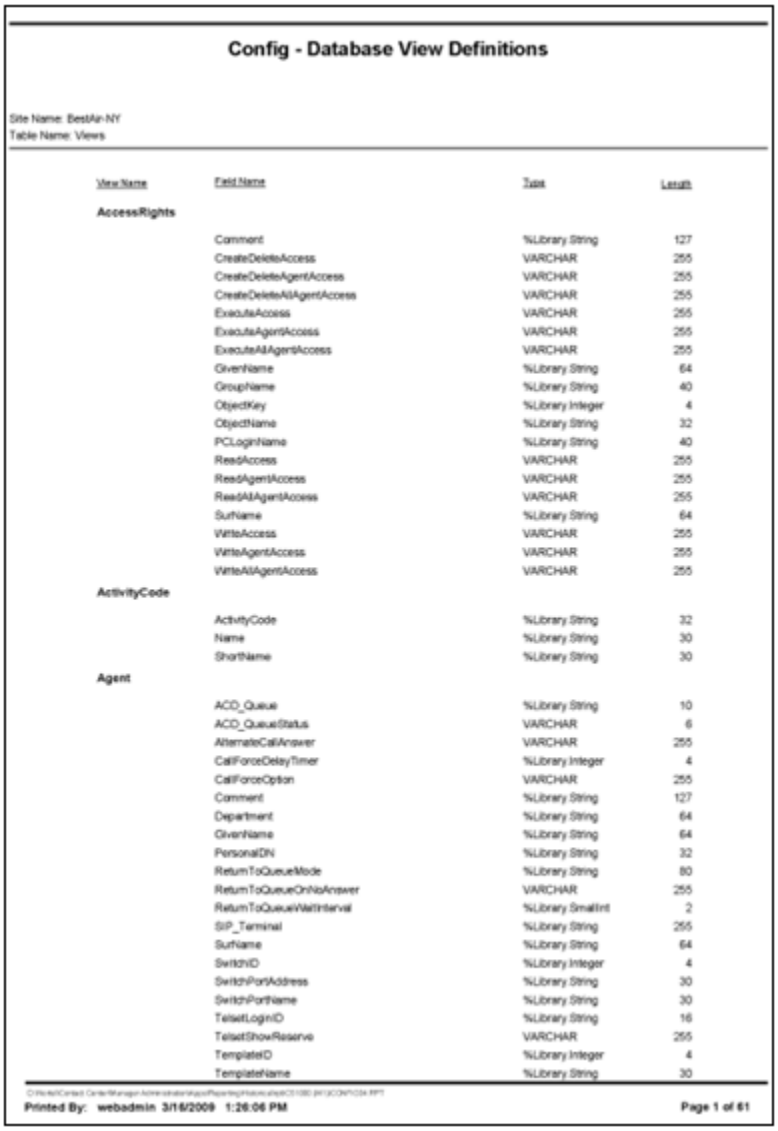
This report uses the following criteria.

| 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 |



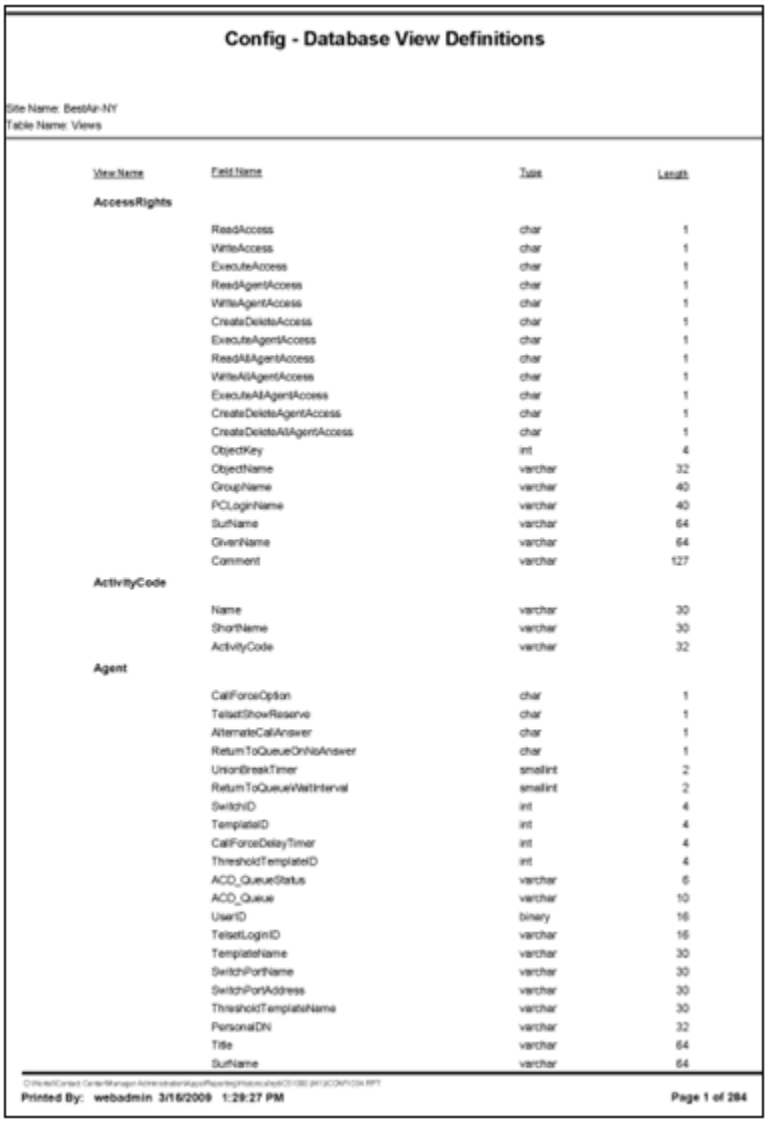
## Config - Database View Definitions

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 |

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**Figure 57: Database View Definitions CCMS Release 7.0 report**



Config - Database View Definitions

Site Name: BestAr-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 |

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**Figure 58: Database View Definitions CCMS Release 6.0 report**

# DNIS Properties

The DNIS Properties report lists each DNIS and the assigned name. It also lists the service level threshold.

For more information, see Report descriptions on page 593.

**DNIS:** Dialed Number Identification Service (DNIS) identifies the dialed number for calls enter 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 on page 255. For more information about views; see Access rights by view on 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 |
| URI (SIP and Universal Networking feature) | URI | URI |
| Description (SIP and Universal Networking feature) | Description | Description |

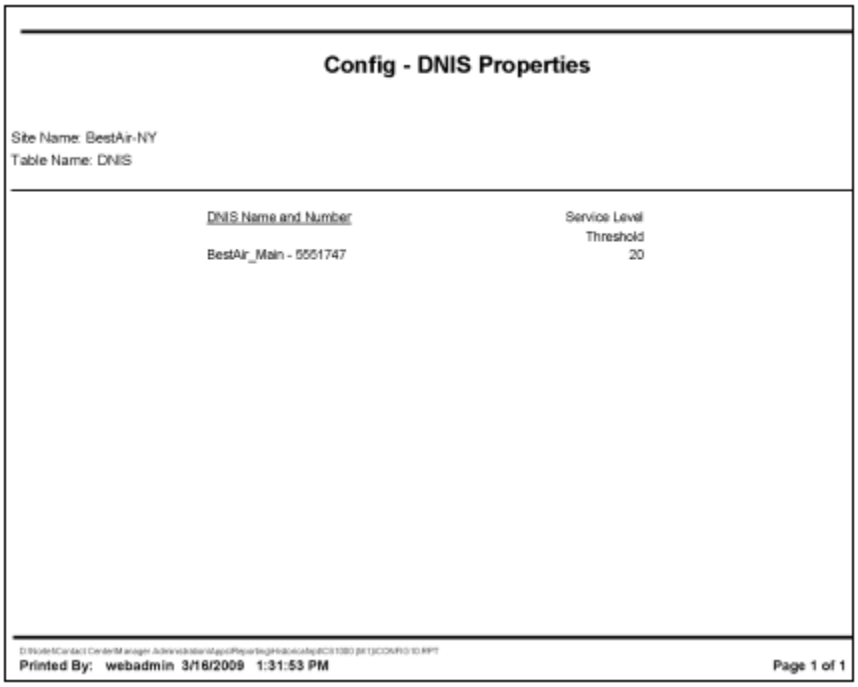



**Figure 59: Config-DNIS Properties report**

# 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 Report descriptions on page 593.

## Views

This report uses the Formula view; see Formula view on page 257. For more information about views; see Access rights by view on page 25.

**Important:**

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

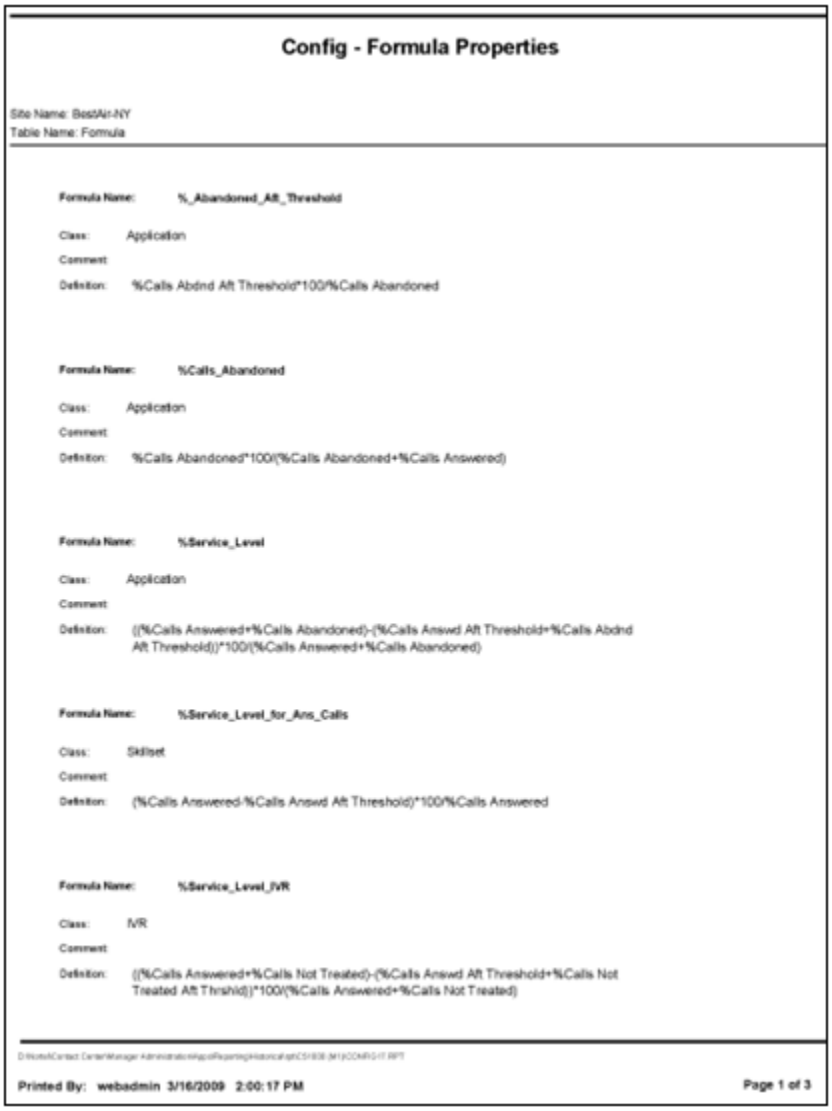
This report uses the following criteria.

| 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 |



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)

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**Figure 60: Config - Formula Properties**

# 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.

You cannot schedule user-defined reports using this standard report as a template.

For more information, see Report descriptions on page 593.

## 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 on page 259
- HistoricalStatDuration; see HistoricalStatDuration view on page 262
- HistoricalStatStorage; see HistoricalStatStorage view on page 265
- RealTimeStatCollection; see RealTimeStatCollection view on page 287

For more information about views; see Access rights by view on 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.

| 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 (Avaya Communication Server 1000 PABX) | HistoricalStatCollection.Trunk | HistoricalStatCollection.Trunk |
| Route (Avaya Communication Server 1000 PABX) | 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.

| 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 |

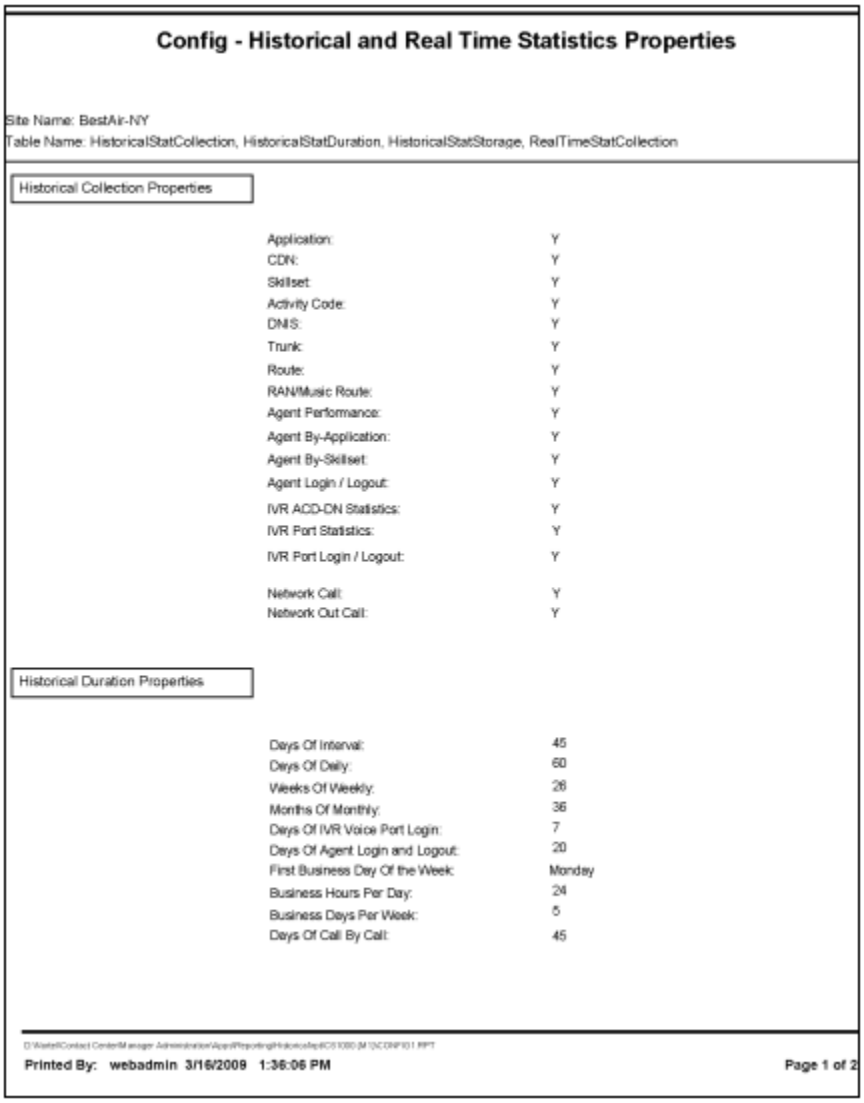
## Historical Storage fields

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 |

| 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:<br>• application statistics (RealTimeStatCollection.MW Application)<br>• skillset statistics (RealTimeStatCollection.MW Skillset)<br>• agent statistics (RealTimeStatCollection.MW Agent)<br>• network call (RealTimeStatCollection.MW NetworkCall); NSBR option<br>• IVR (RealTimeStatCollection.MWIVR)<br>• route (RealTimeStatCollection.MW Route); Avaya Communication Server 1000 PABX<br>• 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:<br>• application statistics (RealTimeStatCollection.MW Application)<br>• skillset statistics (RealTimeStatCollection.MW Skillset)<br>• agent statistics (RealTimeStatCollection.MW Agent)<br>• network call (RealTimeStatCollection.MW NetworkCall); NSBR option<br>• IVR (RealTimeStatCollection.MWIVR)<br>• route (RealTimeStatCollection.MW Route); Avaya Communication Server 1000 PABX<br>• contact center summary (RealTimeStatCollection.MW NodalCall) |
| Interval to Date | The Interval To Date fields indicate whether statistics in each of the following statistics groups can appear in interval-todate mode:<br>• application (RealTimeStatCollection.ITD Application)<br>• skillset (RealTimeStatCollection.ITD Skillset)<br>• agent (RealTimeStatCollection.ITD Agent) | The Interval To Date fields indicate whether statistics in each of the following statistics groups can appear in interval-todate mode:<br>• application (RealTimeStatCollection.ITD Application)<br>• skillset (RealTimeStatCollection.ITD Skillset)<br>• agent (RealTimeStatCollection.ITD Agent)<br>• network call (RealTimeStatCollection.ITD NetworkCall); NSBR option |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| | • network call (RealTimeStatCollection.ITD NetworkCall); NSBR option<br>• IVR (RealTimeStatCollection.ITDIVR)<br>• route (RealTimeStatCollection.ITD Route); Avaya Communication Server 1000 PABX<br>• contact center summary (RealTimeStatCollection.ITD NodalCall) | • IVR (RealTimeStatCollection.ITDIVR)<br>• route (RealTimeStatCollection.ITD Route); Avaya Communication Server 1000 PABX<br>• contact center summary (RealTimeStatCollection.ITD NodalCall) |
| Interval Duration | RealTimeStatCollection.Interval Duration | @RCW_IntervalDuration |
| Interval Start Time | RealTimeStatCollection.Interval StartTime | RealTimeStatCollection.IntervalStartTime |
| Minimum Refresh Rate | RealTimeStatCollection.MinRefreshRate | @RCW_MinRefreshRate |



## Config - Historical and Real Time Statistics Properties

Site Name: BestAir-NY
Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

**Historical Collection Properties**

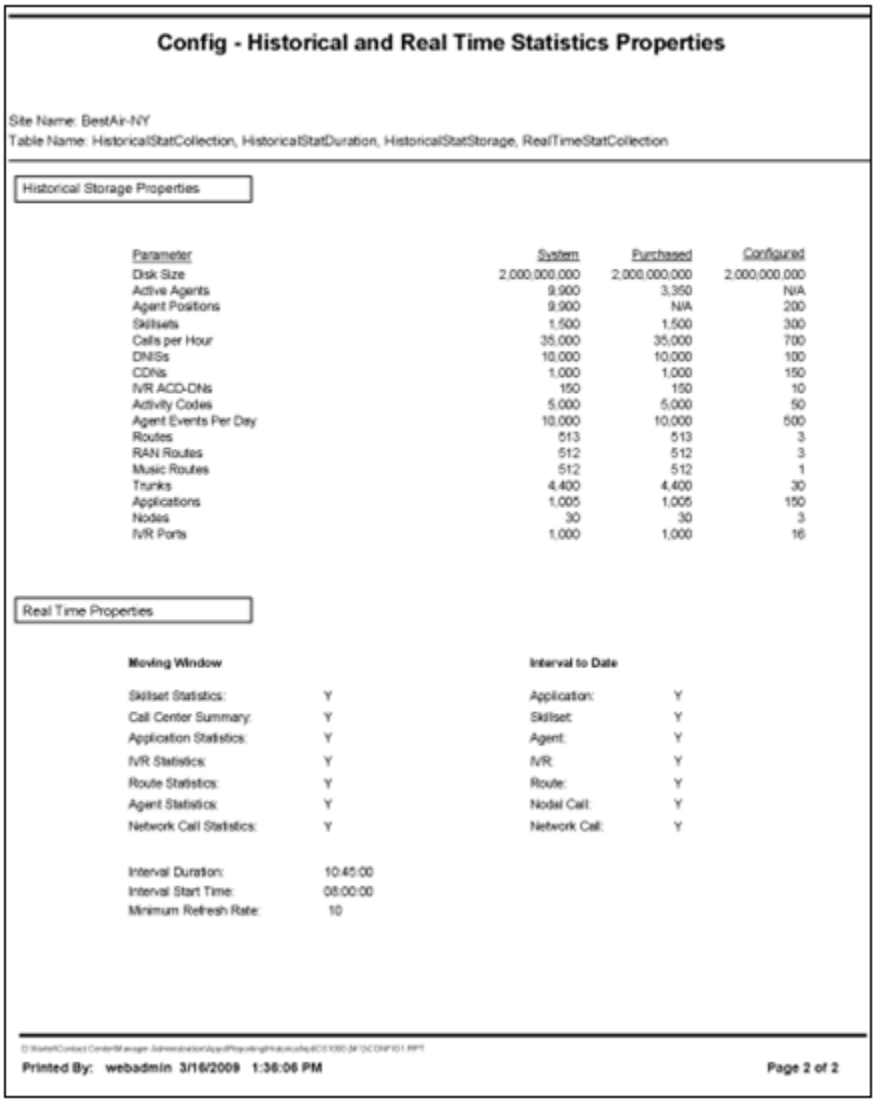
| | |
|---|---|
| Application: | Y |
| CDN: | Y |
| Skillset: | Y |
| Activity Code: | Y |
| DNIS: | Y |
| Trunk: | Y |
| Route: | Y |
| RAN/Music Route: | Y |
| Agent Performance: | Y |
| Agent By-Application: | Y |
| Agent By-Skillset: | Y |
| Agent Login / Logout: | Y |
| IVR ACD-DN Statistics: | 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 |

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**Figure 61: Historical and Real Time Statistics Properties report (page 1 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 |

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Page 2 of 2

**Figure 62: Historical and Real Time Statistics Properties report (page 2 of 2)**

# IVR Port Properties

Avaya Communication Server 2x00 PABX only. The IVR Port Properties report lists the name and properties of all voice ports.

For more information, see Report descriptions on page 593.

## Views

This report uses the IVRPort view; see IVRPort view on page 266. For more information about views; see Access rights by view on 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 Report descriptions on page 593.

## Views

This report uses the following views:

- IVRQueue; see IVRQueue view on page 267.
- IVRPort; see IVRPort view on page 266.

For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config11.rpt template.

## Selection criteria

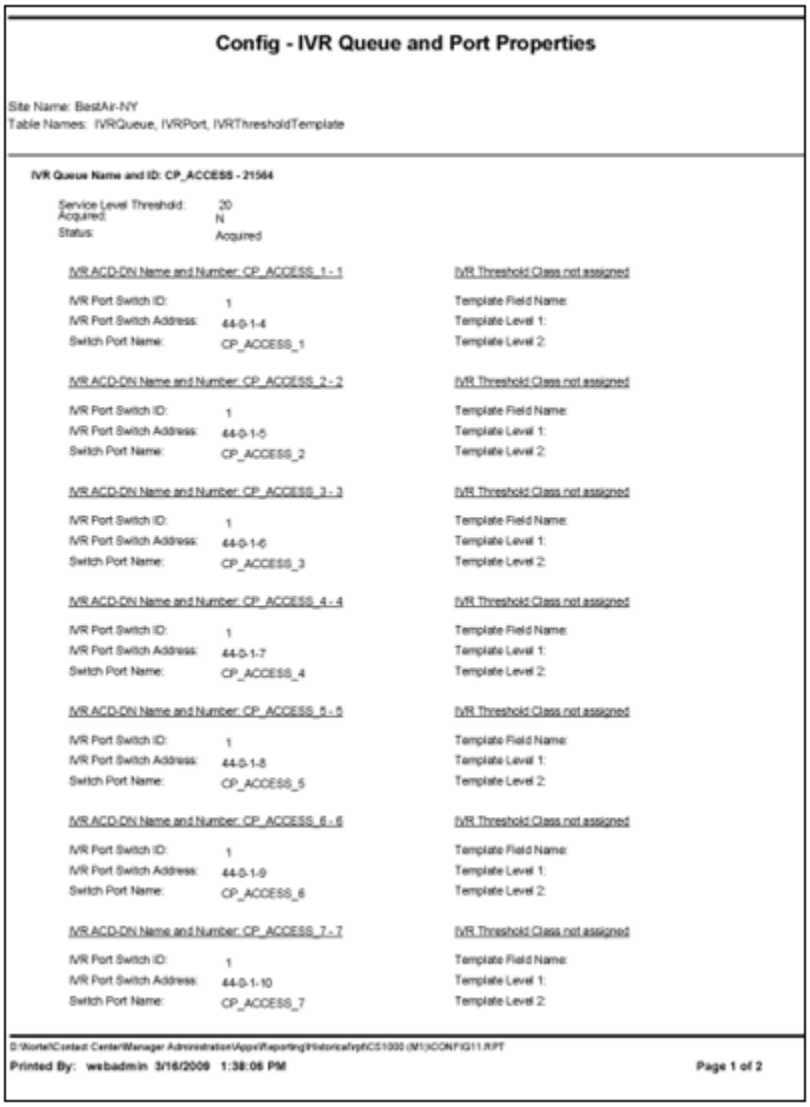
This report uses the following criteria.

| 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 |
| IVR Threshold Class | IVRThresholdTemplate.Name IVRThresholdTemplate.TemplateID | @RCW_IVRThresholdTemplateNameID |
| Template Field Name | IVRThresholdTemplate.Field | IVRThresholdTemplate.Field |
| Template Level 1 | IVRThresholdTemplate.Level1 | IVRThresholdTemplate.Level1 |
| Template Level 2 | IVRThresholdTemplate.Level2 | IVRThresholdTemplate.Level2 |



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
IVR Port Switch Address: 44-0-1-4
Switch Port Name: CP_ACCESS_1
Template Field Name:
Template Level 1:
Template Level 2:

IVR ACD-DN Name and Number: CP_ACCESS_2 - 2 — IVR Threshold Class not assigned
IVR Port Switch ID: 1
IVR Port Switch Address: 44-0-1-5
Switch Port Name: CP_ACCESS_2
Template Field Name:
Template Level 1:
Template Level 2:

IVR ACD-DN Name and Number: CP_ACCESS_3 - 3 — IVR Threshold Class not assigned
IVR Port Switch ID: 1
IVR Port Switch Address: 44-0-1-6
Switch Port Name: CP_ACCESS_3
Template Field Name:
Template Level 1:
Template Level 2:

IVR ACD-DN Name and Number: CP_ACCESS_4 - 4 — IVR Threshold Class not assigned
IVR Port Switch ID: 1
IVR Port Switch Address: 44-0-1-7
Switch Port Name: CP_ACCESS_4
Template Field Name:
Template Level 1:
Template Level 2:

IVR ACD-DN Name and Number: CP_ACCESS_5 - 5 — IVR Threshold Class not assigned
IVR Port Switch ID: 1
IVR Port Switch Address: 44-0-1-8
Switch Port Name: CP_ACCESS_5
Template Field Name:
Template Level 1:
Template Level 2:

IVR ACD-DN Name and Number: CP_ACCESS_6 - 6 — IVR Threshold Class not assigned
IVR Port Switch ID: 1
IVR Port Switch Address: 44-0-1-9
Switch Port Name: CP_ACCESS_6
Template Field Name:
Template Level 1:
Template Level 2:

IVR ACD-DN Name and Number: CP_ACCESS_7 - 7 — IVR Threshold Class not assigned
IVR Port Switch ID: 1
IVR Port Switch Address: 44-0-1-10
Switch Port Name: CP_ACCESS_7
Template Field Name:
Template Level 1:
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

**Figure 63: IVR Queue and Port Properties report**

# Logged In Agent Position ID

The Agent Position ID report lists agents and provides, for each, a logon ID and a position ID, and (on the Avaya Communication Server 1000 PABX) a personal DN.

**Important:**

Agent status information is written to the database every 3 minutes. This report shows agent status as of the end of the last 3-minute interval.

For more information, see Report descriptions on page 593.

## Views

This report uses the following views:

- Agent; see Agent view on page 241.
- eAgentLoginStat; see eAgentLoginStat view on page 207.

For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config32.rpt template.

## Selection criteria

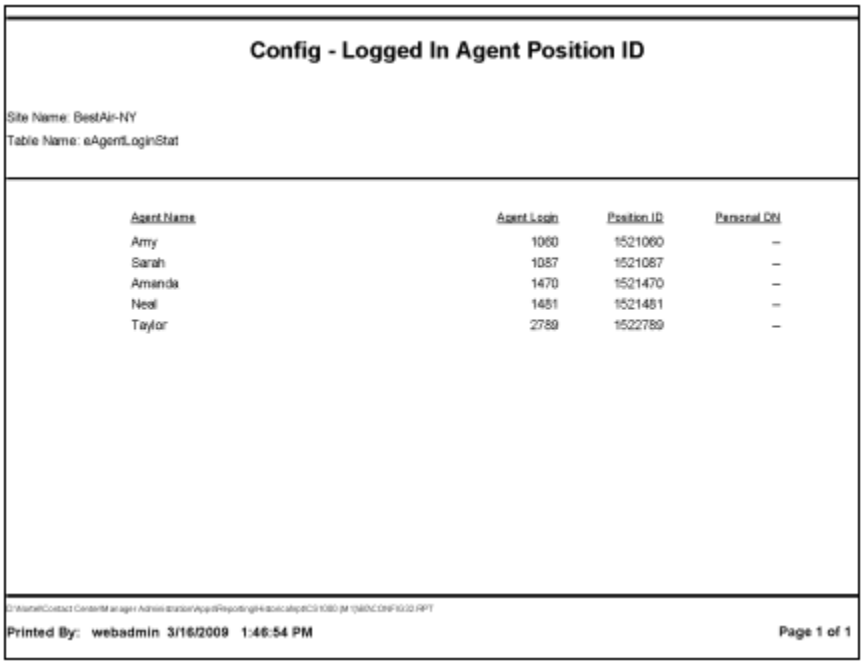
This report uses the following criteria.

| Selection criteriaSelection 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<br>eAgentLogin.AgentGivenName | @RCW_AgentName |
| Agent Login | eAgentLogin.AgentLogin | eAgentLogin.AgentLogin |
| Position ID | eAgentLogin.PositionID | @RCW_DisplayPositionID |
| Personal DN (Avaya Communication Server 1000 PABX) | Agent.PersonalDN | @RCW_PersonalDN |



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 | 1451 | 1521451 | – |
| Taylor | 2789 | 1522789 | – |

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**Figure 64: Avaya Communication Server 1000 PABX report**

# Real Time Template Properties

The Real Time Template Properties report lists each real-time display definition and describes the properties.

For more information, see Report descriptions on page 593.

## Views

This report uses the following views:

- RealTimeTemplate (see RealTimeTemplate view on page 291)
- RealTimeColumn (see RealTimeColumn view on page 286)
- Formula (see Formula view on page 257)

For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config21.rpt template.

## Selection criteria

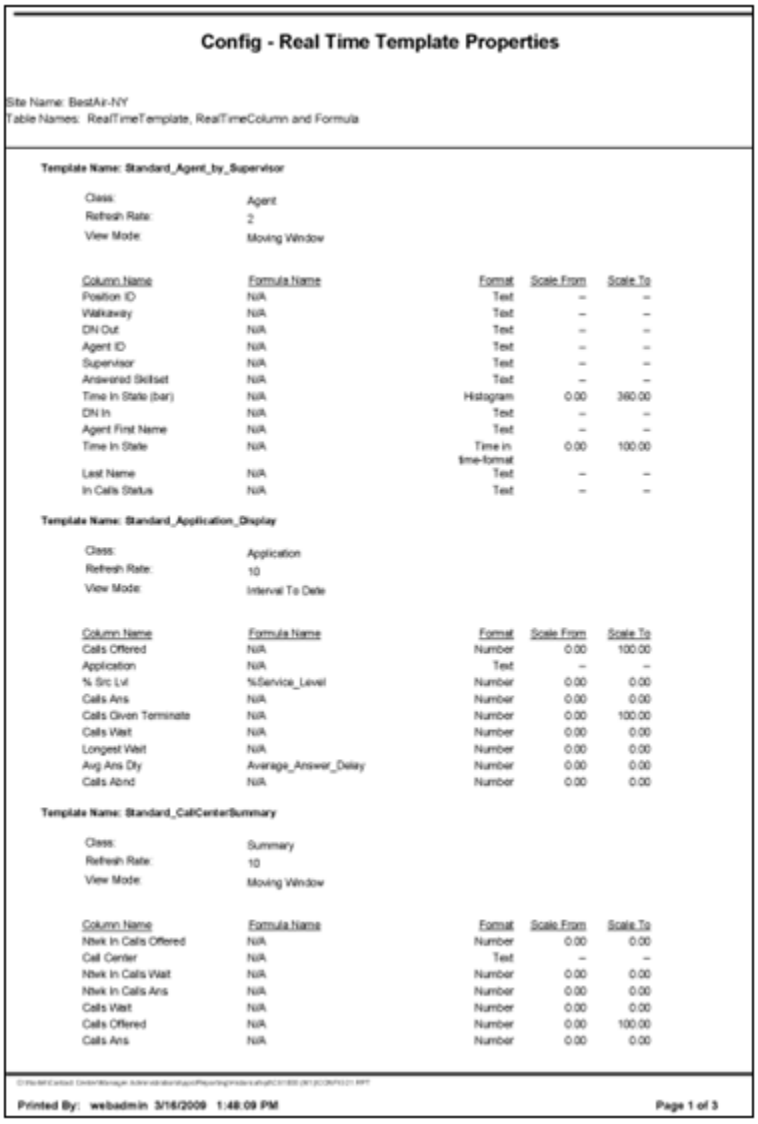
This report uses the following criteria.

| 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 |
| Scale From | RealTimeColumn.ScaleFrom | @RCW_ScaleFrom |
| Scale To | RealTimeColumn.ScaleTo | @RCW_ScaleTo |



**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 |

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**Figure 65: Config-Real Time Template Properties report**

# 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 defined for each template.

For more information, see Report descriptions on page 593.

## Views

This report uses the following views:

- Route (see Route view on page 294)
- RouteThresholdTemplate (see RouteThresholdTemplate view on page 295)

For more information about views; see Access rights by view on 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 |

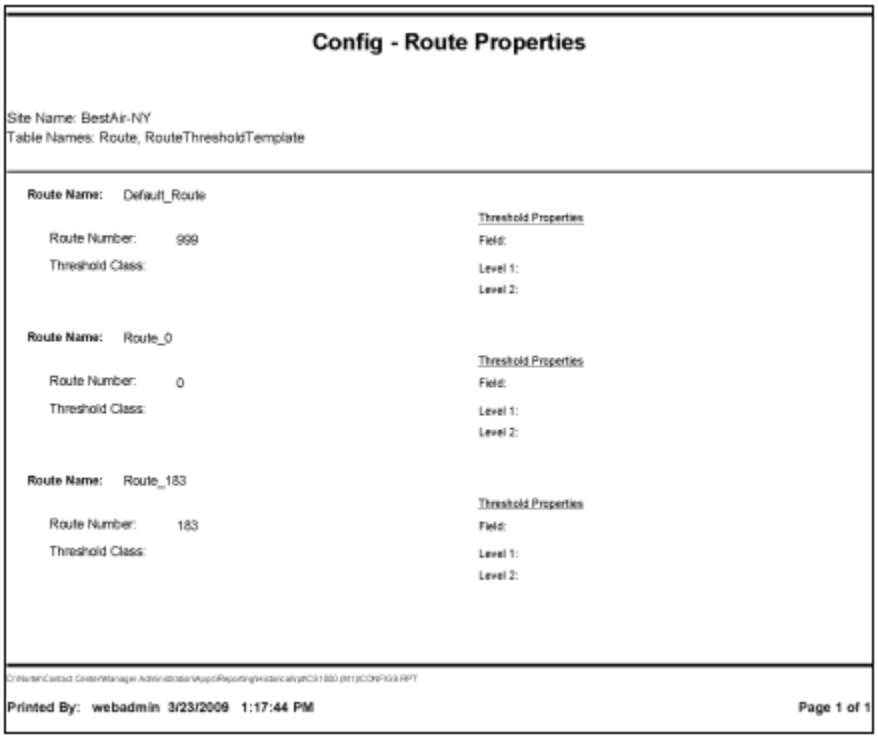



**Figure 66: Config-Route Properties report**

# 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 Avaya Communication Server 1000 PABX or the Contact Center Manager Scripting Guide for Avaya Communication Server 2x00.

For more information, see Report descriptions on page 593.

## Views

This report uses the ScriptVariables view (see ScriptVariables view on page 306). For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config36.rpt template.

## Selection criteria

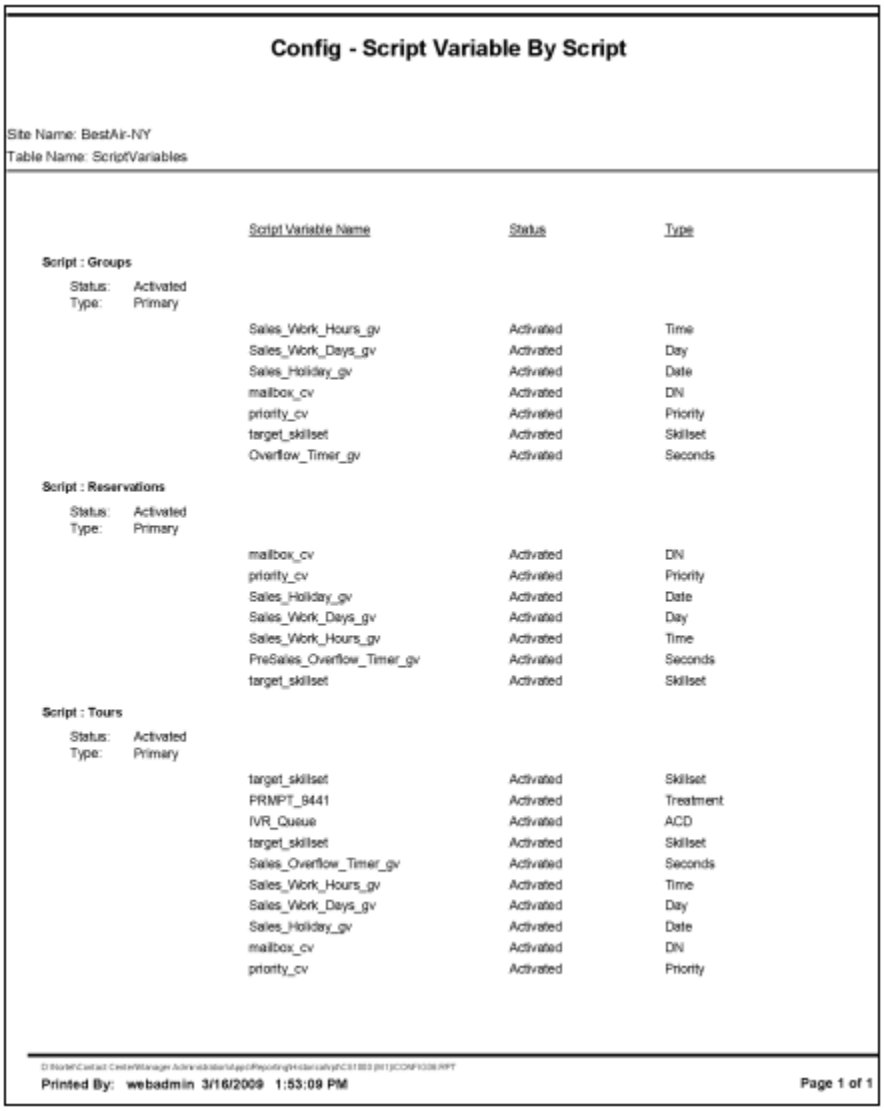
This report uses the following criteria.

| 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 |



**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_8441 | 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 |

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**Figure 67: Config-Script Variable By Script report**

# 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 Avaya Communication Server 1000 PABX or the Contact Center Manager Scripting Guide for Avaya Communication Server 2x00.

For more information, see Report descriptions on page 593.

## Views

This report uses the following views:

- ScriptVariableProperties (see ScriptVariableProperties view on page 305)
- ScriptVariables (see ScriptVariables view on page 306)

For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config35.rpt template.

## Selection criteria

This report uses the following criteria.

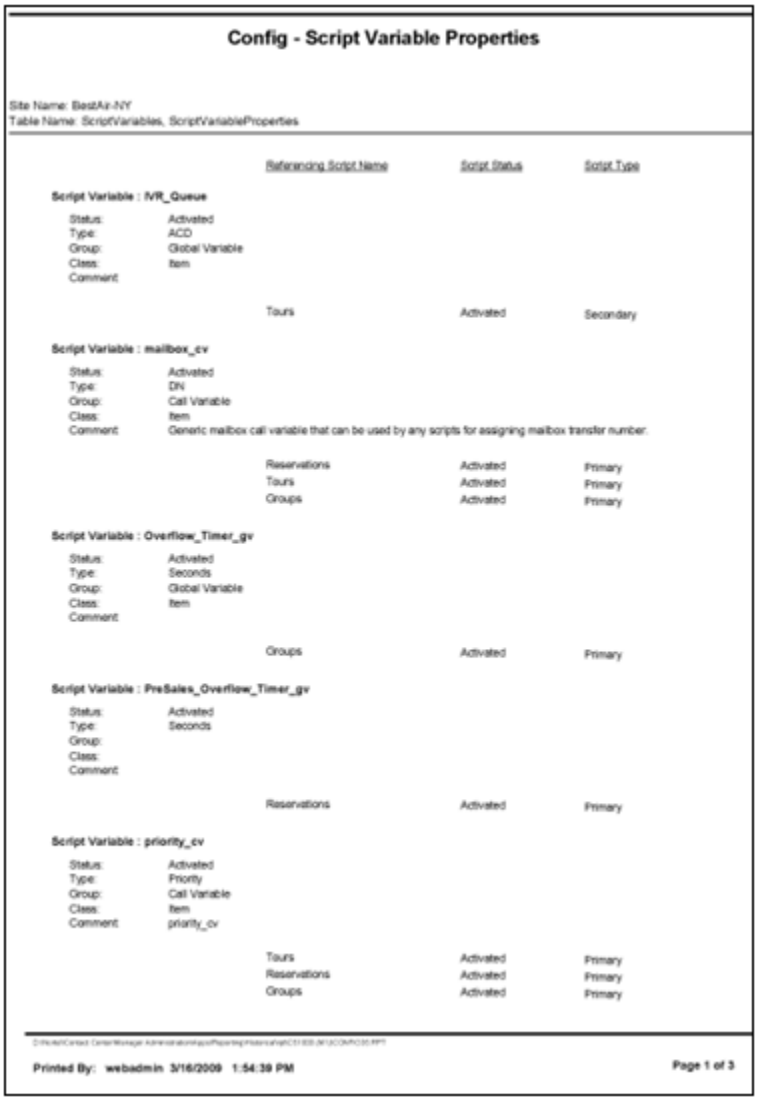
| Selection criteria | Database field names |
|---|---|
| Script Variable Name | ScriptVariableProperties.Name |

## Statistics

This report uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Script Variable | ScriptVariables.Variable<br>so | ScriptVariables.Variable |
| Status | ScriptVariables.VariableStatus | ScriptVariables.VariableStatus |
| Group | ScriptVariableProperties.Groupin<br>g | ScriptVariableProperties.Groupin<br>g |
| Type | ScriptVariables.VariableType | ScriptVariables.VariableType |
| Class | ScriptVariableProperties.Class | ScriptVariableProperties.Class |
| Comment | ScriptVariableProperties.Comme<br>nt | ScriptVariableProperties.Commen<br>t |
| Referencing Script Name | ScriptVariables.Script | ScriptVariables.Script |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Script Status | ScriptVariables.ScriptStatus | ScriptVariables.ScriptStatus |
| Script Type | ScriptVariables.ScriptType | ScriptVariables.ScriptType |



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 |

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**Figure 68: Config-Script Variable Properties report**

# 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 Report descriptions on page 593.

## Views

This report uses the following views:

- Agent (see Agent view on page 241)
- Skillset (see Skillset view on page 312)
- SkillsetByAgent (see SkillsetByAgent view on page 316)

For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config16.rpt template.

## Selection criteria

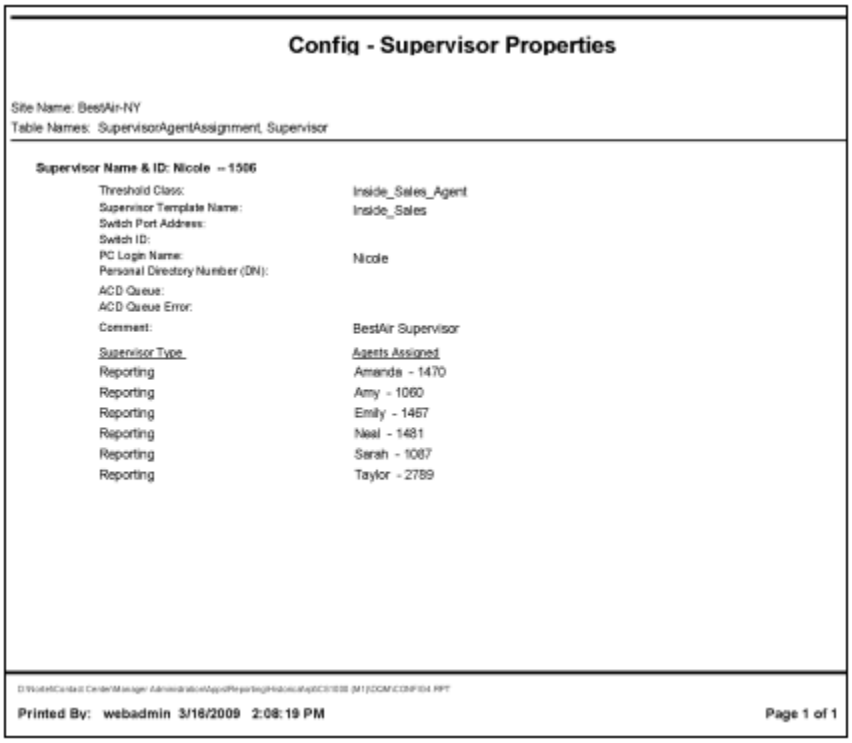
This report uses the following criteria.

| 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 |
| 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<br>Agent.Surname<br>Agent.TelsetLoginID | @RCW_AgentNameID |
| Priority | SkillsetByAgent.Priority | @RCW_Priority |



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 |

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**Figure 69: Avaya Communication Server 1000 PABX report**

# 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 Report descriptions on page 593.

## Views

This report uses the following views:

- SupervisorAgentAssignment (see SupervisorAgentAssignment view on page 327)
- Supervisor (see Supervisor view on page 324)

For more information about views; see Access rights by view on 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<br>Supervisor.SurName<br>Supervisor.TelsetLoginID | @RCW_SupervisorNameID |
| Threshold Class | Supervisor.ThresholdTemplate Name | Supervisor.ThresholdTemplate<br>Name |
| Supervisor Template Name | Supervisor.TemplateName | @RCW_TemplateName |
| 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 |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| ACD_Queue_ Error (DQM) | Supervisor.ACD_QueueStatus | Not Available |
| Comment | Supervisor.Comment | Supervisor.Comment |
| Supervisor Type | SupervisorAgentAssignment.Type | @RCW_SupervisorType |
| Agents Assigned | SupervisorAgentAssignment.AgentGivenName<br>SupervisorAgentAssignment.AgentSurName<br>SupervisorAgentAssignment.AgentTelsetLoginID | @RCW_AgentNameID |

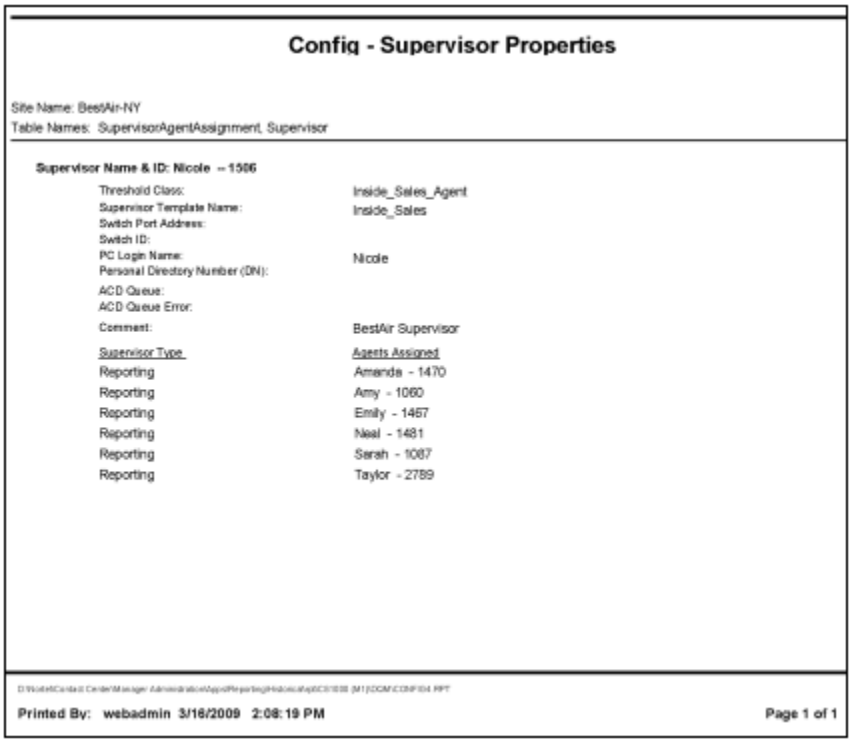



**Figure 70: Avaya Communication Server 1000 PABX report**

# Telephone Display Properties

Avaya Communication Server 1000 PABX 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 Report descriptions on page 593.

## Views

This report uses the PhoneSetDisplay view (see PhonesetDisplay view on page 282). For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config6.rpt template.

## Selection criteria

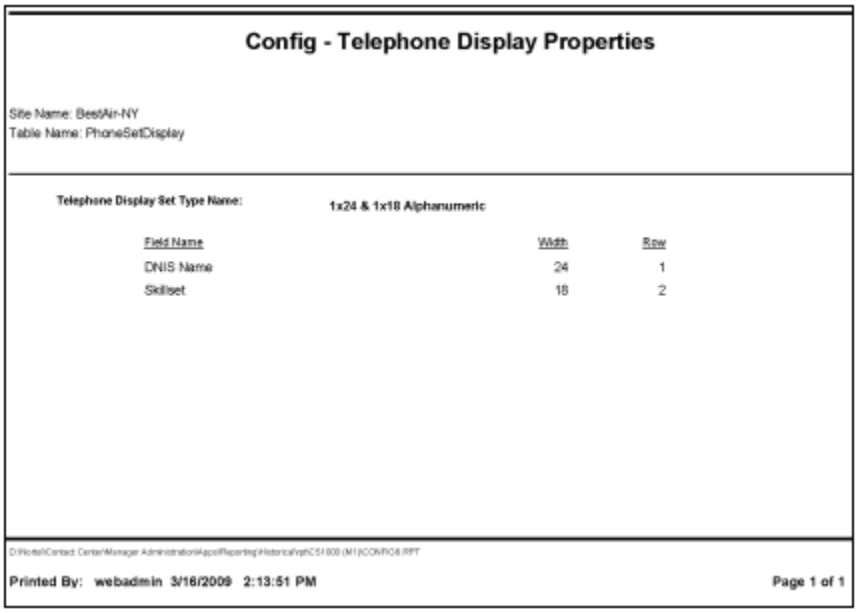
This report uses the following criteria.

| 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 |


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 |

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**Figure 71: Config-Telephone Display Properties report**

# 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.

**Important:**

For users access privileges for the Contact Center Manager Administration server, run the Access and Partition Management reports.

For more information, see Report descriptions on page 593.

## Views

This report uses the AccessRights view (see AccessRights view on page 236). For more information about views; see Access rights by view on page 25.

## Templates

This report uses the config42.rpt template.

## Selection criteria

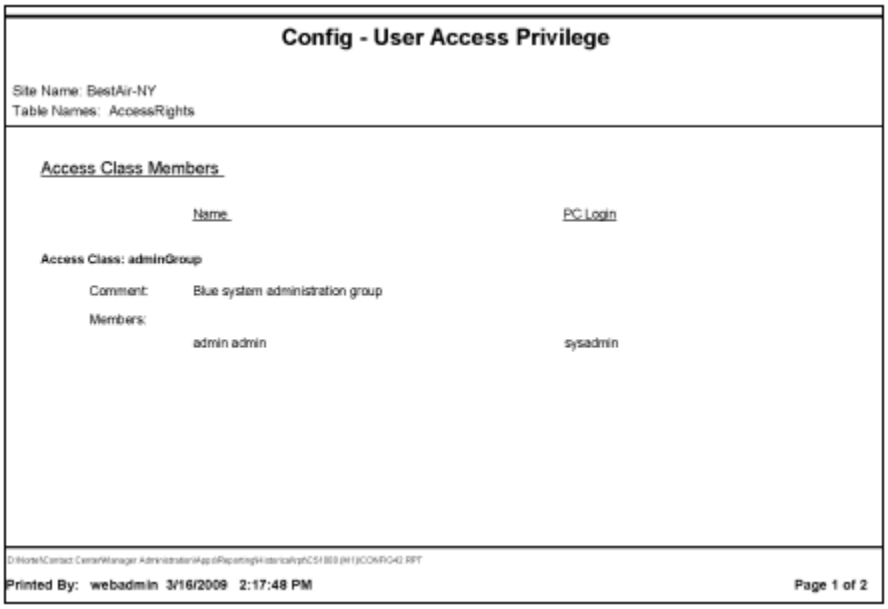
This report uses the following criteria.

| 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 |
| Level of Access | AccessRights.CreateDeleteAccess<br>AccessRights.CreatedDeleteAgentAccess<br>AccessRights.CreateDeleteAllAgentAccess<br>AccessRights.ReadAccess<br>AccessRights.ReadAgentAccess<br>AccessRights.ReadAllAgentAccess<br>AccessRights.WriteAccess<br>AccessRights.WriteAgentAccess<br>AccessRights.WriteAllAgentAccess | @RCW_AccessCode |
| Name | AccessRights.GivenName, AccessRights.Surname | @RCW_AgentName |
| PC Login | AccessRights.PCLoginName | AccessRights.PCLoginName |



Config - User Access Privilege

Site Name: BestAir-NY
Table Names: AccessRights

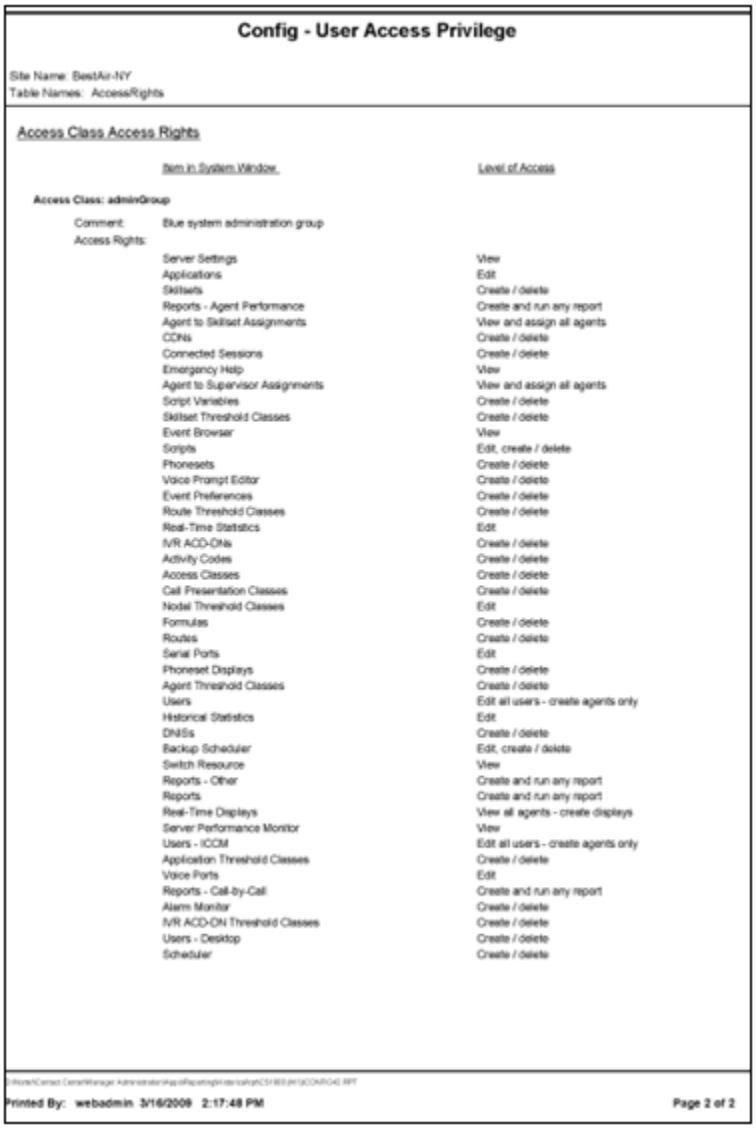
Access Class Members

| Name | PC Login |
|---|---|
| **Access Class: adminGroup** | |
| Comment: Blue system administration group | |
| Members: | |
| admin admin | sysadmin |

D:\Home\Contact Center\Manager Administration\Apps\Reporting\Historical\rpt\CS1000\HTI\CONFIG43.RPT

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**Figure 72: User Access Privilege report page 1**



**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 |

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**Figure 73: User Access Privilege report page 2**

# Chapter 22: Contact Summary Reports

This section describes of the Contact Summary reports.

## Navigation


- Activity Code by Address on page 751
- Agent by Address on page 755
- Contact Duration on page 757
- Contact Duration by Agent on page 760
- Contact Summary on page 762
- Contacts by Agent on page 768
- Originator by Disposition on page 771


## 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: e-mail 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, or 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 Report descriptions on page 593.

### Views

This report uses the following views:

- eCSRCodeStat
- eCSRStat

For more information see Access rights by view on 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

## Selection criteria

You can apply a filter to any field in the view. You can apply a filter, for example, to specific activity or PCP codes, agents, and addresses.

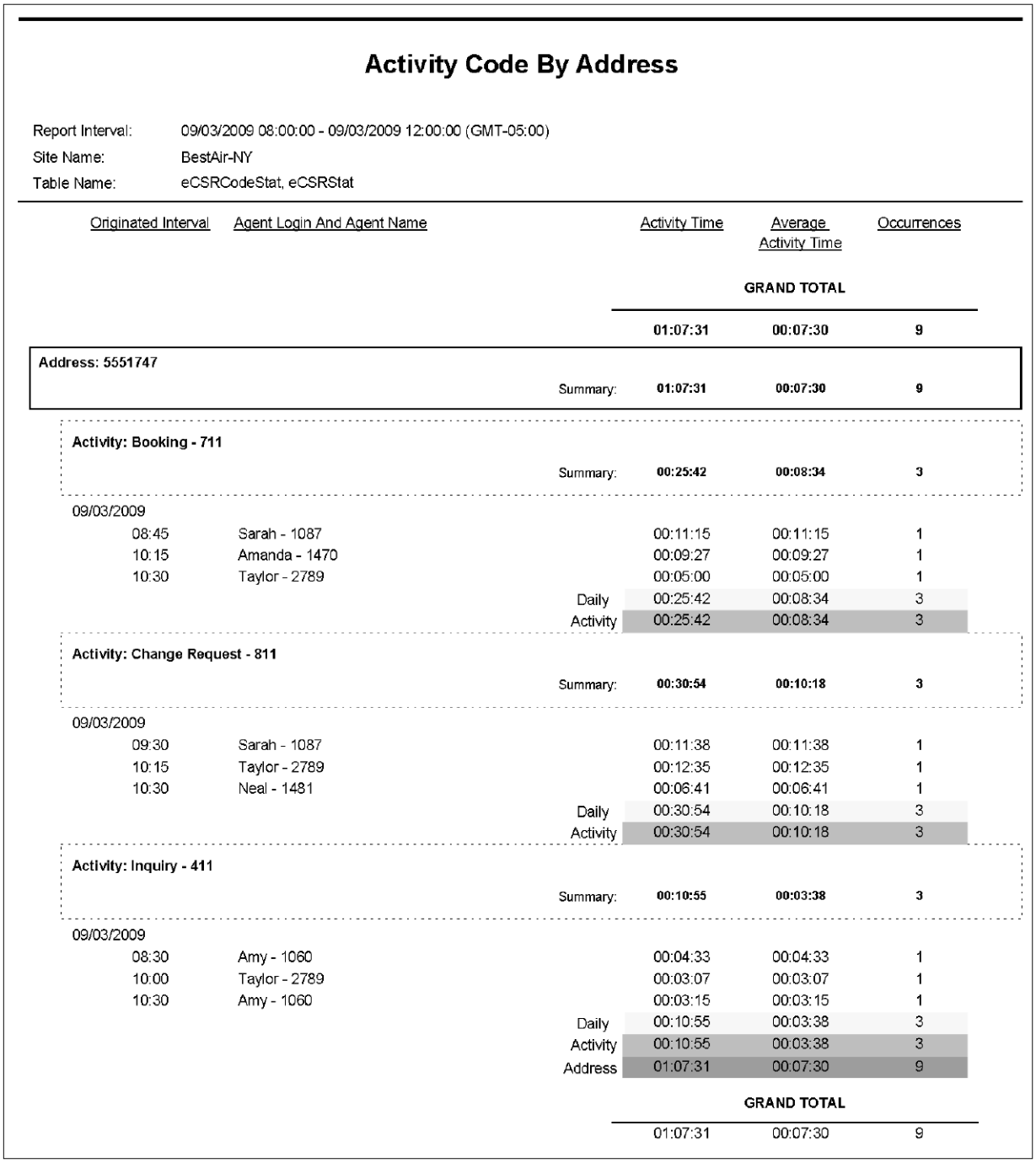
## Statistics

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.



## 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 |

**Figure 74: Activity Code by Address report**

# Agent by Address

The Agent by Address report shows summarized agent performance data for each address (DNIS, and To: e-mail address). The report details performance statistics such as the total number of contacts accepted, and the total and average time spent serving contact center customers.

This report is an indicator of agent contribution to an address. It helps managers identify agents who have difficulty with contacts that arrive 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 Report descriptions on page 593.

## View

This report uses the following views:

- eCSRStat
- Skillset

For more information, see Access rights by view on 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

## Selection criteria

You can apply a filter to any field 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.

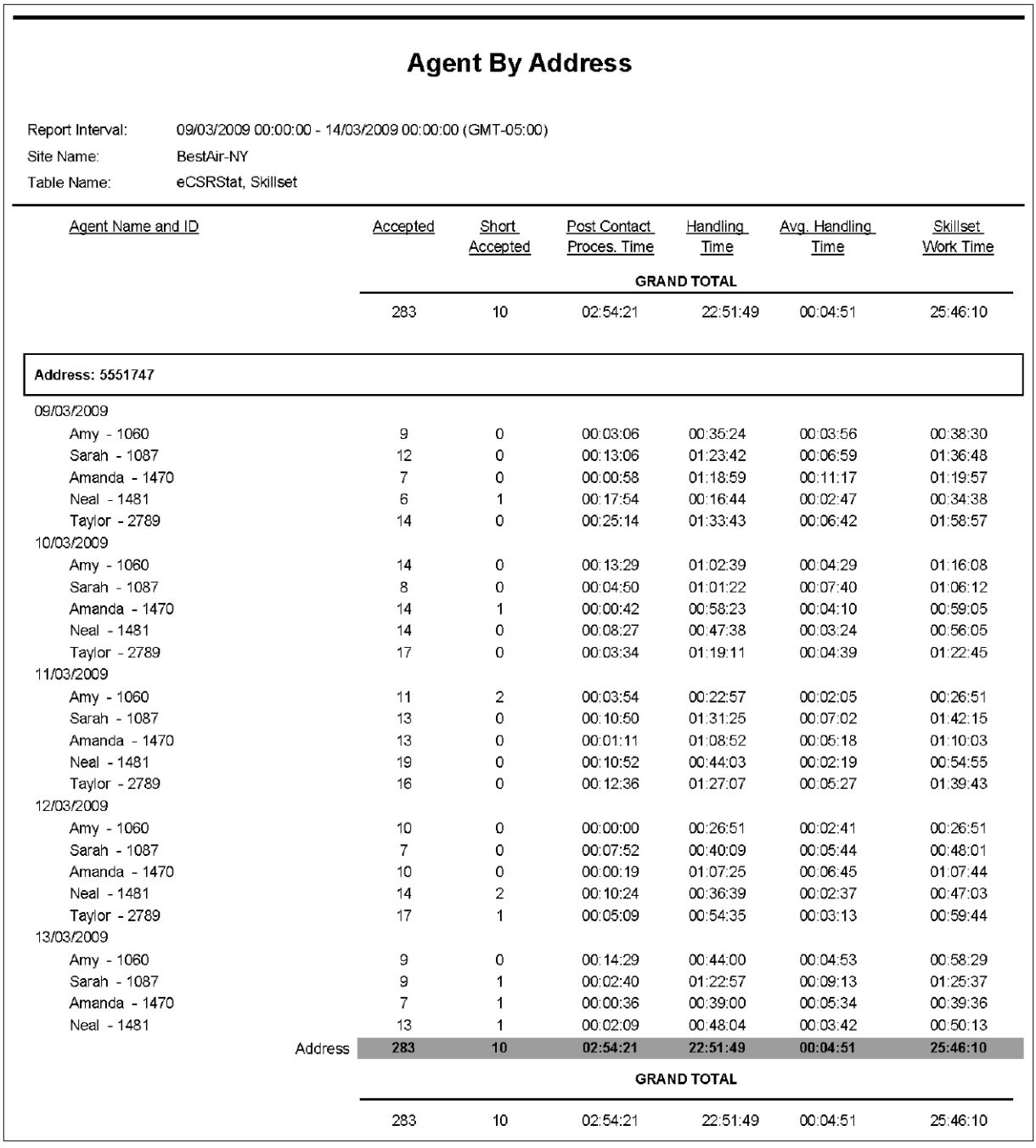
## Statistics

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.MinShortCallDelay | @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.



**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 |

**Figure 75: Agent by Address report**

# 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. The Contact Duration report also provides a summary of contacts that are processed without being associated with a skillset, and such contacts are grouped under “none”.

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 generated 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 Report descriptions on page 593.

## View

This report uses the following views:

- eCSRStat view
- Skillset

For more information, see Access rights by view on 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 field 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.

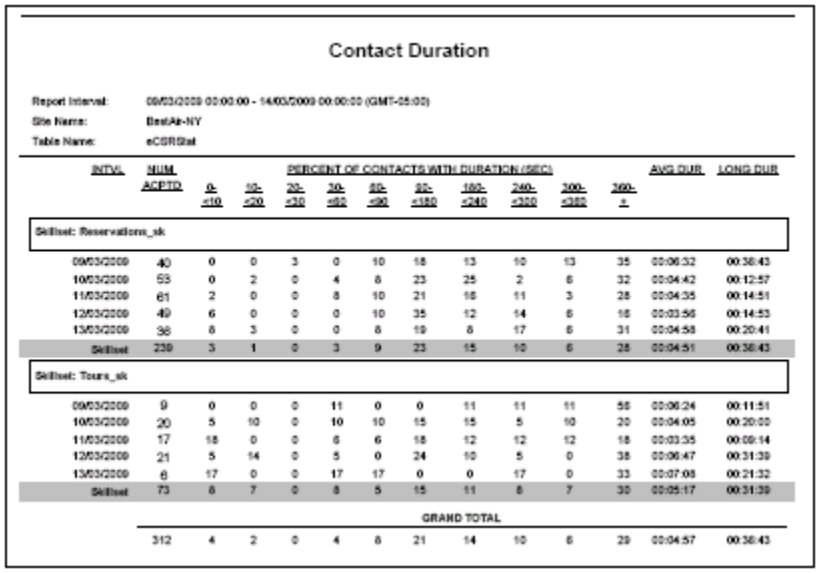
## Statistics

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.



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-<180 | 180-<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 | 00:38:43 |
| 10/03/2009 | 55 | 0 | 2 | 0 | 4 | 8 | 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 | 8 | 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 | 00:38:43 |
| 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 | 8 | 21 | 14 | 10 | 6 | 29 | 00:04:57 | 00:38:43 |

**Figure 76: Contact Duration report**

# Contact Duration by Agent

The Contact Duration by Agent report is a gantt chart showing the start times and end times of all contacts and contact types for an agent.

The report is grouped by AgentNameID, ServiceStamp and ContactType. These values together identify multiple active contacts that an agent manages at one time.

For more information, see Report descriptions on page 593.

## 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 ContactDurationByAgent.rpt template.

## Selection Criteria

You can apply a filter to any field in the view. You can apply a filter, for example, to specific applications, skillsets, agents, or contact type.

## Chart Properties

This report is represented in gantt chart format. A chart is available for each group. Each chart shows the start time and end time for each contact that appears within the group. The report contains the following groups:

- AgentNameID
- OriginatedStamp
- ContactType

The report is represented in a gantt chart format showing the start time, end time, and duration of each contact handled by an agent for the specified report interval. The report is grouped by agent, ServiceStamp (for each day), ServiceStamp (for each hour), and finally by ContactType.

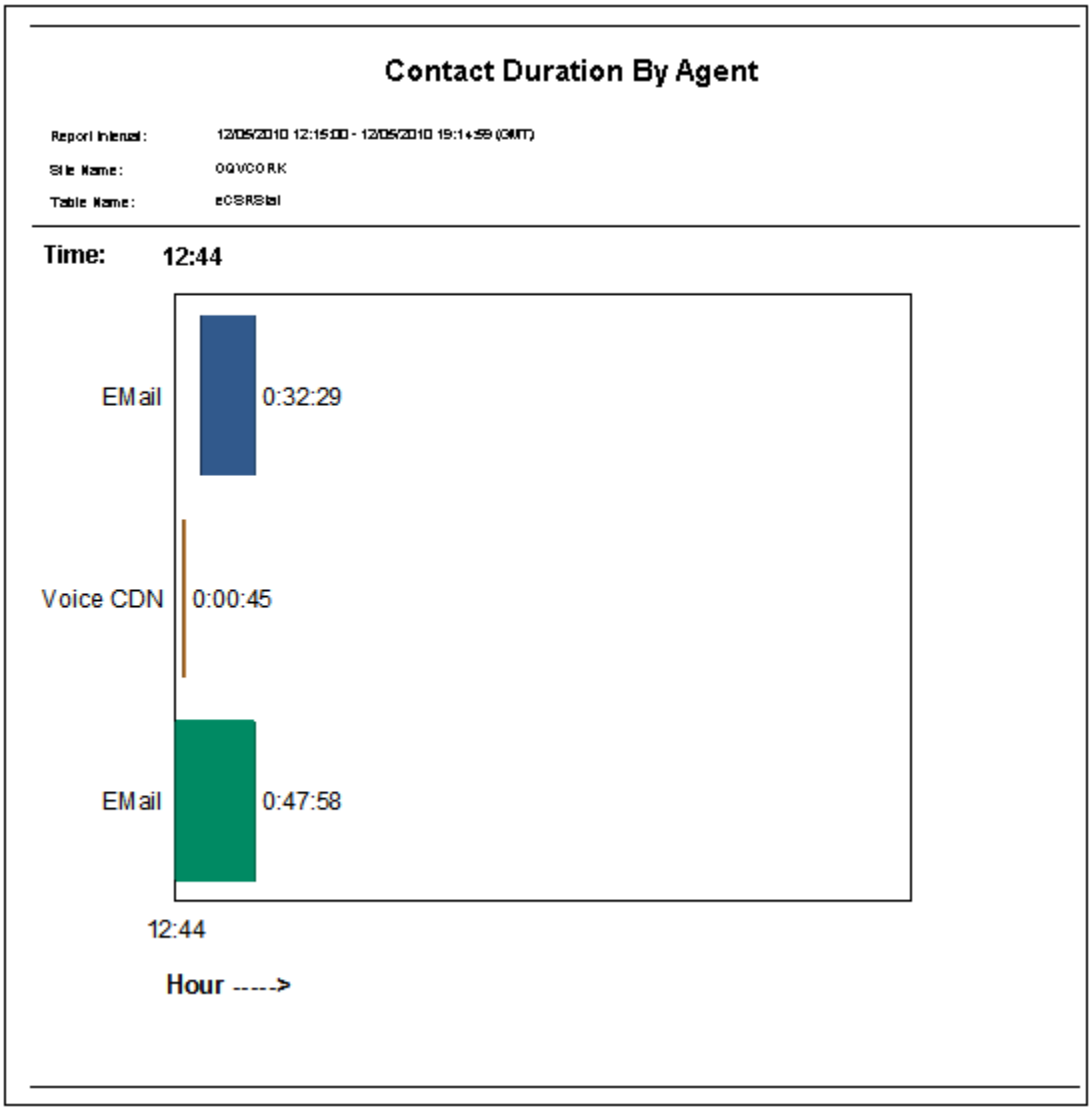



**Figure 77: Contact Duration By Agent Report**

# 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 for the first segment. The CCMID is an internal value that represents the contact ID as known throughout applications in the Contact Center suite. These values together identify contact segments that make up 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 is accepted, a hyperlink for the Activity/PCP Code subreport is 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 subreport is generated on demand and therefore is not 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.

When observe or barge in is used on a contact, a hyperlink for the Observe/Barge In sub-report appears in the contact group header. When you click the link, a new tab opens in the report viewer showing any Observe or Barge In details for the contact. The sub-report is generated on demand and therefore is not printed or exported with this report.

For more information, see Report descriptions on page 593.

## 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 field in the view. You can apply a filter, for example, to specific applications, skillsets, agents, address, originators, or number of times on hold.

## 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.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Application | SourceApplicationName<br>ApplicationName<br>ApplicationID | @RCW_ApplicationNameOrID |
| Application Delay | AppAcceptedDelay<br>AppAbandonDelay | @RCW_ApplicationDelay |
| Last Treatment | Treatment<br>LastTreatmentID | — |

Statistics shown when SkillsetID <>0.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Skillset | SkillsetName Or SkillsetID | @RCW_SkillsetNameOrID |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Skillset Delay | SksAcceptedDelay Or SksAbandonDelay | @RCW_SkillsetDelay |
| Priority | Priority | Priority |

Statistics shown when AgentID <> 0 OR AgentID != "".

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Agent Name - ID | AgentGivenName +" "+ AgentSurName +" "+ | @RCW_Accepted |
| Handling Time | Handling Time | Handling Time |
| next Address | NextAddress | NextAddress |
| Presenting Time | PresentingTime | PresentingTime |
| Consult Time | ConsultTime | ConsultTime |
| Post Contact Processing Time | PCPTime | PCPTime |

Statistics shown when NumberOfTimesOhHold <> 0 or NumberOfTimesRTQ <> 0.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Number of Times on Hold | NumberOfTimesOnHold | NumberOfTimesOnHold |
| Hold Time | HoldTime | HoldTime |
| Number of Times Returned to Queue | NumberOfTimesRTQ | NumberOfTimesRTQ |

Statistics shown when NumContactObserves > or NumContactBargeIns > 0.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| Number of observes | NumContactObserves | NumContactObserves |
| Number of barge ins | NumContactBargeIns | NumContactBargeIns |

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 |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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 |

## Contact Summary

Report Interval: 3/ 9/2009 12:00:00 AM - 3/20/2009 11:45:00 PM (GMT-05:00)

Site Name: CCMS7TEST5

Table Name: eCSRStat

| | | |
|---|---|---|
| **Contact ID: 4,474,228** | **Contact Originated: 3/ 9/2009 11:47:33** | |
| Originated Time: 3/ 9/2009 11:47:33 | Sequence ID: 28,395 | Next Address: |
| Address: 0 | Contact Type: Voice CDN | Route Point: 21113 |
| Originator: 3605557083 | Initial Disposition: Local | Final Disposition: Routed |
| 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: 3/ 9/2009 11:48:55** | Activity/PCP Code |
| Originated Time: 3/ 9/2009 11:48:55 | Sequence ID: 28,397 | Next Address: |
| Address: 12105552550 | Contact Type: Voice DN Out Ext | Route Point: |
| Originator: | Initial Disposition: AC | Final Disposition: Released |
| Agent Name - ID: Daniel - 1480 | Handling Time: 74 | |
| **Contact ID: 4,474,687** | **Contact Originated: 3/ 9/2009 11:49:23** | |
| Originated Time: 3/ 9/2009 11:49:23 | Sequence ID: 28,399 | Next Address: |
| Address: 0 | Contact Type: Voice CDN | Route Point: 21113 |
| Originator: 5065555102 | Initial Disposition: Local | Final Disposition: Abandoned |
| Application: Reservations | Application Delay: 33 | Last Treatment: GIVE_MUSIC |
| Skillset: Reservations_sk | Skillset Delay: 33 | Priority: 3 |
| **Contact ID: 4,474,460** | **Contact Originated: 3/ 9/2009 11:56:04** | Activity/PCP Code |
| Originated Time: 3/ 9/2009 11:56:04 | Sequence ID: 28,409 | Next Address: |
| Address: 16615554169 | Contact Type: Voice DN Out Ext | Route Point: |
| Originator: | Initial Disposition: Established | Final Disposition: Released |
| Agent Name - ID: Michelle - 1555 | Handling Time: 3 | |

**Figure 78: Contact Summary report**

# Contacts by Agent

The Contact by Agent report shows detailed information for each contact handled by an agent and highlights the contacts managed simultaneously with other active contacts.

The report is grouped by AgentNameID and OriginatedStamp. The report helps to show if the agent is working multiple contacts at the same time.

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 Report descriptions on page 593.

## 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 ContactsByAgent.rpt template.

## Selection Criteria

You can apply a filter to any field in the view. You can apply a filter, for example, to specific applications, skillsets, agents, address, originators, or number of times on hold.

## Statistics

The main reports uses the following statistics.

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| ContactType | ContactType | — |
| Skillset | Skillset | — |
| OriginTime | If {@report_datarange} < 2 And {@report_timeoffset} <> 0 Then DateAdd('n', {@report_timeoffset},{eCSRStat.OriginatedStamp}) Else {eCSRStat.OriginatedStamp | — |
| Start Time | If {@report_datarange} < 2 And {@report_timeoffset} <> 0 Then DateAdd('n', {@report_timeoffset},{eCSRStat.ServiceStamp}) Else {eCSRStat.ServiceStamp} | — |
| End Time | If {@report_datarange} < 2 And {@report_timeoffset} <> 0 Then DateAdd('n', {@report_timeoffset},{eCSRStat.FinalDispositionStamp}) Else {eCSRStat.FinalDispositionStamp} | — |
| Duration | datediff(“s”,{eCSRStat.OriginatedStamp},{eCSRStat.FinalDispositionStamp}); | — |
| Handling Time | HandlingTime | — |
| Hold Time | HoldTime | — |
| No.times on Hold | No.times on Hold | — |
| Wait Time | WaitTime | — |

## Contacts By Agent

Report Interval: 12/05/2010 13:15:00 - 12/05/2010 19:14:59 (GMT)

Site Name: OQVCORK

Table Name: eCSRStat

| Contact Type | Skillset | Orig Time | Start Time | EndTime | Duration | Handling Time | Hold Time | No. Times on Hold | Wait Time |
|---|---|---|---|---|---|---|---|---|---|
| **Agent Name - ID:** | | | | | | | | | |
| 5/12/2010 | | | | | | | | | |
| EMail | | 18:15:04 | 18:15:08 | 18:15:08 | 00:00:04 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| EMail | | 18:15:07 | 18:15:10 | 18:15:10 | 00:00:03 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| EMail | | 18:39:44 | 18:39:48 | 18:39:48 | 00:00:04 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| EMail | | 18:39:47 | 18:39:50 | 18:39:50 | 00:00:03 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| EMail | EM_Sales | 18:54:21 | 18:55:14 | 18:55:14 | 00:00:53 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| | Summary: | | | | 00:01:07 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| **Agent Name - ID: 7001 A - 7001** | | | | | | | | | |
| 5/12/2010 | | | | | | | | | |
| Voice CDN | GeneralEnq | 18:13:27 | 18:13:32 | 18:13:33 | 00:00:06 | 00:00:01 | 00:00:00 | 0 | 00:00:28 |
| | Summary: | | | | 00:00:06 | 00:00:01 | 00:00:00 | 0 | 00:00:28 |
| **Agent Name - ID: 7002 A - 7002** | | | | | | | | | |
| 5/12/2010 | | | | | | | | | |
| Voice DN Out Int | | 18:13:32 | 18:13:32 | 18:13:33 | 00:00:01 | 00:00:01 | 00:00:00 | 0 | 00:00:06 |
| EMail | EM_Sales | 18:54:20 | 18:54:24 | 18:55:06 | 00:00:46 | 00:00:42 | 00:00:26 | 1 | 00:00:33 |
| EMail | EM_Sales | 18:54:20 | 18:54:38 | 18:55:09 | 00:00:49 | 00:00:31 | 00:00:02 | 1 | 00:00:00 |
| Voice CDN | GeneralEnq | 18:54:51 | 18:54:55 | 18:54:58 | 00:00:07 | 00:00:03 | 00:00:00 | 0 | 00:00:56 |
| | Summary: | | | | 00:01:43 | 00:01:17 | 00:00:28 | 2 | 00:02:03 |
| **Agent Name - ID: 7003 A - 7003** | | | | | | | | | |
| 5/12/2010 | | | | | | | | | |
| EMail | EM_Sales | 13:34:56 | 13:35:52 | 13:35:55 | 00:00:59 | 00:00:03 | 00:00:00 | 0 | 00:00:01 |
| EMail | EM_Sales | 13:34:57 | 13:36:05 | 14:15:54 | 00:40:57 | 00:39:49 | 00:00:00 | 0 | 01:14:06 |
| | Summary: | | | | 00:41:56 | 00:39:52 | 00:00:28 | 0 | 01:16:10 |

**Figure 79: Contacts by Agent report**

# 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 on page 25.

## Templates

This report uses the OriginatorByDisposition.rpt template.

## Selection criteria

You can apply a filter to any field in the view. You can apply a filter, for example, to specific applications, final dispositions originator, etc.

## Statistics

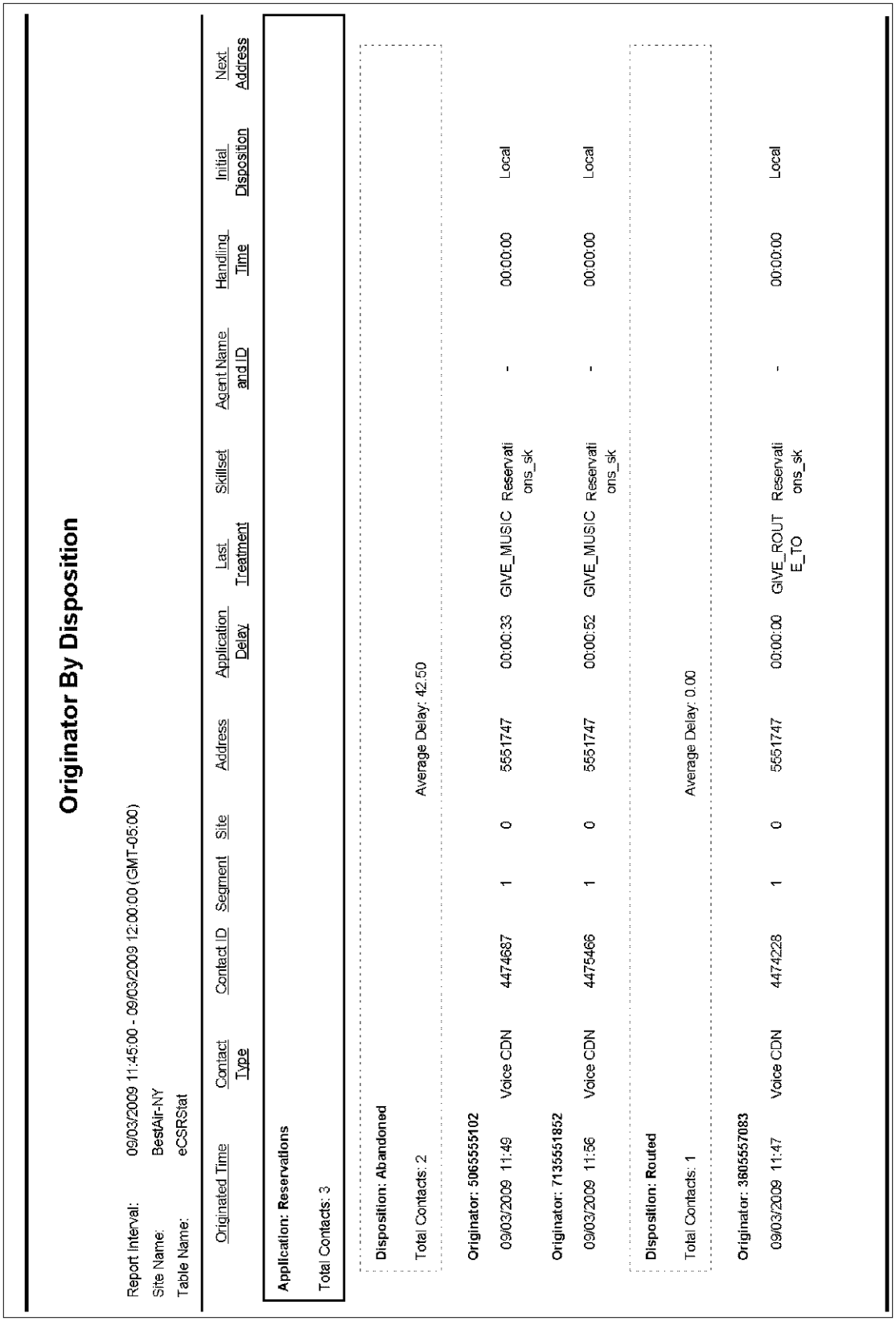
The report uses the following statistics.

| 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 AppAbandonDelay | @RCW_ApplicationDelay |
| Last Treatment | Treatment Or | — |

| Report field | View field/formula | View field/Report Creation Wizard formula |
|---|---|---|
| | LastTreatmentID | |
| Skillset | SkillsetName<br>SkillsetID | @RCW_SkillsetNameOrID |
| Agent Name - ID | AgentGivenName +" " +<br>AgentSurName +" " +<br>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 an application and for a final disposition. As well, the average application delay is shown for each final disposition.



## 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 | |

**Figure 80: Originator by Disposition report**

# Chapter 23: Standard Multimedia reports

This section provides a detailed description of the Multimedia reports.

## Navigation


- Contacts Closed by Reason Code on page 775
- Contacts Closed by Skillset on page 777
- Contacts Details on page 779
- Contacts Outstanding Summary on page 786
- Contacts Received by Skillset on page 787


## Contacts Closed by Reason Code

The Contacts Closed by Reason Code report summarizes the contacts closed by reason codes based on 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.

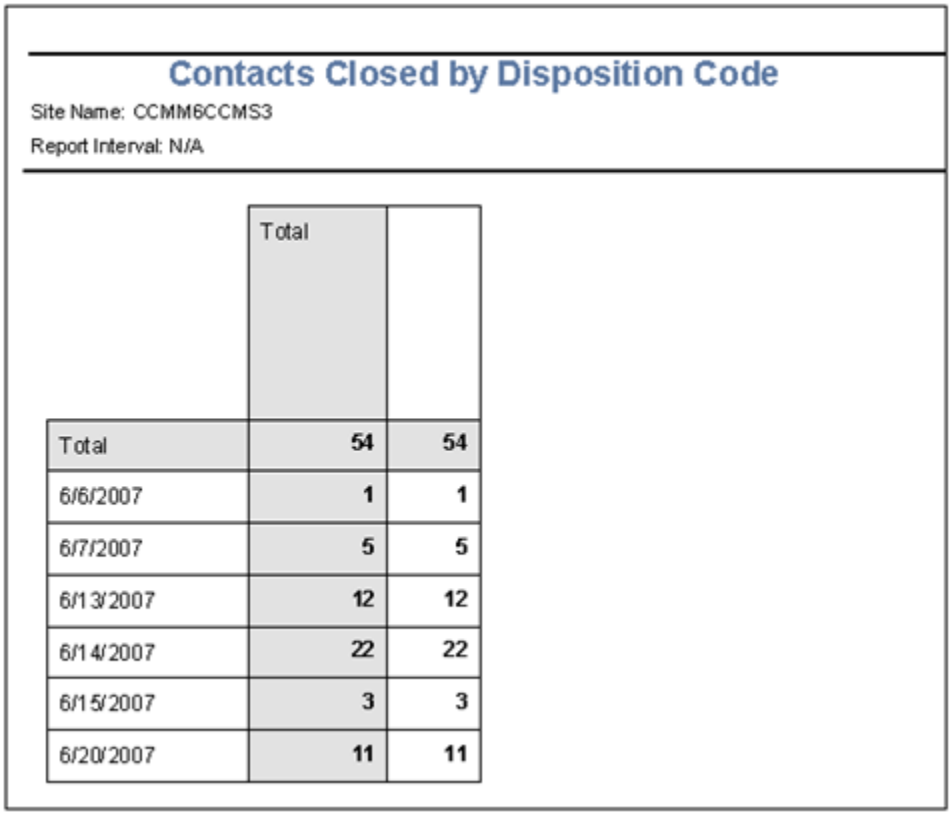
## Templates

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 appear 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.



Contacts Closed by Disposition Code

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 |

**Figure 81: Contacts Closed by Disposition Code report**

# 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

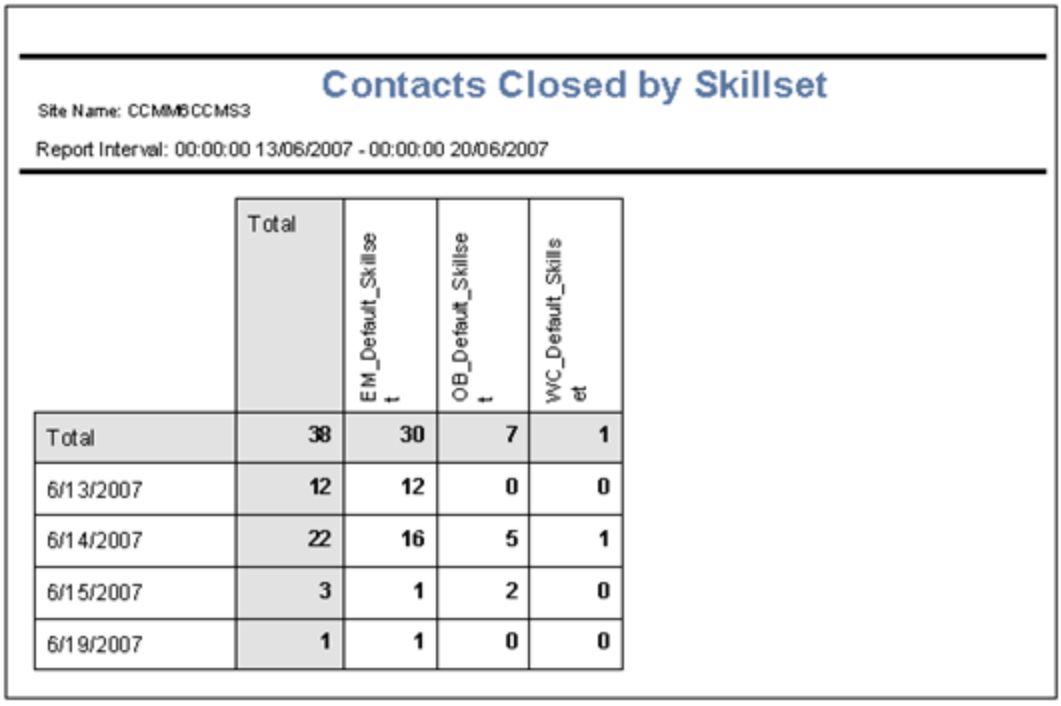
You can apply a filter to any field in the view. You can apply a filter, for example, to specific skillsets, contact ID, or customer ID.

## 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.



Contacts Closed by Skillset

Site Name: CCMM5CCMS3

Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

| | Total | EM_Default_Skillset | OB_Default_Skillset | WC_Default_Skillset |
|---|---|---|---|---|
| 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 |

**Figure 82: Contact Closed by Skillset report**

# 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
    - Total
    - Closed
    - Open
    - New
    - Waiting
- Contact Open Duration—This sections displays both total and average contact open duration.
- Contact Waiting Duration—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
- Mail From
- Disposition Code
- Campaign Name
- Call Duration
- Contact Status

Contacts Details

Site Name: CCMM6CCMS3

Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

GRAND TOTAL AND AVERAGE

Contact Summary and Status Details

| Total | Closed | Disco | New | Waiting |
|---|---|---|---|---|
| 38 | 37 | 0 | 1 | 0 |

Contact Open Duration

| Total | Average |
|---|---|
| 00:31:27 | 00:06:49 |

Contact Waiting Duration**

| Total | Average |
|---|---|
| 01:11:22 | 00:01:53 |

Contact Closed on 6/19/2007 — Skillset: EM_Default_Skillset

SKILLSET DAILY TOTAL AND AVERAGE

Contact Status: Total Closed 1

Contact Waiting Duration**: Total / Average

Contact Open Duration: Total 00:00:00 / Average 00:00:00

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|
| 6/19/2007 | 46 | 6/19/2007 11:47:20 AM | | 11:47:20 AM | 11:47:20 AM | 00:00:00 | 8000 - Super One | | agent8000@commlab.com | New |

Contact Closed on 6/15/2007 — Skillset: EM_Default_Skillset

SKILLSET DAILY TOTAL AND AVERAGE

Contact Status: Total Closed 1

Contact Waiting Duration**: Total / Average

Contact Open Duration: Total 00:00:00 / Average 00:00:00

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|
| 6/15/2007 | 42 | 6/15/2007 9:11:48 AM | | 9:11:48 AM | 9:11:48 AM | 00:00:00 | 8000 - Super One | | agent8000@commlab.com | Closed |

Contact Closed on 6/15/2007 — Skillset: OB_Default_Skillset

SKILLSET DAILY TOTAL AND AVERAGE

Contact Status: Total Closed 2

Contact Waiting Duration**: Total 00:04:06 / Average 00:02:03

Contact Open Duration: Total 00:00:16 / Average 00:00:08

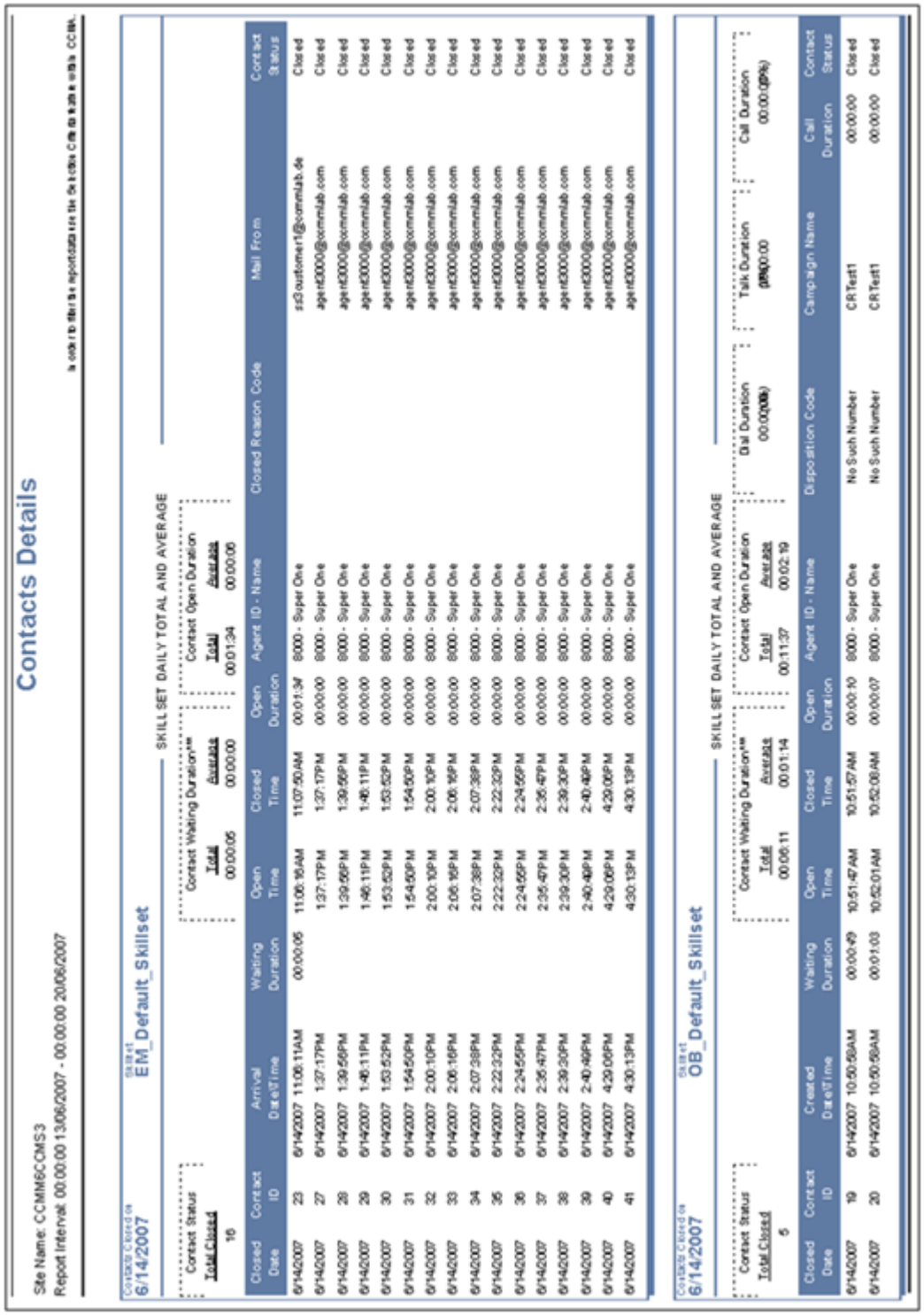
Dial Duration 00:00:00

Talk Duration 00:00:00

Call Duration 00:00:00

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 6/15/2007 | 43 | 6/15/2007 9:29:29 AM | 00:01:57 | 9:31:26 AM | 9:31:35 AM | 00:00:09 | 8000 - Super One | Wrong Number | RStest | 00:00:00 | Closed |
| 6/15/2007 | 44 | 6/15/2007 9:29:29 AM | 00:02:09 | 9:31:38 AM | 9:31:45 AM | 00:00:07 | 8000 - Super One | Wrong Number | RStest | 00:00:00 | Closed |

**Figure 83: Contact Details report page 1**



Contacts Details

Site Name: CCMM6CMS3

Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

Contacts Closed on 6/14/2007 — Skillset: EM_Default_Skillset

SKILL SET DAILY TOTAL AND AVERAGE

| Contact Status | Contact Waiting Duration*** | | Contact Open Duration | |
|---|---|---|---|---|
| | Total | Average | Total | Average |
| Total Closed | 00:00:06 | 00:00:00 | 00:01:34 | 00:00:00 |
| 16 | | | | |

| 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 2:24:56PM | | 2:24:56PM | 2:24:56PM | 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 2:40:48PM | | 2:40:48PM | 2:40:48PM | 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

SKILL SET DAILY TOTAL AND AVERAGE

| Contact Status | Contact Waiting Duration*** | | Contact Open Duration | | Dial Duration | Talk Duration | Call Duration |
|---|---|---|---|---|---|---|---|
| | Total | Average | Total | Average | 00:00:00 | 00:00:00 | 00:00:00 |
| Total Closed | 00:00:11 | 00:01:14 | 00:11:37 | 00:02:19 | | | |
| 5 | | | | | | | |

| 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 10:50:50AM | 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 10:50:50AM | 00:01:03 | 10:52:01AM | 10:52:08AM | 00:00:07 | 8000 - Super One | No Such Number | CRTest1 | 00:00:00 | Closed |

**Figure 84: Contact Details report page 2**

Contacts Details

Site Name: CCMM6CCMS3

Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

Contacts Closed On 6/14/2007 — Skillset: OB_Default_Skillset

SKILLSET DAILY TOTAL AND AVERAGE

| Contact Status | Total Closed |
|---|---|
| | 5 |

| | Contact Waiting Duration** | |
|---|---|---|
| | Total | Average |
| | 00:06:11 | 00:01:14 |

| | Contact Open Duration | |
|---|---|---|
| | Total | Average |
| | 00:11:37 | 00:02:19 |

| | Dial Duration |
|---|---|
| | 00:00:00 |

| | Talk Duration |
|---|---|
| | 00:00:00 |

| | Call Duration |
|---|---|
| | 00:00:00 |

| 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 | 21 | 6/14/2007 10:50:58AM | 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 10:50:58AM | 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 12:13:28PM | 00:01:28 | 12:14:57PM | 12:15:37PM | 00:00:40 | 8000 - Super One | Call Completed | Lumo | 00:00:00 | Closed |

Contacts Closed On 6/14/2007 — Skillset: WC_Default_Skillset

SKILLSET DAILY TOTAL AND AVERAGE

| Contact Status | Total Closed |
|---|---|
| | 1 |

| | Contact Waiting Duration** | |
|---|---|---|
| | Total | Average |
| | 00:01:13 | 00:01:13 |

| | Contact Open Duration | |
|---|---|---|
| | Total | Average |
| | | |

| Closed Date | Contact ID | Arrival Date/Time | Waiting Duration | Open Time | Closed Time | Open Duration | Agent ID - Name | Contact Status |
|---|---|---|---|---|---|---|---|---|
| 6/14/2007 | 24 | 6/14/2007 11:56:56AM | 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

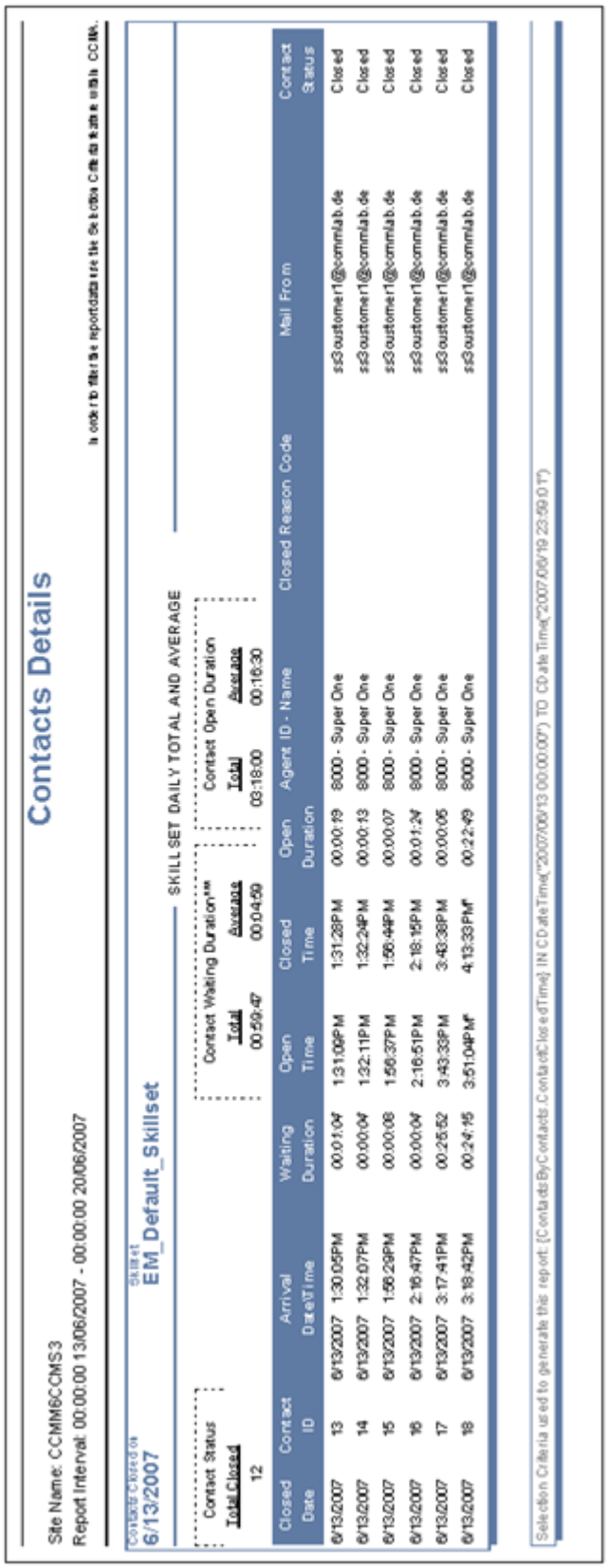
| Contact Status | Total Closed |
|---|---|
| | 12 |

| | Contact Waiting Duration** | |
|---|---|---|
| | Total | Average |
| | 00:59:47 | 00:04:59 |

| | Contact Open Duration | |
|---|---|---|
| | Total | Average |
| | 03:18:00 | 00:16:30 |

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|
| 6/13/2007 | 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 12:00:48PM | 00:07:00 | 12:07:48PM | 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 | | agent2000@commlab.com | Closed |
| 6/13/2007 | 11 | 6/13/2007 12:12:57PM | 00:00:06 | 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 | 00:00:06 | 1:26:06PM | 1:26:30PM | 00:00:24 | 8000 - Super One | | ss3customer1@commlab.de | Closed |

**Figure 85: Contact Details report page 3**



# Contacts Details

Site Name: CCMM6CCMS3
Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

Contact Closed on
6/13/2007

Skillset
EM_Default_Skillset

SKILLSET 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 Date/Time | 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 | 1:31:26PM | 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 | 2:16:15PM | 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")

**Figure 86: Contact Details report page 4**

# Contacts Outstanding Summary

The Contacts Outstanding Detail Report contains the details about each contact that remains for each skillset.

**Important:**

Report Creation Wizard formulas are not supported for this report.

For more information, see Report descriptions on page 593.

## 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.

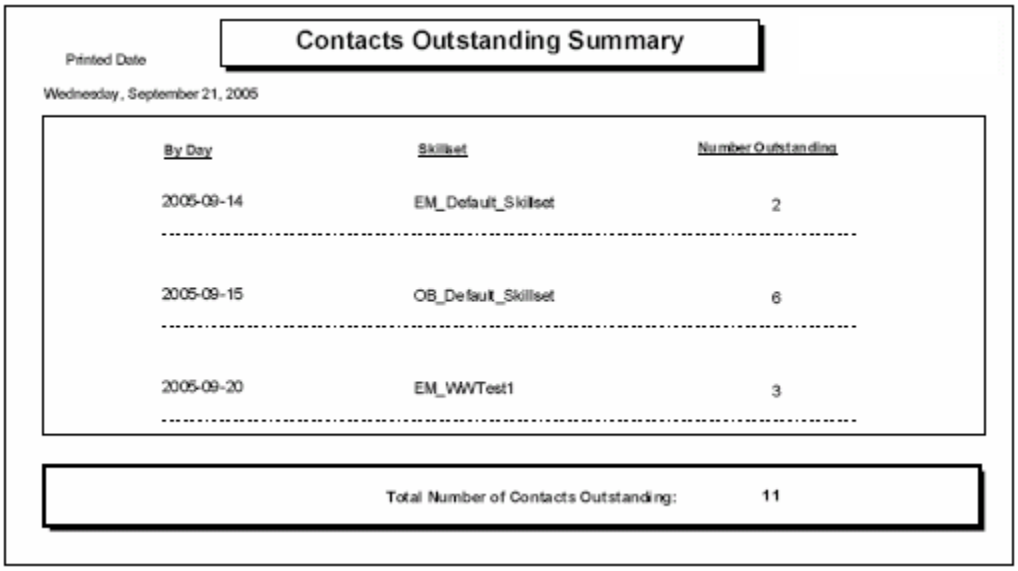



**Figure 87: Contacts Outstanding Summary report**

# Contacts Received by Skillset

The Contacts Outstanding Summary Report summarizes the numbers of contacts outstanding across skillsets based on date.

**Important:**

Report Creation Wizard formulas are not supported for this report.

For more information, see Report descriptions on page 593.

## 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

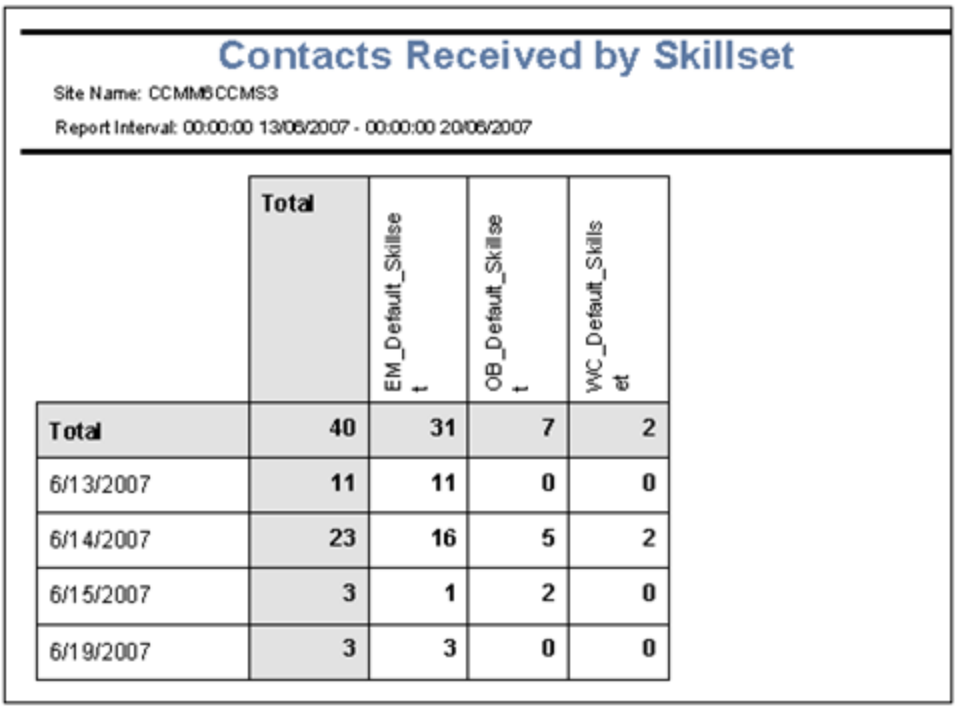
You can apply a filter to any field in the view. You can apply a filter, for example, to specific skillsets.

## 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 for each skillset, and a grand total of contacts outstanding across all skillsets.



Contacts Received by Skillset

Site Name: CCMM5CCMS3

Report Interval: 00:00:00 13/06/2007 - 00:00:00 20/06/2007

| | Total | EM_Default_Skillset | OB_Default_Skillset | WC_Default_Skillset |
|---|---|---|---|---|
| **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** |

**Figure 88: Contact Received by Skillset report**

# Chapter 24: Standard network reports

This section 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 on page 789
- Network Skillset Routing Properties on page 792
- Crosstab - Network Incoming Calls on page 795
- Crosstab - Network Outgoing Calls on page 796
- Network Application Performance on page 799
- Network DNIS Statistics on page 803
- Network Incoming Calls on page 807
- Network Outgoing Calls on page 811
- Network Route Performance on page 813
- Network Skillset Performance on page 815
- Network Skillset Timeline on page 820
- Network Skillset Timeline by Contact Type on page 826


## 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 PABX 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.

**Important:**

You cannot schedule user-defined reports that use this standard report as a template.

For more information, see Report descriptions on page 593.

## Views

This report uses the following views:

- RemoteApplication; see RemoteApplication view on page 292.
- Site; see Site view on page 308.
- TargetSwitchComm; see TargetSwitchComm view on page 334.

For more information about views; see Access rights by view on 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.

| 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 |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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 |

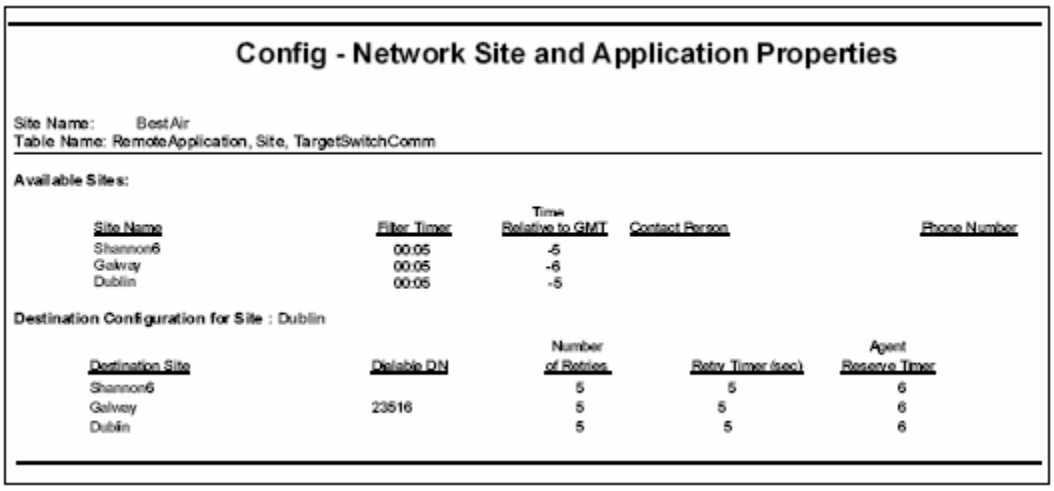
## Application properties

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 |
| Call-by- Call | RemoteApplication.CallByCall | @RCW_CallByCall |
| Service Level Threshold | RemoteApplication.ServiceLevelThreshold | RemoteApplication.ServiceLevelThreshold |

## Grouping

Application information is grouped by site.



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 |

**Figure 89: Network Site and Application Properties report**

# 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 Report descriptions on page 593.

**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.

**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 on page 279.
- Ranking; see Ranking view on page 284.
- Skillset; see Skillset view on page 312.

For more information about views; see Access rights by view on 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 |
| 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 |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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 |

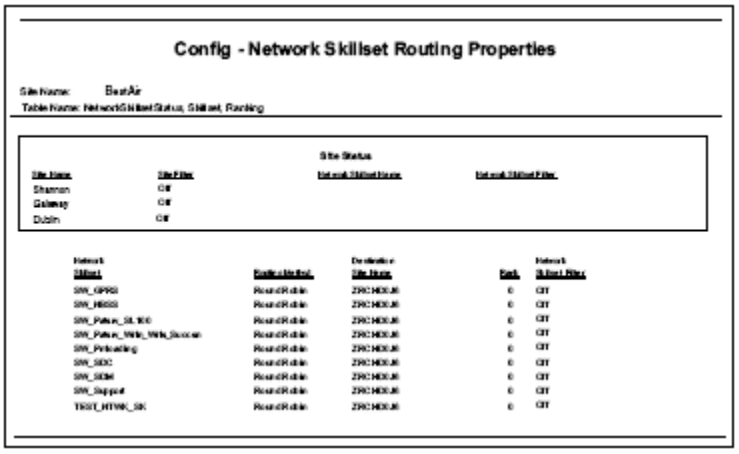



**Figure 90: Network Skillset Routing Properties report**

# 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.

**Important:**

You cannot schedule user-defined reports that use this standard report as a template.

For more information, see Report descriptions on page 593.

## Views

This report uses the iNetworkInCallStat view; see NetworkInCallStat views on page 146. For more information about views; see Access rights by view on 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 |

## Summaries

The report provides totals for each selected source site for the selected intervals, and totals for the selected intervals are grouped by day.

# 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.

**Important:**

You cannot schedule user-defined reports using this standard report as a template.

For more information, see Report descriptions on page 593.

## Views

This report uses the iNetworkOutCallStat view see NetworkOutStat views on page 153. For more information about views; see Access rights by view on 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.

## 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 | 4 |
| | | 0 | 0 | 0 | 0 | 0 | 1 | 3 |
| | | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | 09:30 | 1 | 2 | 1 | 1 | 1 | 1 | 6 |
| | | 1 | 2 | 0 | 1 | 1 | 0 | 5 |
| | | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| | 09:45 | 1 | 0 | 0 | 1 | 1 | 1 | 3 |
| | | 1 | 0 | 0 | 1 | 1 | 0 | 3 |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 10:00 | 0 | 0 | 1 | 0 | 1 | 1 | 2 |
| | | 0 | 0 | 1 | 0 | 1 | 0 | 2 |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Destination | 2 | 2 | 2 | 3 | 4 | 2 | 15 |
| | | 2 | 2 | 1 | 2 | 4 | 2 | 13 |
| | | 0 | 0 | 1 | 1 | 0 | 0 | 2 |
| Total | | 2 | 2 | 2 | 3 | 4 | 2 | 15 |
| | | 2 | 2 | 1 | 2 | 4 | 2 | 13 |
| | | 0 | 0 | 1 | 1 | 0 | 0 | 2 |

**Figure 91: Crosstab Network Outgoing Calls report**

# 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 Report descriptions on page 593.

## Views

This report uses the ApplicationStat view; see ApplicationStat views on page 102. For more information about views; see Access rights by view on 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.

| 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 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

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 |
| 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.

# 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 |
| **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 |

**Application: SWD_Assign_Script**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 |

**Figure 92: Network Application Performance report**

# 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 DNIS number.

For more information, see Report descriptions on page 593.

## Views

This report uses the DNISStat view; see DNISStat views on page 128. For more information about views; see Access rights by view on 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.

| 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 |
| 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.

# 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 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Offer'd | Ans | Ans Aft Thresh'd | Abn | Abn Aft Thresh'd | % Service Level | Dis-connect | Over-flow | Route | Default | IVR Transf'd | 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 |

**Figure 93: Network DNIS Statistics report**

# 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 Report descriptions on page 593.

## Views

This report uses the NetworkInCallStat view; see NetworkInCallStat views on page 146. For more information about views; see Access rights by view on 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.

| 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 |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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.

# 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 | Summary: | Network In Calls Offered | Network In Calls Answered | Network In Calls Answered After Threshold | Network In Calls Abandoned | Network In Calls 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** |
| **Source: Dublin** | | | | | | GRAND TOTAL | | | | | | | | |
| 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** |

**Figure 94: Network Incoming Calls report**



Comments? infodev@avaya.com

# 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 Report descriptions on page 593

## Views

This report uses the NetworkOutStat view; see NetworkOutStat views on page 153. For more information about views; see Access rights by view on 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 |

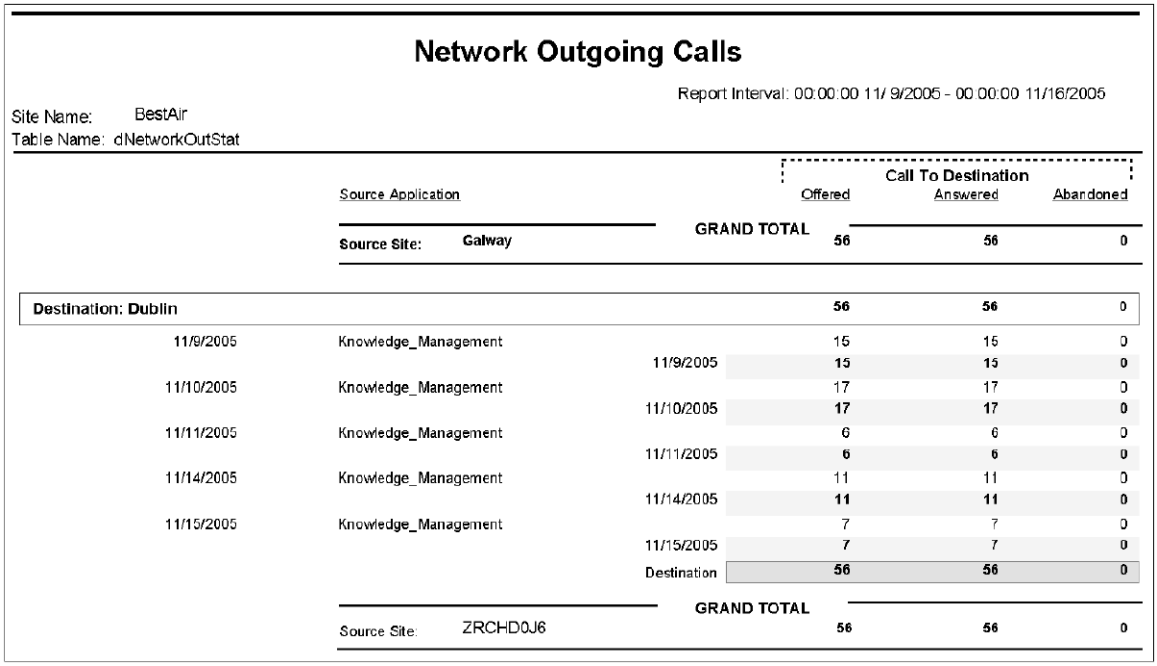
## Statistics

This report uses the following statistics.

| 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.



**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 |

**Figure 95: Network Outgoing Calls report**

# 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 Report descriptions on page 593.

## Views

This report uses the RouteStat view; see RouteStat views on page 162. For more information about views; see Access rights by view on 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.

| Name | Description |
|---|---|
| Route ID | iRouteStat.RouteID |
| Route Name | 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 |

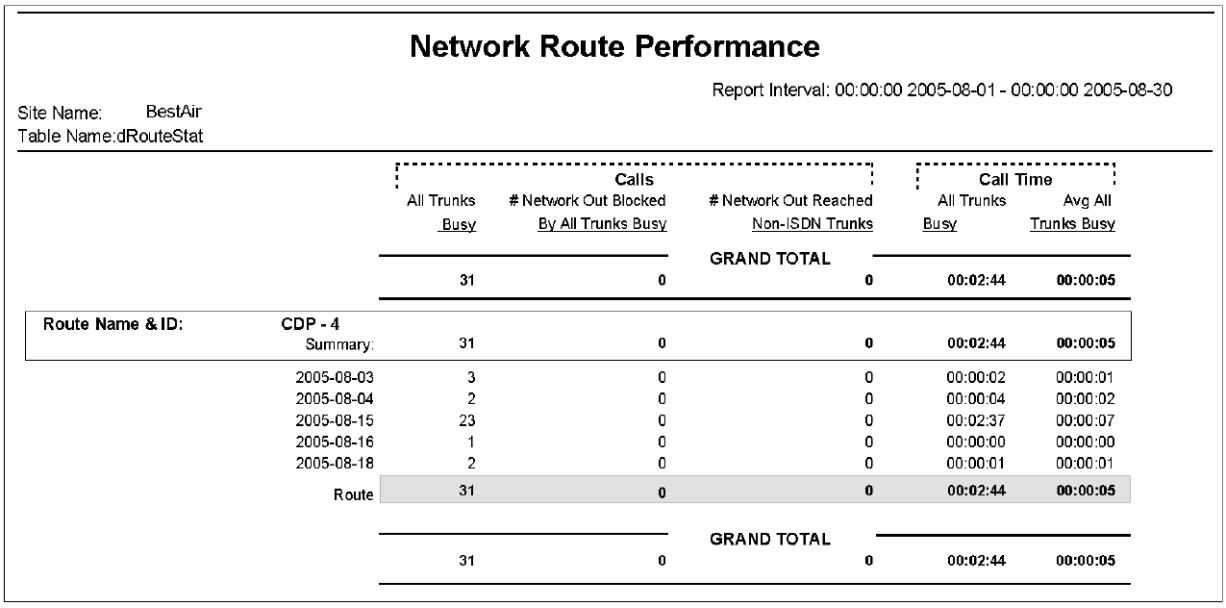
## Call Time Statistics

This report uses the following statistics.

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| All Trunks Busy | 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.



**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 |

**Figure 96: Network Route Performance report**

# 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 serving contacts within 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 skillset is not performing well, consult the agent reports.

For more information, see Report descriptions on page 593.

## Views

This report uses the SkillsetStat view; see SkillsetStat views on page 165. For more information about views; see Access rights by view on 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.

| Name | Description |
|---|---|
| Skillset Name ID | iSkillsetStat.Skillset |

| Name | Description |
|---|---|
| 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.

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| All Agent Busy Time | AllAgentBusyTime | @RCW_AllAgentBusyTime |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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.

## 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 | | | | Skillset Ans Delay Time | | | Agent | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 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 |
| | | 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 |

**Figure 97: Network Skillset Performance report**

# Network Skillset Timeline

The Network Skillset Timeline report shows a graphical representation of the service level, contact handling performance, and agent staffing information for skillsets defined on your system. The report also lists the active time, the staffed time, and the multiplicity staffed time within the reporting period. You can select any number of skillsets for the report.

The report shows the skillset statistics as a line plotted on a timeline graph. The line is drawn between points which represent the accumulated value for each statistic at a specific date and time. The values available for the date and time depend on the collection frequency type you select.

The statistics appear in three separate timeline graphs for each skillset:

- Service Level
- Contacts
- Average Agents

The scales shown on the timeline graph are automatically adjusted to the data. The vertical axis always starts at 0 and ends at the highest value required. The horizontal axis represents the timeline and shows the dates and times for the data range specified. When the collection frequency is interval, the timeline scale shows every other interval; however, the points on the graph appear for all 15-minute intervals in the selected range. All other collection frequencies appear in the timeline scale.

A legend appears below each timeline graph to describe the colored lines in each portion of the graphical report. The lines are plotted on the timeline graph in the same order as the legend from left to right and top to bottom. If the lines overlap, the last in the list appears on the graph. For example, if all contacts presented are accepted, the line for presented contacts is covered by the line for accepted contacts. For a contact to be accepted, it must have been presented, so you can still interpret all of the data on the timeline chart.

This report is best viewed when printed on a color printer. The printer must support printing charts and be able to automatically reduce the page size to fit the selected paper for printing.

The report is graphical and can only be exported to formats that support graphics. The supported formats are:

- Adobe PDF
- Excel
- Word
- Rich Text Format (RTF)
- HTML

For a graphical representation of local contacts, see Skillset Timeline on page 904.

This report is restricted to an Avaya Aura® Contact Center system only. For more information, see Report descriptions on page 593.

## Interpretation

The Service Level, shown as a percentage, indicates how agents staffing a skillset are managing the contacts presented. If the service level is acceptable, you may not need to review the other timeline charts for the skillset. If the number of contacts presented is 0, the service level is 0.

The Contacts timeline chart indicates the number of contacts presented, accepted, abandoned, accepted after threshold, and abandoned after threshold. Use the Contacts timeline chart when the service level is below target to determine if there is an unusual number of contacts accepted or abandoned. The service level increases when contacts are accepted or abandoned before the service level threshold. The service level decreases when contacts are accepted or abandoned after the service level threshold.

The Average Agents timeline chart indicates the number of agents staffing a skillset and how these agents are contributing to the service level. Use the average agents timeline chart when the service level is below target to determine if there are enough agents staffing the skillset or if the agents are unavailable. An agent is considered available if the agent is handling a contact from the skillset or idle waiting on a contact. The number of idle agents appears on the timeline chart to help determine how many agents are waiting to handle a contact. If the agent is in another state (such as Not Ready) or handling a contact from another skillset, then the agent is not available to handle a contact presented to the current skillset.

The following table describes other observations on the graphical charts:

| Observation | Occurs when... |
|---|---|
| No lines appear on chart | There are no agents staffing the skillset. |
| Lines on chart are broken | There are no agents staffing the skillset for some of the intervals shown. |
| Continuous line on chart, but timeline is not continuous: A warning appears. | There is no system data available for the intervals indicated in the warning message. |
| No data appears on chart, but when you expand range, chart appears | There was no skillset data for the initial data range selected. When the range is expanded, a reference point is available and skillset data is presented. |

## Views

This report uses the SkillsetStat views; see SkillsetStat views on page 165. For more information about views; see Access rights by view on page 25.

## Collection frequency

The following collection frequency types are available for this report:

- 15 minute interval
- daily
- weekly
- monthly

## Selection Criteria

This report uses the following criteria:

| Name | Description |
|---|---|
| Contact Type | iSkillsetStat.ContactType |
| Skillset Name ID | iSkillsetStat.Skillset |
| Skillset Name | iSkillsetStat.Timestamp |

The data range for this report is filtered based on the following criteria:

| Database field name |
|---|
| iSkillsetStat.Timestamp |

## Statistics

This report uses the following statistics.

**Table 5: Service Level Timeline Graph and Summaries**

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| % Service Level | [{(CallsAnswered + CallsAbandoned) – | @RCW_%ServiceLevel |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| | (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100 | |

**Table 6: Contacts Timeline Graph and Summaries**

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Presented | VirtualCallsOffered | VirtualCallsOffered |
| Network in Accepted | NetCallsAnswered | NetCallsAnswered |
| Accepted | CallsAnswered | CallsAnswered |
| Abandoned | VirtualCallsAbandoned | VirtualCallsAbandoned |
| Accepted After Threshold | CallsAnsweredAfterThreshold | CallsAnsweredAfterThreshold |
| Abandoned After Threshold | VirtualCallsAbnAftThreshold | VirtualCallsAbnAftThreshold |

**Table 7: Average Agents Timeline Graph and Summaries**

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Avg. Agents Staffing | TotalStaffedTime / ActiveTime | @RCW_AverageNumberOfAgents |
| Avg. Agents Multi. Staffing | MaxCapacityTotalStaffedTime / ActiveTime | — |
| Avg. Agents Available | (MaxCapacityIdleTime + TalkTime) / ActiveTime | — |
| Avg. Agents Idle | MaxCapacityIdleTime / ActiveTime | — |

**Table 8: Summaries**

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Active Time | ActiveTime | @RCW_ActiveTime |
| Staffed Time | TotalStaffedTime | @RCW_TotalStaffedTime |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Multi. Staffed Time | MaxCapacityTotalStaffedTime | — |

## Summaries

The report provides totals for each skillset, and subtotals for each day, month, or year, depending on the reporting period you select:

| Collection frequency | Subtotal |
|---|---|
| Interval | Each day |
| Daily | Each month |
| Weekly | Each year |
| Monthly | Each year |

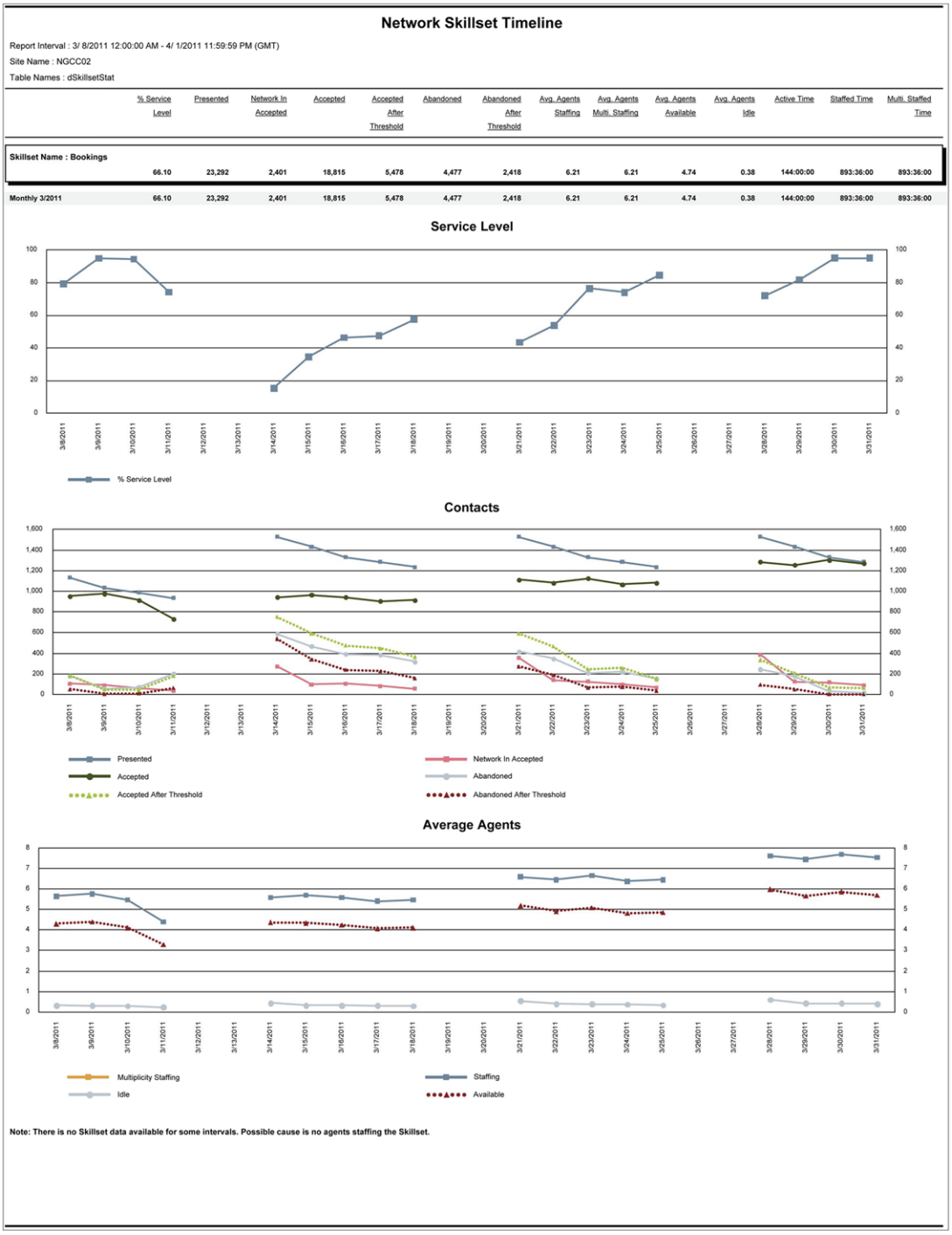



**Figure 98: Network Skillset Timeline report**

# Network Skillset Timeline by Contact Type

The Network Skillset Timeline by Contact Type report shows a graphical representation of the service level, contact handling performance, and agent staffing information for skillsets by contact type defined on your system. The report also lists the active time, the staffed time, and the multiplicity staffed time within the reporting period. You can select any number of skillsets for the report.

The report shows the skillset statistics as a line plotted on a timeline graph. The line is drawn between points which represent the accumulated value for each statistic at a specific date and time. The values available for the date and time depend on the collection frequency type you select.

The statistics appear in three separate timeline graphs for each skillset:

- Service Level
- Contacts
- Average Agents

The scales shown on the timeline graph are automatically adjusted to the data. The vertical axis always starts at 0 and ends at the highest value required. The horizontal axis represents the timeline and shows the dates and times for the data range specified. When the collection frequency is interval, the timeline scale shows every other interval; however, the points on the graph appear for all 15-minute intervals in the selected range. All other collection frequencies appear in the timeline scale.

A legend appears below each timeline graph to describe the colored lines in each portion of the graphical report. The lines are plotted on the timeline graph in the same order as the legend from left to right and top to bottom. If the lines overlap, the last in the list appears on the graph. For example, if all contacts presented are accepted, the line for presented contacts is covered by the line for accepted contacts. For a contact to be accepted, it must have been presented, so you can still interpret all of the data on the timeline chart.

This report is best viewed when printed on a color printer. The printer must support printing charts and be able to automatically reduce the page size to fit the selected paper for printing.

The report is graphical and can only be exported to formats that support graphics. The supported formats are:

- Adobe PDF
- Excel
- Word

- Rich Text Format (RTF)
- HTML

For a graphical representation that includes only local contacts, see Skillset Timeline by Contact Type on page 910.

This report is restricted to an Avaya Aura® Contact Center system only. For more information, see Report descriptions on page 593.

## Interpretation

The Service Level, shown as a percentage, indicates how agents staffing the skillsets of a specific contact type are managing the contacts presented. If the service level is acceptable, you may not need to review the other timeline charts for the skillset. If the number of contacts presented is 0, the service level is 0.

The Contacts timeline chart indicates the number of contacts presented, accepted, abandoned, accepted after threshold, and abandoned after threshold. Use the Contacts timeline chart when the service level is below target to determine if there is an unusual number of contacts accepted or abandoned. The service level increases when contacts are accepted or abandoned before the service level threshold. The service level decreases when contacts are accepted or abandoned after the service level threshold.

The Average Agents timeline chart indicates the number of agents staffing the skillsets of a specific contact type and how these agents are contributing to the service level. Use the average agents timeline chart when the service level is below target to determine if there are enough agents staffing the skillset or if the agents are unavailable. An agent is considered available if the agent is handling a contact from the skillsets of a contact type or idle waiting on a contact. The number of idle agents appears on the timeline chart to help determine how many agents are waiting to handle a contact. If the agent is in another state (such as Not Ready) or handling a contact from another contact type, then the agent is not available to handle a contact presented to the skillsets of a specific contact type.

The following table describes other observations on the graphical charts:

| Observation | Occurs when... |
|---|---|
| No lines appear on chart | There are no agents staffing the skillset. |
| Lines on chart are broken | There are no agents staffing the skillset for some of the intervals shown. |
| Continuous line on chart, but timeline is not continuous: A warning appears. | There is no system data available for the intervals indicated in the warning message. |
| No data appears on chart, but when you expand range, chart appears | There was no skillset data for the initial data range selected. When the range is expanded, a reference point is available and skillset data is presented. |

Since the statistics are for a specific contact type, the issues may existing in one or more skillsets belonging to the contact type. For details of each skillset, see the Network Skillset Timeline on page 820.

## Views

This report uses the SkillsetStat views; see SkillsetStat views on page 165. For more information about views; see Access rights by view on page 25.

## Collection frequency

The following collection frequency types are available for this report:

- 15 minute interval
- daily
- weekly
- monthly

## Selection Criteria

This report uses the following criteria:

| Selection criteria | Database field names |
|---|---|
| Contact Type | iSkillsetStat.ContactType |
| Skillset Name ID | iSkillsetStat.Skillset |
| Skillset Name | iSkillsetStat.Timestamp |

The data range for this report is filtered based on the following criteria:

| Database field name |
|---|
| iSkillsetStat.Timestamp |

## Statistics

This report uses the following statistics.

### Table 9: Service Level Timeline Graph and Summaries

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| % Service Level | [{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100 | @RCW_%ServiceLevel |

### Table 10: Contacts Timeline Graph and Summaries

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Presented | VirtualCallsOffered | VirtualCallsOffered |
| Network in Accepted | NetCallsAnswered | NetCallsAnswered |
| Accepted | CallsAnswered | CallsAnswered |
| Abandoned | VirtualCallsAbandoned | VirtualCallsAbandoned |
| Accepted After Threshold | CallsAnsweredAfterThreshold | CallsAnsweredAfterThreshold |
| Abandoned After Threshold | VirtualCallsAbnAftThreshold | VirtualCallsAbnAftThreshold |

### Table 11: Average Agents Timeline Graph and Summaries

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Avg. Agents Staffing | TotalStaffedTime / ActiveTime | @RCW_AverageNumberOfAgents |
| Avg. Agents Multi. Staffing | MaxCapacityTotalStaffedTime / ActiveTime | — |
| Avg. Agents Available | (MaxCapacityIdleTime + TalkTime) / ActiveTime | — |
| Avg. Agents Idle | MaxCapacityIdleTime / ActiveTime | — |

### Table 12: Summaries

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Active Time | ActiveTime | @RCW_ActiveTime |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Staffed Time | TotalStaffedTime | @RCW_TotalStaffedTime |
| Multi. Staffed Time | MaxCapacityTotalStaffedTime | — |

## Summaries

The report provides totals for each skillset, and subtotals for each day, month or year, depending on the reporting period you select:

| Collection frequency | Subtotal |
|---|---|
| Interval | Each day |
| Daily | Each month |
| Weekly | Each year |
| Monthly | Each year |

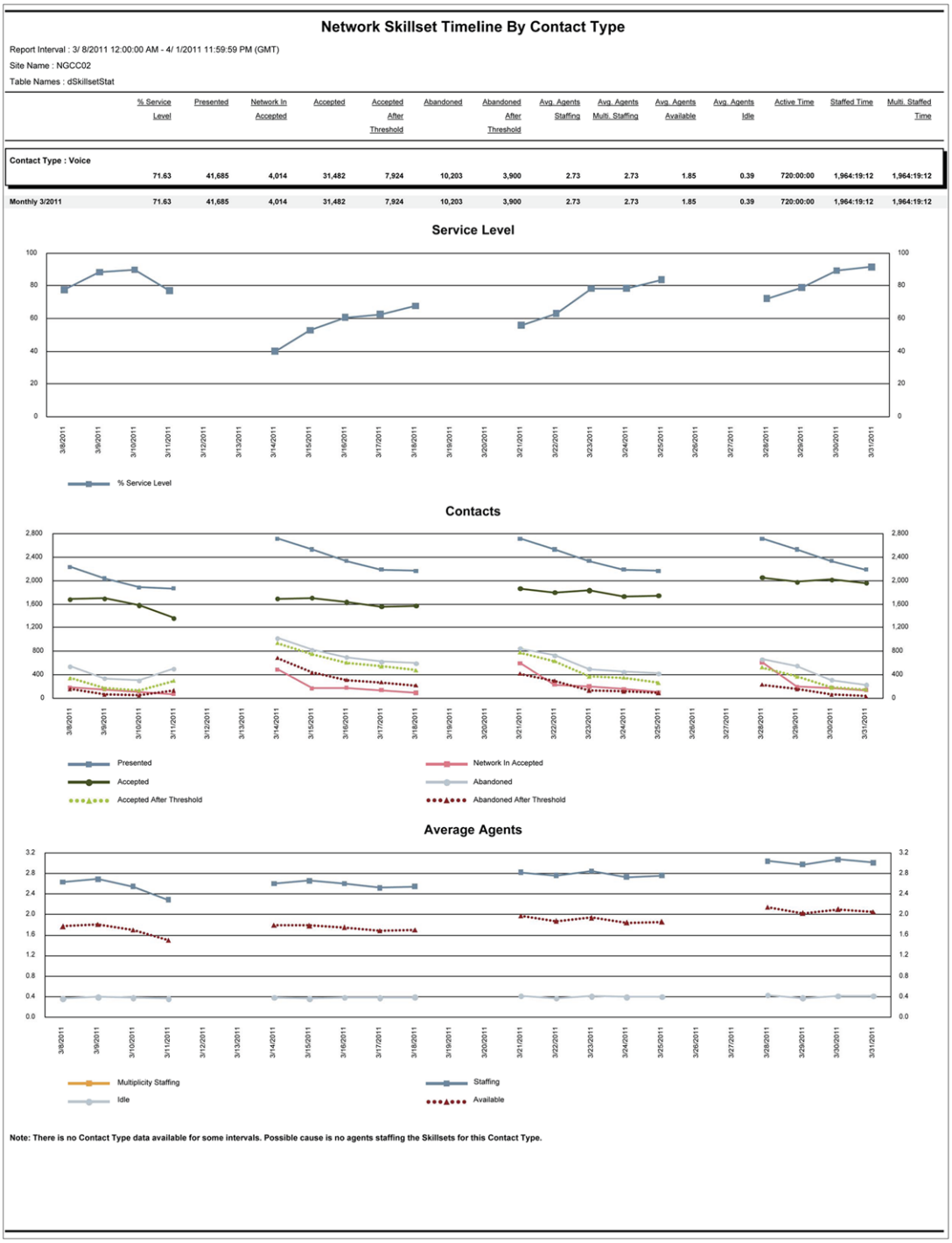



**Figure 99: Network Skillset Timeline by Contact Type report**

# Chapter 25: Others (Additional CCMA) reports

This section describes Others (Additional CCMA) reports.

## Navigation


- Activity Code by Application on page 834
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- Skillset Timeline by Contact Type on page 910
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# 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.

**Important:**

This report does not include Not Ready reason codes. On the Avaya Communication Server 2x00 PABX, agents cannot use the LOB key while they conference with another agent.

For more information, see Report descriptions on page 593.

## Views

This report uses the ActivityCodeStat view; see ActivityCodeStat views on page 47. For more information about views; see Access rights by view on 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 |

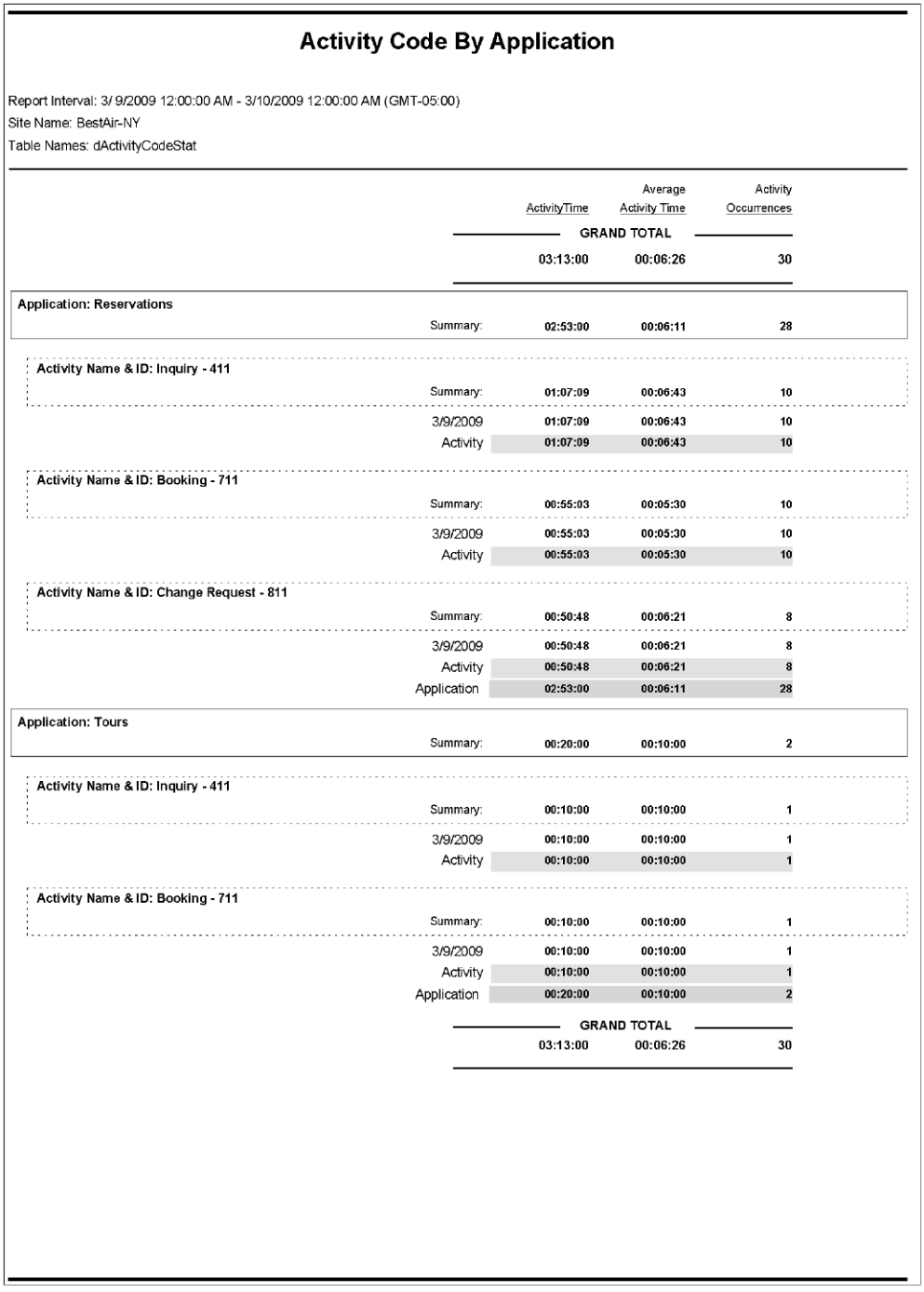
## Statistics

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.



## 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** |

**Figure 100: Activity Code By Application report**

# 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.

**Important:**

This report does not include Not Ready reason codes. On the Avaya Communication Server 2x00 PABX, agents cannot use the LOB key while they conference with another agent.

For more information, see Report descriptions on page 593.

## 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' |

| Selection Criteria | Database field names |
|---|---|
| Activity Name | iActivityCodeStat.ActivityCode |
| | iActivityCodeStat.Timestamp |

## Statistics

This report uses the following statistics.

| 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.

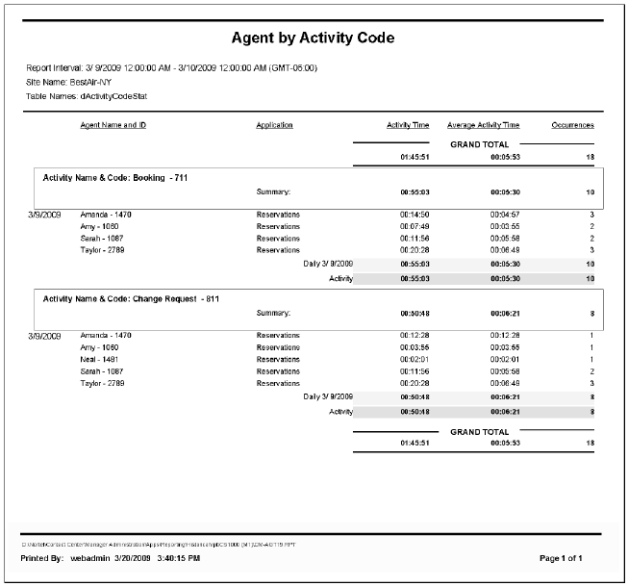



**Figure 101: Application By Activity Code report**

# 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.

**Important:**

This report does not contain statistics for the System_Application.

For more information, see Report descriptions on page 593.

## Views

This report uses the SkillsetStat view SkillsetStat views on page 165. For more information about views; see Access rights by view on 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” |
| | iSkillsetStat.Skillset |
| | iSkillsetStat.Timestamp |

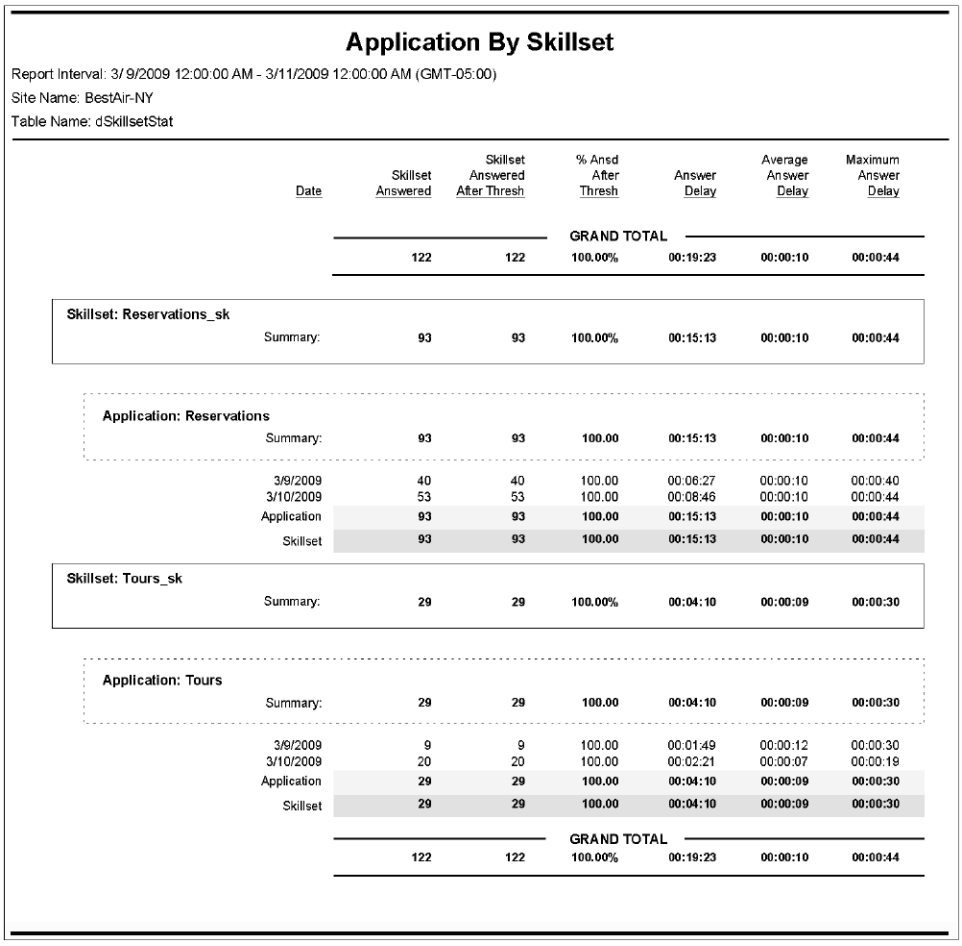
## Statistics

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.



**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** |

**Figure 102: Application By Skillset report**

# Application Call Treatment

The Application Call Treatment report shows summary performance information about the handling of each contact associated with an 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 Report descriptions on page 593.

## Views

This report uses the ApplicationStat view (see ApplicationStat views on page 102). For more information about views, see Access rights by view on page 25.

## Collection Frequency

The following collection frequency types are available for this report:

- interval
- daily
- weekly
- monthly

**Important:**

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.

| 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 |
| 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 | TimeBeforeDefault/number of reporting periods (intervals, days, weeks, or months) | Not Available |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| (interval, day, week, or month) | | |

## 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.

| 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 |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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.

| 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.

| 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 | Average of CallsGivenHostLookup |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| | (intervals, days, weeks, or months) | |

## 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.

## Application Call Treatment

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: dApplicationStat

| | Overflowed | Defaulted | Given Busy | Routed | Disconnected | Offered | Answered | Abandoned | Given Host Lookup |
|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | |
| Quantity | 0 | 0 | 0 | 19 | 0 | 61 | 40 | 2 | 0 |
| Percentage (%) | 0.00% | 0.00% | 0.00% | 31.15% | 0.00% | --- | 65.57% | 3.28% | 0.00% |
| Avg time before Treatment | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:49 | 00:00:00 | --- | --- | --- | --- |
| **Application: Reservations** | | | | | | | | | |
| Total | 0 | 0 | 0 | 19 | 0 | 61 | 40 | 2 | 0 |
| Average calls per day | 0 | 0 | 0 | 19 | 0 | --- | 40 | 2 | 0 |
| Avg time before treat per day | 00:00:00 | 00:00:00 | 00:00:00 | 00:15:27 | 00:00:00 | --- | --- | --- | --- |
| Percentage (%) | 0.00% | 0.00% | 0.00% | 31.15% | 0.00% | --- | 65.57% | 3.28% | 0.00% |
| 3/9/2009 | | | | | | | | | |
| Total | 0 | 0 | 0 | 19 | 0 | 61 | 40 | 2 | 0 |
| Percentage (%) | 0.00 | 0.00 | 0.00 | 31.15 | 0.00 | --- | 65.57 | 3.28 | 0.00 |
| **Application:** | | | | | | | | | |
| Quantity | 0 | 0 | 0 | 19 | 0 | 61 | 40 | 2 | 0 |
| Percentage (%) | 0.00 | 0.00 | 0.00 | 31.15 | 0.00 | --- | 65.57 | 3.28 | 0.00 |
| Avg time before Treat. per day | 00:00:00 | 00:00:00 | 00:00:00 | 00:15:27 | 00:00:00 | --- | --- | --- | --- |
| **GRAND TOTAL** | | | | | | | | | |
| Quantity | 0 | 0 | 0 | 19 | 0 | 61 | 40 | 2 | 0 |
| Percentage (%) | 0.00% | 0.00% | 0.00% | 31.15% | 0.00% | --- | 65.57% | 3.28% | 0.00% |
| Avg time before Treatment | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:49 | 00:00:00 | --- | --- | --- | --- |

**Figure 103: Application Call Treatment report**

# 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 the call, whether they abandoned the call 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 quick service, frequently offer recorded announcements, offer customers the option to access an interactive voice recognition system, and add additional agents to increase service.

For more information, see Report descriptions on page 593.

## Views

This report uses the ApplicationStat view (see ApplicationStat views on page 102). For more information about views, see Access rights by view on 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.

| 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_MaxCallsAbandonedDelay |
| Average Abandon Delay | CallsAbandonedDelay/ CallsAbandoned | @RCW_AverageCallsAbandonedDelay |

## 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.

## 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**

| | Offered | Answered | Abandoned | % Abandoned | Abandoned After Threshold | Abandon Delay | Maximum Abandon Delay | Average Abandon Delay |
|---|---|---|---|---|---|---|---|---|
| Summary: | 5014 | 3334 | 168 | 3.35% | 0 | 01:07:48 | 00:01:02 | 00:00:24 |

Abandon Delay Spectrum: Reservations

Number of Calls

0 4 8 12 16 20 24

Delay Intervals -->

2 6 10 14 18 22 26 30 34 36 38 40 42 44 46 48 50 52 54 56 58 60 70 80 90 100 110 120 130 140 150 160 170 180 190 200 210 220 230 240 250 260 270 280 290 300 360 420 480 540 600 >600

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

**Figure 104: Application Delay Before Abandon report**

# 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 Report descriptions on page 593.

## Views

This report uses the ApplicationStat view (see ApplicationStat views on page 102). For more information about views, see Access rights by view on 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 |

## 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.

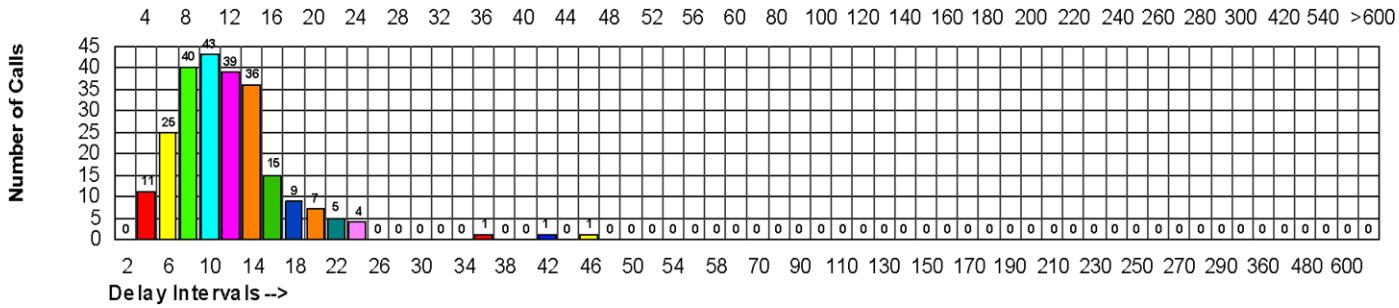
**Figure 105: Application Delay Before Answer report**

## 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** |

# 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.

**Important:**

For the Network_Script, service level is based on network calls answered at this site and abandoned network calls at 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 Report descriptions on page 593.

## Views

This report uses the ApplicationStat view. For more information see ApplicationStat views on page 102 and Access rights by view on 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.

| Selection Criteria | Database field names |
|---|---|
| Application Name ID | iApplicationStat.Application |
| Application Name | iApplicationStat.Timestamp |

## Statistics

This report uses the following statistics.

**Important:**

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 routing 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_AverageCallsAnswered Delay |
| Max Answer Delay | MaxCallsAnsDelay | @RCW_MaxCallsAnsDelay |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Ans After Threshold | CallsAnsweredAftThreshold | CallsAnsweredAftThreshold |
| Abandoned | CallsAbandoned | CallsAbandoned |
| Max Aban’n Delay | MaxCallsAbandonedDelay | @RCW_MaxCallsAbandonedDelay |
| Aban After Threshold | CallsAbandonedAftThreshold | CallsAbandonedAftThreshold |
| Ans Delay At Skillset | CallsAnsweredDelayAtSkillset | @RCW_CallsAnsweredDelayAtSkillset |
| % Service Level | [{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)}/ (CallsAnswered + CallsAbandoned)] x 100 | @RCW_%ServiceLevel |

# 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. Aban'd 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 | 00:06:27 | 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% |
|---|---|---|---|---|---|---|---|---|---|---|---|

**Figure 106: Application Performance report**

# 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 Report descriptions on page 593.

## Views

This report uses the CDNStat view, see CDNStat views on page 124. For more information about views, see Access rights by view on 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 |

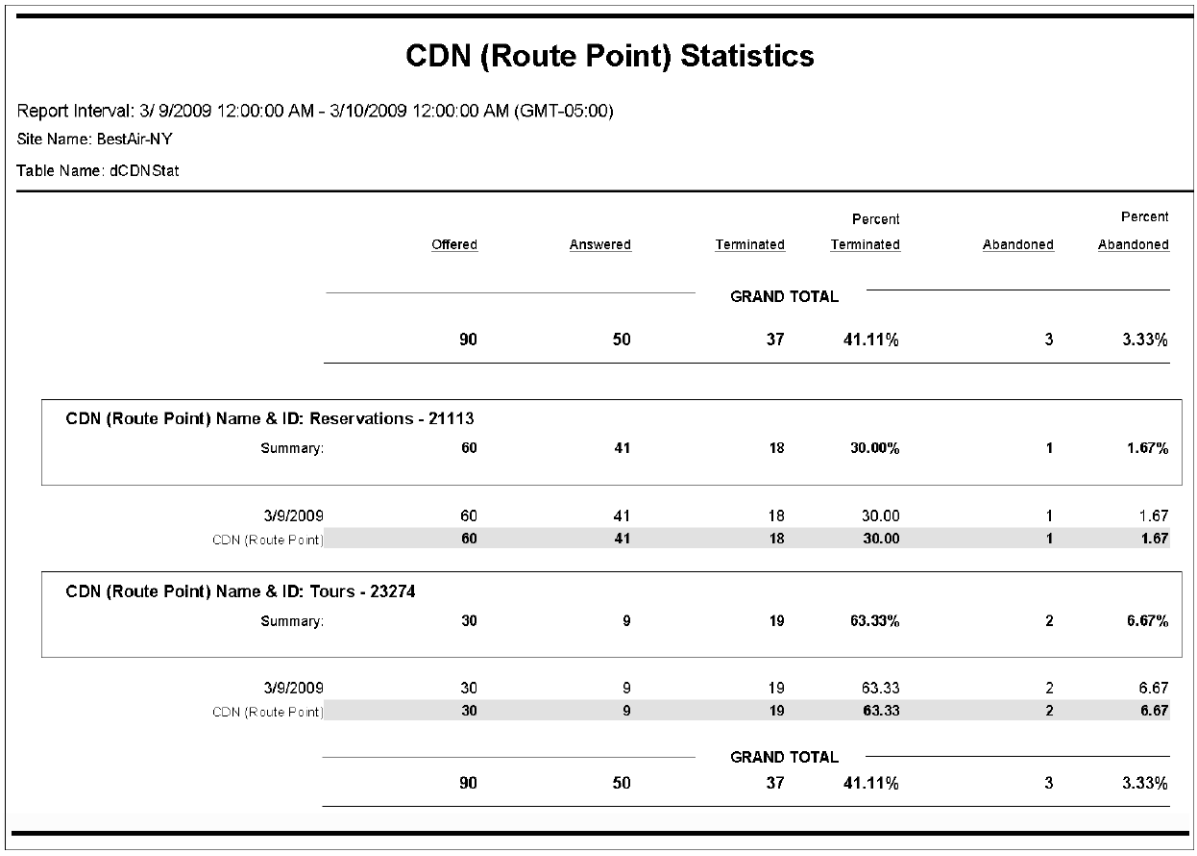
## Statistics

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.



**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%** |

**Figure 107: CDN (Route Point) Statistics report**

# 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.

**Important:**

This report does not support report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

## Views

This report uses the iApplicationStat view (see ApplicationStat views on page 102). For more information about views, see Access rights by view on 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 |

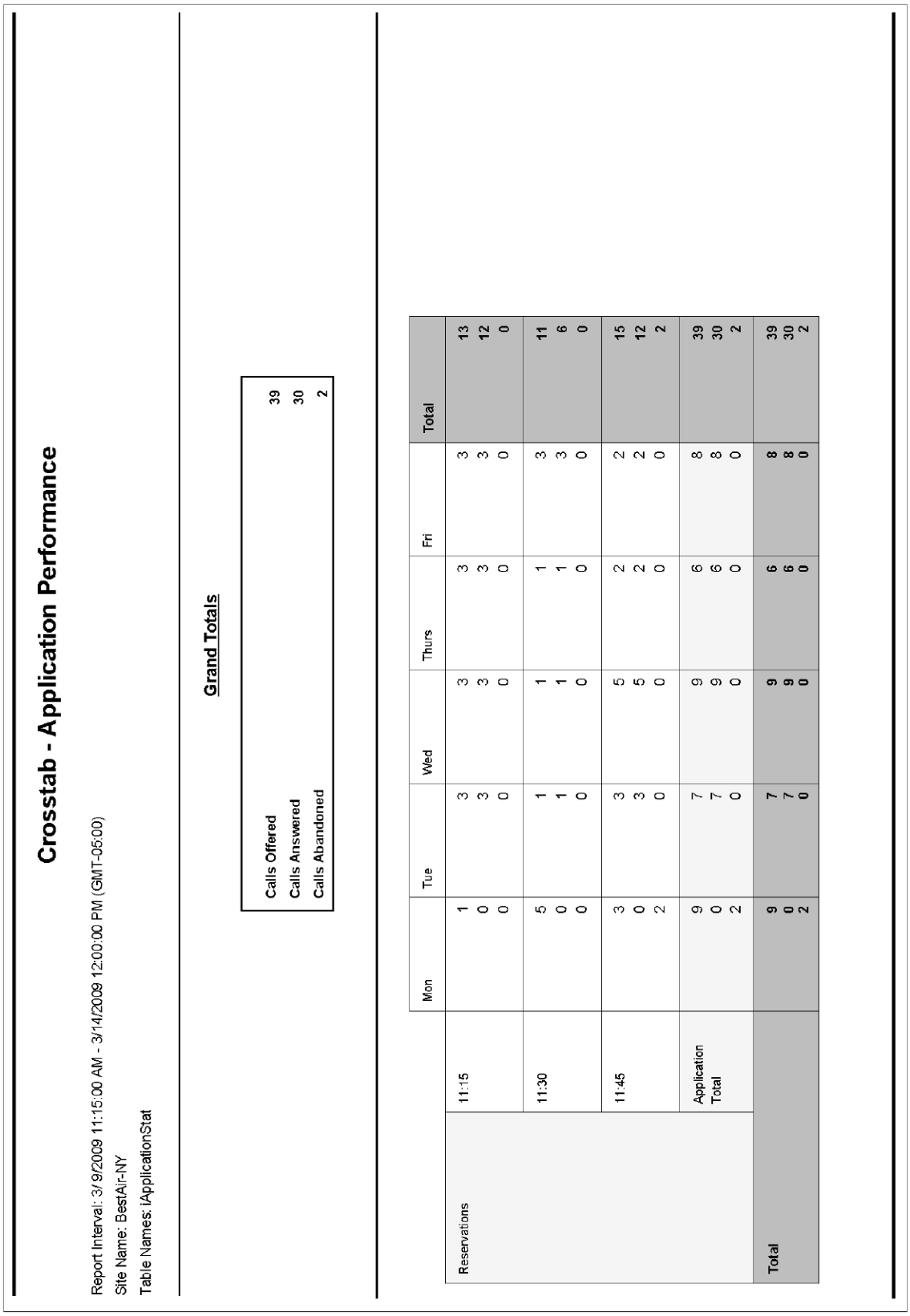
## Statistics

This report uses the following statistics.

| Name | 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.



## 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 |

**Figure 108: Crosstab-Application Performance report**

# 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.

**Important:**

This report does not support report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

## Views

This report uses the iCDNStat view; see CDNStat views on page 124. For more information about views; see Access rights by view on 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 |

## Summaries

The report provides totals for each selected CDN for the selected intervals. Also, totals for the selected intervals are grouped by day.

## 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 |

**Figure 109: Crosstab-CDN (Route Point) Statistics report**

# 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.

**Important:**

This report does not support report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

## Views

This report uses the iDNISStat view. For more information, see DNISStat views on page 128. For more information about views; see Access rights by view on 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 |

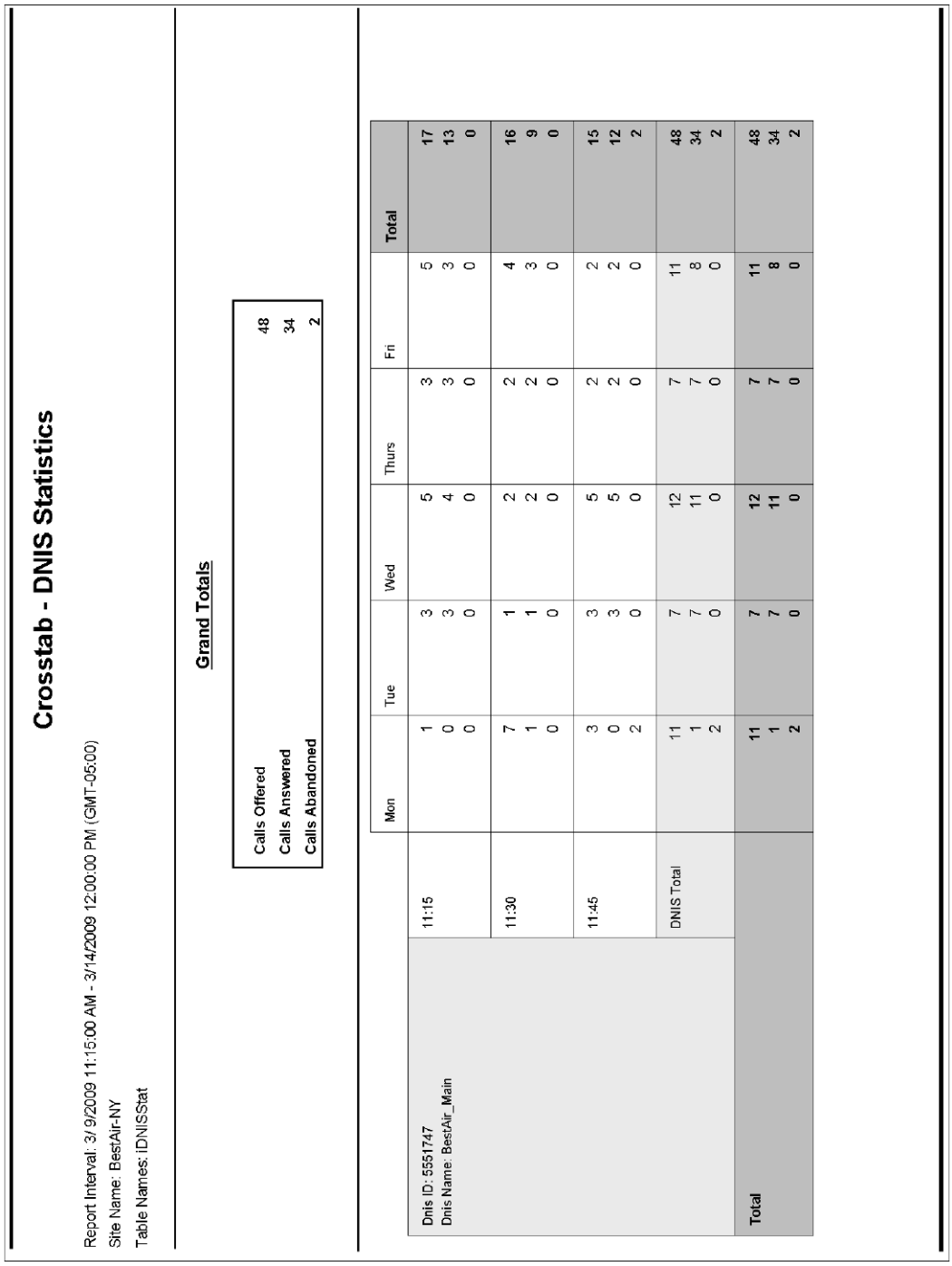
## Statistics

This report uses the following statistics.

| Name | 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.



## 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<br>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** |

**Figure 110: Crosstab-DNIS Statistics report**

# Crosstab—Route Performance

The report applies to the Avaya Communication Server 1000 PABX 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 whether 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.

**Important:**

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 Report descriptions on page 593.

## Views

This report uses the iRouteStat view RouteStat views on page 162. For more information about views; see Access rights by view on 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.

| Selection Criteria | Database field names |
|---|---|
| Route ID | iRouteStat.RouteID |
| Route Name | iRouteStat.Timestamp |

## Statistics

This report uses the following statistics.

| Name | 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.

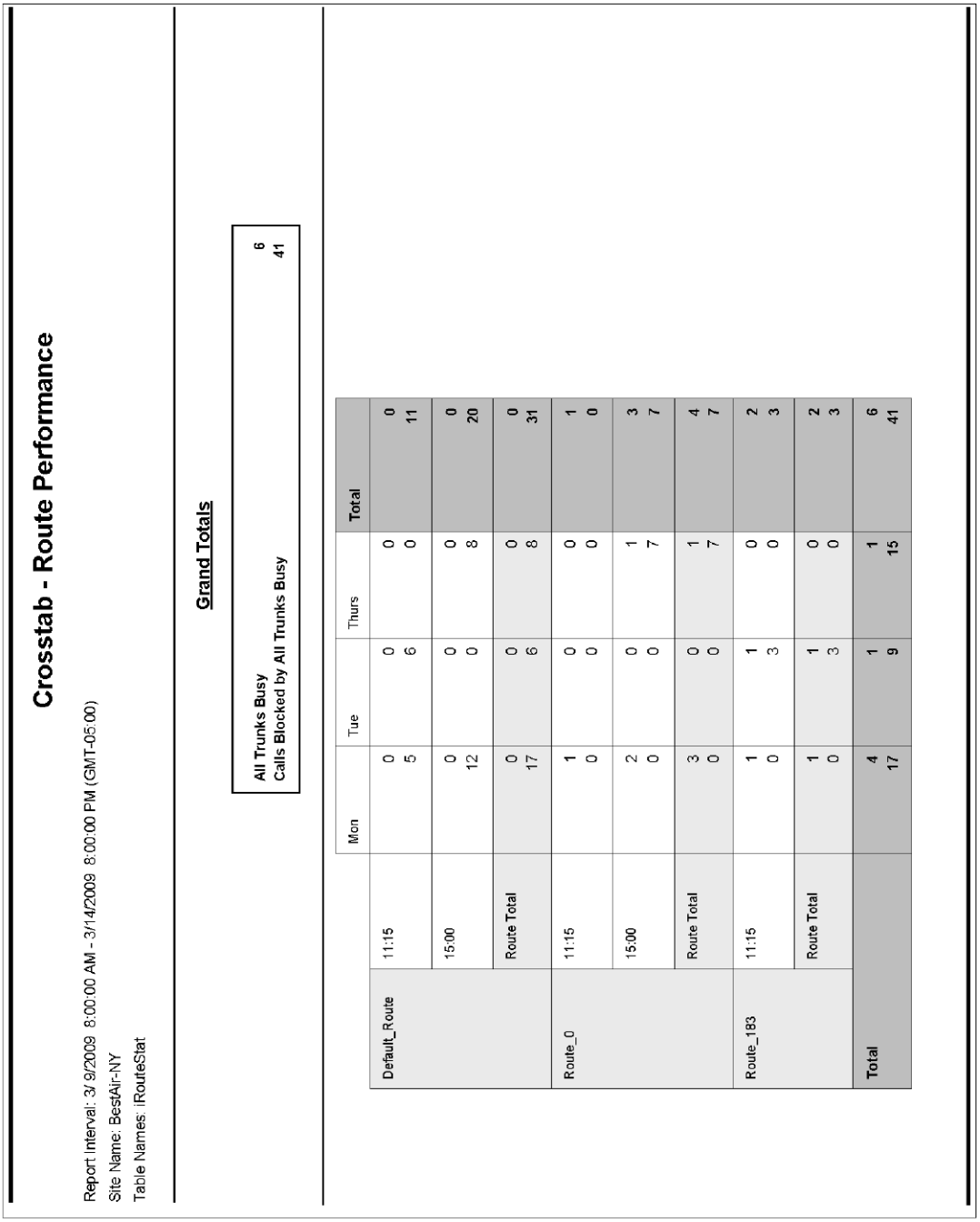



**Figure 111: Crosstab-Route Performance report**

# 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.

**Important:**

This report does not support report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

## Views

This report uses the iSkillsetStat view; see SkillsetStat views on page 165. For more information about views; see Access rights by view on 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.

| Name | View field/Formula |
|---|---|
| Call Offered | CallOffered |
| Call Answered | CallAnswered |

| Name | View field/Formula |
|---|---|
| Network Call Answered | NetworkCallAnswered |
| Skillset Abandoned | SkillsetAbandoned |

## Summaries

The report provides totals for each selected skillset for the selected intervals. Also, totals for the selected intervals are grouped by day.

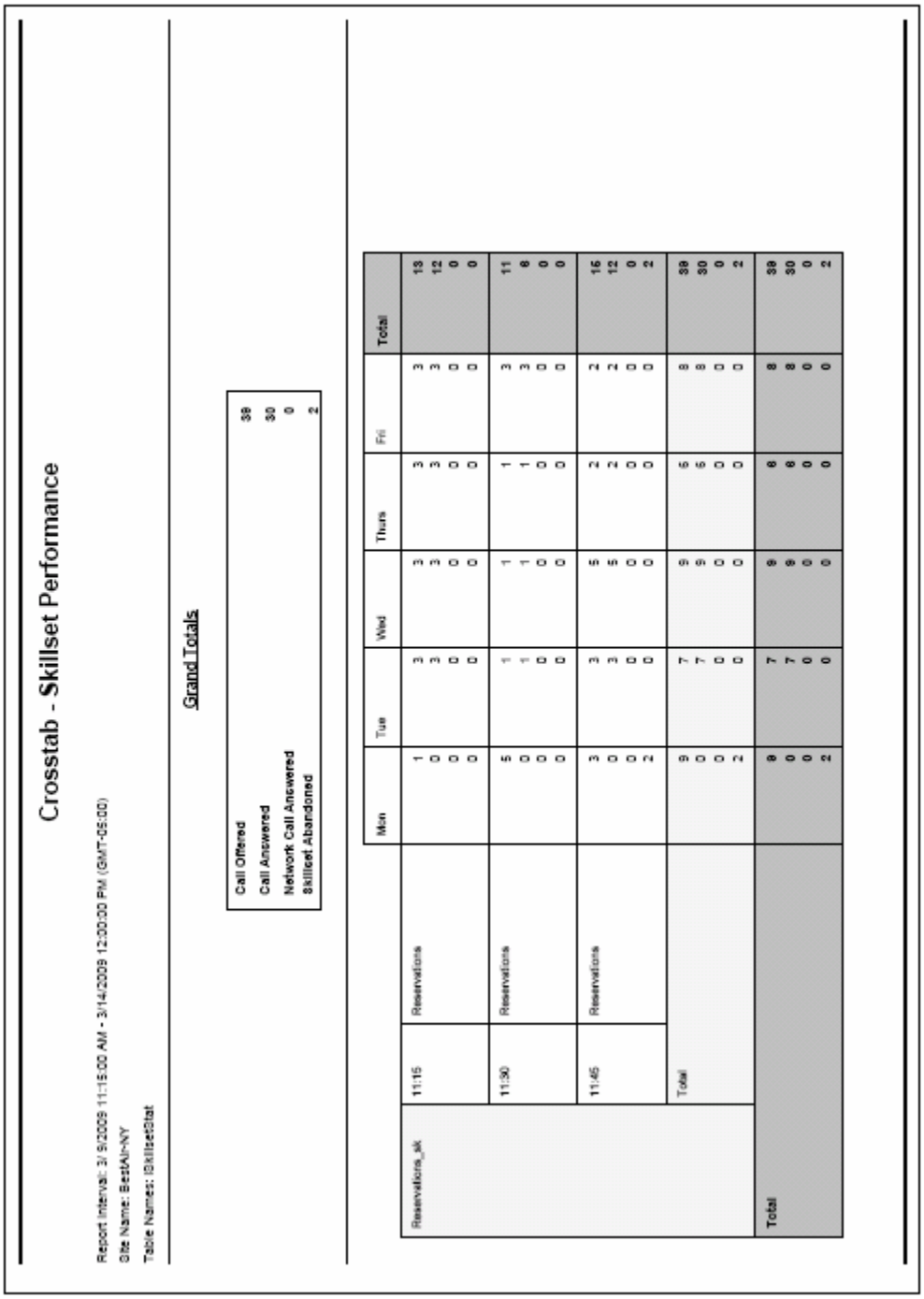



**Figure 112: Crosstab-Skillset Performance**

# Crosstab—Trunk Performance

The report applies to the Avaya Communication Server 1000 PABX 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.

**Important:**

This report does not support report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

## Views

This report uses the iTrunkStat view; see TrunkStat views on page 177. For more information about views; see Access rights by view on 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.

| Name | 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.

## 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<br>Route ID: 0 | 10:15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | 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 | 0 | 5 |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total** | | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| | | **4** | **0** | **0** | **0** | **1** | **0** | **5** |
| | | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

**Figure 113: Crosstab-Trunk Performance**

# 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 DNIS number.

For more information, see Report descriptions on page 593.

## Views

This report uses the DNISStat view. For more information, see DNISStat views on page 128. For more information about views; see Access rights by view on 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.

| 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 (Avaya Communication Server 1000 PABX) | 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 |

| 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.

## 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: dDNISStat

| | Offered | Answered | Answer Delay | Max Ans Delay | Avg Ans Delay | Ans After Thresh | Discon-nected | Over Routed | Routed | Default | Given Busy | Aband | Aband Delay | Max Aban Delay | Aban 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 |

**Figure 114: DNIS Statistics report**

# 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 Report descriptions on page 593.

## Views

This report uses the eIVRPortLoginStat view; see IVRPortStat views on page 136. For more information about views; see Access rights by view on page 25.

## Templates

This report uses the em-res5.rpt template.

## Selection criteria

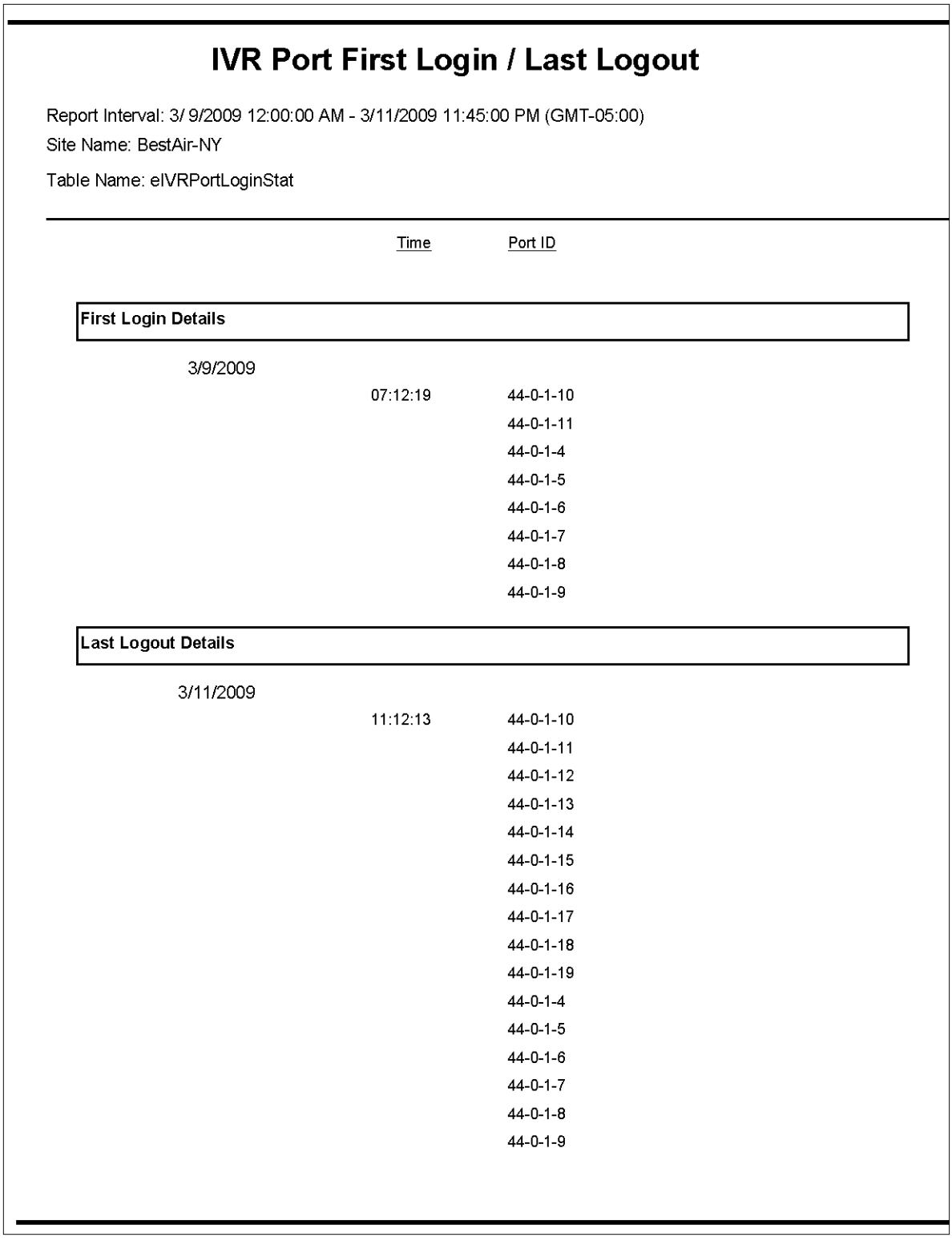
This report uses the following criteria.

| 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 |



# 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 |

**Figure 115: IVR Port First Login / Last Logout report**

# 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 Report descriptions on page 593.

## Views

This report uses the IVRPortStat view; see IVRPortStat views on page 136. For more information about views; see Access rights by view on 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.

| Selection Criteria | Database field names |
|---|---|
| IVR Port ID | iIVRPortStat.IVRPortID |
| IVR Port Name | iIVRPortStat.Timestamp |

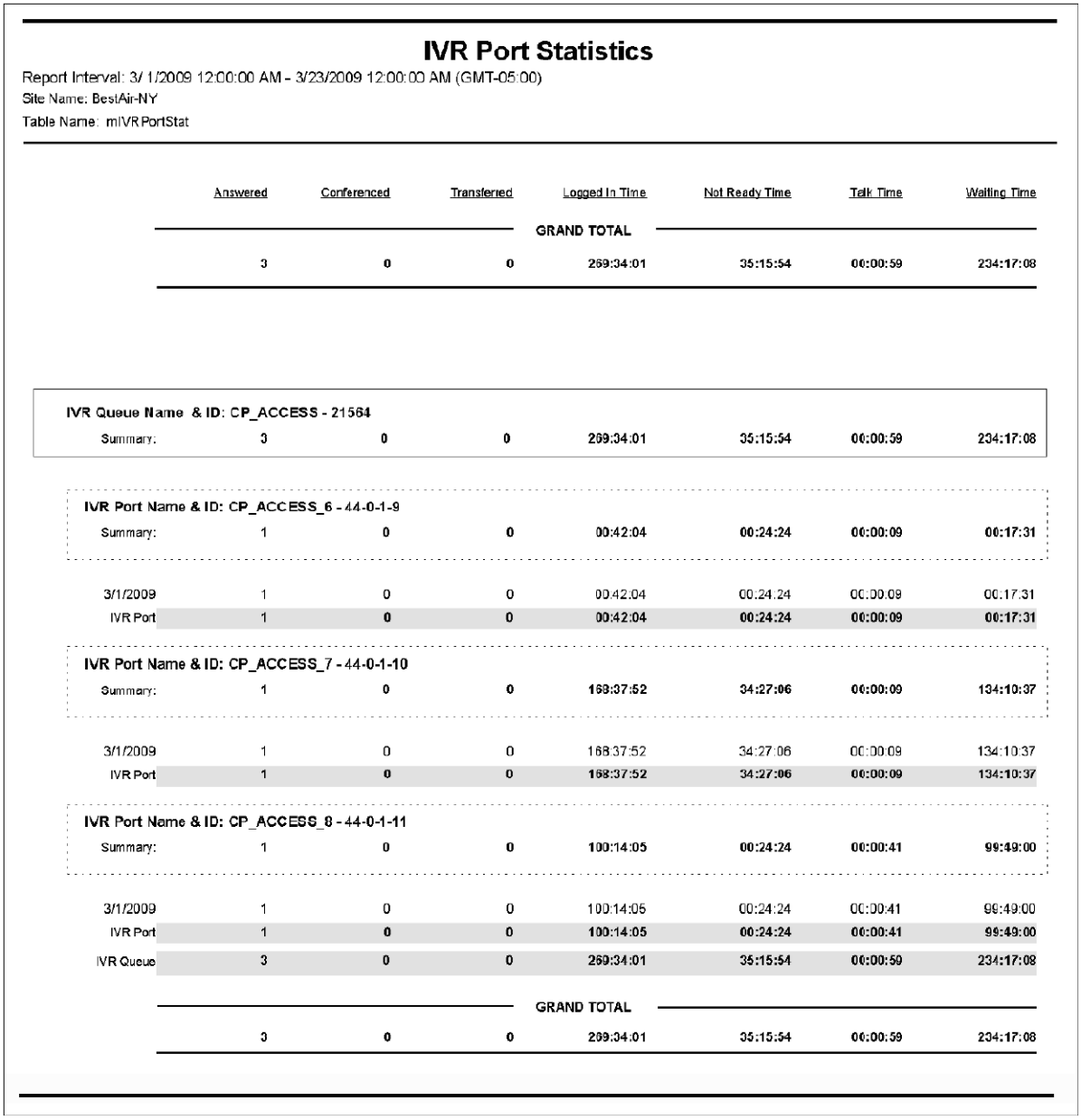
## Statistics

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.



**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** |

**Figure 116: IVR Port Statistics report**

# 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 an IVR queue is not performing well, equip the queue with more IVR ports.

For more information, see Report descriptions on page 593.

## Views

This report uses the IVRStat view; see IVRStat views on page 140. For more information about views; see Access rights by view on 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 |

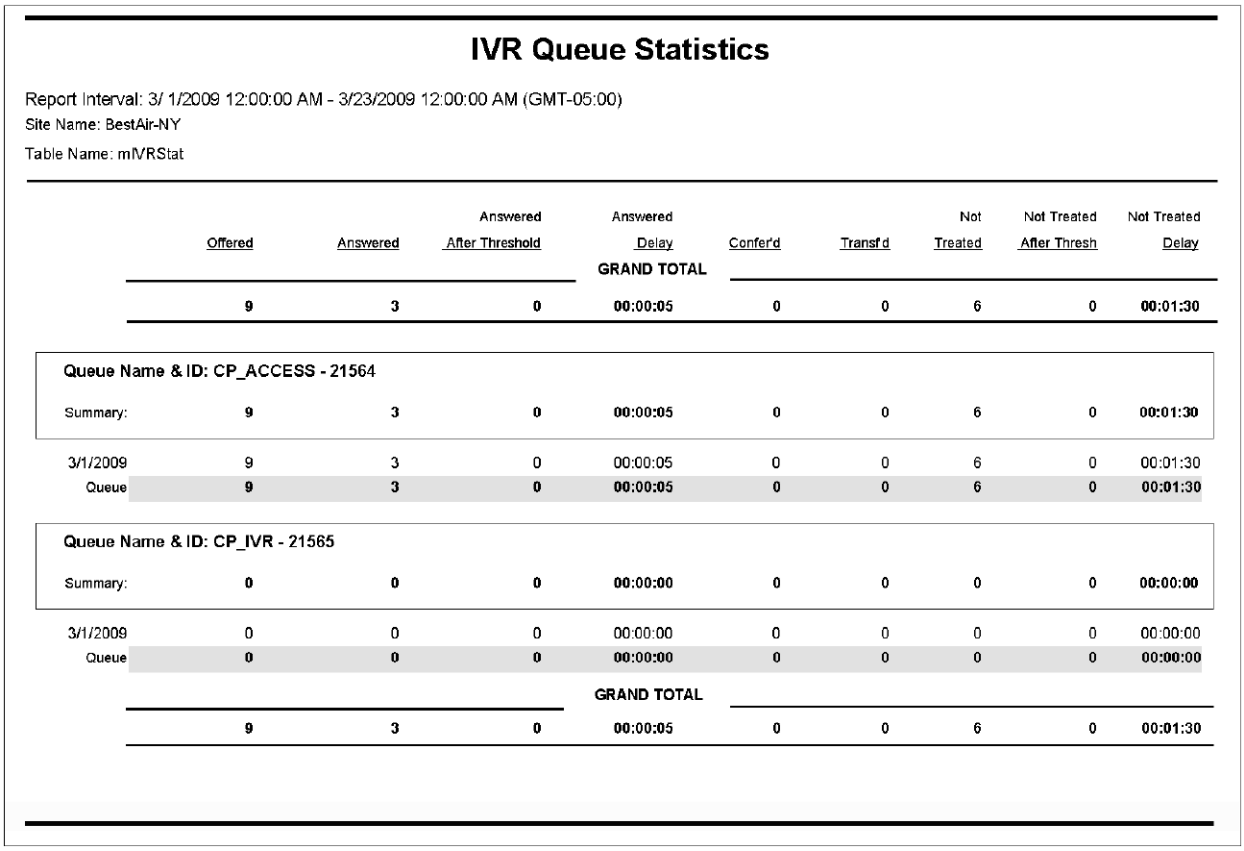
## Statistics

This report uses the following statistics.

| 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.



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 | Confer'd | Transf'd | 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** |

**Figure 117: IVR Queue Statistics report**

# 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 overloaded routes.

For more information, see Report descriptions on page 593.

## Views

This report uses the RANMusicRouteStat view, (see RANMusicRouteStat views on page 159). For more information about views; see Access rights by view on 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 |

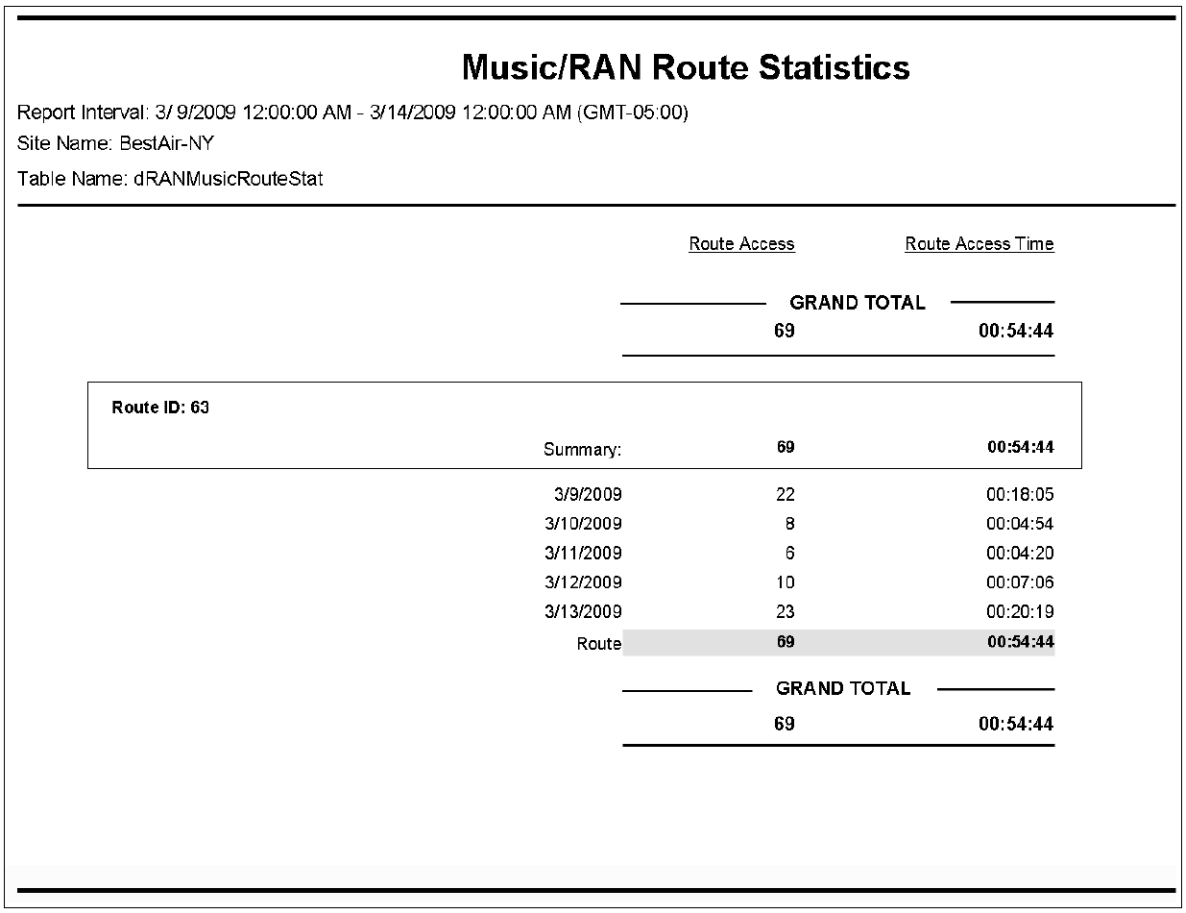
## Statistics

This report uses the following statistics.

| 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.



**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** |

**Figure 118: Music/RAN Route Statistics report**

# Route Performance

The report applies to the Avaya Communication Server 1000 PABX 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 whether 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 Report descriptions on page 593.

**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 on page 162. For more information about views; see Access rights by view on 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-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 |

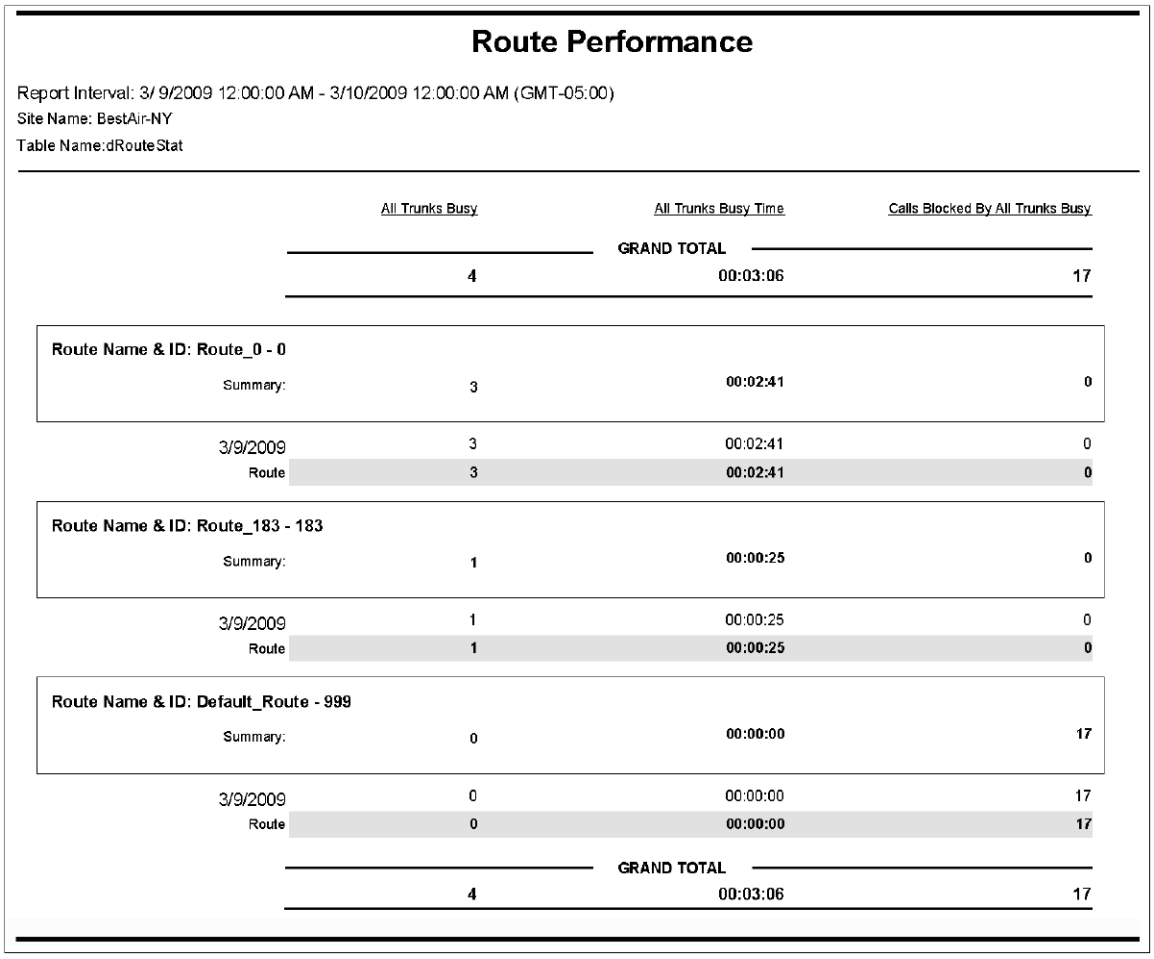
## Statistics

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.



**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 |

**Figure 119: Route Performance report**

# 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 Report descriptions on page 593.

## Views

This report uses the SkillsetStat view; see SkillsetStat views on page 165. For more information about views; see Access rights by view on 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

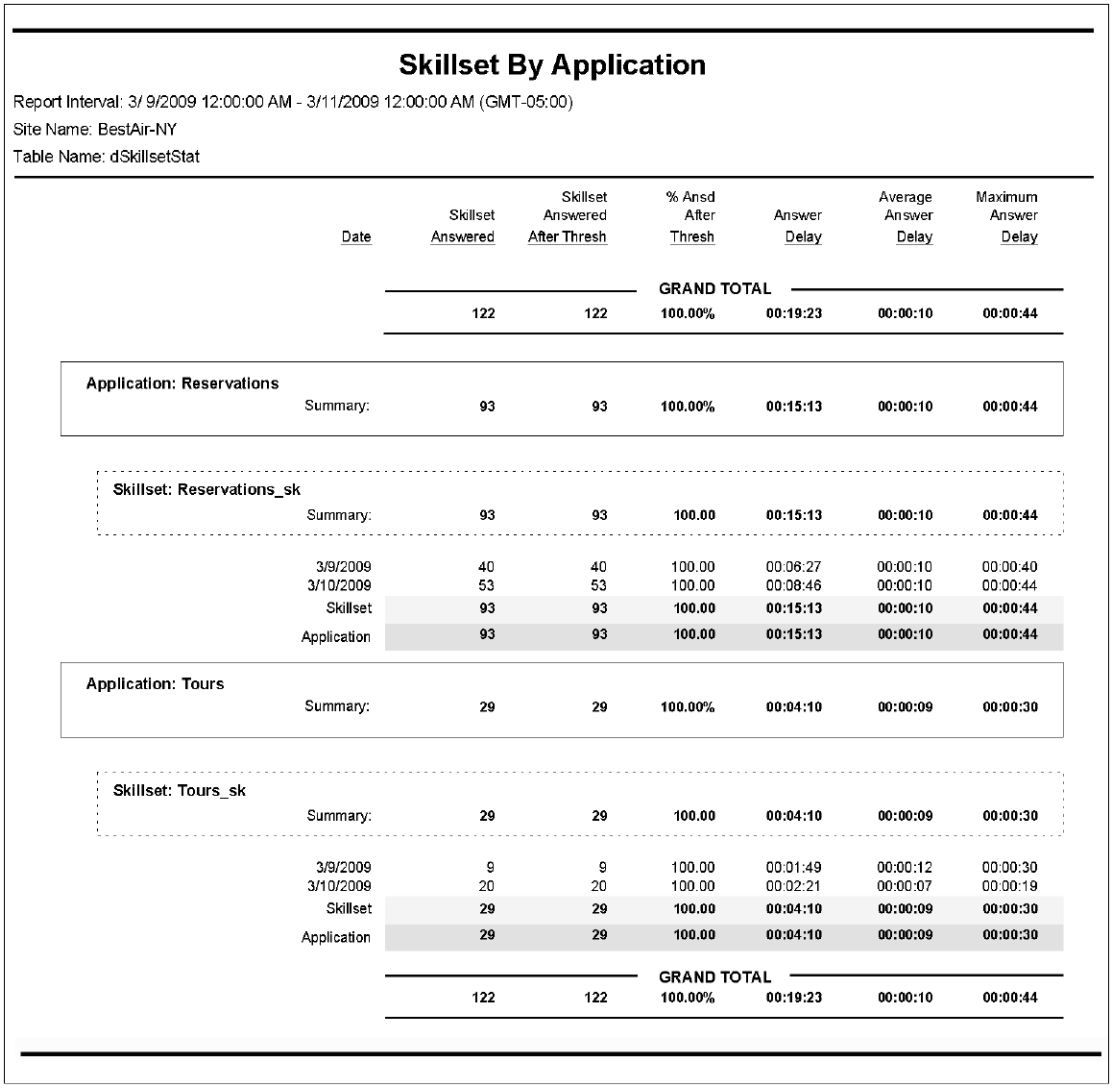
This report uses the following statistics.

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Skillset Answered | CallsAnswered | CallsAnswered |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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.



**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** |

**Figure 120: Skillset By Application**

# 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 serving contacts in the skillset, the report indicates whether

the skillset has the number of agents required to service customers. If a skillset is not performing well, consult the agent reports.

For network skillsets; see Network Skillset Performance on page 815 for a report showing all local and incoming NSBR contacts in this skillset. For more information, see Report descriptions on page 593.

## Views

This report uses the SkillsetStat view; see SkillsetStat views on page 165. For more information about views; see Access rights by view on 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.

| 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_AverageCallsAnswered Delay |
| 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.

## 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 |
|---|---|---|---|---|---|---|---|---|---|---|
| **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** |
| **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** |

**Figure 121: Skillset Performance Report**

# Skillset Timeline

The Skillset Timeline report shows a graphical representation of the service level, contact handling performance, and agent staffing information for skillsets defined on your system. The report also lists the active time, the staffed time, and the multiplicity staffed time within the reporting period. You can select any number of skillsets for the report.

The report shows the skillset statistics as a line plotted on a timeline graph. The line is drawn between points which represent the accumulated value for each statistic at a specific date and time. The values available for the date and time depend on the collection frequency type you select.

The statistics appear in three separate timeline graphs for each skillset:

- Service Level
- Contacts
- Average Agents

The scales shown on the timeline graph are automatically adjusted to the data. The vertical axis always starts at 0 and ends at the highest value required. The horizontal axis represents the timeline and shows the dates and times for the data range specified. When the collection frequency is interval, the timeline scale shows every other interval; however, the points on the graph appear for all 15-minute intervals in the selected range. All other collection frequencies appear in the timeline scale.

A legend appears below each timeline graph to describe the colored lines in each portion of the graphical report. The lines are plotted on the timeline graph in the same order as the legend from left to right and top to bottom. If the lines overlap, the last in the list appears on the graph. For example, if all contacts presented are accepted, the line for presented contacts is covered by the line for accepted contacts. For a contact to be accepted, it must have been presented, so you can still interpret all of the data on the timeline chart.

This report is best viewed when printed on a color printer. The printer must support printing charts and be able to automatically reduce the page size to fit the selected paper for printing.

The report is graphical and can only be exported to formats that support graphics. The supported formats are:

- Adobe PDF
- Excel
- Word
- Rich Text Format (RTF)
- HTML

For network skillsets, only local contacts are included. For a graphical representation including incoming NSBR contacts, see Network Skillset Timeline on page 820.

This report is restricted to an Avaya Aura® Contact Center system only. For more information, see Report descriptions on page 593.

## Interpretation

The Service Level, shown as a percentage, indicates how agents staffing a skillset are managing the contacts presented. If the service level is acceptable, you may not need to review the other timeline charts for the skillset. If the number of contacts presented is 0, the service level is 0.

The Contacts timeline chart indicates the number of contacts presented, accepted, abandoned, accepted after threshold, and abandoned after threshold. Use the Contacts timeline chart when the service level is below target to determine if there is an unusual number of contacts accepted or abandoned. The service level increases when contacts are accepted or abandoned before the service level threshold. The service level decreases when contacts are accepted or abandoned after the service level threshold.

The Average Agents timeline chart indicates the number of agents staffing a skillset and how these agents are contributing to the service level. Use the average agents timeline chart when the service level is below target to determine if there are enough agents staffing the skillset or if the agents are unavailable. An agent is considered available if the agent is handling a contact from the skillset or idle waiting on a contact. The number of idle agents appears on the timeline chart to help determine how many agents are waiting to handle a contact. If the agent is in another state (such as Not Ready) or handling a contact from another skillset, then the agent is not available to handle a contact presented to the current skillset.

The following table describes other observations on the graphical charts:

| Observation | Occurs when... |
|---|---|
| No lines appear on chart | There are no agents staffing the skillset. |
| Lines on chart are broken | There are no agents staffing the skillset for some of the intervals shown. |
| Continuous line on chart, but timeline is not continuous: A warning appears. | There is no system data available for the intervals indicated in the warning message. |
| No data appears on chart, but when you expand range, chart appears | There was no skillset data for the initial data range selected. When the range is expanded, a reference point is available and skillset data is presented. |

## Views

This report uses the SkillsetStat views; see SkillsetStat views on page 165. For more information about views; see Access rights by view on page 25.

## Collection Frequency

The following collection frequency types are available for this report:

- 15 minute interval
- daily
- weekly
- monthly

## Selection Criteria

This report uses the following criteria:

| Selection criteria | Database field names |
|---|---|
| Contact Type | iSkillsetStat.ContactType |
| Skillset Name ID | iSkillsetStat.Skillset |
| Skillset Name | iSkillsetStat.Timestamp |

The data range for this report is filtered based on the following criteria:

| Database field name |
|---|
| iSkillsetStat.Timestamp |

This report uses the following predefined criteria:

| Database field name | Criteria |
|---|---|
| iSkillsetStat.Timestamp | iSkillsetStat.SiteID=0 |
| iSkillsetStat.SiteID | iSkillsetStat.SiteID=0 |

## Statistics

This report uses the following statistics.

### Table 13: Service Level Timeline Graph and Summaries

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| % Service Level | [{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100 | @RCW_%ServiceLevel |

### Table 14: Contacts Timeline Graph and Summaries

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Presented | VirtualCallsOffered | VirtualCallsOffered |
| Accepted | CallsAnswered | CallsAnswered |
| Abandoned | VirtualCallsAbandoned | VirtualCallsAbandoned |
| Accepted After Threshold | CallsAnsweredAfterThreshold | CallsAnsweredAfterThreshold |
| Abandoned After Threshold | VirtualCallsAbnAftThreshold | VirtualCallsAbnAftThreshold |

### Table 15: Average Agents Timeline Graph and Summaries

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Avg. Agents Staffing | TotalStaffedTime / ActiveTime | @RCW_AverageNumberOfAgents |
| Avg. Agents Multi. Staffing | MaxCapacityTotalStaffedTime / ActiveTime | — |
| Avg. Agents Available | (MaxCapacityIdleTime + TalkTime) / ActiveTime | — |
| Avg. Agents Idle | MaxCapacityIdleTime / ActiveTime | — |

### Table 16: Summaries

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Active Time | ActiveTime | @RCW_ActiveTime |
| Staffed Time | TotalStaffedTime | @RCW_TotalStaffedTime |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Multi. Staffed Time | MaxCapacityTotalStaffedTime | — |

## Summaries

The report provides totals for each skillset, and subtotals for each day, month, or year, depending on the reporting period you select:

| Collection frequency | Subtotal |
|---|---|
| Interval | Each day |
| Daily | Each month |
| Weekly | Each year |
| Monthly | Each year |

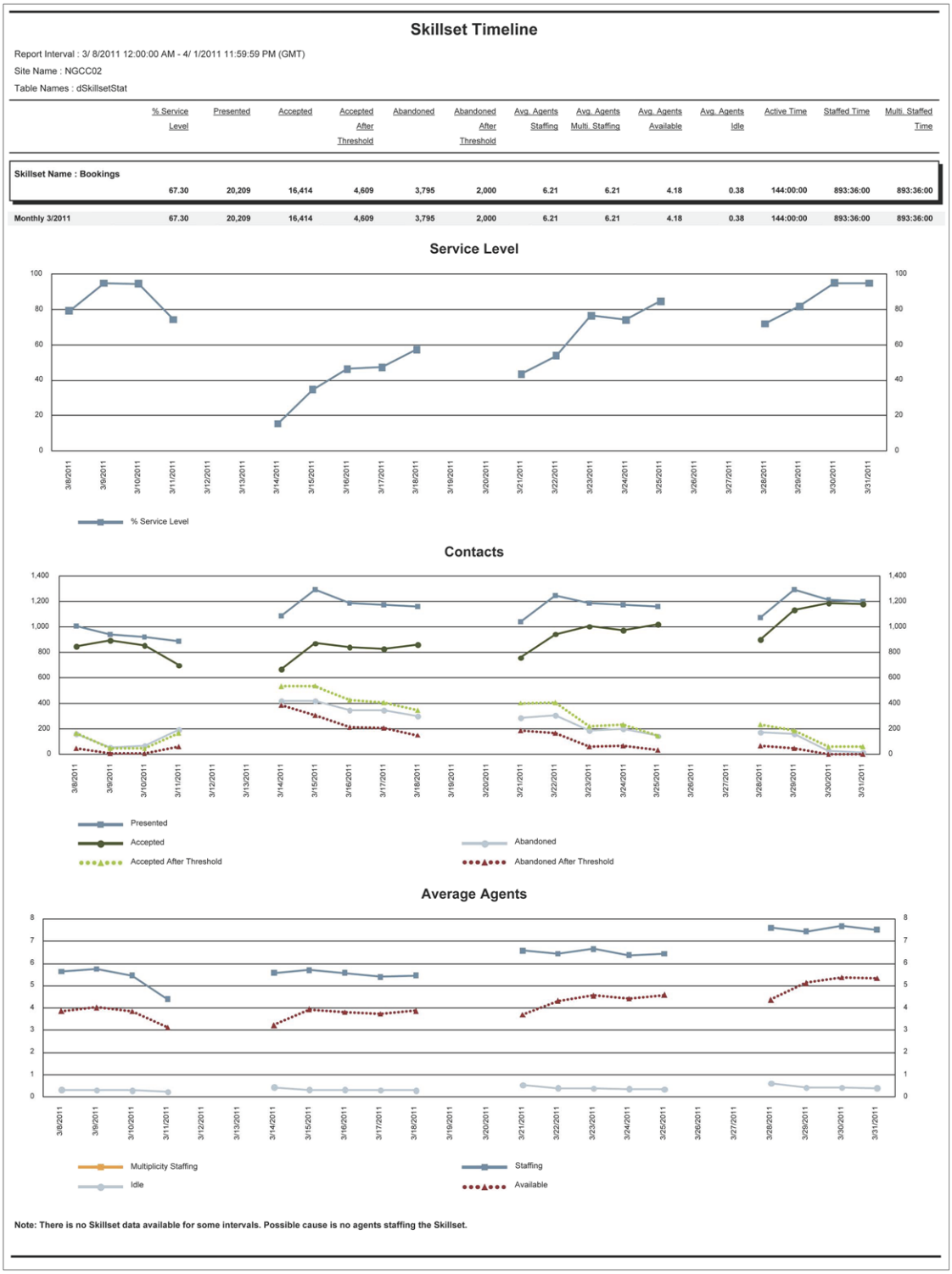



**Figure 122: Skillset Timeline report**

# Skillset Timeline by Contact Type

The Skillset Timeline by Contact Type report shows a graphical representation of the service level, contact handling performance, and agent staffing information for skillsets for each contact type defined on your system. The report also lists the active time, the staffed time, and the multiplicity staffed time within the reporting period. You can select any number of skillsets for the report.

The report shows the skillset statistics as a line plotted on a timeline graph. The line is drawn between points which represent the accumulated value for each statistic at a specific date and time. The values available for the date and time depend on the collection frequency type you select.

The statistics appear in three separate timeline graphs for each skillset:

- Service Level
- Contacts
- Average Agents

The scales shown on the timeline graph are automatically adjusted to the data. The vertical axis always starts at 0 and ends at the highest value required. The horizontal axis represents the timeline and shows the dates and times for the data range specified. When the collection frequency is interval, the timeline scale shows every other interval; however, the points on the graph appear for all 15-minute intervals in the selected range. All other collection frequencies appear in the timeline scale.

A legend appears below each timeline graph to describe the colored lines in each portion of the graphical report. The lines are plotted on the timeline graph in the same order as the legend from left to right and top to bottom. If the lines overlap, the last in the list appears on the graph. For example, if all contacts presented are accepted, the line for presented contacts is covered by the line for accepted contacts. For a contact to be accepted, it must have been presented, so you can still interpret all of the data on the timeline chart.

This report is best viewed when printed on a color printer. The printer must support printing charts and be able to automatically reduce the page size to fit the selected paper for printing.

The report is graphical and can only be exported to formats that support graphics. The supported formats are:

- Adobe PDF
- Excel
- Word

- Rich Text Format (RTF)
- HTML

For network skillsets, only local contacts are included. For a graphical representation including incoming NSBR contacts, see Network Skillset Timeline on page 820.

This report is restricted to an Avaya Aura® Contact Center system only. For more information, see Report descriptions on page 593.

## Interpretation

The Service Level, shown as a percentage, indicates how agents staffing the skillsets of a specific contact type are managing the contacts presented. If the service level is acceptable, you may not need to review the other timeline charts for the skillset. If the number of contacts presented is 0, the service level is 0.

The Contacts timeline chart indicates the number of contacts presented, accepted, abandoned, accepted after threshold, and abandoned after threshold. Use the Contacts timeline chart when the service level is below target to determine if there is an unusual number of contacts accepted or abandoned. The service level increases when contacts are accepted or abandoned before the service level threshold. The service level decreases when contacts are accepted or abandoned after the service level threshold.

The Average Agents timeline chart indicates the number of agents staffing the skillsets of a specific contact type and how these agents are contributing to the service level. Use the average agents timeline chart when the service level is below target to determine if there are enough agents staffing the skillset or if the agents are unavailable. An agent is considered available if the agent is handling a contact from the skillsets of a contact type or idle waiting on a contact. The number of idle agents appears on the timeline chart to help determine how many agents are waiting to handle a contact. If the agent is in another state (such as Not Ready) or handling a contact from another contact type, then the agent is not available to handle a contact presented to the skillsets of a specific contact type.

The following table describes other observations on the graphical charts:

| Observation | Occurs when... |
|---|---|
| No lines appear on chart | There are no agents staffing the skillset. |
| Lines on chart are broken | There are no agents staffing the skillset for some of the intervals shown. |
| Continuous line on chart, but timeline is not continuous: A warning appears. | There is no system data available for the intervals indicated in the warning message. |
| No data appears on chart, but when you expand range, chart appears | There was no skillset data for the initial data range selected. When the range is expanded, a reference point is available and skillset data is presented. |

Since the statistics are for a specific contact type, the issues may existing in one or more skillsets belonging to the contact type. For details of each skillset, see the Skillset Timeline on page 904.

## Views

This report uses the SkillsetStat views; see SkillsetStat views on page 165. For more information about views; see Access rights by view on page 25.

## Collection Frequency

The following collection frequency types are available for this report:

- 15 minute interval
- daily
- weekly
- monthly

## Selection Criteria

This report uses the following criteria:

| Selection criteria | Database field names |
|---|---|
| Contact Type | iSkillsetStat.ContactType |
| Skillset Name ID | iSkillsetStat.Skillset |
| Skillset Name | iSkillsetStat.Timestamp |

The data range for this report is filtered based on the following criteria:

| Database field name |
|---|
| iSkillsetStat.Timestamp |

This report uses the following predefined criteria:

| Database field name | Criteria |
|---|---|
| iSkillsetStat.Timestamp | iSkillsetStat.SiteID=0 |
| iSkillsetStat.SiteID | iSkillsetStat.SiteID=0 |

## Statistics

This report uses the following statistics.

**Table 17: Service Level Timeline Graph and Summaries**

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| % Service Level | [{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100 | @RCW_%ServiceLevel |

**Table 18: Contacts Timeline Graph and Summaries**

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Presented | VirtualCallsOffered | VirtualCallsOffered |
| Accepted | CallsAnswered | CallsAnswered |
| Abandoned | VirtualCallsAbandoned | VirtualCallsAbandoned |
| Accepted After Threshold | CallsAnsweredAfterThreshold | CallsAnsweredAfterThreshold |
| Abandoned After Threshold | VirtualCallsAbnAftThreshold | VirtualCallsAbnAftThreshold |

**Table 19: Average Agents Timeline Graph and Summaries**

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Avg. Agents Staffing | TotalStaffedTime / ActiveTime | @RCW_AverageNumberOfAgents |
| Avg. Agents Multi. Staffing | MaxCapacityTotalStaffedTime / ActiveTime | — |
| Avg. Agents Available | (MaxCapacityIdleTime + TalkTime) / ActiveTime | — |
| Avg. Agents Idle | MaxCapacityIdleTime / ActiveTime | — |

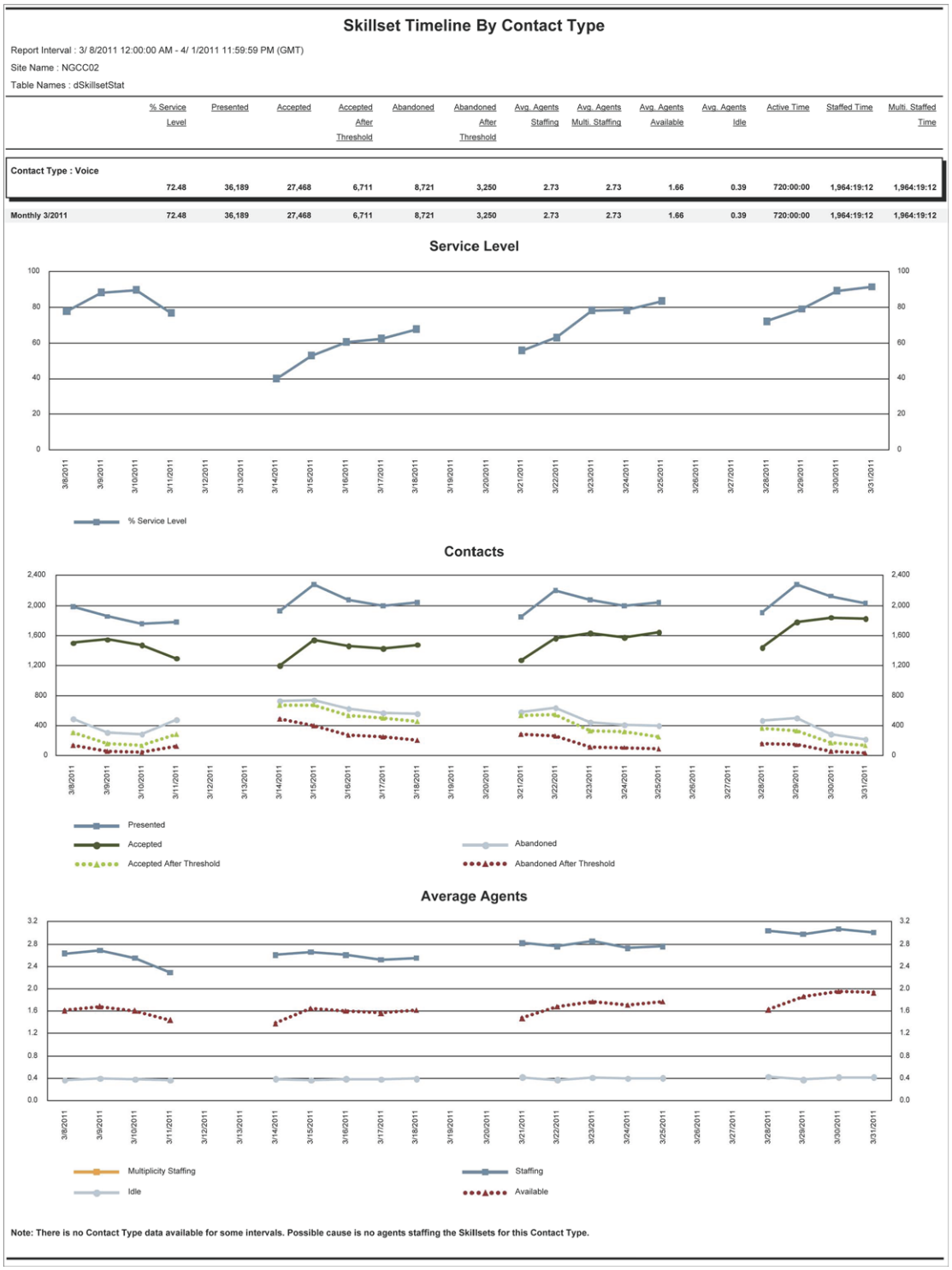
**Table 20: Summaries**

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| Active Time | ActiveTime | @RCW_ActiveTime |
| Staffed Time | TotalStaffedTime | @RCW_TotalStaffedTime |
| Multi. Staffed Time | MaxCapacityTotalStaffedTime | — |

# Summaries

The report provides totals for each skillset, and subtotals for each day, month, or year, depending on the reporting period you select:

| Collection frequency | Subtotal |
|---|---|
| Interval | Each day |
| Daily | Each month |
| Weekly | Each year |
| Monthly | Each year |



## Skillset Timeline By Contact Type

Report Interval : 3/ 8/2011 12:00:00 AM - 4/ 1/2011 11:59:59 PM (GMT)
Site Name : NGCC02
Table Names : dSkillsetStat

| | % Service Level | Presented | Accepted | Accepted After Threshold | Abandoned | Abandoned After Threshold | Avg. Agents Staffing | Avg. Agents Multi. Staffing | Avg. Agents Available | Avg. Agents Idle | Active Time | Staffed Time | Multi. Staffed Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Contact Type : Voice** | **72.48** | **36,189** | **27,468** | **6,711** | **8,721** | **3,250** | **2.73** | **2.73** | **1.66** | **0.39** | **720:00:00** | **1,964:19:12** | **1,964:19:12** |
| **Monthly 3/2011** | **72.48** | **36,189** | **27,468** | **6,711** | **8,721** | **3,250** | **2.73** | **2.73** | **1.66** | **0.39** | **720:00:00** | **1,964:19:12** | **1,964:19:12** |



**Note: There is no Contact Type data available for some intervals. Possible cause is no agents staffing the Skillsets for this Contact Type.**

**Figure 123: Skillset Timeline by Contact Type report**

# Trunk Performance

Avaya Communication Server 1000 PABX 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 an IVR type of application do not support the Trunk Performance report.

For more information, see Report descriptions on page 593.

## Views

This report uses the TrunkStat view; see TrunkStat views on page 177. For more information about views; see Access rights by view on 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
- mm-res1.rpt

## Selection criteria

This report uses the following criteria.

| Selection Criteria | Database field names |
|---|---|
| Trunk ID | iTrunkStat.Timestamp |

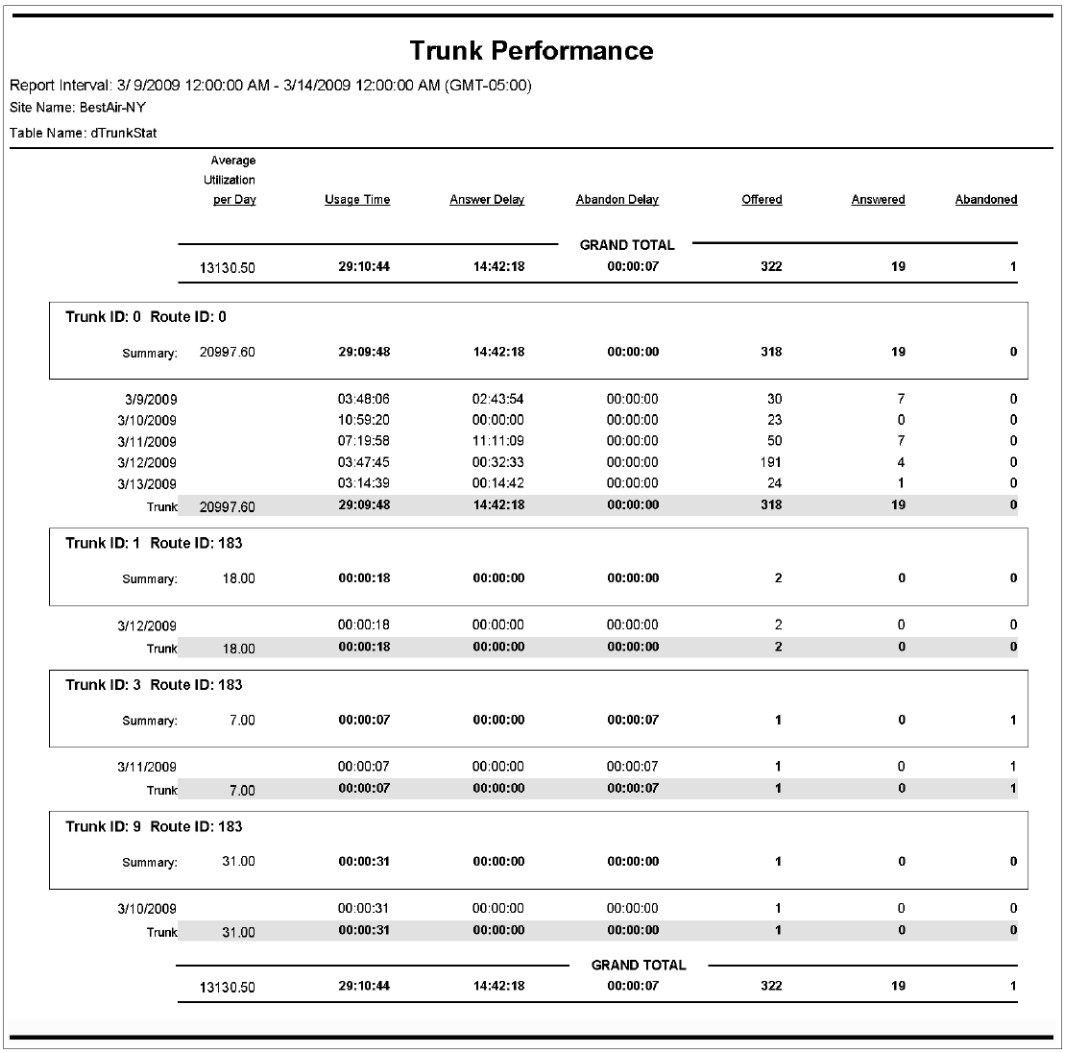
## Statistics

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.



**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** |

**Figure 124: Trunk Performance report**

# Chapter 26: Standard administration reports

This section lists the four administration reports that are available in Contact Center Manager Administration (CCMA).

The four new administration reports are:

- 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.

**Important:**

These reports do not support Report Creation Wizard formulas.

## Accessibility

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 Active Directory Application Mode (ADAM).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 closes, 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\Avaya\WClient\Apps\Reporting\Historical\tmpData.

# Navigation


- Access Classes on page 920
- Report Groups on page 922
- User Defined Partitions on page 924
- Users on page 927


# 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.
- Members—Contains the users assigned to the access class.
- Access Class properties—Shows access rights for each server.

**Important:**

This report doe not support Report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

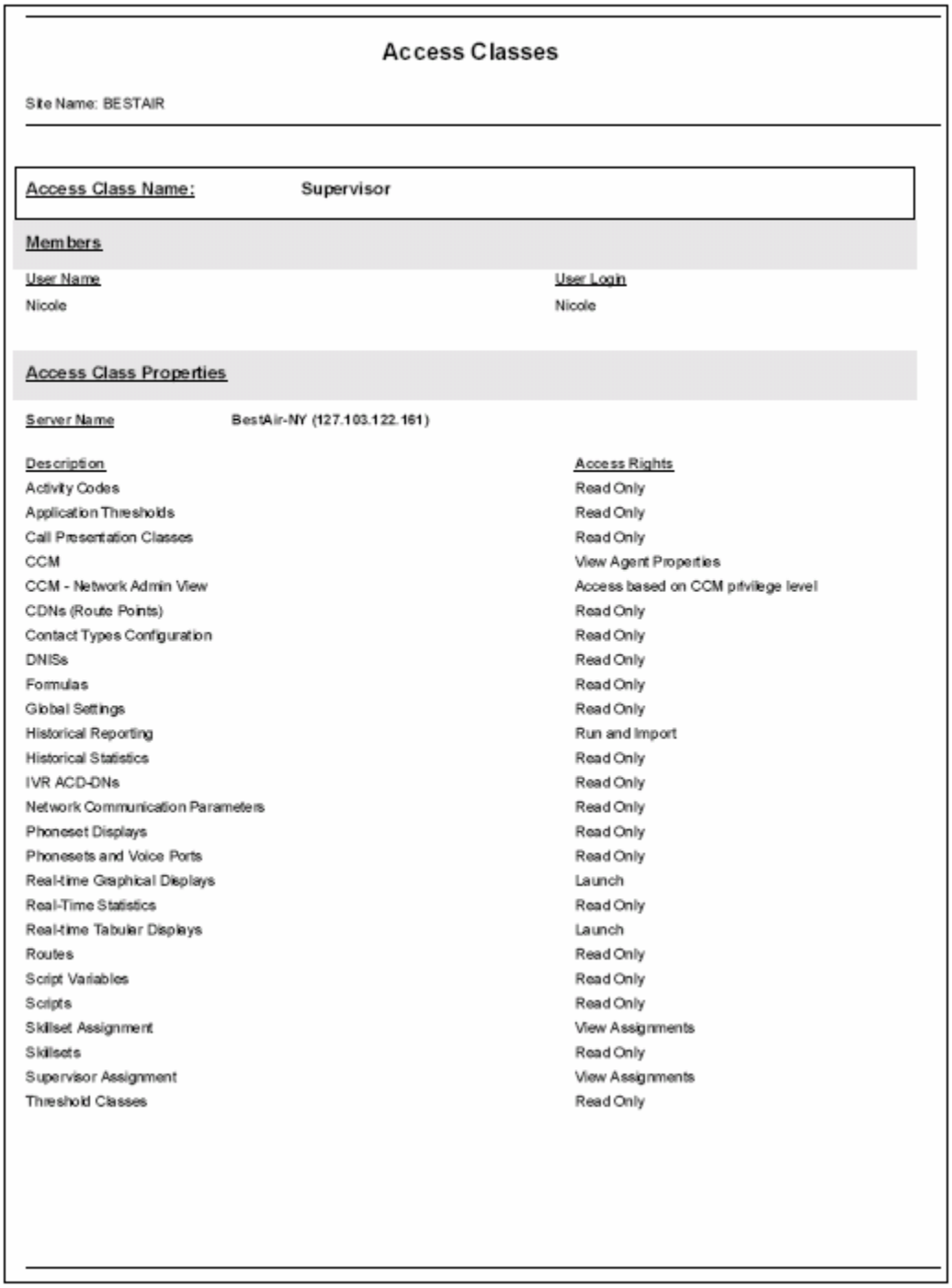
## Templates

This report uses the APMAcc.rpt template.

## Selection criteria

This report uses the following criteria.

| Selection criteria | Database field names |
|---|---|
| Access Class | None |



## 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 |

**Figure 125: Access Classes report**

# 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).

**Important:**

This report does not support Report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

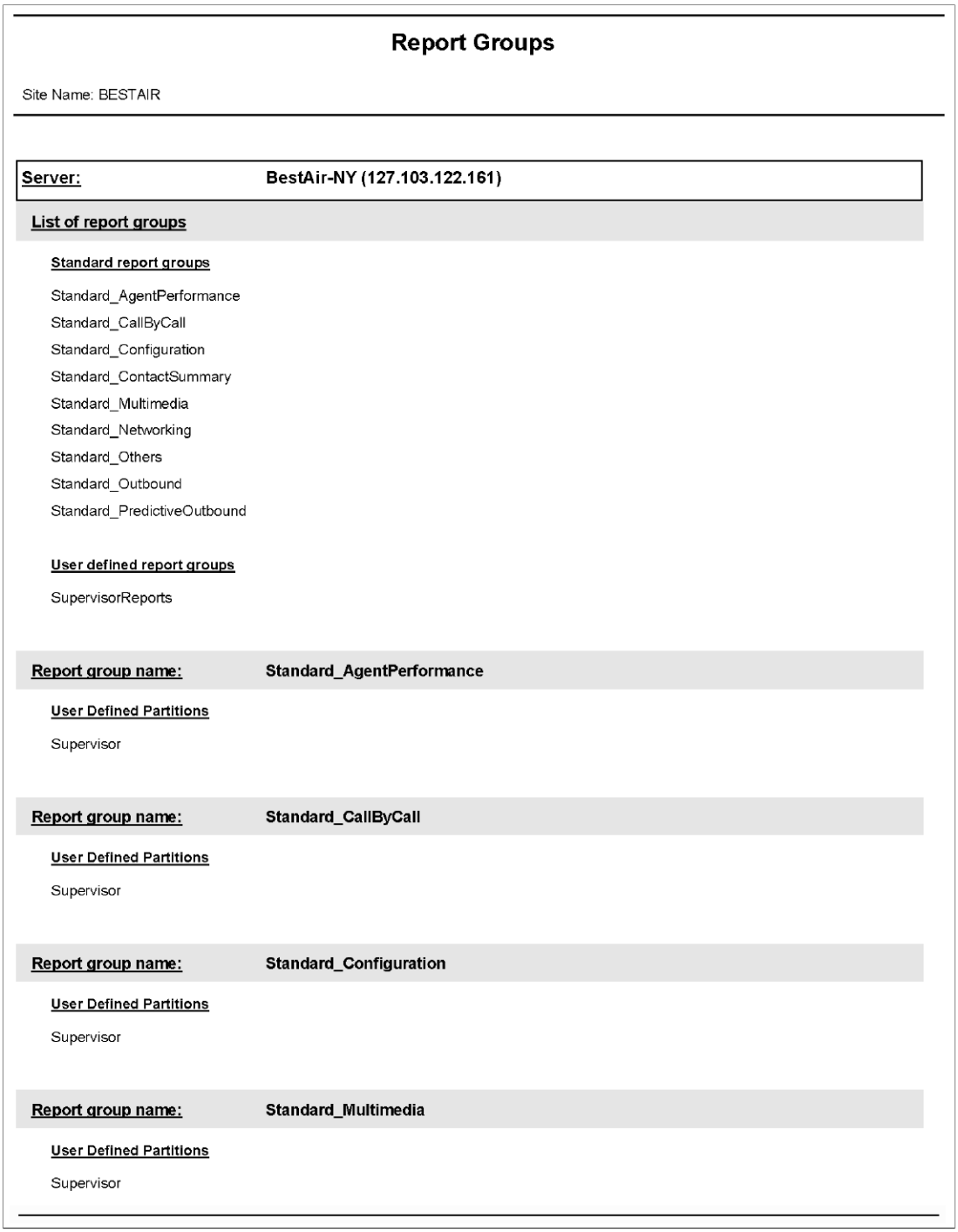
## Templates

This report uses the APMRGRP.rpt template.

## Selection criteria

This report uses the following criteria.

| Selection criteria | Database field names |
|---|---|
| Server IP<br>Server name | None |



## 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**

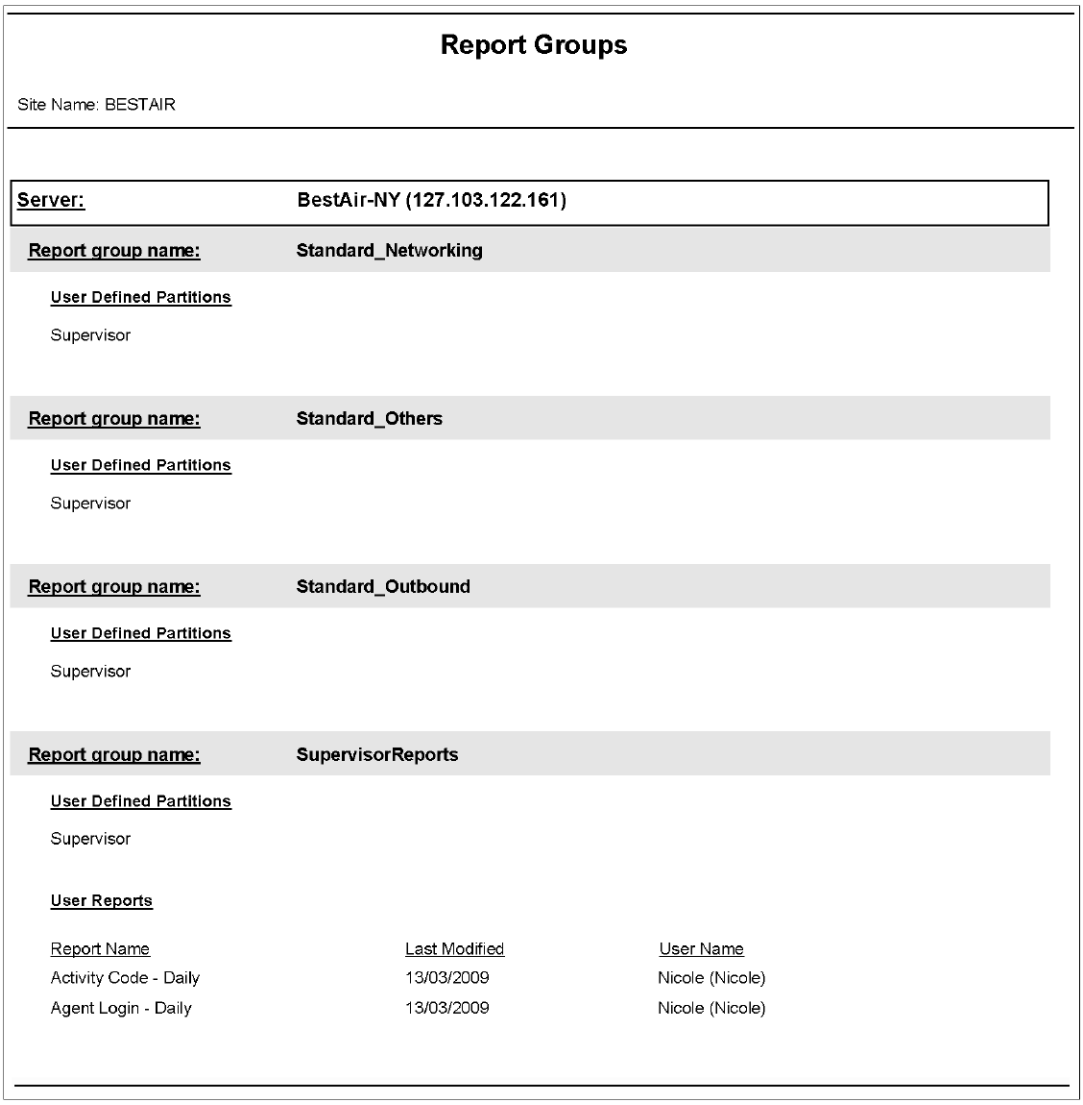
Supervisor

**Report group name:** **Standard_Multimedia**

**User Defined Partitions**

Supervisor

**Figure 126: Report Groups (page 1 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) |

**Figure 127: Report Groups (page 2 of 2)**

# 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.

**Important:**

This report does not support Report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

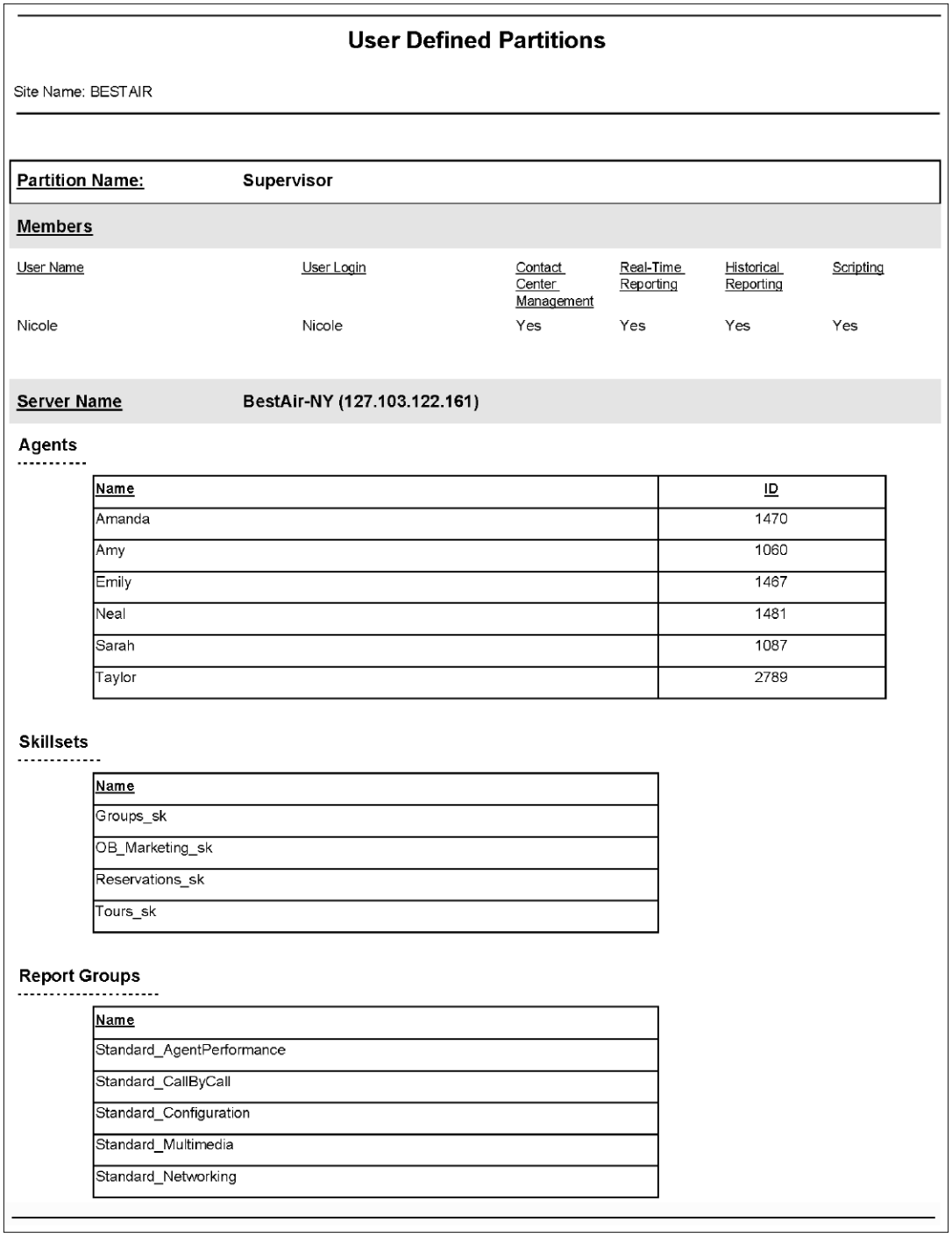
## Templates

This report uses the APMPartition.rpt template.

## Selection criteria

This report uses the following criteria.

| Selection criteria | Database field names |
|---|---|
| Partition Name | None |



## 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 |

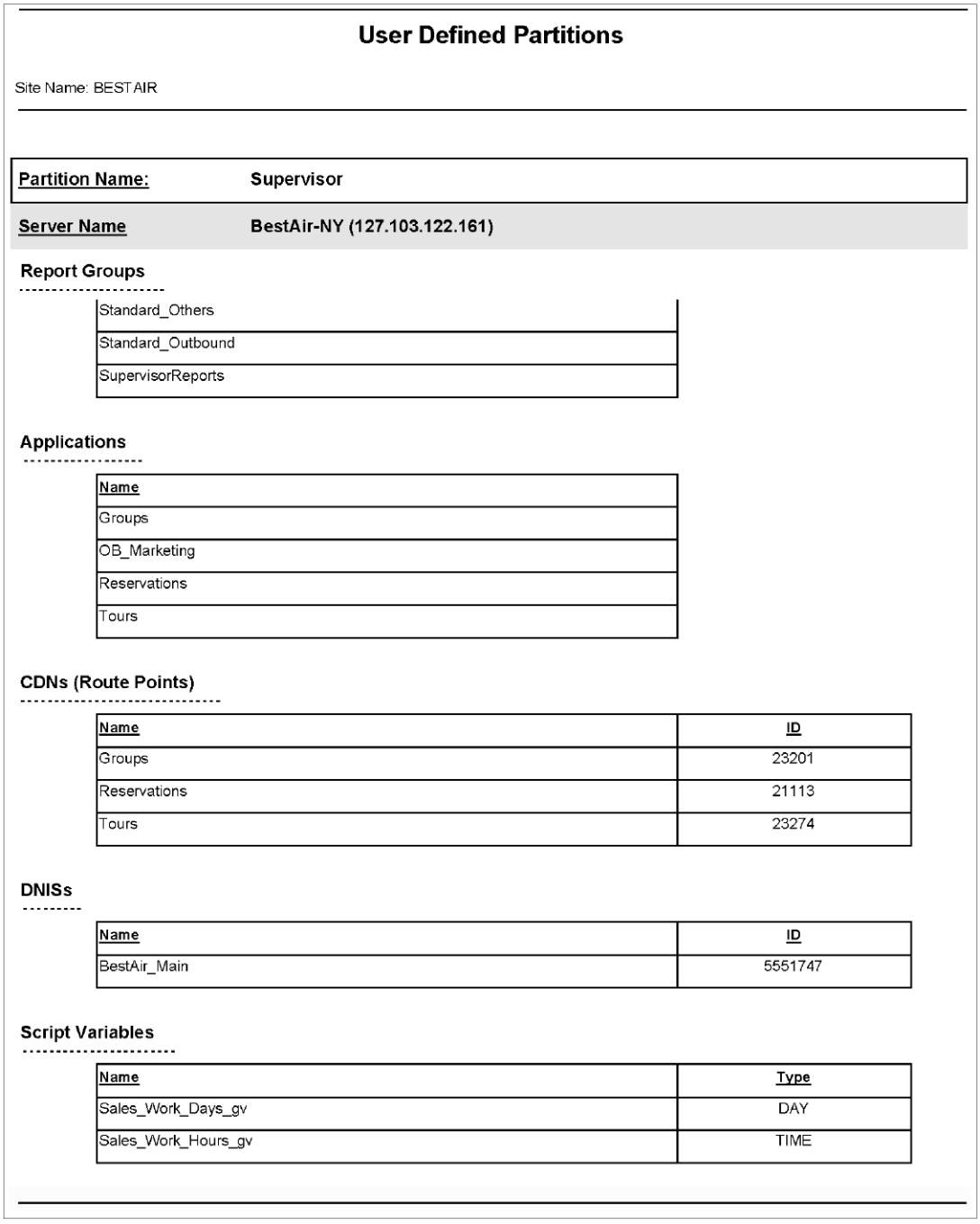
**Skillsets**

| Name |
|---|
| Groups_sk |
| OB_Marketing_sk |
| Reservations_sk |
| Tours_sk |

**Report Groups**

| Name |
|---|
| Standard_AgentPerformance |
| Standard_CallByCall |
| Standard_Configuration |
| Standard_Multimedia |
| Standard_Networking |

**Figure 128: User Defined Partitions report (page 1 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 |

**Figure 129: User Defined Partitions report (page 2 of 2)**

# Users

The Users report lists information for each user configured on CCMA.

The report body displays the following main rows:

- User Name—the CCMA user details.
- Basic Access Rights—the basic access rights for each CCMA component.
- Access Classes—the name of the access classes allocated to this user.
- Partitions—whether the user has full data access across all servers.
- Data per server—partitions data for each server for the user including Standard partitions and supervisors.
- User defined partitions—the user-defined partitions and component level access on the partitions for this user.

**Important:**

This report does not support Report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

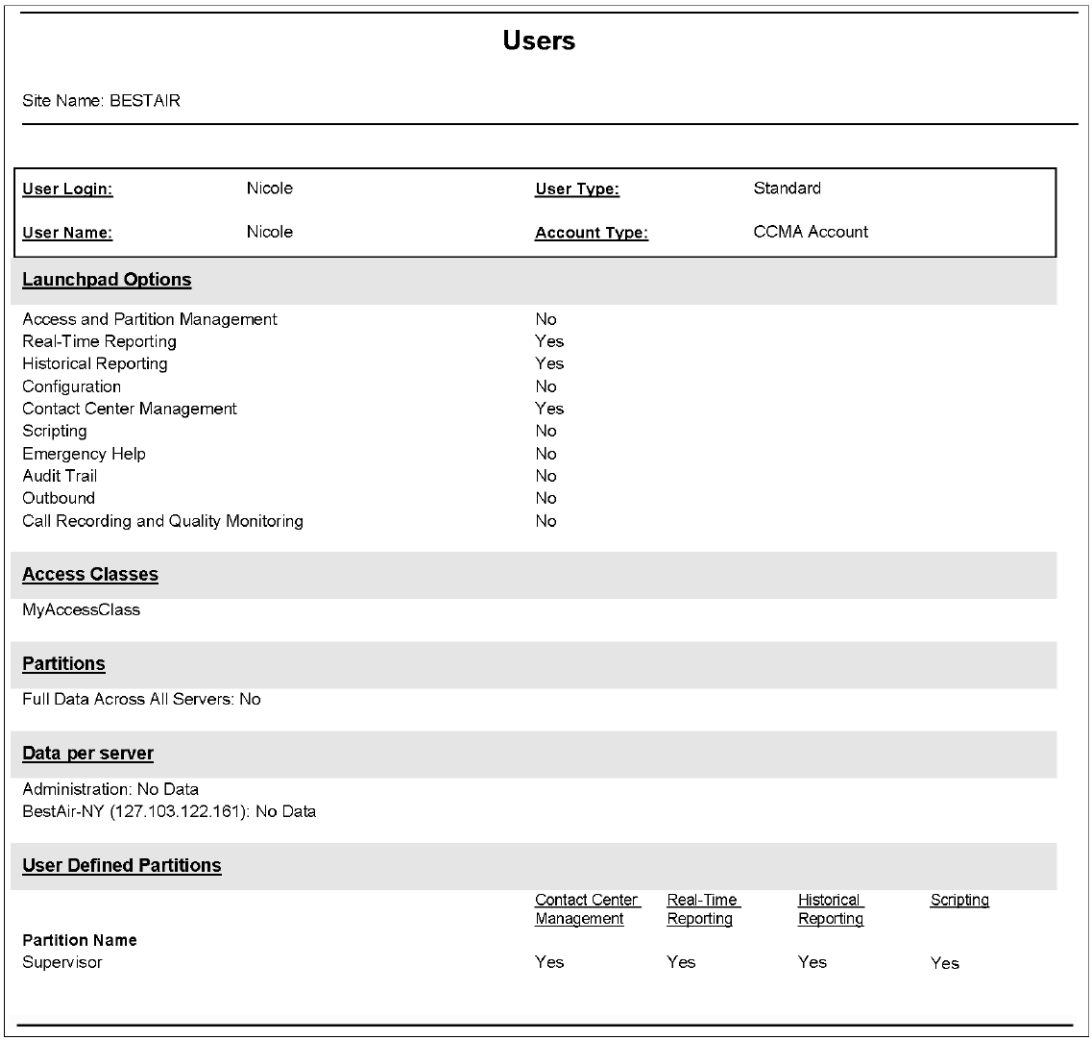
## Templates

This report uses the APMUser.rpt template.

## Selection criteria

This report uses the following criteria.

| Selection criteria | Database field names |
|---|---|
| User ID | None |



## 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 |

**Figure 130: User report**

# Chapter 27: Standard Outbound reports

This section lists the reports associated with Outbound campaigns.

## Navigation


- Campaign Call Details on page 931
- Campaign Script Results Details on page 935
- Campaign Performance on page 937
- Campaign Summary on page 939
- Script Summary on page 941


## Campaign Call Details

The Campaign Call Details report lists a detailed description of each contact, including the number dialed for a campaign.

**Important:**

This report does not support Report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

### 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 field in the view. For example, you can apply a filter to specific disposition codes.

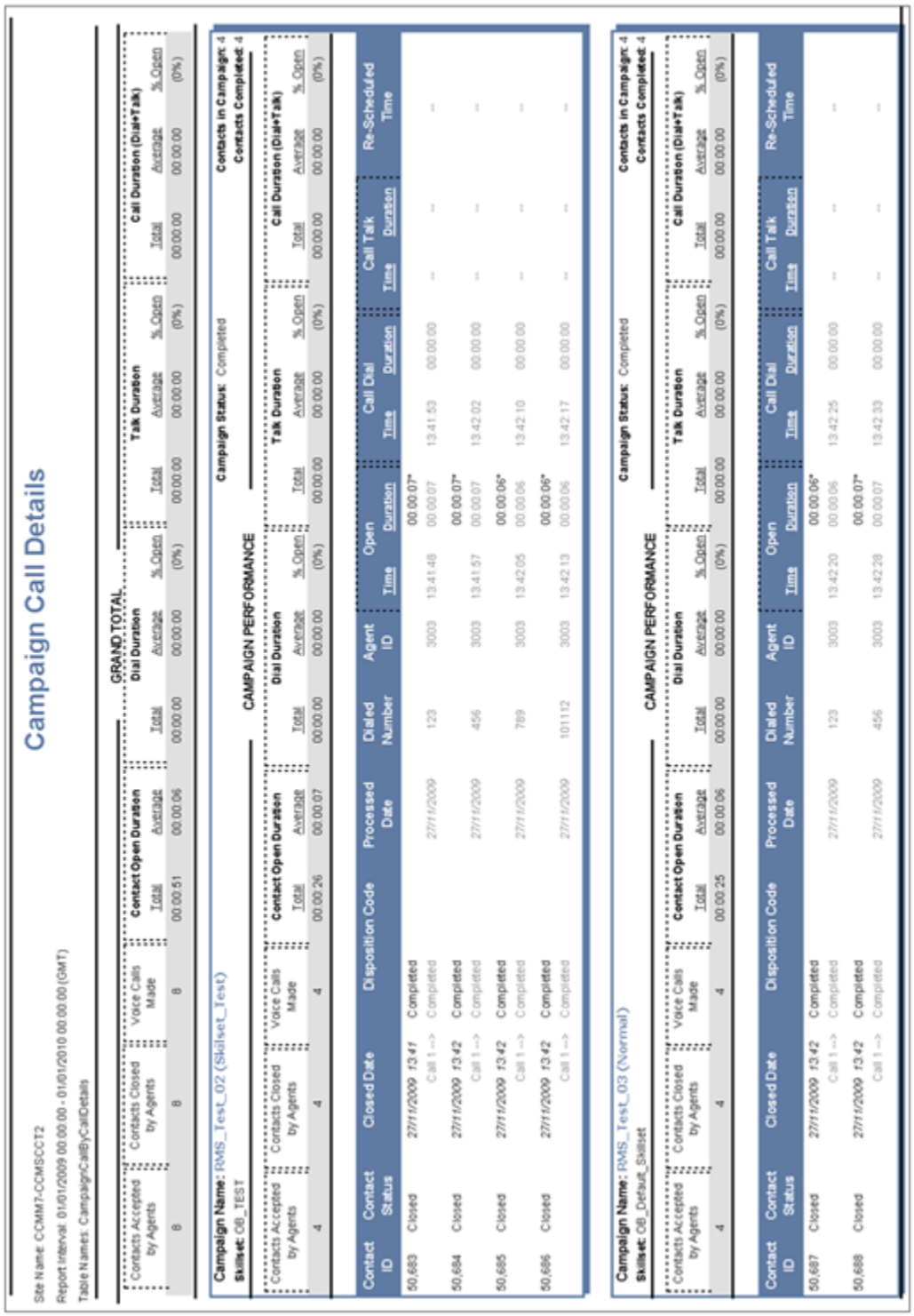
## Templates

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.



Campaign Call Details

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 | %Open | Talk Duration Total | Talk Duration Average | %Open | Call Duration (Dial+Talk) Total | Call Duration (Dial+Talk) 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) **Campaign Status:** Completed **Contacts in Campaign:** 4

**Skillset:** DB_TEST **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 | 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 | Open Time | Open Duration | 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

**Skillset:** DB_Default_Skillset **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 | 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 | Open Time | Open Duration | 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 | -- | -- | -- |

**Figure 131: Campaign Call Details report page 1**

Campaign Call Details

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) **Campaign Status:** Completed **Contacts in Campaign:** 4

**Skillset:** OB_Default_Skillset **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 | -- | -- | -- |

**Figure 132: Campaign Call Details report page 2**

# Campaign Script Results Details

The Campaign Scripts Results Details report provides a detailed description of each contact and associated questions and answers.

**Important:**

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

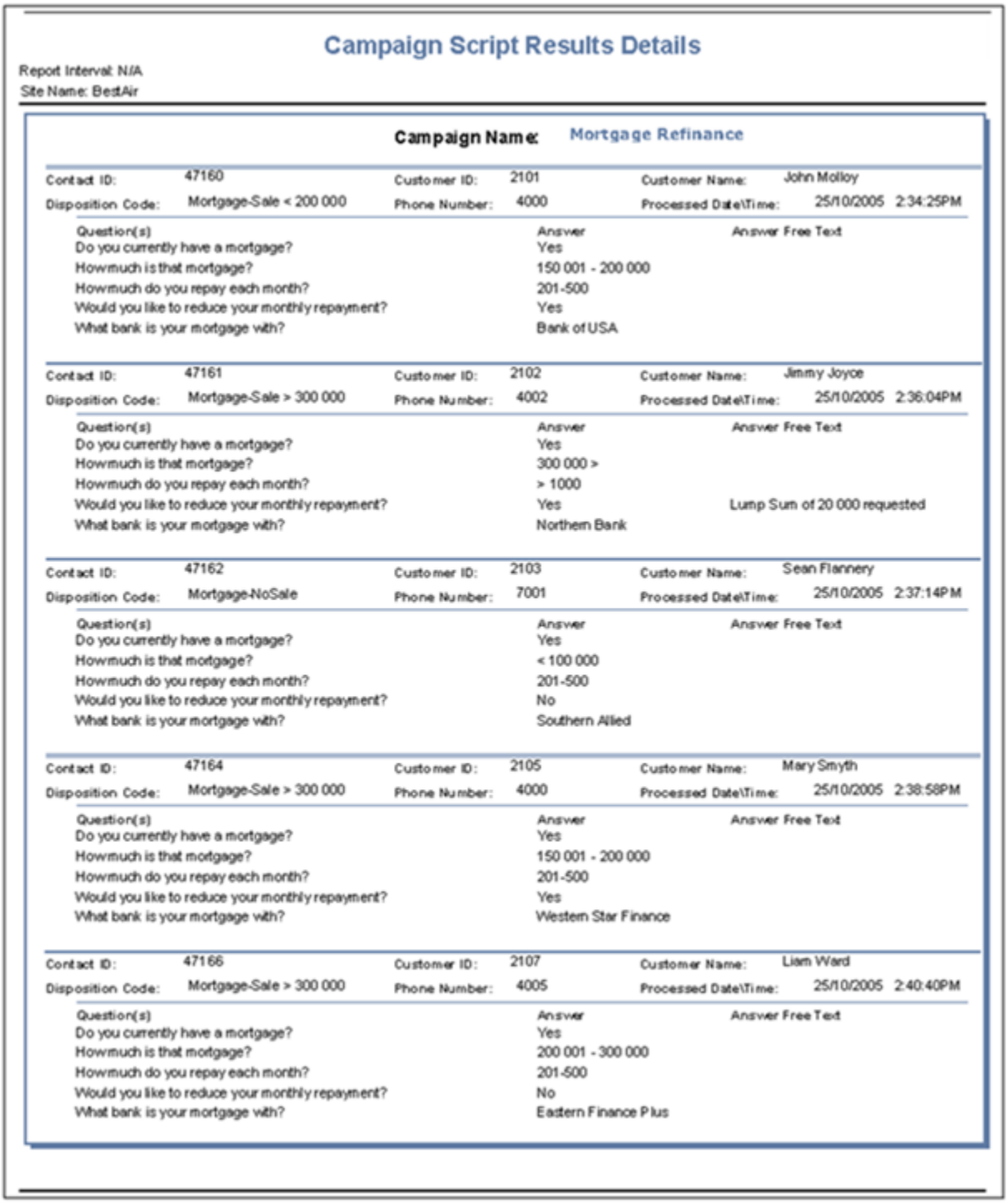
This report uses the CampaignAgentScriptResultsCallByCallDetailsReport.rpt template.

## 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.

**Important:**

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.



## Campaign Script Results Details

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 | |

**Figure 133: Campaign Script Results Details report**

# Campaign Performance

The Campaign Performance report provides an overall summary of the campaign including details about 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.

Campaign Performance

Site Name: CCMM7-CCMSCC T2

Report Interval: 01/01/2009 00:00:00 - 01/01/2010 00:00:00 (GMT)

Table Names: CampaignCallByCallDetails

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 (Skilset_Test)
Skillset: OB_TEST

CAMPAIGN PERFORMANCE

Contacts in Campaign: 4
Campaign Status: Completed

| | 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: OB_Default_Skillset

CAMPAIGN PERFORMANCE

Contacts in Campaign: 4
Campaign Status: Completed

| | 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%) |

**Figure 134: Campaign Performance report**

# 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 Report descriptions on page 593.

## Views

This report uses the CampaignSummary 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 CampaignSummaryReport.rpt template.

## Summaries

The report is in the Outbound group.

**Important:**

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.

## Contact Summary

Report Interval: 3/ 9/2009 12:00:00 AM - 3/20/2009 11:45:00 PM (GMT-05:00)
Site Name: CCMS7TEST5
Table Name: eCSRStat

| | | |
|---|---|---|
| **Contact ID: 4,474,228** | **Contact Originated: 3/ 9/2009 11:47:33** | |
| Originated Time: 3/ 9/2009 11:47:33 | Sequence ID: 28,395 | Next Address: |
| Address: 0 | Contact Type: Voice CDN | Route Point: 21113 |
| Originator: 3605557083 | Initial Disposition: Local | Final Disposition: Routed |
| 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: 3/ 9/2009 11:48:55** | Activity/PCP Code |
| Originated Time: 3/ 9/2009 11:48:55 | Sequence ID: 28,397 | Next Address: |
| Address: 12105552550 | Contact Type: Voice DN Out Ext | Route Point: |
| Originator: | Initial Disposition: AC | Final Disposition: Released |
| Agent Name - ID: Daniel - 1480 | Handling Time: 74 | |
| **Contact ID: 4,474,687** | **Contact Originated: 3/ 9/2009 11:49:23** | |
| Originated Time: 3/ 9/2009 11:49:23 | Sequence ID: 28,399 | Next Address: |
| Address: 0 | Contact Type: Voice CDN | Route Point: 21113 |
| Originator: 5065555102 | Initial Disposition: Local | Final Disposition: Abandoned |
| Application: Reservations | Application Delay: 33 | Last Treatment: GIVE_MUSIC |
| Skillset: Reservations_sk | Skillset Delay: 33 | Priority: 3 |
| **Contact ID: 4,474,460** | **Contact Originated: 3/ 9/2009 11:56:04** | Activity/PCP Code |
| Originated Time: 3/ 9/2009 11:56:04 | Sequence ID: 28,409 | Next Address: |
| Address: 16615554169 | Contact Type: Voice DN Out Ext | Route Point: |
| Originator: | Initial Disposition: Established | Final Disposition: Released |
| Agent Name - ID: Michelle - 1555 | Handling Time: 3 | |

**Figure 135: Campaign Summary report**

# Script Summary

The Script Summary Report provides a summary of answers associated with each question.

**Important:**

This report does not support Report Creation Wizard formulas.

For more information, see Report descriptions on page 593.

## Views

This report uses the ScriptSummary view.

## Selection criteria

You can apply a filter to any field in the view. For example, a filter can be applied to specific disposition codes.

## Templates

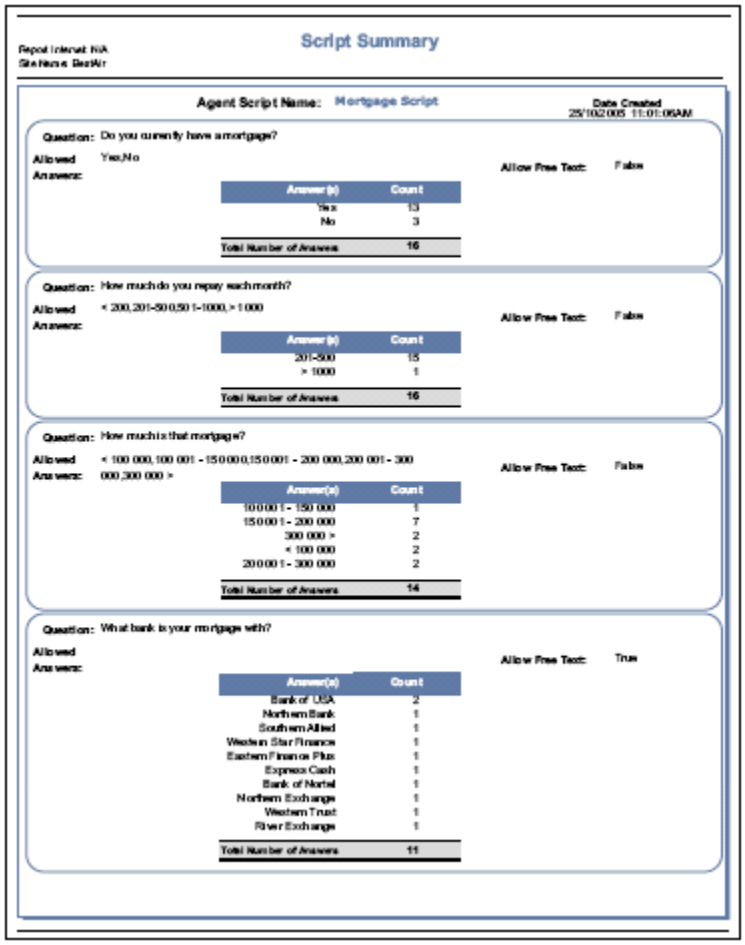
This report uses theScriptSummaryReport.rpt template.

## Summaries

The report is in the Outbound group.

**Important:**

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.



Script Summary

Agent Script Name: Mortgage Script

Date Created: 25/10/2005 11:01:09AM

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 |

**Figure 136: Script Summary report**

# Chapter 28: Standard Network Control Center reports

This section lists the reports that you can generate on the Network Control Center.

## Navigation


- Network Call by Call Statistics on page 943
- Network Consolidated Application Performance on page 947
- Network Consolidated DNIS Statistics on page 951
- Network Consolidated Incoming Calls on page 956
- Network Consolidated Outgoing Calls on page 960
- Network Consolidated Route Performance on page 963
- Network Consolidated Skillset CallDistribution on page 967
- Network Consolidated Skillset Performance on page 971
- Network Site and Application Properties(NCC) on page 975
- Network Skillset Routing Properties (NCC) on page 977
- Network Table Routing Assignments (NCC) on page 979
- Nodal Consolidated Application Delay Before Abandon on page 981
- Nodal Consolidated Application Delay BeforeAnswer on page 985
- Nodal Consolidated Application Performance on page 989


## 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.

**Important:**

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 on-demand 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 1 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 on page 211.
- eNetCallByCallStatYYYYMMDD

For more information about views; see Access rights by view on page 25.

## Collection frequency

This report contains interval data.

## Templates

This report uses the netcbc.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 |
|---|---|---|
| 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 |

# Network Call By Call Statistics

BestAir Airlines
Site Name: NCC
Table Name: eNetCallByCallStatYYYYMMDD
eCallByCallStatYYYYMMDD

Report Interval: 19991004 10:45:00 - 19991004 10:59:59

| | Event | Agent ID | Event Data | Source | Destination |
|---|---|---|---|---|---|
| **121,241,603** | | | | | |
| 104499 | 10:58:17 Network In Call Arrived | | CUD: 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 | | | | |
| | 10:58:19 Network In Call Answered | 116 | DELAY_AFTER_Q: 1 | | |
| | 10:58:19 Call Presented | | | | AGT: 116 |
| | 10:58:27 Network In Call Released | 116 | | | |
| **121,241,604** | | | | | |
| 104499 | 10:56:49 Network In Call Queued | | 1st_TIME_QUEUED_TO_SKSET: YES | R_APP: Load_Script_Network ICCM | R_SITE: SK_SET: nload4 |
| | 10:56:50 Call Presented | | | | AGT: 116 |
| | 10:56:50 Handed Over to Network Application | | | CDN: 3759 | L_APP: |
| | 10:56:50 Network In Call Dequeued | | REASON: PRESENTED | SK_SET: nload4 | |
| | 10:56:50 Give Ringback | | | | |
| | 10:56:50 Network In Call Arrived | | CUD: 7307115 | RTE: 30 TRK: 17 | CDN: 5559 |
| | 10:56:51 Network In Call Answered | 116 | DELAY_AFTER_Q: 2 | | |
| | 10:56:59 Network In Call Released | 116 | | | |
| **121,241,605** | | | | | |
| 104499 | 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 | | CUD: 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** | | | | | |
| 104499 | 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 | | CUD: 7307115 | RTE: 30 TRK: 13 | CDN: 5559 |
| | 10:57:54 Call Presented | | | | AGT: 116 |
| | 10:57:54 Network In Call Dequeued | | REASON: PRESENTED | SK_SET: nload5 | |

**Figure 137: Network Call by Call Statistics report**

# 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.

**Important:**

To run this report, you must select at least one network site.

For more information, see Report descriptions on page 593.

## 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 8:00 a.m. to 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 11:00 a.m. to 12:00 noon local time.

## Views

This report uses the ApplicationStat view (seeApplicationStat views on page 102). For more information about views, see Access rights by view on 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:

- 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 |

| Report field | View field/Formula | View field/Report Creation Wizard formula |
|---|---|---|
| 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_NetOutCallsAnsweredDelay |
| Maximum Ans Delay | MaxNetOutCallsAnsweredDelay | @RCW_MaxNetOutCalls AnsweredDelay |
| Average Ans Delay | NetOutCallAnsweredDelay/ NetOutCallsAnswered | @RCW_AverageNetOutCalls AnsweredDelay |
| Aban Delay | NetOutCallsAbandonedDelay | @RCW_NetOutCallsAbandonedDelay |
| Time Before Network Out | TimeBeforeNetOut | @RCW_TimeBeforeNetOut |
| Time Before Reach non-ISDN Trunks | TimeBeforeReachNonISDK | @RCW_TimeBeforeReachNon ISDN |

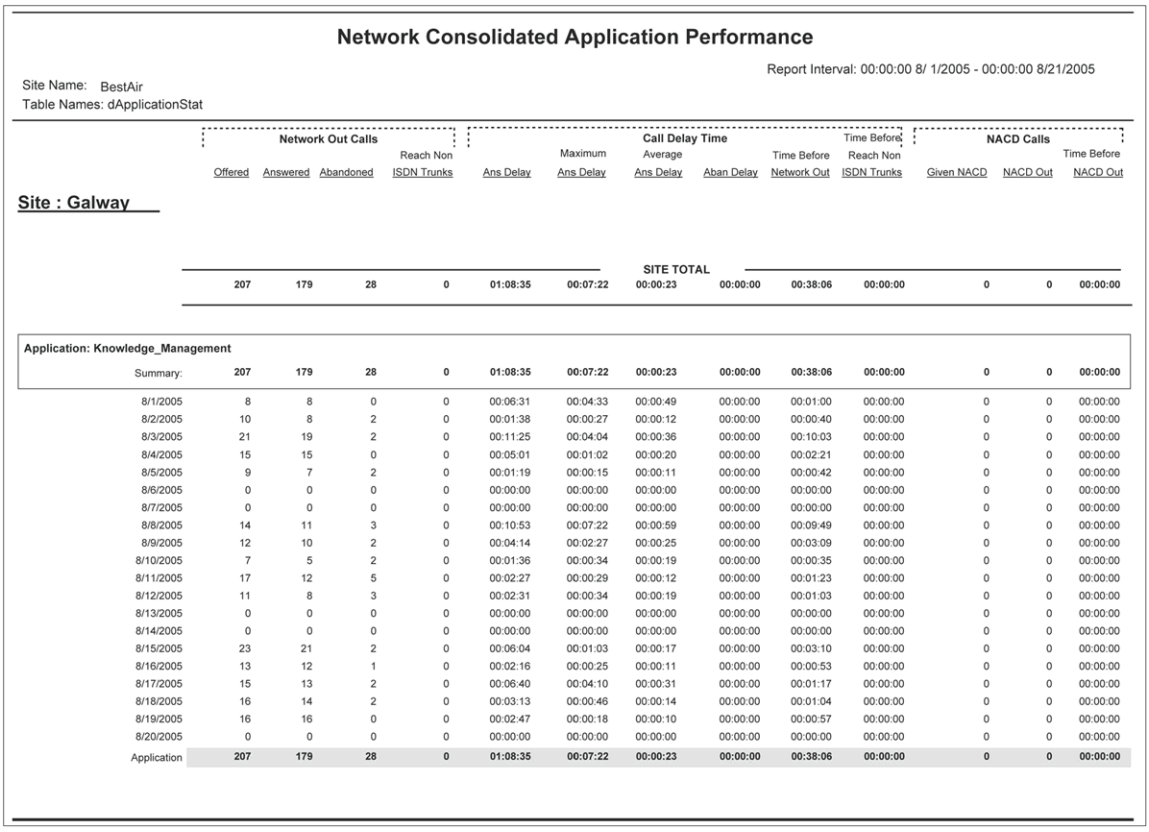
## NACD Statistics

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.

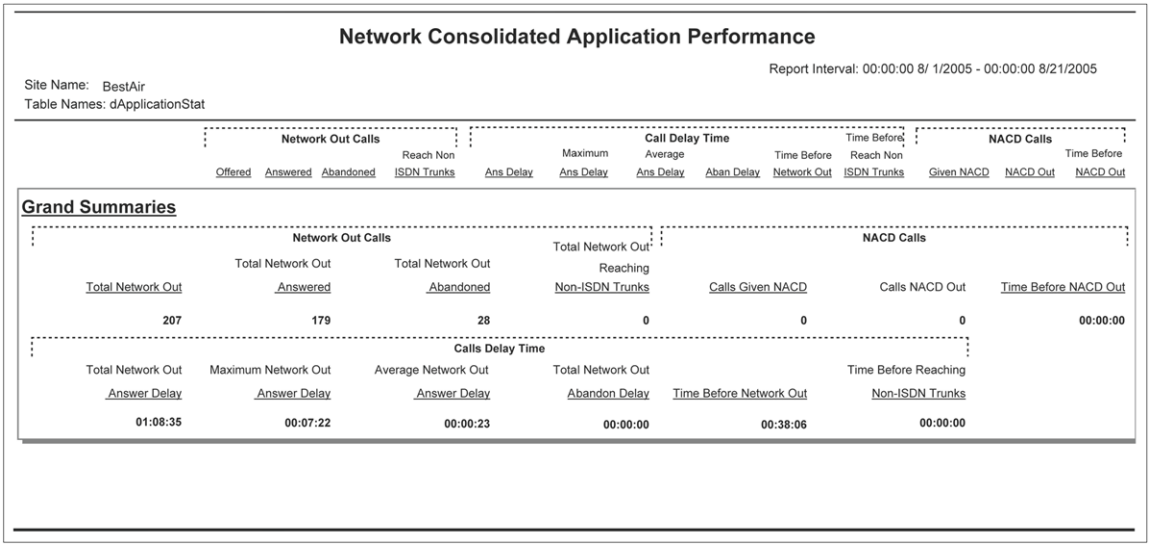


**Network Consolidated Application Performance**

Report Interval: 00:00:00 8/ 1/2005 - 00:00:00 8/21/2005

Site Name: BestAir
Table Names: dApplicationStat

| | Network Out Calls | | | | Call Delay Time | | | | Time Before | | NACD Calls | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Offered | Answered | Abandoned | Reach Non ISDN Trunks | Ans Delay | Maximum Ans Delay | Average Ans Delay | Aban Delay | Time Before Network Out | Reach Non ISDN Trunks | Given NACD | NACD Out | Time Before NACD Out |
| **Site : Galway** | | | | | | | | | | | | | |
| **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** |



Network Consolidated Application Performance

Report Interval: 00:00:00 8/ 1/2005 - 00:00:00 8/21/2005

Site Name: BestAir
Table Names: dApplicationStat

| | Network Out Calls | | | | Call Delay Time | | | | | NACD Calls | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Offered | Answered | Abandoned | 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 |

Grand Summaries

| Network Out Calls | | | | NACD Calls | | |
|---|---|---|---|---|---|---|
| Total Network Out | Total Network Out Answered | Total Network Out Abandoned | Total Network Out Reaching Non-ISDN Trunks | Calls Given NACD | Calls NACD Out | Time Before NACD Out |
| 207 | 179 | 28 | 0 | 0 | 0 | 00:00:00 |

| Calls Delay Time | | | | | |
|---|---|---|---|---|---|
| Total Network Out Answer Delay | Maximum Network Out Answer Delay | Average Network Out Answer Delay | Total Network Out Abandon Delay | Time Before Network Out | Time Before Reaching Non-ISDN Trunks |
| 01:08:35 | 00:07:22 | 00:00:23 | 00:00:00 | 00:38:06 | 00:00:00 |

**Figure 138: Network Consolidated Application Performance report**

# 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 DNIS number.

**Important:**

To run this report, you must select at least one network site.

For more information, see Report descriptions on page 593.

## 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

from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 8:00 a.m. to 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 11:00 a.m. to 12:00 noon local time.

## Views

This report uses the DNISStat view; see DNISStat views on page 128. For more information about views; see Access rights by view on 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:

- 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.

| 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 |

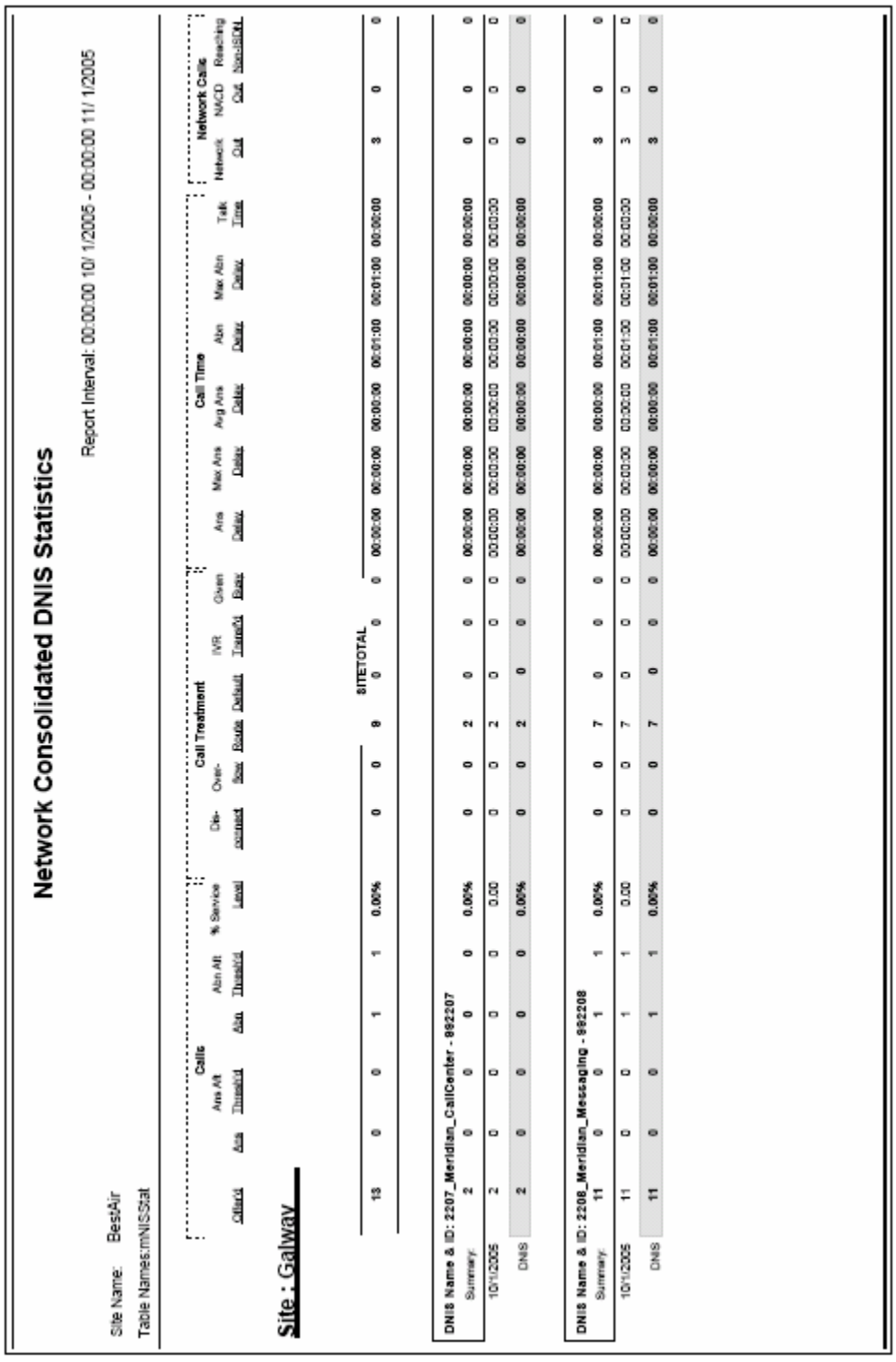
## Network Call Statistics

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.



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 Offered | Calls Ans | Calls Ans Alt Threshld | Calls Abn | Calls Abn Alt Threshld | % Service Level | Call Treatment Dis-connect | Call Treatment Over-flow | Call Treatment Route | Call Treatment Default | IVR Treated | 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 Node/SIGTL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SITETOTAL | 13 | 0 | 0 | 1 | 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 | | | | | | | | | | | | | | | | | | | | | |
| Summary: | 2 | 0 | 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 | 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 | 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 | 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 | 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 | 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 |

**Figure 139: Network Consolidated DNIS Statistics report**

# 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.

**Important:**

To run this report, you must select at least one network site.

For more information, see Report descriptions on page 593.

## 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 8:00 a.m. to 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 11:00 a.m. to 12:00 noon local time.

## Views

This report uses the NetworkInCallStat view; see NetworkInCallStat views on page 146. For more information about views; see Access rights by view on 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:

- 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 | CallsAnsweredDelayAtDest | @RCW_CallsAnsweredDelay AtDest |
| Max at Dest | MaxAnsweredDelayAtDest | @RCW_MaxAnsweredDelay AtDest |

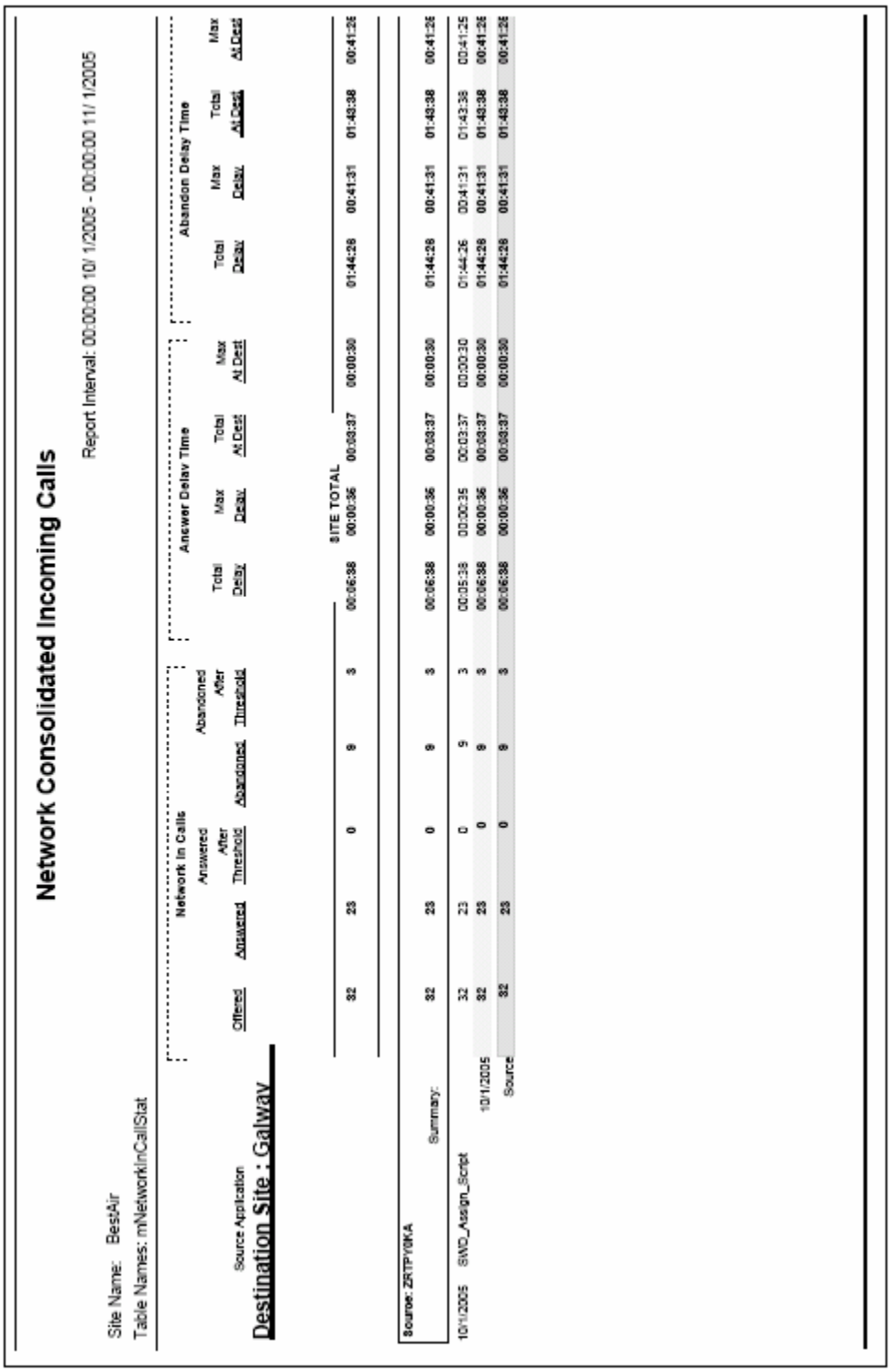
## Abandoned delay Time Statistics

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_CallsAbandonedDelayAtDest |
| 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.



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 | Network In Calls | | | | | Answer Delay Time | | | | Abandon Delay Time | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Destination Site : Galway | Offered | Answered | Answered After Threshold | Abandoned | Abandoned After Threshold | Total Delay | Max Delay | Total At Dest | Max At Dest | Total Delay | Max Delay | Total At Dest | Max At Dest |
| | 32 | 23 | 0 | 9 | 3 | 00:06:38 | 00:00:36 | 00:03:37 | 00:00:30 | 01:44:28 | 00:41:31 | 01:43:38 | 00:41:25 |
| Source: ZRTPYIKA | | | | | | | SITE TOTAL | | | | | | |
| Summary: | 32 | 23 | 0 | 9 | 3 | 00:06:38 | 00:00:36 | 00:03:37 | 00:00:30 | 01:44:28 | 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 | 01:44:28 | 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 | 01:44:28 | 00:41:31 | 01:43:38 | 00:41:25 |

**Figure 140: Network Consolidated Incoming Calls report**

# 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.

**Important:**

To run this report, you must select at least one network site.

For more information, see Report descriptions on page 593.

## 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 8:00 a.m. to 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 11:00 a.m. to 12:00 noon local time.

## Views

This report uses the NetworkOutStat view; see NetworkOutStat views on page 153. For more information about views; see Access rights by view on 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:

- 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.

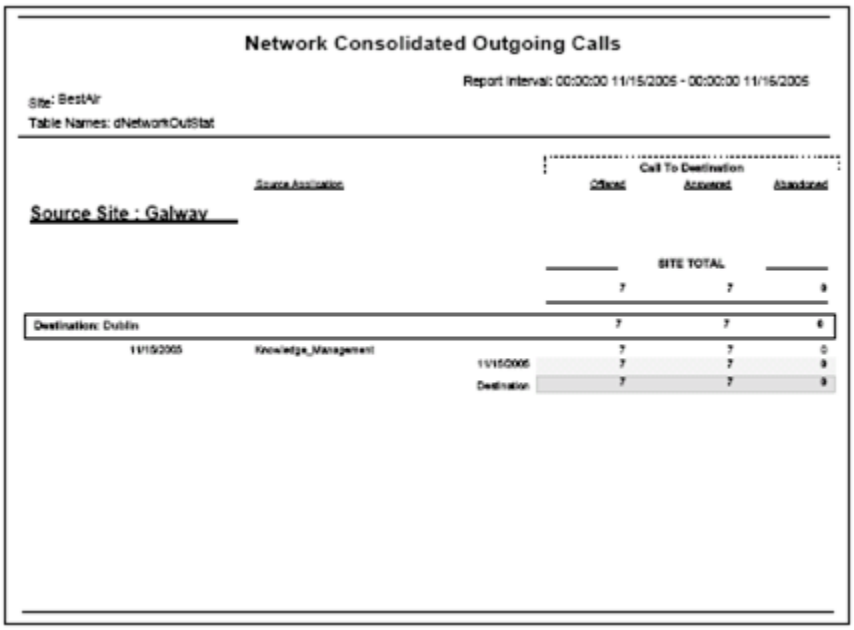



**Figure 141: Network Consolidated Outgoing Calls report page 1**

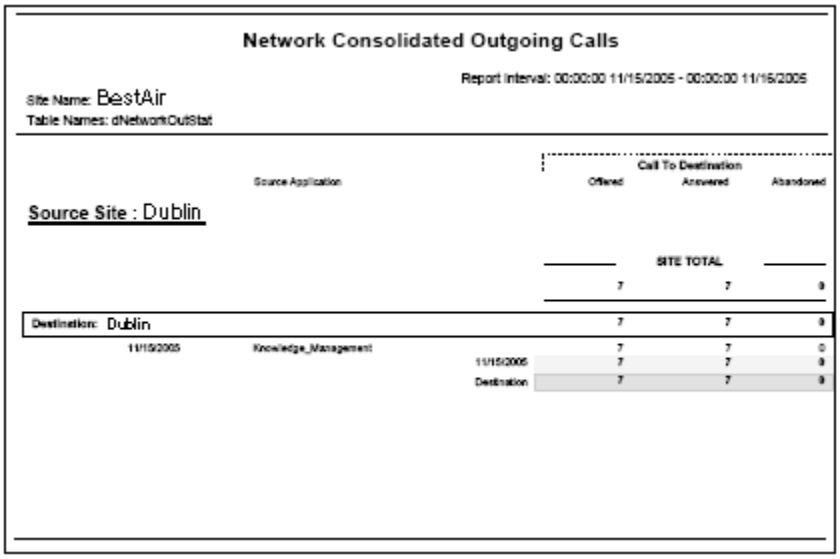
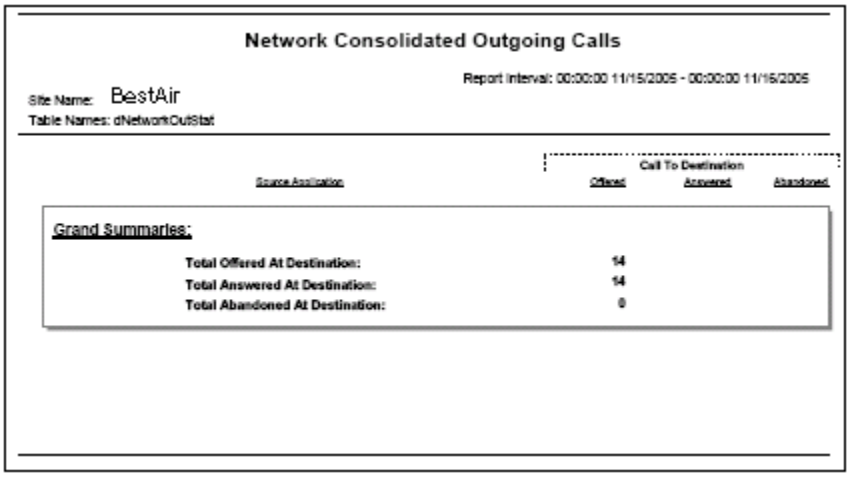



**Figure 142: Network Consolidated Outgoing Calls report page 2**


Network Consolidated Outgoing Calls

Report Interval: 00:00:00 11/15/2005 - 00:00:00 11/15/2005

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 |

**Figure 143: Network Consolidated Outgoing Calls report page 3**

# 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.

**Important:**

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, see Report descriptions on page 593.

## 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 8:00 a.m. to 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 11:00 a.m. to 12:00 noon local time.

## Views

This report uses the RouteStat view, see RouteStat views on page 162. For more information about views; see Access rights by view on 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:

- 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 |

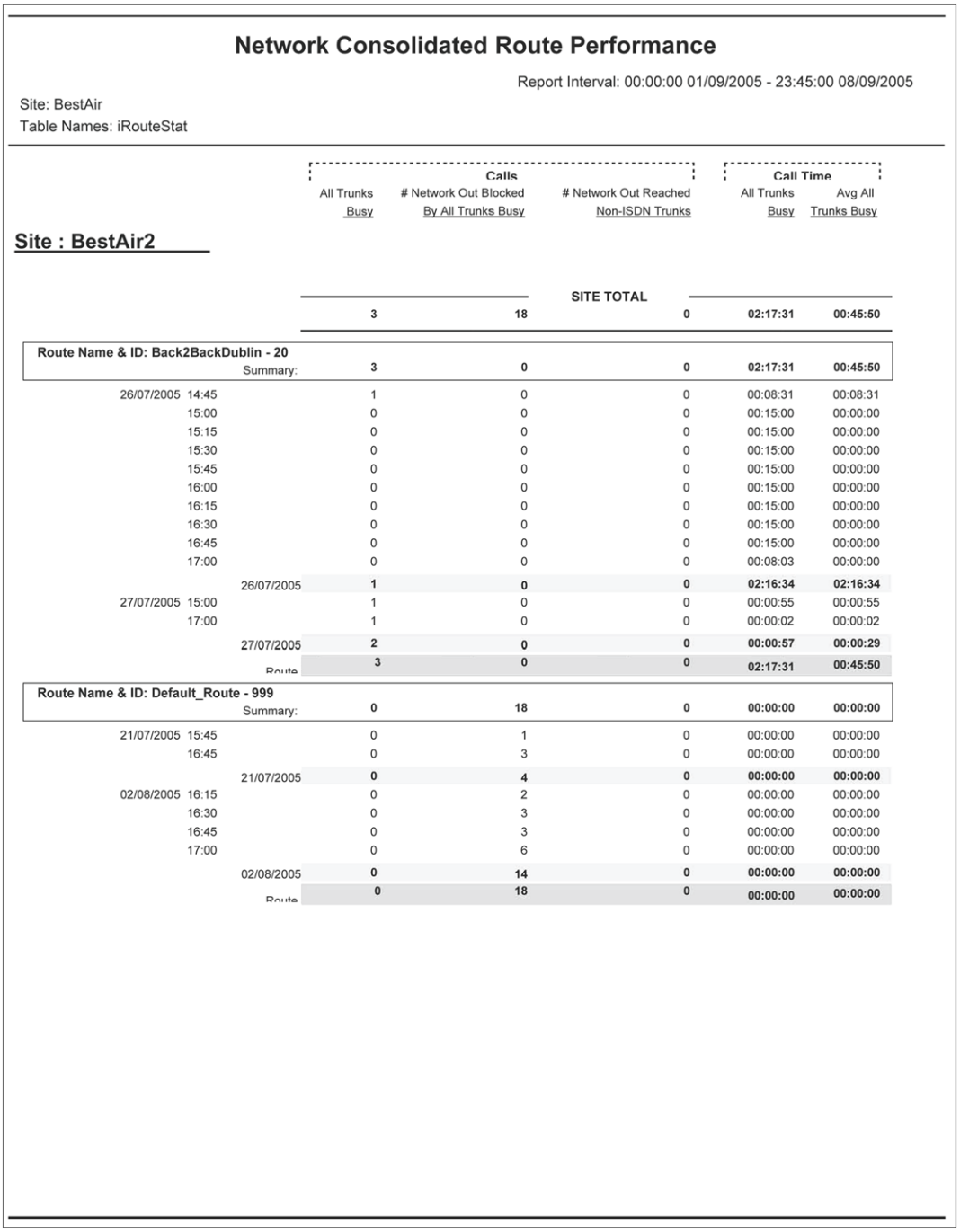
## Call Time statistics

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_AverageAllTrunksBusyTime |

## 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.



## Network Consolidated Route Performance

Report Interval: 00:00:00 01/09/2005 - 23:45:00 08/09/2005

Site: BestAir
Table Names: iRouteStat

| | 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 : BestAir2** | | | | | |
| | | | 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** |

**Figure 144: Network Consolidated Route Performance report**

# 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 Report descriptions on page 593.

## Views

This report uses the SkillsetConStat view, see SkillsetStat views on page 165. For more information about views; see Access rights by view on 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<br>Network Skillset Name | iSkillsetConStat.Skillset<br>iSkillsetConStat.Timestamp |

## Skillset Call statistics

This report uses the following statistics.

| 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_AverageCallsAnsweredDelay |

## 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.

## Network Consolidated Skillset Call Distribution

Site Name: NCCSERVER1
Table Name: dSkillsetConStat

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 |
|---|---|---|---|---|---|---|---|
| | | 17 | 9 | 8 | 52.00 | 48.00 | 0.00 |
| | | | GRAND TOTAL | | | | |
| | | 17 | 9 | 8 | 52.00 | 48.00 | 0.00 |
| Skillset: Default ACD | | | SKILLSET TOTAL | | | | |
| 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 |

**Figure 145: Network Consolidated Skillset Call Distribution report**

# 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 serving contacts within 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.

**Important:**

To run this report, you must select at least one network site.

For more information, see Report descriptions on page 593.

## 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 8:00 a.m. to 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 from 11:00 a.m. to 12:00 noon local time, and at San Francisco from 11:00 a.m. to 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 on page 165. For more information about views; see Access rights by view on 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:

- 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_ %CallsAnsweredAfterThreshold |
| Answered Aft Threshold | CallsAnsweredAfter Threshold | CallsAnsweredAfterThreshold |

## Skillset Call Delay 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

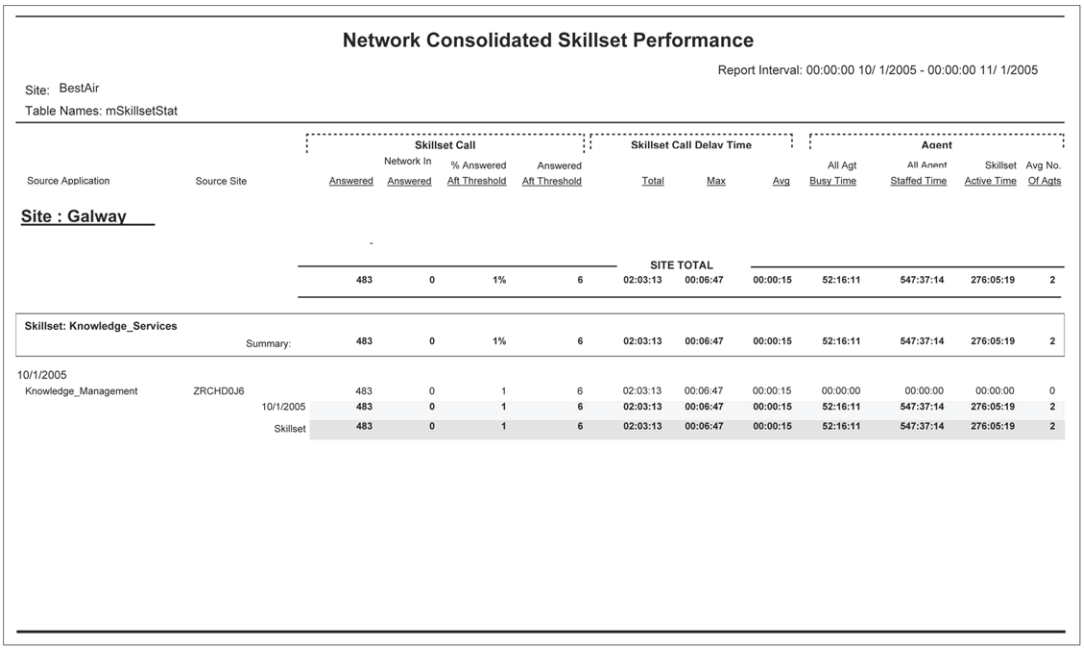
This report uses the following statistics.

| 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.



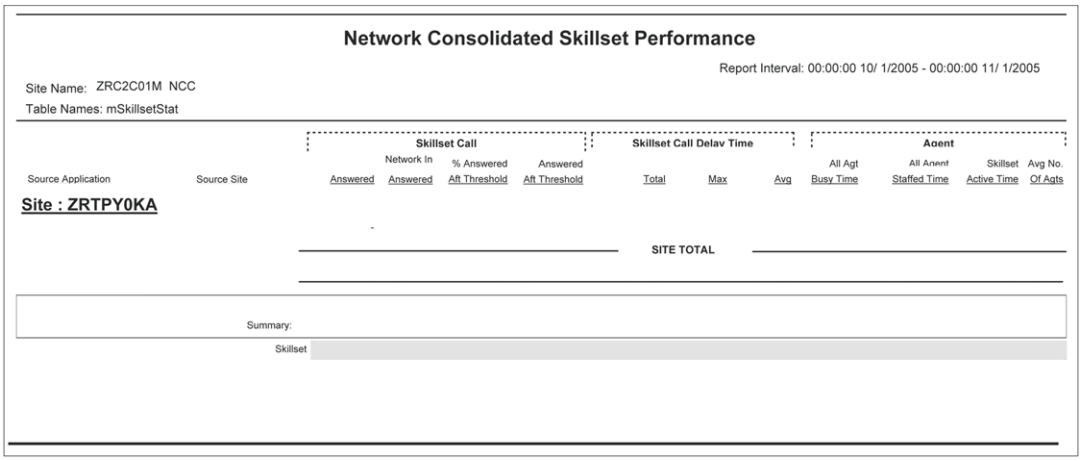
**Network Consolidated Skillset Performance**

Report Interval: 00:00:00 10/ 1/2005 - 00:00:00 11/ 1/2005

Site: BestAir

Table Names: mSkillsetStat

| Source Application | Source Site | Skillset Call: Answered | Skillset Call: Network In Answered | Skillset Call: % Answered Aft Threshold | Skillset Call: Answered Aft Threshold | Skillset Call Delay Time: Total | Skillset Call Delay Time: Max | Skillset Call Delay Time: Avg | Agent: All Agt Busy Time | Agent: All Agent Staffed Time | Agent: Skillset Active Time | Agent: 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** |



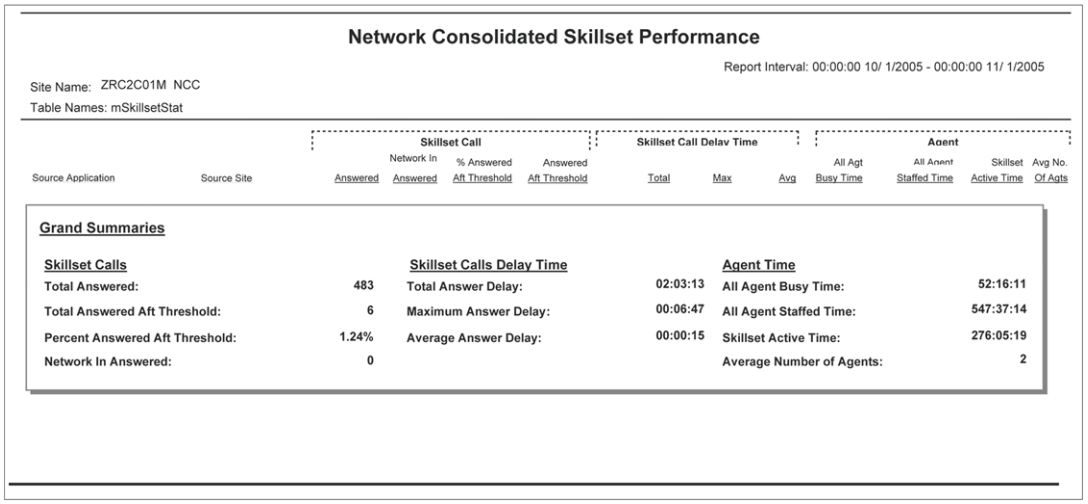
**Network Consolidated Skillset Performance**

Report Interval: 00:00:00 10/ 1/2005 - 00:00:00 11/ 1/2005

Site Name: ZRC2C01M NCC

Table Names: mSkillsetStat

| Source Application | Source Site | Skillset Call: Answered | Skillset Call: Network In Answered | Skillset Call: % Answered Aft Threshold | Skillset Call: Answered Aft Threshold | Skillset Call Delay Time: Total | Skillset Call Delay Time: Max | Skillset Call Delay Time: Avg | Agent: All Agt Busy Time | Agent: All Agent Staffed Time | Agent: Skillset Active Time | Agent: Avg No. Of Agts |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Site : ZRTPY0KA** | | | | | | | | | | | | |
| | | | | | | **SITE TOTAL** | | | | | | |
| | Summary: | | | | | | | | | | | |
| | Skillset | | | | | | | | | | | |



Network Consolidated Skillset Performance

Report Interval: 00:00:00 10/ 1/2005 - 00:00:00 11/ 1/2005

Site Name: ZRC2C01M NCC

Table Names: mSkillsetStat

| Source Application | Source Site | Skillset Call: Answered | Skillset Call: Network In Answered | Skillset Call: % Answered Aft Threshold | Skillset Call: Answered Aft Threshold | Skillset Call Delay Time: Total | Skillset Call Delay Time: Max | Skillset Call Delay Time: Avg | Agent: All Agt Busy Time | Agent: All Agent Staffed Time | Agent: Skillset Active Time | Agent: Avg No. Of Agts |
|---|---|---|---|---|---|---|---|---|---|---|---|---|

Grand Summaries

| Skillset Calls | | Skillset Calls Delay Time | | Agent Time | |
|---|---|---|---|---|---|
| Total Answered: | 483 | Total Answer Delay: | 02:03:13 | All Agent Busy Time: | 52:16:11 |
| Total Answered Aft Threshold: | 6 | Maximum Answer Delay: | 00:06:47 | All Agent Staffed Time: | 547:37:14 |
| Percent Answered Aft Threshold: | 1.24% | Average Answer Delay: | 00:00:15 | Skillset Active Time: | 276:05:19 |
| Network In Answered: | 0 | | | Average Number of Agents: | 2 |

**Figure 146: Network Consolidated Skillset Performance report**

# 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 the properties.

**Important:**

User-defined reports using this standard report as a template cannot be scheduled.

For more information, see Report descriptions on page 593.

## Views

This report uses the following views:

- NCCSite; see NCCSite view on page 274.
- NCCRemoteApplication; see NCCRemoteApplication view on page 272.

For more information about views; see Access rights by view on 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 |

## 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.Service LevelThreshold |
| 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 used 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.

**Important:**

User-defined reports using this standard report as a template cannot be scheduled.

For more information, see Report descriptions on page 593.

## 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.

## 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 on page 269.
- NCCRanking; see NCCRanking view on page 271.

For more information about views; see Access rights by view on 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<br>Network Skillset Name<br>Source Site Name ID<br>Source Site Name | NCCRanking.NetworkSkillsetID =<br>NCCNetworkSkillset.NetworkSkillsetID<br>NCCNetworkSkillset.NetworkSkillset<br>NCCRanking.SrcSiteName |

## 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 |

## Grouping

Network skillsets are grouped by source site.

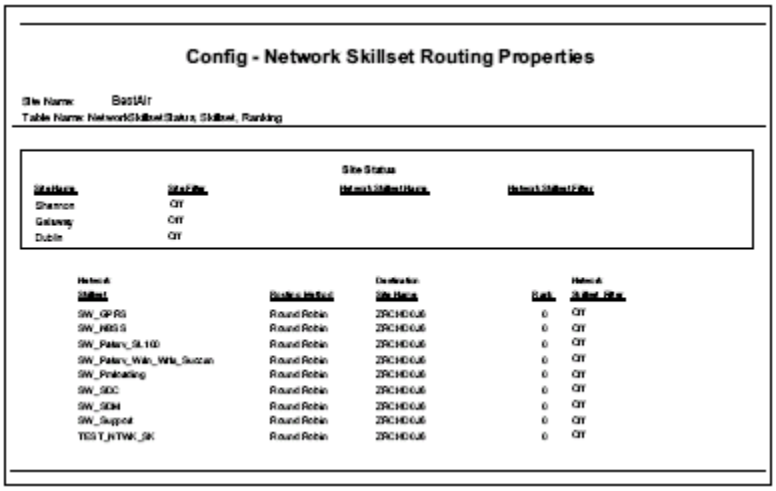



**Figure 147: Network Skillset Routing Properties report**

# Network Table Routing Assignments (NCC)

Network Control Centerr (NCC) option only. The Network Table Routing Assignments (NCC) report provides a list 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 Report descriptions on page 593.

## Views

This report uses the following views:

- NCCNetworkSkillset; see NCCNetworkSkillset view on page 269.
- NetworkRankingAssignment; see NetworkRankingAssignment view on page 276.

For more information about views; see Access rights by view on 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<br>Source Site Name | NetworkRankingAssignment.Network SkillsetID *=<br>NCCNetworkSkillset.NetworkSkillsetID<br>NetworkRankingAssignment.SrcSiteName |

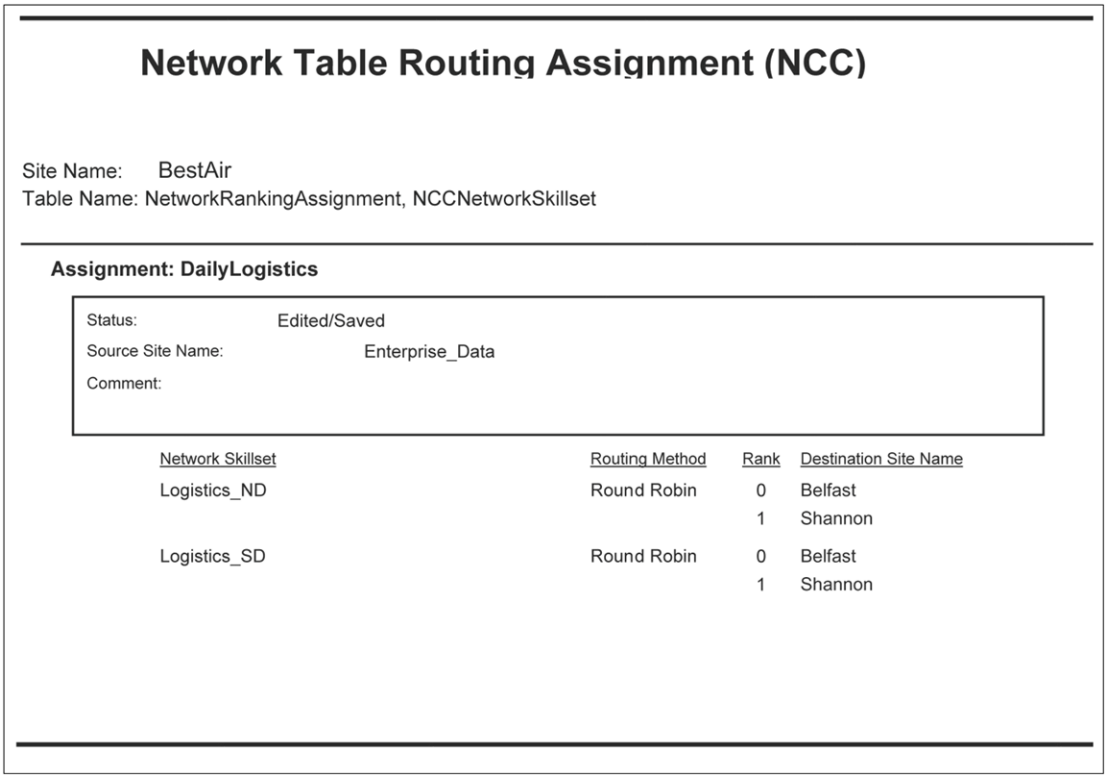
## Statistics

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 |
| 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.



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 |

**Figure 148: Network Table Routing Assignment report**

# Nodal Consolidated Application Delay Before Abandon

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 gauge service quality by determining how many customers disconnect (abandon) the call before reaching an agent. The spectrum shows how long customers typically wait before abandoning the call, whether the customers abandon before or after the service level threshold for the application, and the percentage of contacts that are abandoned.

**Important:**

To run this report, you must select at least one network site.

For more information, see Report descriptions on page 593.

## Views

This report uses the ApplicationStat view; see ApplicationStat views on page 102. For more information about views; see Access rights by view on 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 |

## 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.

Nodal Consolidated Application Delay Before Abandon

Site Name: Basdir

Site : Galway

SITE TOTAL

Application: ACD_DN_Application

Application: Assign_Script

Application: DDN_Premium_Support

**Figure 149: Nodal Consolidated Application Delay Before Abandon report**



Comments? infodev@avaya.com

# 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 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.

**Important:**

To run this report, you must select at least one network site.

For more information, see Report descriptions on page 593.

## Views

This report uses the ApplicationStat view; see ApplicationStat views on page 102. For more information about views; see Access rights by view on 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 |

## 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_CallsAnsweredDelay AtSkillset |
| Answered After Threshold | CallsAnsweredAftThreshold | CallsAnsweredAftThreshold |
| Maximum Answer Delay | MaxCallsAnsDelay | @RCW_MaxCallsAnsDelay |
| Maximum Delay at Skillset | MaxCallsDelayAtSkillset | @RCW_MaxCallsAnsDelayAtSkillset |
| Average Answer Delay | CallsAnsweredDelay/ CallsAnswered | @RCW_AverageCalls AnsweredDelay |

## 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.

**Figure 150: Nodal Consolidated Application Delay Before Answer report**

# 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.

**Important:**

To run this report, you must select at least one network site.

For more information, see Report descriptions on page 593.

## Views

This report uses the ApplicationStat view; see ApplicationStat views on page 102. For more information about views; see Access rights by view on 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.

| 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_AverageCallsAnswered Delay |
| Max Ans Delay | MaxCallsAnsDelay | @RCW_MaxCallsAnsDelay |
| Ans After Threshold | CallsAnsweredAftThreshold | CallsAnsweredAftThreshold |
| Abandoned | CallsAbandoned | CallsAbandoned |
| Max Abn'd Delay | MaxCallsAbandonedDelay | @RCW_MaxCallsAbandonedDelay |
| Aban After Threshold | CallsAbandonedAft Threshold | CallsAbandonedAftThreshold |
| Ans Day At Skillset | CallsAnsweredDelayAt Skillset | @RCW_CallsAnsweredDelay AtSkillset |
| % Service Level | [{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAft Threshold + CallsAbandonedAft Threshold)} / (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.

Nodal Consolidated Application Performance

Site : Galway

**Figure 151: Nodal Consolidated Application Performance report**


Comments? infodev@avaya.com

# Chapter 29: Report Creation Wizard

This section describes the reports available in Report Creation Wizard.

## Navigation


- Overview on page 993
- Sample Report Creation Wizard reports on page 994
- Avaya Communication Server 1000, Avaya Communication Server 2x00, and SIP reports on page 996
- License Manager Reports on page 1009
- Contact Center Multimedia reports on page 1011
- Network consolidated reports on page 1022
- Functions, operators, and formulas on page 1024


## 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 on-demand reports. You can import and schedule the reports in Historical Reporting.

**Important:**

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 *Avaya Aura® 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 discussed include:

- changing the position of fields
- suppressing section of the report
- adding static text fields
- selecting font size and style

You can import these reports into Historical Reporting or modified in Report Creation Wizard to create new reports.

## 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 as follows:

- Simplified Report—The sample report is using one of the report definitions packaged with the Report Creation Wizard.
- 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 on page 23 and Overview for CCMM on page 427.

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 appear 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. Edit the information 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 appear in italics. |
| Width | The width, in pixels, selected for the field. |

**Grouping:** This section of the sample report describes the selections made on the Grouping page. The order shown is the same order for fields 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 appear 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 appear 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). |

**Summaries:** This section of the sample report describes the selections made on the Summaries page. The details appear 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 appear in italics. |

| Column | Description |
|---|---|
| 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, when you preview it 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.

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 the default value, which includes the text (To Be Passed). For example, the Site Name field appears as Site Name (To Be Passed).

# Avaya Communication Server 1000, Avaya Communication Server 2x00, and SIP reports

This section describes the reports that are common on all the PABX platforms.

## Navigation


- Agent DN Performance.rpt on page 996
- Agent Performance.rpt on page 1001
- CDN Statistics.rpt on page 1004
- Skillset Performance.rpt on page 1006


## 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 Report descriptions on page 593.

This report is the only Avaya Communication Server 1000 PABX, Avaya Communication Server 2x00, and SIP report that has separate fields selections, groupings, summaries, and sample reports for Avaya Communication Server 1000 PABX/SIP and Avaya Communication Server 2x00.

### 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 AgentBySkillsetStat views on page 64. For more information about views; see Access rights by view on page 25.

### Field selection

**Table 21: Avaya Communication Server 1000 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 |
| 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 |

| Report header | View field/Report Creation Wizard formula | Width |
|---|---|---|
| Average Int. Talk Time | @RCW_AverageDNOutIntCallsTalkTime | 50 |
| External | DNOutExtCalls | 50 |
| Average Ext. Talk Time | @RCW_AverageDNOutExtCallsTalkTime | 50 |

## Grouping

This report uses the following grouping.

**Table 22: 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 |

## Summaries

This report uses the following summaries.

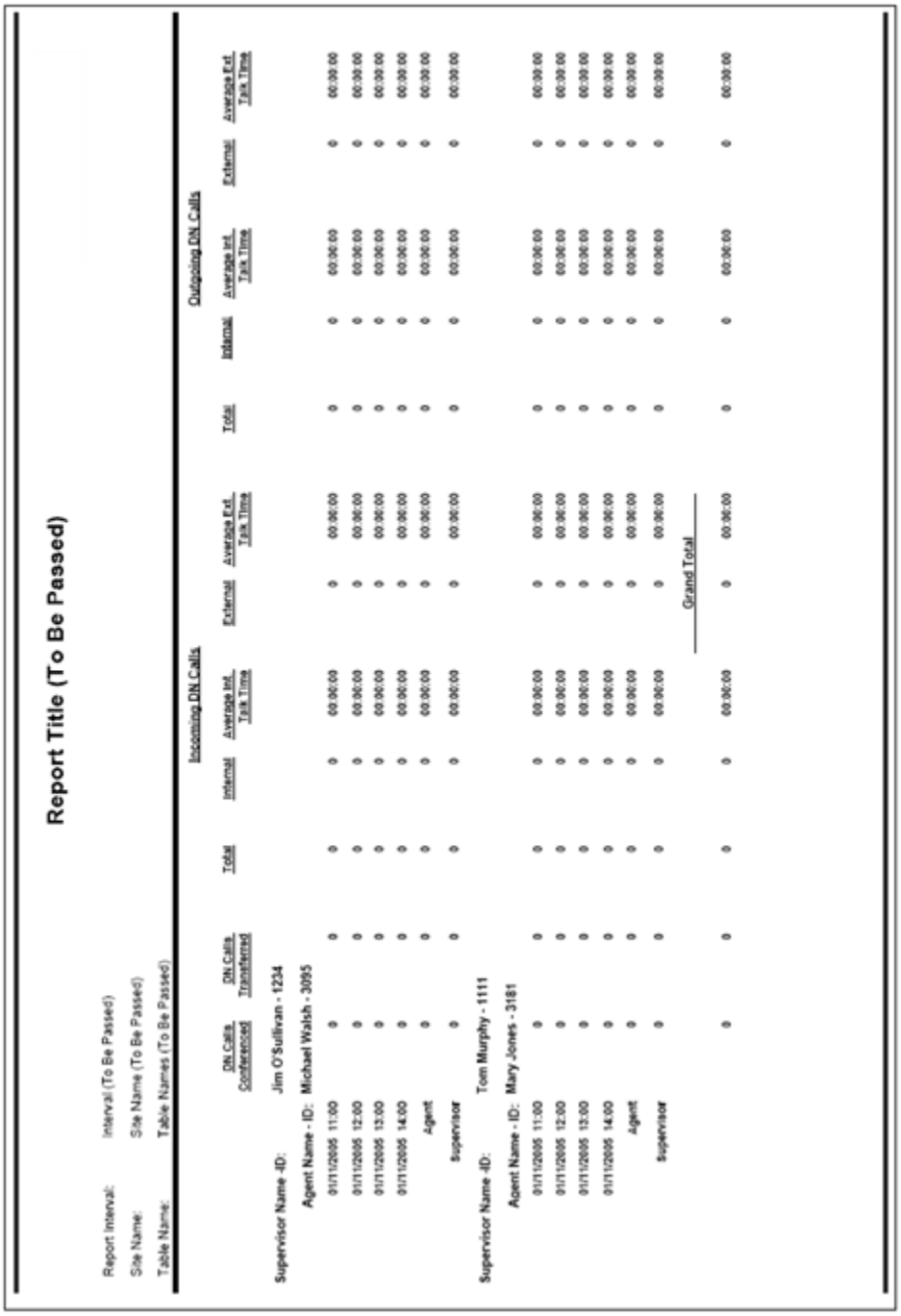
**Table 23: Avaya Communication Server 1000 PABX and SIP**

| 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 |

**Table 24: Avaya Communication Server 2x00**

| 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 |

## Preview example



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)

| | | | Incoming DN Calls | | | | | Outgoing DN Calls | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | DN Calls Conferenced | DN Calls Transferred | Total | Internal | Average Int. Talk Time | External | Average Ext. Talk Time | Total | Internal | Average Int. Talk Time | External | 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 |

**Figure 152: Avaya Communication Server 1000 PABX and SIP report**

# Agent Performance.rpt

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 Report descriptions on page 593.

## 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 on page 75. For more information about views; see Access rights by view on 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 |

| 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 |

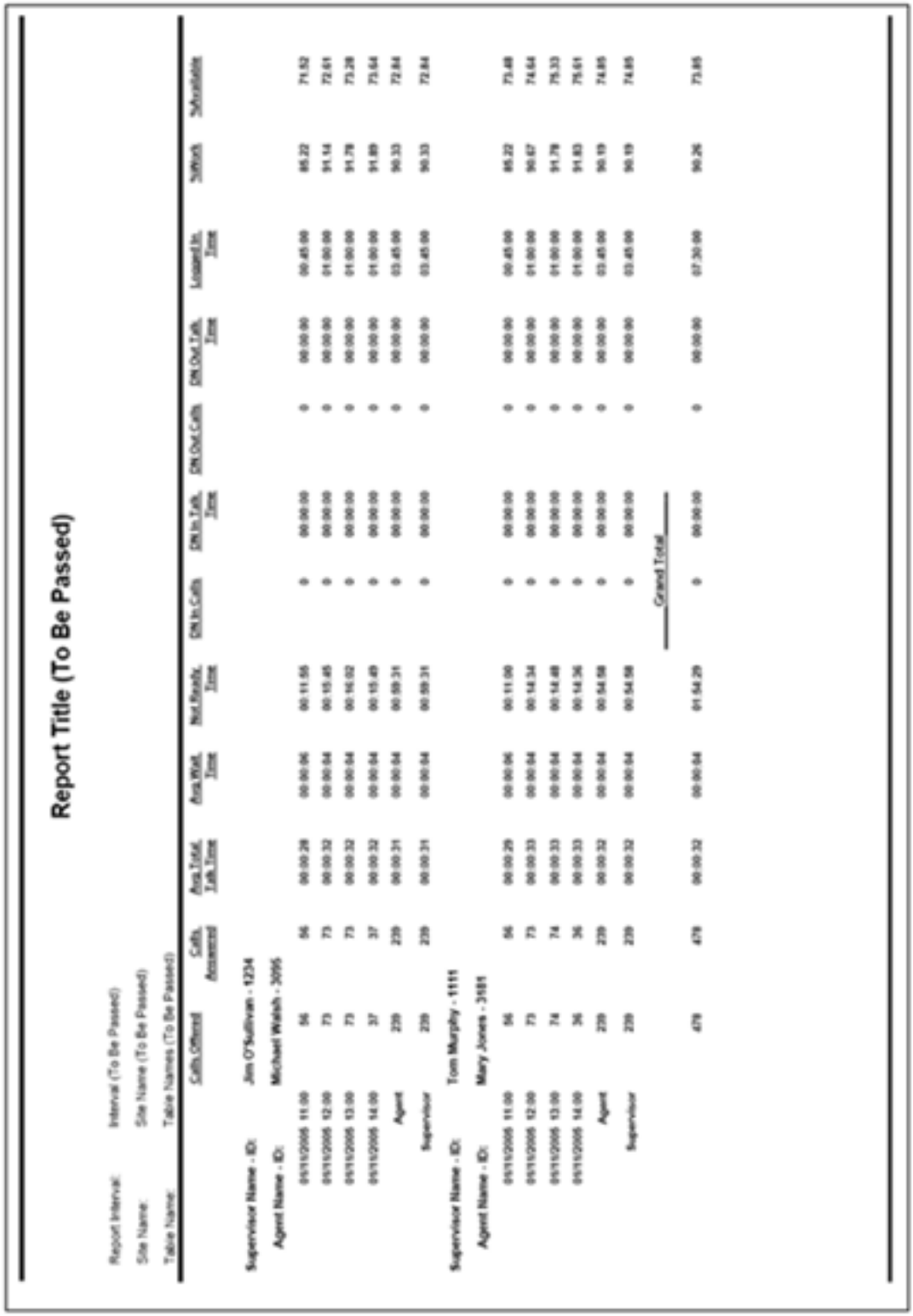
## Grouping

| 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 |

## Preview example



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 | Ans Total Talk Time | Ans 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 | | | | | | | | | | | | |
| 01/01/2005 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 |
| 01/01/2005 12:00 | 73 | 73 | 00:00:32 | 00:00:04 | 00:15:45 | 0 | 00:00:00 | 0 | 00:00:00 | 01:00:00 | 94.14 | 72.61 |
| 01/01/2005 13:00 | 73 | 73 | 00:00:32 | 00:00:04 | 00:15:02 | 0 | 00:00:00 | 0 | 00:00:00 | 01:00:00 | 94.78 | 73.28 |
| 01/01/2005 14:00 | 37 | 37 | 00:00:32 | 00:00:04 | 00:15:49 | 0 | 00:00:00 | 0 | 00:00:00 | 01:00:00 | 94.89 | 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 | | | | | | | | | | | | |
| 01/01/2005 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 |
| 01/01/2005 12:00 | 73 | 73 | 00:00:33 | 00:00:04 | 00:14:34 | 0 | 00:00:00 | 0 | 00:00:00 | 01:00:00 | 94.67 | 74.64 |
| 01/01/2005 13:00 | 74 | 74 | 00:00:33 | 00:00:04 | 00:14:48 | 0 | 00:00:00 | 0 | 00:00:00 | 01:00:00 | 94.78 | 75.33 |
| 01/01/2005 14:00 | 36 | 36 | 00:00:33 | 00:00:04 | 00:14:36 | 0 | 00:00:00 | 0 | 00:00:00 | 01:00:00 | 94.83 | 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 |

**Figure 153: Avaya Communication Server 1000 PABX, Avaya Communication Server 2x00, and SIP report**

# 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 Report descriptions on page 593.

## 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 on page 124. For more information about views; see Access rights by view on 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 |

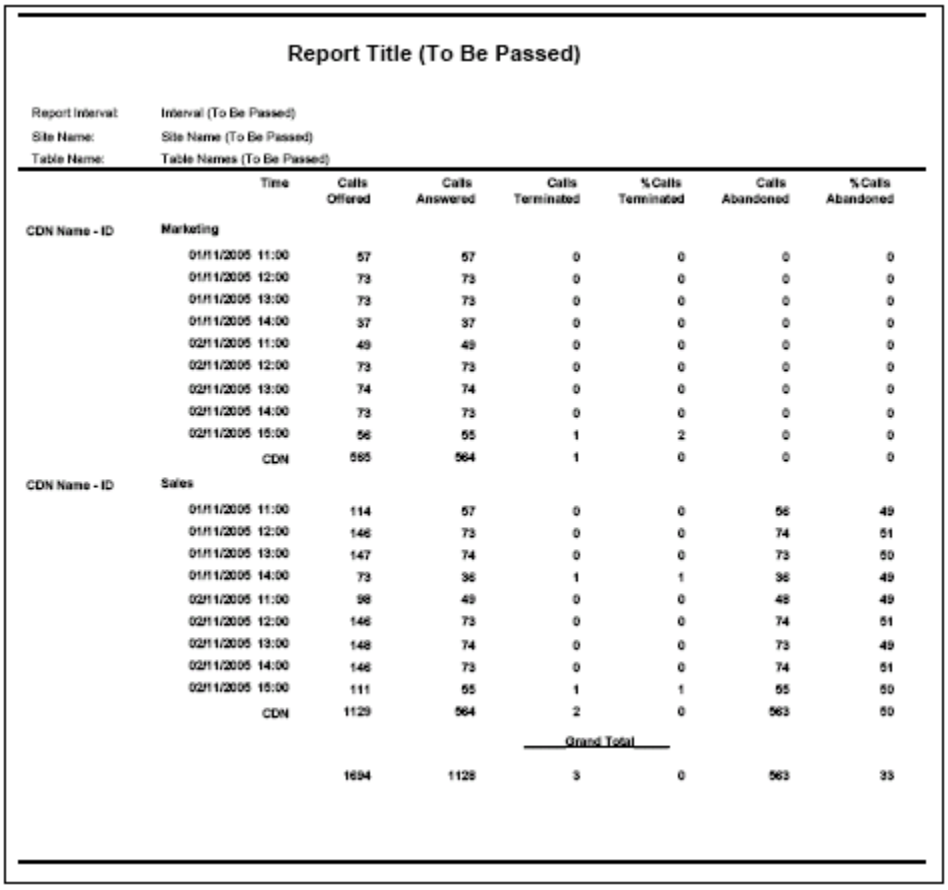
## Grouping

| Group by | Sort order | The section will be printed |
|---|---|---|
| @RCW_CDNNameOrID | Ascending order | — |
| Timestamp | Ascending order | For each hour |

## 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 |

### Preview example



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 | 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 | 49 | 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 |

**Figure 154: CDN Statistics report**

## 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 serving calls to the skillset.

For more information, see Report descriptions on page 593.

### 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 on page 165. For more information about views; see Access rights by view on 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 |
| 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 | — |

| Group by | Sort order | The section will be printed |
|---|---|---|
| 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_AverageCallsAnsweredDelay | — | All footers |
| @RCW_MaxAnsweredDelay | — | All footers |
| @RCW_AllAgentBusyTime | — | All footers |
| @RCW_TotalStaffedTime | — | All footers |

### Preview example

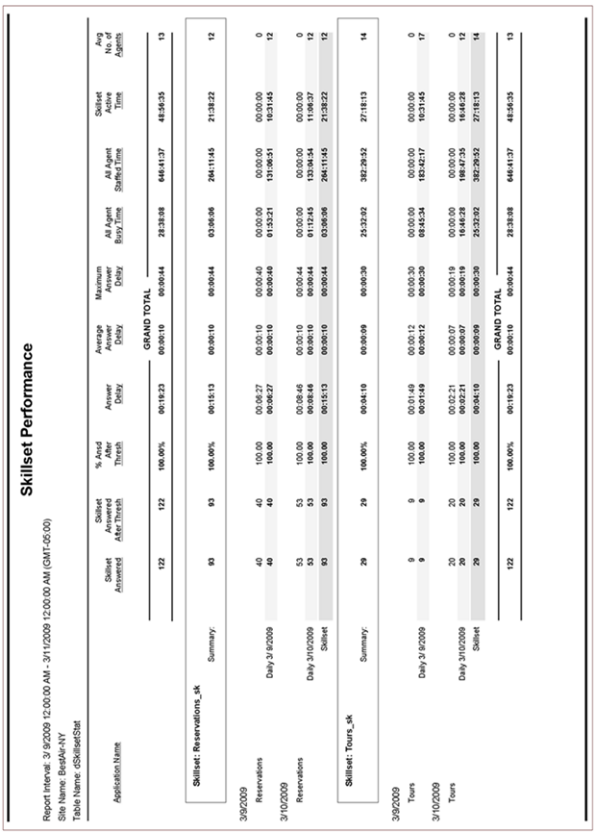


**Figure 155: Avaya Communication Server 1000 PABX, Avaya Communication Server 2x00, and SIP report**

# License Manager Reports

## Navigation

- License Usage Statistics.rpt on page 1009

## 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 Report descriptions on page 593.

### 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 on page 145. For more information about views; see Access rights by view on 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 |

### Preview example

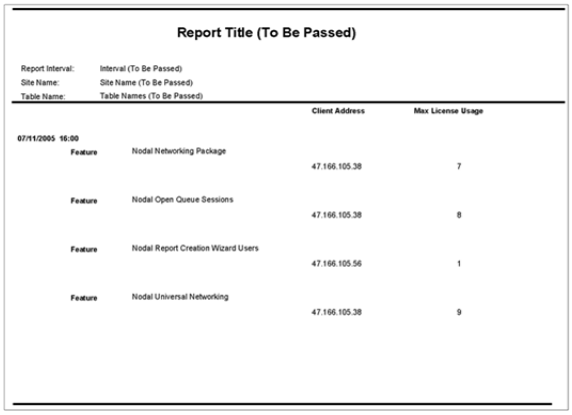



**Figure 156: License Manager report**

# Contact Center Multimedia reports

## Navigation

- SampleContactsOutstandingDrilldown.rpt on page 1011
- SampleContactsOutstandingSummary.rpt on page 1013
- SampleCampaignAgentScriptData.rpt on page 1015
- SampleCampaignCallByCallData.rpt on page 1017
- SampleCampaignDispCodeData.rpt on page 1019
- SampleCampaignSumm.rpt on page 1020

## 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 Report descriptions on page 593.

### 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 |

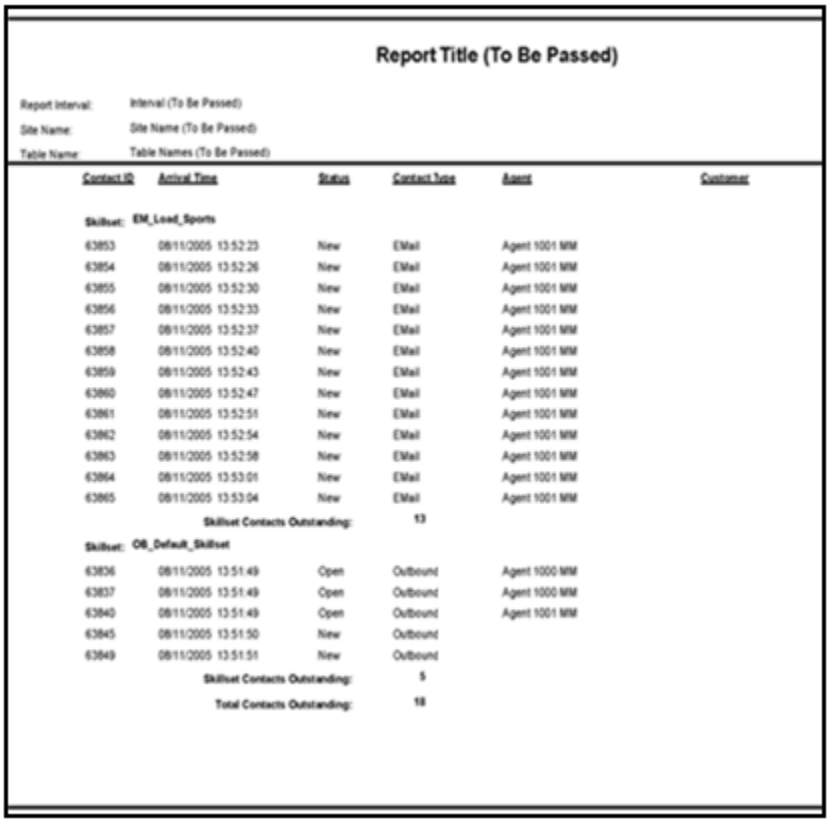
## Grouping

| Group by | Sort order | The section will be printed |
|---|---|---|
| Skillset | Ascending order | — |

## Summaries

| Fields | Summation type | Groups |
|---|---|---|
| Contact No | Count | All footers |

### Preview example



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 | | |

**Figure 157: ContactsOutstandingDrilldown report**

## 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 Report descriptions on page 593.

### 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 |

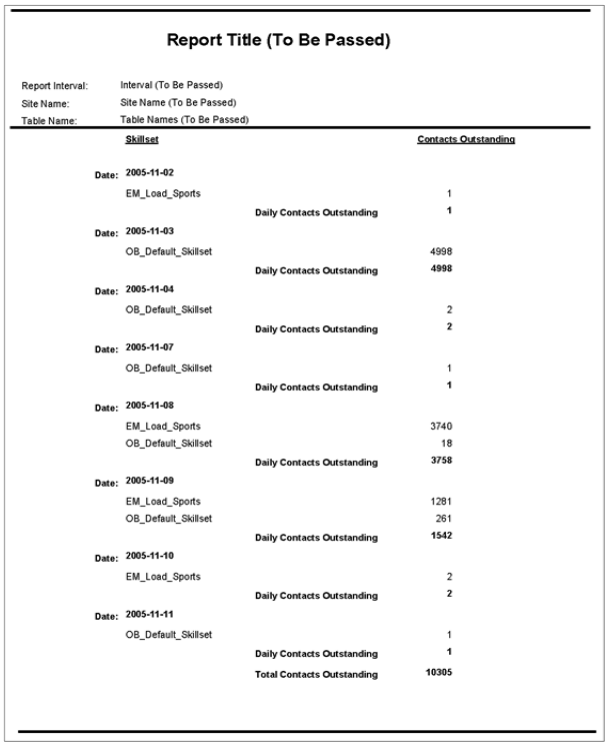
## Grouping

| Group by | Sort order | The section will be printed |
|---|---|---|
| ByDay | Ascending order | — |

## Summaries

| Fields | Summation type | Groups |
|---|---|---|
| Count | Sum | All footers |

### Preview example



**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)

| 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** |

**Figure 158: ContactsOutstandingSummary report**

## 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 Report descriptions on page 593.

### 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 are added to Group Header #2 (ContactID) from the Report Layout page.

| View field/Report Creation Wizard formula | Width |
|---|---|
| CustomerID | 60 |
| PhoneNumber | 80 |
| FirstName | 140 |
| LastName | 200 |
| DispositionCode | 140 |
| DateCreated | 120 |

## Grouping

### Table 25: Grouping

| Group by | Sort order | The section will be printed |
|---|---|---|
| Campaign | Ascending order | — |
| ContactID | Ascending order | — |

### Preview example

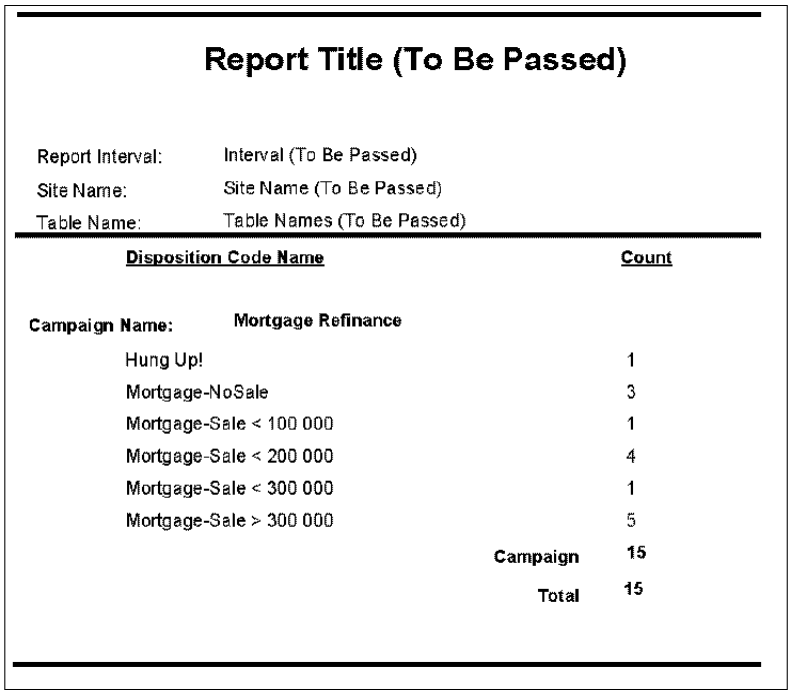



**Figure 159: CampaignAgentScriptData report**

## 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 Report descriptions on page 593.

### 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 | — |

## Preview example

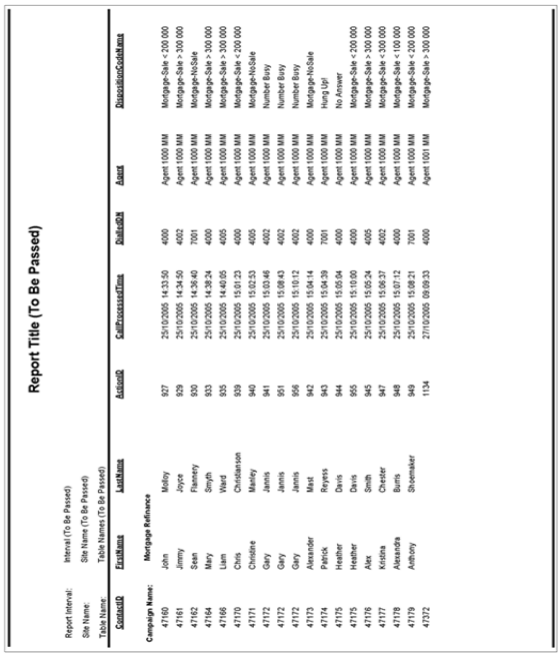



**Figure 160: CampaignCallByCallData report**

# SampleCampaignDispCodeData.rpt

The SampleCampaignDispCodeData.rpt sample report shows the details about each outbound contact, grouped by Disposition Code for each Campaign Name.

For more information, see Report descriptions on page 593.

## Report type

This report is an Advanced Report.

## Data source

Select CCMM_<IP address>_DSN.

This report uses the DispCodeData view.

## Table selection

This report uses the DispCodeData view.

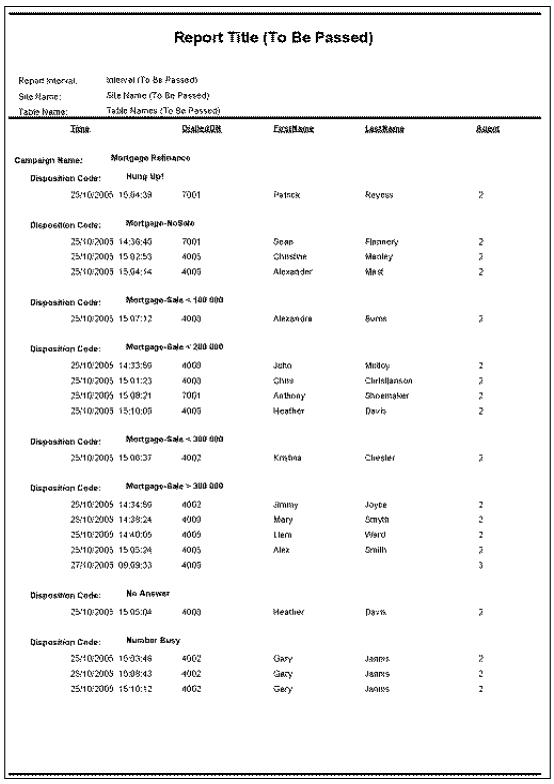
## Field selection

| 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 | — |

### Preview example



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 16:04:38 | 7001 | Patrick | Reyess | 2 |
| **Disposition Code: Mortgage-NoSale** | | | | |
| 25/10/2005 14:36:46 | 7001 | Sean | Flannery | 2 |
| 25/10/2005 15:02:53 | 4005 | Christine | Manley | 2 |
| 25/10/2005 15:04:14 | 4005 | Alexander | Mark | 2 |
| **Disposition Code: Mortgage-Sale < 100 000** | | | | |
| 25/10/2005 15:07:12 | 4003 | Alexandra | Burns | 2 |
| **Disposition Code: Mortgage-Sale < 200 000** | | | | |
| 25/10/2005 14:33:59 | 4003 | John | Molloy | 2 |
| 25/10/2005 15:01:23 | 4003 | Chris | Christianson | 2 |
| 25/10/2005 15:08:21 | 7001 | Anthony | Shoemaker | 2 |
| 25/10/2005 15:10:05 | 4005 | Heather | Davis | 2 |
| **Disposition Code: Mortgage-Sale < 300 000** | | | | |
| 25/10/2005 15:00:37 | 4002 | Kristina | Chesler | 2 |
| **Disposition Code: Mortgage-Sale > 300 000** | | | | |
| 25/10/2005 14:34:59 | 4002 | Jimmy | Joyce | 2 |
| 25/10/2005 14:38:24 | 4003 | Mary | Smyth | 2 |
| 25/10/2005 14:40:05 | 4003 | Liam | Ward | 2 |
| 25/10/2005 15:05:24 | 4005 | Alex | Smith | 2 |
| 27/10/2005 09:09:33 | 4005 | | | 3 |
| **Disposition Code: No Answer** | | | | |
| 25/10/2005 15:05:04 | 4003 | Heather | Davis | 2 |
| **Disposition Code: Number Busy** | | | | |
| 25/10/2005 15:03:46 | 4002 | Gary | Jeams | 2 |
| 25/10/2005 15:08:43 | 4002 | Gary | Jeams | 2 |
| 25/10/2005 15:10:12 | 4002 | Gary | Jeams | 2 |

**Figure 161: CampaignDispCodeData report**

## 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 Report descriptions on page 593.

### 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 |

## Preview example

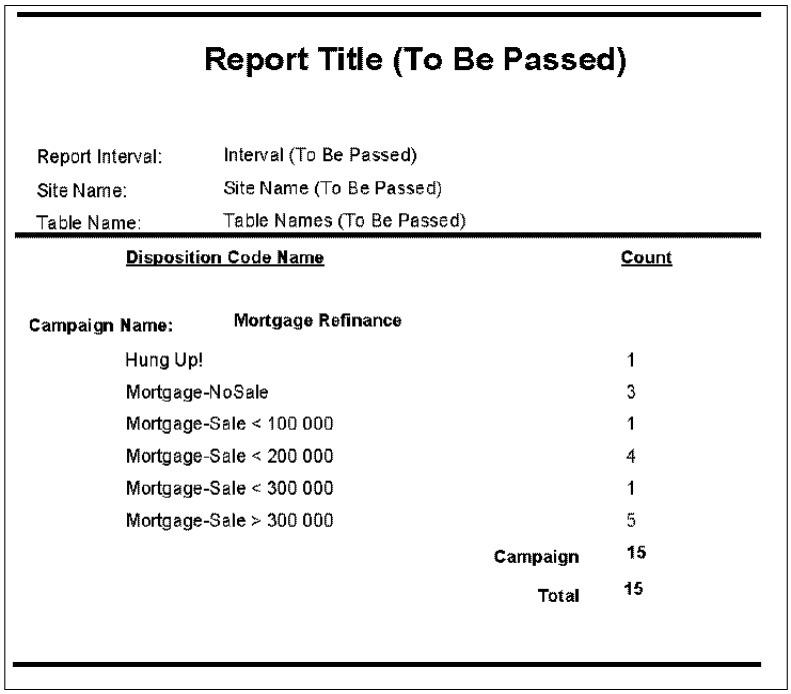



**Figure 162: Contact Center Multimedia report**

# Network consolidated reports

## Navigation

- Network Consolidated Skillset Performance on page 1022

## 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 Report descriptions on page 593.

### 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 |

| Report header | View field/Report Creation Wizard formula | Width |
|---|---|---|
| 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 |

## Summaries

| Fields | Summation type | Groups |
|---|---|---|
| CallsAnswered | Sum | All headers<br>All footers |
| @RCW_LocalCallsAnswered | Sum | All headers<br>All footers |
| NetCallsAnswered | Sum | All headers<br>All footers |
| @RCW_%LocalCallsAnswered | — | All headers<br>All footers |
| @RCW_%NetCallsAnswered | — | All headers<br>All footers |
| @RCW_AverageCallsAnsweredDelay | — | All headers<br>All footers |

### Preview example

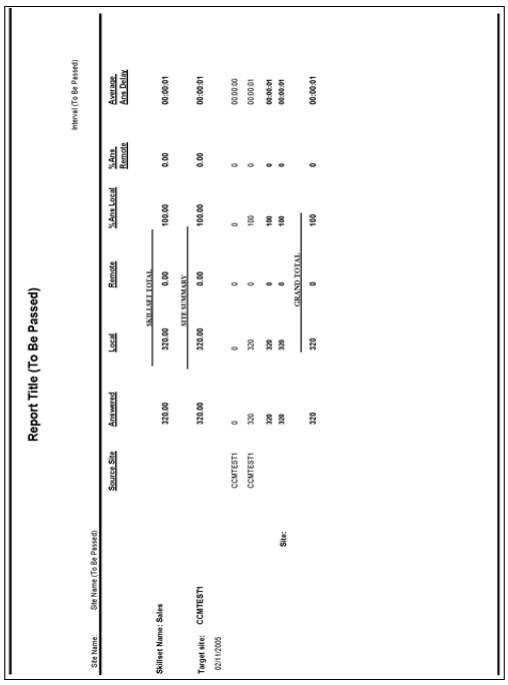



**Figure 163: Network consolidated report**

# Functions, operators, and formulas

## Navigation

- Report Creation Wizard functions on page 1024
- Report Creation Wizard operators on page 1028
- Report Creation Wizard formulas on page 1029

## 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 you specifying each operation separately. In this way, a function is shorthand which makes it easy and less time-consuming 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 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):** This function 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 |

**RCWFormatAccessRights (Str, Number, Lang):** This function returns a local 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):**

Convert the value stored in the Type field of the SupervisorAgentAssignment view into a verbose and localized string.

**RCWFormatCallAge (Number, Lang):** Convert the numeric value stored in the CallAgePreference field of the Skillset view into a localized string.

**RCWFormatCallSource (Number, Lang):** Convert the numeric value stored in the CallSourcePreference field of the Skillset view into a localized string.

**RCWFormatCBC (Number, Lang):** Convert the numeric value stored in the CallByCall field of the Application, RemoteApplication, and NCCRemoteApplication views into a localized string.

**RCWFormatDataRange (Range, Lang):** Convert the numeric value passed to the formula @report_datarange (Range) into a localized string.

**RCWFormatDataRange (Con, Range, Lang):** Convert 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).

**RCWFormatEventType (Str, Lang):** Convert the value stored in the EventType field of the eAgentLoginStat view into a more verbose and localized string.

**RCWFormatFilterStatus (Number, Lang):** Convert the numeric value stored in the FilterStatus field of the NetworkSkillsetStatus view into a localized string.

**RCWFormatFlowControlStatus (Number, Lang):** Convert the numeric value stored in the FlowControlStatus field of the NetworkSkillsetStatus view into a localized string.

**RCWFormatHSSParameter (Str, Lang):** Convert the string value stored in the Parameter field of the HistoricalStatStorage view into a verbose and localized string.

**RCWFormatNightServiceType (Number, Lang):** Convert the numeric value stored in the NightServiceType field of the Skillset view into a localized string.

**RCWFormatRankingMethod (Str, Lang):** Convert 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):** Convert 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):** Convert the numeric value stored in the VariableWrap field of the Agent view into a localized string.

## String functions

**RCWStringFromID (ID, Lang):** Convert the ID into a localized string based on the value of language (Lang).

**RCWStringJoin2 (Label, Str1, Delim, Str2, BlankStr):** Combine 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) returns. Use this function to define a message to display.

**RCWStringJoin3 (Label, Str1, Delim1, Str2, Delim2, Str3, BlankStr):** Combine 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) returns. 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. Combine 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) returns. 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):** Select 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) returns, so you can define a message to display.

The label is 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.

**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 between two or more values. Formulas contain operators. 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 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. If you are familiar with Crystal Reports 10, you can 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.

## Dynamic formulas

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 as follows:

- 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.

# Report Creation Wizard formulas

Report Creation Wizard provides a number of formulas that you can use in your reports. This section describes those formulas.

## Dynamic formulas

Dynamic formulas 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:** Specify how the time appears on the report. The formulas operate by changing the DisOpt value of the RCWFormatTimeSecs() custom function. See Database field conversion functions on page 1025.

**Dynamic group formulas:** Provide group level results and detailed 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 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 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 as follows:

- 0 = Not applicable
- 1 = Interval
- 2 = Daily

- 4 = Weekly
- 8 = Monthly

**@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.

**@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 logon 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.

**@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 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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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 logon 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 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 postcall 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.

**@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 Avaya Communication Server 1000 PABX only. Lists the total time spent on outgoing external DN calls.

**@RCW_DNOutIntTalkTime:** For Avaya Communication Server 1000 PABX only. Lists the total time spent on outgoing internal DN calls.

**@RCW_DNOutTalkTime:** For Avaya Communication Server 1000 PABX 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 postcall 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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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 logon 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_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 postcall 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 Avaya Communication Server 1000 PABX only. Lists the total time spent on outgoing external DN calls.

**@RCW_DNOutIntTalkTime:** For Avaya Communication Server 1000 PABX only. Lists the total time spent on outgoing internal DN calls.

**@RCW_DNOutTalkTime:** For Avaya Communication Server 1000 PABX 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 postcall 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 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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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 Avaya Communication Server 1000 PABX–Calculates the percentage of ACD calls answered by dividing ACDCallsAnswered by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered, and multiplying by 100.

For Avaya Communication Server 2x00–Calculates the percentage of ACD calls answered by dividing ACDCallsAnswered by CallsAnswered + ACDCallsAnswered, and multiplying by 100.

**@RCW_%Available:** For Avaya Communication Server 1000 PABX–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 Avaya Communication Server 2x00–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.

**@RCW_%LocalCallsAnswered:** Calculates the percentage of local calls answered by dividing CallsAnswered - NetworkCallsAnswered by CallsAnswered, and multiplying by 100.

**@RCW_%NACDCallsAnswered:** For Avaya Communication Server 1000 PABX 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 Avaya Communication Server 1000 PABX–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 Avaya Communication Server 2x00–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 Avaya Communication Server 1000 PABX–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 Avaya Communication Server 2x00–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.

**@RCW_ACDCallsTalkTime:** For Avaya Communication Server 1000 PABX–Lists the total time spent on ACD calls, including hold time. (Avaya Communication Server 2x00 PABX) 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 Avaya Communication Server 1000 PABX only. Calculates the total number of ACD and NACD calls answered by adding ACDCallsAnswered + NACDCallsAnswered.

**@RCW_ACDNACDCallsTalkTime:** For Avaya Communication Server 1000 PABX 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 logon 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 Avaya Communication Server 1000 PABX only. Lists the average time spent on ACD and NACD calls by dividing ACDCallsTalkTime + NACDCallsTalkTime by ACDCallsAnswered + NACDCallsAnswered.

**@RCW_AverageBusyOnDNTime:** For Avaya Communication Server 1000 PABX 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 Avaya Communication Server 1000 PABX–Lists the average time DN calls are on hold by dividing DNInExtCallsHoldTime + DNInIntCallsHoldTime + DNOutExtCallsHoldTime + DNOutIntCallsHoldTime by DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls.

For Avaya Communication Server 2x00 PABX–Lists the average time DN calls are on hold by dividing DNInExtCallsHoldTime + DNInIntCallsHoldTime + DNOutExtCallsHoldTime + DNOutIntCallsHoldTime by DNInCalls + DNOutCalls.

**@RCW_AverageDNCallsTalkTime:** For Avaya Communication Server 1000 PABX–Lists the average time spent on DN calls, including hold time, by dividing DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOutExtCallsTalkTime + DNOutIntCallsTalkTime by DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls.

For Avaya Communication Server 2x00 PABX–Lists the average time spent on DN calls, including hold time, by dividing DNInCallsTalkTime + DNOutCallsTalkTime by DNInCalls + DNOutCalls.

**@RCW_AverageDNInCallsHoldTime:** For Avaya Communication Server 1000 PABX–Lists the average time incoming DN calls are on hold by dividing DNInExtCallsHoldTime + DNInIntCallsHoldTime by DNInExtCalls + DNInIntCalls.

For Avaya Communication Server 2x00 PABX–Lists the average time incoming DN calls are on hold by dividing DNInExtCallsHoldTime + DNInIntCallsHoldTime by DNInCalls.

**@RCW_AverageDNInCallsTalkTime:** For Avaya Communication Server 1000 PABX–Lists the average time spent on incoming DN calls, including hold time, by dividing DNInExtCallsTalkTime + DNInIntCallsTalkTime by DNInExtCalls + DNInIntCalls.

For Avaya Communication Server 2x00 PABX–Lists the average time spent on incoming DN calls, including hold time, by dividing DNInCallsTalkTime by DNInCalls.

**@RCW_AverageDNInExtCallsHoldTime:** For Avaya Communication Server 1000 PABX only. Lists the average time incoming external DN calls are on hold by dividing DNInExtCallsHoldTime by DNInExtCalls.

**@RCW_AverageDNInExtCallsTalkTime:** For Avaya Communication Server 1000 PABX only. Lists the average time spent on incoming external DN calls, including hold time, by dividing DNInExtCallsTalkTime by DNInExtCalls.

**@RCW_AverageDNInIntCallsHoldTime:** For Avaya Communication Server 1000 PABX only. Lists the average time incoming internal DN calls are on hold by dividing DNInIntCallsHoldTime by DNInIntCalls.

**@RCW_AverageDNInIntCallsTalkTime:** For Avaya Communication Server 1000 PABX only. Lists the average time spent on incoming internal DN calls, including hold time, by dividing DNInIntCallsTalkTime by DNInIntCalls.

**@RCW_AverageDNOutCallsHoldTime:** For Avaya Communication Server 1000 PABX–Lists the average time outgoing DN calls are on hold by dividing DNOutExtCallsHoldTime + DNOutIntCallsHoldTime by DNOutExtCalls + DNOutIntCalls.

For Avaya Communication Server 2x00 PABX–Lists the average time outgoing DN calls are on hold by dividing DNOutExtCallsHoldTime + DNOutIntCallsHoldTime by DNOutCalls.

**@RCW_AverageDNOutCallsTalkTime:** For Avaya Communication Server 1000 PABX–Lists the average time spent on outgoing DN calls, including hold time, by dividing DNOutExtCallsTalkTime + DNOutIntCallsTalkTime by DNOutExtCalls + DNOutIntCalls.

For Avaya Communication Server 2x00 PABX–Lists the average time spent on outgoing DN calls, including hold time, by dividing DNOutCallsTalkTime by DNOutCalls.

**@RCW_AverageDNOutExtCallsHoldTime:** For Avaya Communication Server 1000 PABX only. Lists the average time outgoing external DN calls are on hold by dividing DNOutExtCallsHoldTime by DNOutExtCalls.

**@RCW_AverageDNOutExtCallsTalkTime:** For Avaya Communication Server 1000 PABX only. Lists the average time spent on outgoing external DN calls, including hold time, by dividing DNOutExtCallsTalkTime by DNOutExtCalls.

**@RCW_AverageDNOutIntCallsHoldTime:** For Avaya Communication Server 1000 PABX only. Lists the average time outgoing internal DN calls are on hold by dividing DNOutIntCallsHoldTime by DNOutIntCalls.

**@RCW_AverageDNOutIntCallsTalkTime:** For Avaya Communication Server 1000 PABX 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 placed 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 Avaya Communication Server 1000 PABX 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 Avaya Communication Server 1000 PABX–Lists the average Not Ready time by dividing NotReadyTime by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered.

For Avaya Communication Server 2x00 PABX–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).

**@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:** For Avaya Communication Server 1000 PABX. Lists the average time spent for each hour by the agent on calls, including hold time, by dividing TalkTime + ACDTalkTime + NACDTalkTime by (LoggedInTime/3600).

For Avaya Communication Server 2x00 PABX. 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:** For Avaya Communication Server 1000 PABX. Lists the average time spent by the agent on calls, including hold time, by dividing TalkTime + ACDTalkTime + NACDTalkTime by CallsAnswered + ACDCallsAnswered + NACDCallsAnswered.

For Avaya Communication Server 2x00 PABX. 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:** 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:** For Avaya Communication Server 1000 PABX 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:** For Avaya Communication Server 1000 PABX 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 that originated as part of a Contact Center Outbound contact.

**@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.

**@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 Avaya Communication Server 1000 PABX–Calculates the number of DN calls handled by an agent, by adding DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls.

For Avaya Communication Server 2x00 PABX–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 Avaya Communication Server 1000 PABX–Lists the total time spent handling DN calls by adding DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOutExtCallsTalkTime + DNOutIntCallsTalkTime.

For Avaya Communication Server 2x00 PABX–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 Avaya Communication Server 1000 PABX–Calculates the number of incoming DN calls by adding DNInExtCalls + DNInIntCalls.

For Avaya Communication Server 2x00 PABX–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 Avaya Communication Server 1000 PABX–Lists the total time spent on incoming DN calls, including hold time, by adding DNInExtCallsTalkTime + DNInIntCallsTalkTime.

For Avaya Communication Server 2x00 PABX–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 Avaya Communication Server 1000 PABX 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 Avaya Communication Server 1000 PABX only. Lists the total time spent on incoming internal DN calls, including hold time.

**@RCW_DNOutCalls:** For Avaya Communication Server 1000 PABX–Calculates the number of outgoing DN calls by adding DNOutExtCalls + DNOutIntCalls.

For Avaya Communication Server 2x00–Calculates the number of outgoing DN calls as DNOutCalls.

**@RCW_DNOutCallsHoldTime:** Lists the total time outgoing DN calls are on hold by adding DNOutExtCallsHoldTime + DNOutIntCallsHoldTime.

**@RCW_DNOutCallsTalkTime:** For Avaya Communication Server 1000 PABX only. Lists the total time spent on outgoing DN calls, including hold time, by adding DNOutExtCallsTalkTime + DNOutIntCallsTalkTime.

For Avaya Communication Server 2x00–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 Avaya Communication Server 1000 PABX 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 Avaya Communication Server 1000 PABX only. Lists the total time spent on outgoing internal DN calls, including hold time.

**@RCW_HoldTime:** Lists the amount of time this agent placed 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 Avaya Communication Server 1000 PABX only Lists total time spent on NACD calls by an agent, including hold time.

**@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 postcall 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 logon 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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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 Avaya Communication Server 1000 PABX–Calculates the total number of calls answered by adding CallsAnswered + ACDCallsAnswered + NACDCallsAnswered.

For Avaya Communication Server 2x00 PABX–Calculates the total number calls answered by adding CallsAnswered + ACDCallsAnswered.

**@RCW_TotalTalkTime:** For Avaya Communication Server 1000 PABX–Lists the total time spent by the agent handling all contacts, including hold time by adding TalkTime + ACDCallsTalkTime + NACDCallsTalkTime.

For Avaya Communication Server 2x00 PABX–Lists the total time spent by the agent handling all contacts, including hold time by adding TalkTime + ACDCallsTalkTime.

**@RCW_VariableWrapTime:** For Avaya Communication Server 2x00 PABX 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.

**@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 handled within the service level threshold for the application by dividing (CallsAnswered + CallsAbandoned) - (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold) by (CallsAnswered + CallsAbandoned), and multiplying by 100.

**@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.

**@RCW_AveragePostCallProcessingTime:** Displays the average time agents spent performing postcall 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.

**@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 Avaya Communication Server 1000 PABX only. Displays the total time spent on outgoing DN calls, including hold time, for this application by adding DNOutExtCallsTalkTime + DNOutIntCallsTalkTime.

**@RCW_DNOutExtCallsTalkTime:** For Avaya Communication Server 1000 PABX only. Displays the total time spent by agents on outgoing external DN calls, including hold time, for this application.

**@RCW_DNOutIntCallsTalkTime:** For Avaya Communication Server 1000 PABX 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.

**@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 postcall 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 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 Avaya Communication Server 1000 PABX 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 PABXs 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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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:** 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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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.

**@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 handled 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.

**@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.

**@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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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.

**@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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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.

**@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 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.

**@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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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.

## 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.

**@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.

**@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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value

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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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.

**@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.

**@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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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.

**@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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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.

**@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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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.

**@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 postcall processing by dividing PostCallProcessingTime by the CallsAnswered.

**@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 Avaya Communication Server 1000 PABX only. Displays the total time spent on outgoing DN calls, including hold time, for this skillset by adding DNOutExtCallsTalkTime + DNOutIntCallsTalkTime.

**@RCW_DNOutExtCallsTalkTime:** For Avaya Communication Server 1000 PABX only. Displays the total time spent by agents on outgoing external DN calls, including hold time, for this skillset.

**@RCW_DNOutIntCallsTalkTime:** For Avaya Communication Server 1000 PABX 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.

**@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 postcall 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.

**@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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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 for the @report_datarange formula.

**@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 for @report_datarange is Daily, Weekly, or Monthly, only the date is printed. If the value 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 for @report_datarange is Daily, Weekly, or Monthly, only the label and date are printed. If the value 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 do not appear.

# Part V: Pegging information


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- Agent state tracking on page 1089

# Chapter 30: Pegging examples

This section provides example of the process to peg various call types in a contact center.

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- Pegging of calls answered by a backup skillset on page 1086


## Pegging of local calls

This section provides a typical example of how local calls peg.

**Table 26: 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 queues 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

**Table 27: AgentPerformanceStat view: Donna Royce**

| Field | Pegging |
|---|---|
| Interval | 9:00–9:15 |
| CallsOffered | 1 |
| CallsAnswered | 1 |
| CDNCallsConferencedToDN | 1 |
| ConsultationTime (Avaya Communication Server 1000 PABX) | 3 |
| TalkTime | 23 |
| BreakTime/VariableWrapTime | 30 |

**Table 28: ApplicationStat view: Master_Script**

| Field | Pegging |
|---|---|
| Interval | 9:00–9:15 |
| CallsOffered | 1 |
| CallsGivenIVR | 1 |

**Table 29: 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 |

**Table 30: CDNStat view**

| Field | Pegging |
|---|---|
| Interval | 9:00–9:15 |
| CallsOffered | 1 |
| CallsAnswered | 1 |

**Table 31: 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).

### Table 32: Scenario

| | |
|---|---|
| Call arrives at Toronto | 09:00:00 |
| Call is handed over to Booking_Script application | 09:00:01 |
| Call queues 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

### Table 33: ApplicationStat view: Master_Script

| Field | Pegging |
|---|---|
| Interval | 9:00–9:15 |
| CallsOffered | 1 |

### Table 34: 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 |

### Table 35: NetworkOutCallStat view

| Field | Pegging |
|---|---|
| Interval | 9:00–9:15 |
| Source Site | Toronto |

| Field | Pegging |
|---|---|
| Source Application | Booking_Script |
| Destination Site | Boston |
| Destination Application | Network_Script |
| Calls Offered | 1 |
| Calls Answered | 1 |

## Pegging at destination site

**Table 36: ApplicationStat view: Network_Script**

| Field | Pegging |
|---|---|
| Interval | 9:00–9:15 |
| CallsAnswered | 1 |
| CallsAnsweredDelay | 7 seconds |
| AnsDelay8 | 1 |
| CallsAnsweredDelayAtSkillset | 13 seconds |

**Table 37: 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 |

**Table 38: AgentPerformanceStat view: Lane Rivers**

| Field | Pegging |
|---|---|
| Interval | 9:00–9:15 |
| CallsOffered | 1 |
| CallsAnswered | 1 |

| Field | Pegging |
|---|---|
| TalkTime | 20 |

# Pegging of Activity Codes

**Note:**

Activity codes can be recorded against all customer calls. In the case of an activity code entered during an emergency call or a consultation, the code is pegged against the customer contact and not the emergency call or consultation.

## Avaya Communication Server 1000 PABX

On the Avaya Communication Server 1000 PABX, 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 |
| 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 |
| 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 |

# Avaya Communication Server 2x00 PABX

On the Avaya Communication Server 2x00 PABX, 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.

| | |
|---|---|
| 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

## Avaya Communication Server 1000 PABX

### Example 1: Not Ready reason code entered in first interval

For this example, the following events occur.

| | |
|---|---|
| 09:25:00 | Agent enters 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.

| | |
|---|---|
| 09:13:00 | Agent enters 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 |

| Interval | ActivityCode | Occurrences | ActivityTime (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 enters Not Ready state) |
| 09:32:00 | Agent enters Ready state |
| 09:42:00 | Agent enters Not Ready state |
| 09:46:00 | Agent enters Not Ready reason code 1234 |
| 09:48:00 | Agent enters 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 |

# Avaya Communication Server 2x00 PABX

On the Avaya Communication Server 2x00 PABX, agents can enter only one Not Ready reason code while in Not Ready state. To change the Not Ready reason, the agent enters 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 enters Not Ready state |
| 09:25:10 | Agent enters Not Ready LOB 123 |
| 09:31:00 | Agent enters 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 enters Not Ready state |
| 09:26:00 | Agent enters 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 |

# 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 | 10 seconds |
| DNInCallsTalkTime (Avaya Communication Server 2x00) or DNInIntCallsTalkTime (Avaya Communication Server 1000 PABX) | 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.

WaitingTime + DNInCallsTalkTime or DNInIntCallsTalkTime + 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.

## 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 maps 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 |
| 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 enters CDN controlled by Contact Center Manager.
2. Contact Center Manager runs a script, which checks whether the skillset is staffed.
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 returns 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.

| 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.

| | |
|---|---|
| 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 PABX requests an agent from the remote PABX. |
| | The remote PABX responds with the information that all agents are busy. The call receives RAN treatment. |
| 11:30:15 | Agent1 becomes available on the remote PABX. The remote PABX reserves the agent and notifies the local PABX. |
| 11:30:17 | The local PABX routes the call to the remote PABX. |
| 11:30:19 | The remote PABX presents the call to the agent. |
| 11:31:49 | Agent 1 releases the call. |

## Pegging at local node

**Table 39: CDNStat view**

| Control Directory Number | CallsOffered | CallsTerminated |
|---|---|---|
| 3010 | 1 | 1 |

**Table 40: ApplicationStat view**

| Application | Calls Offered Offered | CallsGiven NACD | CallsNACD Out | TimeBefore NACDOut |
|---|---|---|---|---|
| Master_Script | 1 | 1 | 1 | 1 |
| Network_Application | | | | |

## Pegging at remote node

**Table 41: ApplicationStat view**

| Application | CallsOffered | CallsTerminated |
|---|---|---|
| NACD_DN_Application | 1 | 1 |

**Table 42: AgentPerformanceStat view**

| Agent | NACDCalls Answered | NACDTalk Time | ReservedForCall | 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.

| | |
|---|---|
| 11:30:00 | A call arrives on the Sales CDN (3759), which is controlled by Contact Center Manager. The Master Script runs the Sales application (Sales_App). The call receives Ringback treatment. |
| 11:30:02 | Call queues to the Sales skillset (Sales_Skillset) and a Sales agent answers immediately. |
| 11:32:02 | The Sales agent determines that the call is 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 runs the Service Application (Service_App). The call receives Ringback treatment. |
| 11:32:08 | The call queues 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. |

**Table 43: Pegging: CDNStat view**

| Control Directory Number | CallsOffered | CallsTerminated |
|---|---|---|
| 3759 | 1 | 1 |
| 3760 | 1 | 1 |

**Table 44: Pegging: ApplicationStat view**

| Application | CallsOffered | CallsAnswered | Total Delay |
|---|---|---|---|
| Master | 2 | 0 | 0 seconds |
| Sales_App | 1 | 1 | 2 seconds |
| Service_App | 1 | 1 | 20 seconds |

**Table 45: Pegging: SkillsetStat view**

| Application | CallsOffered | 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.

| | |
|---|---|
| 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 runs the Sales Application (Sales_App). |
| 11:30:02 | The call queues to the Sales skillset (Sales_Skillset) and a Sales agent answers immediately. |
| 11:32:02 | The Sales agent determines that the call is 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.

**Table 46: Pegging: CDNStat view**

| Control Directory Number | CallsOffered | CallsTerminated |
|---|---|---|
| 3759 | 1 | 1 |
| 3760 | 1 | 1 |

**Table 47: Pegging: ApplicationStat view**

| Application | CallsOffered | CallsAnswered | Total Delay |
|---|---|---|---|
| Master | 2 | 0 | 0 seconds |
| Sales_App | 1 | 1 | 2 seconds |
| Service_App | 1 | 1 | 20 seconds |

**Table 48: Pegging: SkillsetStat view**

| Application | CallsOffered | CallsAnswered | Total Delay |
|---|---|---|---|
| Sales_Skillset | 1 | 1 | 0 seconds |
| Service_Skillset | 1 | 1 | 18 seconds |

# 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 queues to Sales_Sk. |
| 11:44:12 | The script runs a Give IVR command, which gives the caller the option to leave a voice message. The caller leaves 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

**Table 49: ApplicationStat view**

| Application | CallsOffered | CallsAnswered | CallsAnsweredDelayAtSkillset |
|---|---|---|---|
| Master_Script | 1 | 0 | 0 seconds |
| Sales_Application | 1 | 1 | 14 seconds |

**Table 50: CDNStat view**

| Control Directory Number | CallsOffered | CallsTerminated |
|---|---|---|
| 3759 | 1 | 1 |

**Table 51: SkillsetStat view**

| Skillset | CallsOffered | CallsAnswered |
|---|---|---|
| Sales_Sk | 1 | 0 |
| Backup_Sk | 1 | 1 |

# Chapter 31: Agent state tracking

This section provides information about how the system pegs an agent state.

## Navigation

- Pegging agent state on page 1089

## 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 Avaya Communication Server 1000 PABX.

| | 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 | Walk away time |
| Idle | No call present | | | | | | | | | | | • | |
| Idle | Incoming DN call active | | • | | | • | | | | | | | |
| Idle (see Note 2) | Incoming DN call on hold | | • | | | • | | | | | | • | |
| Idle | Outgoing DN call active | | • | | | | | | • | | | | |

| | 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 call talk time | Network call talk time | Not ready time | Outgoing DN call talk time | Ringing time | Talk Time | Waiting time | Walk away time |
| 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 | | | | • | | | | | | • | | |
| 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 | | | | • | | | | • | | • | | |

| | 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** | **Ringing time** | **Talk Time** | **Waiting time** | **Walkaway time** |
| 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 | | | | | • | | • | | | | | |
| 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 | Not Active | | | | | | • | | | | • | | |

| | Agent Status | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Agent Key Status | | | | | | | | | | | | |
| **Incalls key** | **DN key (see Note 1)** | **ACD/NACD talk time** | **Busy on DN time** | **Busy on Misc. time** | **Held time** | **Incoming DN calls talk time** | **Network calls talk time** | **Not ready time** | **Outgoing DN calls talk time** | **Ringing time** | **Talk Time** | **Waiting time** | **Walkaway time** |
| contact (NSBR option) | | | | | | | | | | | | | |
| 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**: (Avaya Communication Server 1000 PABX) If the Alternate Call Answer feature is enabled, Waiting Time pegs in AgentPerformanceStat.

**Note 3**:

- Busy on Misc. time for Avaya Communication Server 1000 PABX only.
- Outgoing DN calls talk time for Avaya Communication Server 2x00 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 Avaya Communication Server 2x00 only.

# Part VI: Frequently Asked Questions

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# Chapter 32: Frequently Asked Questions

This section contains frequently asked questions about Contact Center Manager statistics pegging and custom reports. The information in this section can also help you troubleshoot any problems with your reports.

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## General Questions

This 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 queues 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 affect pegging.

However, using identical names makes reports and real-time displays difficult to interpret. Therefore, Avaya 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 or 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 is 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 in the same way as for regular hold time. The pegging component does not differentiate between them.

For example, the following actions occur.

| 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 |

In 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 PABX, statistics are pegged for the interval from 10:15 a.m. to 10:30 a.m. The pegged interval includes 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 includes 11 minutes of statistics.

**Event statistics:**

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

This 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) lengths using Report Creation Wizard.

## 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 your own report that combines the predefined intervals to create new intervals. In the report, you use formulas to combine the intervals, and insert these formulas into the histogram. You can import the reports into Contact Center Manager Server, and run it like any other report.

## What happens to the midnight interval in reporting?

The report interval closes 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 is lost—for example, if a logoff event occurs, but no logon event occurs—the logon time is 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 as follows:

- 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 configure 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”.

# Questions about agent statistics

This 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 (Avaya Communication Server 2x00) or DNInIntCallsTalkTime (Avaya Communication Server 1000 PABX) | 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

In this example, you have:

WaitingTime + DNInCallsTalkTime or DNInIntCallsTalkTime + TalkTime

= 10 + 80 + 60

= 150 seconds

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 places 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 on | 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 no previous skillset exists 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. |
| 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. No skillset exists 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. No skillset exists previous skillset/application remain the same. |
| Agent places 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. No skillset exists 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
- 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 enters 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:<br>“AgentBySkillset Skillset sales: PCP = 0<br>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:<br>“AgentBySkillset Skillset sales: PCP = 5mins” |

## 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 returns 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.

**Important:**

If agents press Not Ready during this period, the call is sent to the back of the queue and loses priority unless the skillset is configured with the “oldest call” option instead of “first in queue”.

Avaya 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 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 postcall 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.
3. Presses Not Ready and enter the Not Ready reason code.

This procedure stops accumulating postcall 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, postcall 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 code is 000 and you cannot change it. See ActivityCodeStat views on page 47 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

This section lists skillset and application statistic questions.

## How does Contact Center Manager peg calls that use IVR transfers?

If you use Avaya 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 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 increments 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 increments only if call control returns to the application script after IVR treatment, for example, upon return from a GIVE IVR with recorded announcement command.

If a caller chooses 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 the 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 queues 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.

## 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 changes 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 an 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?

### About this task

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;

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 your own formula in Report Creation Wizard.

1. Start **Report Creation Wizard** from Historical Reporting.
2. In the **Report Type** window, select **Created Simplified Report** (through Report Definition).
3. Click **Next**.

4. In the **Data Source** window, select the **Application Stat.rpt** report definition in the Other folder of the selected PABX type (such as Avaya Communication Server 1000 or Avaya Communication Server 2x00).
5. Click **Next**.
6. On the Field Selection page, click the **Formulas** icon in the toolbar. 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.
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.

## How do Wait statements in the scripts affect reports?

Wait statements cause different pegging depending on the location 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 on to multiple skillsets and a contact queues 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 queues to multiple skillsets.

## How can I report on Business Unit performance if multiple contact types are used?

When multiple contact types are handled, you must use multiple skillsets 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 queues to multiple skillsets, and the caller subsequently abandons it, does the call peg as abandoned against all the skillsets in which it queued?

Yes, with one exception. The SkillsetAbandoned, SkillsetAbandonedDelay, MaxSkillsetAbandonedDelay, and SkillsetAbandonedAftThreshold statistics peg against all the skillsets in which the call queued 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 are not networked 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 returns to queue?

If a call returns 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 on to the skillset. After this happens, if all agents in that skillset log off, causing the skillset to go out of service, Contact Center Manager Server pegs zeros for that skillset.

## Are there any limits on the reported length of any duration values

Yes. The interval duration statistics cap 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<br>MaxAnsweredDelay<br>TotalStaffedTime<br>PostCallProcessingTime<br>TalkTime<br>WaitingTime<br>DNOutExtTalkTime<br>DNOutIntTalkTime |
| Application | CallsAnsweredDelay<br>CallsAnsweredDelayAtSkillset<br>MaxCallsAbandonedDelay<br>MaxCallsAnsDelay<br>MaxCallsAnsDelayAtSkillset<br>TimeBeforeDefault<br>TimeBeforeForceBusy<br>TimeBeforeForceDisconnect<br>TimeBeforeForceOverflow<br>TimeBeforeInterflow<br>TimeBeforeIVRTransferred<br>TimeBeforeNACDOut |

| Type | Fields |
|---|---|
| | TimeBeforeNetOut<br>TimeBeforeReachNonISDN<br>TimeBeforeRouteTo<br>PostCallProcessingTime<br>TalkTime<br>DNOutExtTalkTime<br>DNOutIntTalkTime |

# Questions about DNIS statistics

This 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 215.

# 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

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 enters 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:**

| | |
|---|---|
| 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

This 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, assign 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.

## Can I import reports using Contact Center Manager Administration?

You can import custom Contact Center Manager Server reports using Contact Center Manager Administration. See the Contact Center Manager Administration Online Help for more information about importing reports.

## Can I create a report that contains statistics from more than one view?

Data from multiple views link into one report by using the specified linkage keys in each view. See Linking views on page 34.

## 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, the report can 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, when you print your report, the report orientation can be landscape. To avoid this scenario, Avaya 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 default printer orientation is | THEN |
|---|---|
| Portrait and you want the report orientation to be portrait | Change the printer default orientation to landscape, change 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 the report orientation to be landscape | Change the report orientation to landscape and save the report. |
| Landscape and you want the report orientation to be landscape | Change the printer default orientation to portrait, change 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 the report orientation to be portrait | Change 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.

# Questions about Multimedia reporting

This section lists Multimedia reporting questions.

## 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-mail messages, 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 Contact Center Multimedia Data dictionary on page 425.

## How are statistics names interpreted when Contact Center Multimedia is installed?

The names of many of the statistics and statistics views reflect the terminology used in voice telephony contact centers, even though these statistics and views can capture information about other than voice-telephony contact. Do not take the names of the statistics and statistics views 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 Multimedia contacts on page 42.

# Questions about Contact Center Outbound campaign reporting

This 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 placed 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.

## How are statistics affected when an outbound campaign ends while outbound campaign contacts are stilled queued?

All queuing outbound campaign contacts related to a complete campaign receive Force Disconnect treatment and peg. 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 intercontact 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 intercontact 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 about the next transfer leg, if applicable, or for the agent to make or receive another contact. Contact statistics for all pending contacts are saved, regardless of whether an agent accepted the contact. 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 1 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 intercontact 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. 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. This feature does not track and save information about unanswered incoming our outgoing DN calls, ACD calls, and NACD calls.

## Which contacts appear in reports, which are created for a specific time frame or date interval?

Contacts are 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 are included only if all the data for the contact, including intercall agent statistics and data for associated contact segments, is accumulated. It is possible that a contact handled by an agent may 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 intercall agent data is still being accumulated for the contact. Rerunning this report after all the contact statistics data accumulates ensures that all contacts originated in this time frame are included.

## How can I determine if the contact is accepted?

If a contact was accepted, it has 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.

If the Pull-mode contact queues 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 then queues 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 peg when the contact is accepted. The contact pegs 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 enters 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 queues to the agent using the QUEUE TO AGENT command. When this occurs, the contact pegs using standard reporting for the QUEUE TO AGENT command. In particular, AgentPerformanceStat CallsAnswered and TalkTime statistics peg after the agent accepts the contact.

   The contact pegs against the Agent Queue To dummy skillset for this contact type.

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